



## ROTORUA CANOPY TOURS RISK ASSESSMENT AND MANAGEMENT FORM

Casual Factors	People	Environment	Equipment
	1:Customers getting separated from the group 2 Fall from Height Staff or Customers 3:Trips and Falls. 4:Staff 5:Vehicle Accidents 6:Unauthorised access to the course	1:Weather Conditions 2:Overhead Hazards	1:Equipment Failure 2:Lack of appropriate clothing and footwear
Normal Operations	1:Clients will be briefed to the real risks they face if they walk off the formed track and will be briefed to stay on the track at all times. - Guides will escort the group one at the front and one at the rear - A head count will be taken at the 3 locations where the risk is a possibility. -Maximum Guide to client ratios is 2:12 2:A thorough guide training programme to ensure all guides are equipped with the skills to ensure this error does not occur. - A harness fitting and safety briefing will occur to ensure all clients are aware of the risks and the systems in place to protect them. - A colour coded safety attachment system so mistakes are minimised. - All harness and safety attachments will be checked by a guide prior to any airborne flight. 3: Ensure trail maintenance is carried out regularly - Non-slip finishes to platforms and boardwalks 4:RCT drug and alcohol policy to apply -Training manual to be followed when training new staff and supervisor sign off required for all new guides. - Guides to attend monthly training sessions. 5:All guides driving the shuttle vehicles must be in valid possession of a full drivers licence. -All drivers are to use the pull over shoulder at the entrance to the reserve if another vehicle is following behind.	1:All clients will sign a risk acknowledgement statement -RCT will provide wet weather and cold weather clothing to underprepared clients - The company has a safe operating parameter which if crossed tours are cancelled until conditions are back within the parameters. These are as defined above. -At the first sign of lightening or high winds the guide must immediately evacuate clients from elevated positions and return via the ground to the vehicle. 2:All customers and guides must wear a helmet at all times in the Skyfly operating area -A qualified arboreal consultant will examine the canopy of the platform host trees annually to ensure any hazards are removed and prepare a report to document findings - A visual examination by senior guides/operations manager after a serious	1: All equipment has a backup function to ensure client safety in an equipment failure scenario is not compromised - All equipment is logged and maintained to manufacturer's recommendations. -Guides in their induction training are trained to assess, respond and remedy a number of possible equipment failure situations  2: RCT will provide wet weather and cold weather clothing to underprepared clients

Risk Management Strategies		<ul style="list-style-type: none"> <li>-Drivers shall observe winter driving conditions, particularly when on Dansey Road.</li> <li>- RCT shall maintain vehicles in a sound working</li> <li>6:Unless on official RCT business access to the structures are prohibited.</li> <li>-For clarification RCT owns all structures and will inform the police of unlawful entry if made aware of occurrences.</li> <li>-While most platforms are out of reach or pose no public danger there are a couple of places where determined people may attempt access.</li> <li>-No items of value to be left on the course outside operating hours</li> <li>-Clear signage of the implications and safety issues will be displayed</li> <li>-Deterrence mechanisms have been put in place to discourage people from gaining access to the platforms</li> </ul>	<p>weather event/earthquake to examine any damage to structures and hazards that have emerged in the overhead canopy</p> <ul style="list-style-type: none"> <li>- Predetermined maximum operating conditions where access to the operating area is prohibited. Initially these are defined as:</li> <li>- The average wind speed is above 45km/hr, or</li> <li>-Wind gusts above 65km/hr, or</li> <li>- The two hourly rainfall accumulation is above 10mm and the average wind speed is above 30km/hr, or The two hourly rainfall accumulation is above 20mm</li> </ul>	
	Emergency Planning	<ul style="list-style-type: none"> <li>-All guiding staff are first Aid trained in Basic first aid or Pre Hospital Emergency Care. First Aid Kits are also available throughout the zipline course and also in the tail guide pack.</li> <li>-Customer will disclosure and illness, injury or medical issues and take appropriate medication.</li> <li>-All guide are trained in Emergency situations based on monthly emergency scenario based training which is conducted and then debriefed at full monthly team meeting, Staff are also required to do fortnightly skills based training as well.</li> <li>-Procedures and practices are discussed at monthly full team meeting.</li> </ul>		



## Education Outside the classroom Information for Programme Coordinators:

**Name of Provider:** Rotorua Canopy Tours

**Address:** 147 Fairy Springs Road Rotorua

**Telephone:** 07 343 1001 (HQ)

**Email:** [hello@canopytours.co.nz](mailto:hello@canopytours.co.nz)

**Public Liability Insurance: Vero Liability**

**Value:** NZD\$5,000,000

**Insurance:** Public & Products Liability

### Rotorua Canopy Tours Certifications

Rotorua Canopy Tours is registered, audited and certified under the New Zealand Adventure Activity Regulations. You can view our current safety audit status on the WORKSAFE Adventure Activity Register. <http://www.dol.govt.nz/Tools/AOAAudit/Audit/Register>

We are a Qualmark Endorsed Visitor Activity.



### Staff Information

- **Do all staff hold relevant and current qualifications?**

All guiding staff employed at Rotorua Canopy Tours complete an in-depth in house induction training where they will complete basic navigation around the forest to emergency scenarios. Any guiding staff must complete this to a high standard before they are formally inducted into Rotorua Canopy Tours Safety Management System. Some staff do hold Outdoor qualification but this is not required as a pre requisite to work at Rotorua Canopy Tours. This information can be viewed if required.

All staff who drive our vehicles have a current NZ Full Drivers Licence and/or Passenger Endorsement Qualification. All staff also undertake formal driver training as least once a year.

All guiding staff also hold a current First Aid Qualification ranging from Basic Outdoor First Aid to Pre Hospital Emergency Care.

- **Do we promote ongoing training?**

Yes absolutely, we conduct full team monthly emergency scenario based training in the Dansey Road Forest as well as fortnightly skills based training which is conducted on the training wire at our HQ. Guides are also able to improve their skills to conduct different roles in the forest, this involves further in house training and guides are expected to conduct their own self-directed learning. Logs of this can be viewed if required

## **Activity Information**

- **What is your guide: client ratio?**

The ratio is 2-12 2 Guides are a maximum of 12 students. We are able to take multiple groups in to the forest.

- **What do you supply?**

We supply all the safety equipment needed for this activity and wet weather gear. All you will need to bring along is closed in shoes (You can't go on the tour without these) and warm clothing particularly if it is in the colder months.

## **Safety Management System**

- **Have all employees passed a police vetting procedure?**

No- we do not require all of your staff to go through a police vetting procedure. Although the staff who have a Passenger Endorsement Qualification have been through a Police Check.

- **Other information that can be viewed if required?**

Equipment Logs

Hazard and Incident Register

Standard Operating Procedures

Copies of Qual mark and Outdoors Mark Certificates

Safety Management Plans

Public Liability Insurance

## **Extra Assistance**

- **Do we require extra staff/parent helpers/transport etc?**

We do not require any extra assistance unless we have directly asked for this. If you have any questions about this please direct it to the person who has sent you this information.