



HEALTH & SAFETY

Information for visitors

GENERAL INFORMATION

Rotorua Duck Tours Ltd has operated as a popular tourist attraction since 2003, and is known for providing a unique and fascinating tour of Rotorua via land and water. Safety requirements are a big part of our daily operations and we undergo even more stringent safety audits due the nature of the vehicle itself being both a land *and* water craft. We are fully compliant with LTNZ and Maritime New Zealand in all aspects of operations both during tours and in general daily operations.

- ✓ Company committed to stringent Health & Safety practices including those around Covid19.
- ✓ Planning, review, and ongoing development of Health & Safety practices and requirements.
- ✓ Hazard identification, assessment and management.
- ✓ Information, training, and supervision for all Health & Safety workplace requirements.
- ✓ Employees are actively involved in both participating in, and managing Health & Safety practices.
- ✓ Regular reviews of emergency planning and readiness.
- ✓ Protection of employees, and visitors from on-site work undertaken by contractors.

EMERGENCY & FIRST AID

Every staff member and Duck Captain is fully qualified in First Aid to Level 2. They are available at all times before, during, and post-tour to anyone requiring help. Full spectrum first aid kits are available in our offices, workshop, and on-board the vessels themselves.

We hold regular training for all Captains both on land and in water for emergency procedure familiarization. Our Captains also hold certificates in crowd management, specifically with a focus on emergency situations. Our emergency equipment stock is regularly evaluated and updated, with a strict auditing process overseen by Maritime New Zealand. This equipment includes:

- ✓ First Aid kits
- ✓ Several types of flares
- ✓ Emergency radio system
- ✓ Life jackets and life rings
- ✓ Detailed instruction for all visitors prior to departure of the tour

HAZARDS

Rotorua Duck Tours has detailed and regularly assessed and updated hazard registers in all operating locations including our workshop, office, and on-board in the Maritime Transport Operator Plan (MTO). Every staff member is aware of these hazards and newly identified hazards are communicated and entered into these registers on a daily basis, with the goal being to either eliminate, isolate, or minimize the effect of these hazards on our safety of operation.

RISK ANALYSIS MANAGEMENT SYSTEM

Rotorua Duck Tours is continually improving systems to reduce as drastically as possible all risks to the safety of employees and visitors. Procedures are in place, instructions given, and signs placed where possible to reinforce our health & safety practices. The following analysis highlights the strategy Rotorua Duck Tours management and staff have put in place to allow our guests the safest possible experience.

Adult:Child Ratio

It is important that we have the below Adults to Children Ratio

Correct Ratio: Daycare/Kohanga 1:4 Primary 1:10 Secondary 1:12 Tertiary 0:24

Causal Factors

People	Equipment	Environment
Not following signs	Lifejackets not worn properly	Wet
Not listening to instructions	Poor equipment	Windy
Putting limbs outside the vehicle		Traffic / other boats

Risk Management Strategies

People	Equipment	Environment
Guides assisting with embarking and disembarking the vessel and are told about the hazards when entering and disembarked the Duck-	Equipment is checked and maintained regularly	Lighting in vessels for dark conditions. There are stairs with handrails where clients walk up and down. When entering and exiting the Duck there are additional curbs

		and paving that clients need to step over.
Guides ensure a full safety brief for guests and ask if there are any questions about it before departure.	Life jackets are onboard in sufficient numbers for all ages and sizes	Roll-down sides for windy conditions and rain.
Guides ensure everyone is familiar with the emergency exits	Signage where possible to reinforce safety issues	Blankets for warmth in cold conditions.
Guides instruct visitors to keep arms and heads inside the vessel at all times		
Guides monitor weather at all and will not go on the lake if wave height exceeds 400mm		We operate on sheltered lakes

Safety, Equipment & Maintenance

People	Equipment	Environment
All staff are trained to level 2 in First Aid	Life jackets are regularly checked	Staff regularly check weather conditions prior to tour departure
First Aid kits available at all company locations	Vehicles are regularly maintained to both company, Maritime, and LTNZ safety standards	Road closures and/or detours are checked and planned for prior to every departure
Captains are regularly trained in emergency procedures for both land and water	Fire equipment is checked and maintained regularly by external experts	Boat ramps on each lake are monitored and reported on daily for damage or maintenance requirements
Drivers have been trained on how to effectively clean the Duck before tours commence.	Cleaning equipment including rags and disinfectant are provided on each Duck.	Cleaning Signoff is required on each vehicle and is located at the rear of the Duck.

Covid 19 – Additional Information on How We Are Keeping You Safe

If you are feeling ill or presenting with symptoms of a cough, fever or shortness of breath please stay home and call the Healthline on 0800 358 5453 and follow the advice given.

As per the Government requirements and the move to the Covid Protection Framework, we will require a vaccination pass for anyone that has been eligible to be vaccinated (Children under the age of 12 are exempt). Please have your pass ready to present on arrival.

We also ask that each person with the Covid Tracing App complete the sign-in using the QR code.

Mask wearing during the tour is required for anyone over the age of 12. Please be aware that we may not be able to allow you on the tour should these conditions not be met.

We have a robust Covid-19 policy in place. We aim to keep our staff and our guests safe. Our staff are required to stay home if ill and are covid tested if advised to do so by the Healthline or a public health unit. We require all areas of the office and the Duck to be cleaned on a regular basis.

Please practice good hygiene while in our store and on the Duck. We have a number of sanitizer stations both in our store and on the Duck for your use.

Should you be unable to make the tour due to a Covid-19 related reason; if you have been tested, if you are a contact, or if we have to cancel the tour, we will be able to provide a new tour time or a full refund. Please feel free to contact our staff on 07 345 6522 if you have any concerns.

Stay safe and we look forward to showing you our beautiful corner of New Zealand!

Covid Cancellation Policy:

If your trip has changed due to Covid 19 we will, where possible transfer you to another tour date and time. If you are unable to transfer to another date, then we will provide you with a refund.

If you have booked a tour and show up without a vaccination certificate and we are fully booked and turning people away a refund will not be provided.

General Rule for Cancellation:

- Cancellation fees for Rotorua Duck Tours are as follows:
- Minimum 24 Hrs to avoid cancellation Fees
- (Fees set at 50% of the cost of the trip)
- Cancellation 1 hour before the trip will incur a full-price cancellation fee.
- No shows pay full price unless a sufficient reason can be given.
- Rotorua Duck Tours will give a full refund in the event of a breakdown.