**Waimangu Volcanic Valley – RAMS (Risk Assessment & Method Statement)**

**Activity/Context**: Inbound tour operators & trade groups (adult and family visitors) including Valley walks on marked tracks, optional bus transfers, and a guided boat cruise on Lake Rotomahana.
**Location**: Waimangu Volcanic Valley – Visitor Centre & carpark, coach/bus transfer points, walking tracks, jetties, and vessel *Ariki Moana* (or leased equivalent).
**Prepared by**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
**Role**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
**Version/Date**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
**Review due**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (or after any incident/significant change).

**1) Purpose & Scope**

* Provide a clear, current RAMS for inbound operators (DMCs/wholesalers/coach companies/driver‑guides) to share with clients, tour leaders, and schools travelling with trade partners.
* Identify key hazards and set practical controls for coach movements, boarding/disembarking, lake cruise, walking tracks, and emergency response.
* Define roles and interfaces between **Inbound Operator**, **Tour Leader/Driver‑Guide**, and **Waimangu staff**.

**2) Standards & Legal Duties (summary)**

* Health and Safety at Work Act 2015 (PCBU duties; worker engagement & participation; emergency planning).
* Education Outside the Classroom (EOTC) good practice – if the operator is carrying school groups.
* **Maritime Rules (Part 23) – Operational Procedures & Training** for vessel emergency readiness and drills.
* Company policies: H&S Policy Statement; Visitor/School Visit Protocols; Vessel SOPs; Emergency Response Plan.

**Assumptions**: Skipper(s) are qualified and inducted; guides hold current first aid; all Waimangu staff are trained on these procedures.

**3) Roles & Responsibilities**

* **Inbound Operator (Company/Account Manager)**: Provides accurate booking info (numbers/ages/mobility needs/languages/time window); shares pre‑arrival information with clients; ensures their staff (tour leader/driver‑guide) understand and support Waimangu safety briefings and controls.
* **Tour Leader / Driver‑Guide (on the day)**: Conducts headcounts, manages client behaviour, positions adults/assistants as requested by Waimangu, relays medical or language needs, remains with the coach unless assisting per instruction.
* **Waimangu Skipper**: Master of vessel and jetty operations; conducts boat safety briefing; initiates and commands any emergency response afloat.
* **Waimangu Guide**: Leads on-track safety briefings, pace and route; carries radio; sets subgroup structure and appoints a tail‑end adult where appropriate.
* **Waimangu Driver (if used)**: Manages safe boarding/alighting; remains with bus if delegated during emergencies.

**Recommended adult ratios** (as a guide for mixed family groups): minimum **1:10** (more if there are mobility or language considerations). Operators may add personnel for client needs.

**4) Participation, Communications & Equipment**

* **Participation requirements**: Closed footwear; weather‑appropriate clothing; guests must be able to walk unaided on gently undulating, sometimes wet surfaces. Advise Waimangu in advance of any mobility or medical needs.
* **Radios/phones**: Waimangu staff carry radios; a primary mobile contact for the tour leader is recorded at check‑in.
* **First aid/AED**: First aid kits on vessel, buses and at key valley locations; AED at the Visitor Centre (confirm location on the day).
* **PPE**: Lifejackets available and sized; donning only when instructed by crew or in an emergency.
* **Maps & signage**: Current guide map issued to tour leader; marked paths and emergency number highlighted.

**5) Method Statements (how we work safely)**

**5.1 Arrival & Check‑in**

1. Tour leader checks in at Visitor Centre with final numbers, client needs, and contact details.
2. Waimangu guide delivers a **visitor safety briefing** (tracks, behaviour, hazards, what to do in an emergency).
3. Subgroups agreed if needed (e.g., mobility split); tour leader designates a tail‑end adult for each subgroup.

**5.2 Coach/Bus Movements**

1. Coaches park only in designated bays; engines off while loading/unloading.
2. Guests board/disembark on the kerb side under staff direction; no crossing live lanes.
3. Headcount at each movement point (coach ↔ trailhead ↔ jetty ↔ coach).

**5.3 Jetty & Boarding the Vessel**

1. Group held in safe waiting area; no running or crowding near the water.
2. Skipper/crew deliver **boat safety briefing**: handholds, staying within rails, restricted areas, movement around the vessel, and what to do if unwell.
3. Controlled boarding in small groups; bags passed (not worn) where advised; keep fingers clear of pinch points.
4. Tour leader positions adults fore/mid/aft to supervise during the cruise.

**5.4 Lake Cruise**

1. Remain within handrails; move only as advised; three points of contact.
2. Skipper may alter route/shorten cruise for weather or visibility; clients to comply immediately.
3. Quiet during safety announcements; report any concern to crew at once.

**5.5 Walking Tracks**

1. **Stay on marked paths at all times**; geothermal features and fragile ground are no‑go.
2. Pace set by guide; watch footing on wet/uneven surfaces; no running.
3. Environmental care: no samples or feeding wildlife; rubbish to bins; drones not permitted without prior approval.

**5.6 Retail/Café (optional)**

1. Keep aisles clear; spilled liquids reported immediately.
2. Allergy information requested by clients should be raised with café staff before ordering.

**6) Risk Assessment (typical hazards, controls, residual risk)**

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| --- | --- | --- | --- |
| **Hazard** | **Potential Harm** | **Key Controls (before/during)** | **Residual Risk** |
| Fall from jetty/vessel | Drowning, injury | Controlled boarding; rails and handholds; crew supervision; lifejackets available and sized; passenger briefing | Low–Med |
| Person Overboard (MOB) | Drowning, hypothermia | See §7.1; lookouts; behaviour brief; restricted foredeck access | Low–Med |
| Vessel grounding/engine failure | Injury, panic | Route planning; weather/visibility checks; skipper authority to abort; comms & tow plan | Low–Med |
| Severe weather (wind, squall, fog) | Exposure, slips | Forecast pre‑check; on‑water monitoring; alter/abort as needed; shelter plan | Low–Med |
| Slips/trips on wet/uneven tracks | Sprains/fractures | Footwear requirement; stay on paths; set pace; maintenance inspections; report hazards | Low |
| Geothermal hazards (heat/steam/fragile ground) | Burns, ground collapse | Paths and barriers; supervision and headcounts; hazard signage; guide control | Low–Med |
| Separation of group | Lost guest, anxiety | Subgroups with leads; tail‑end adult; headcounts at nodes; rendezvous points; radio/phone contact | Low |
| Medical event (cardiac/asthma/allergy) | Deterioration | First aiders present; meds with guest; AED location known; call process | Low–Med |
| Coach movement/parking | Crush injury/fall | Use designated bays; doors closed before moving; embark/disembark under direction | Low |

**Operator add‑ons**: include language support, mobility aids, additional escorts for high‑needs groups, and cultural/elder support as required.

**7) Emergency Procedures (summary)**

**7.1 Person Overboard (MOB)**

1. **Call “Man Overboard”** and maintain visual point.
2. Skipper manoeuvres per vessel SOP; lifebuoy/throw line deployed; MOB position marked if fitted.
3. Passengers remain seated/clear; tour leader conducts a rapid headcount and keeps aisle/rail areas clear.
4. Recovery using ladder/heaving line or approved device with engine neutral; treat for hypothermia; record and report.

**7.2 Sinking/Foundering – Abandon to Raft**

1. **Lifejackets on**; rafts deployed as per SOP.
2. Distress call as required; muster, count off, embark in controlled groups; evacuate with first aid/comms if possible; account for all persons.

**7.3 Grounding/Mechanical Failure**

1. Engines stopped; passenger briefing to remain seated; assess hull/propulsion.
2. Notify operations and request assistance; prepare for controlled disembarkation at jetty only when safe.

**7.4 Severe Weather on Lake**

1. Course/speed altered or cruise aborted; guests remain under cover; no movement forward of wheelhouse.

**7.5 Medical Emergency (anywhere)**

1. First aider to scene; DRSABCD; 111 if required; AED retrieved.
2. Tour leader provides medical info/meds; Waimangu manages scene and privacy; incident recorded; debrief completed.

**7.6 Lost/Separated Guest on Tracks**

1. Stop group; radio for last‑seen info; 5‑minute hasty search by staff/adults.
2. If not located, initiate **Lost Person** protocol, notify Visitor Centre/Police as appropriate; upon recovery, debrief and record.

**8) Briefing Checklists**

**Boat**: lifejackets & stowage, handholds & movement, restricted areas, seasickness/unwell process, emergency signals, MOB behaviour (remain seated/clear).
**Tracks**: stay on paths, pace & footing, no running, respect barriers/geothermal features, environmental care, how to raise concerns.

**9) Training & Drills (Waimangu)**

* Staff induction to vessel SOPs and these RAMS before leading trade groups.
* **Quarterly drills**: MOB, fire, evacuation, lost person.
* Training records and learnings retained; controls updated as needed.

**10) Documentation Pack for Inbound Operators**

* This RAMS (current version).
* One‑page Incident Response Summaries (MOB, Abandon, Grounding, Severe Weather, Lost Person, Medical).
* Visitor Protocols (behaviour, attire, footwear, group management).
* Compliance statements (Maritime NZ vessel compliance; COFs for vehicles on site, on request).

**11) Sign‑off**

**Inbound Operator Representative**
Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_

**Waimangu Representative**
Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Role: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_

**12) Visit‑Specific Addendum (completed on the day)**

* Date / time window: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Group composition (adults/children/total): \_\_\_\_\_\_\_\_\_\_ / \_\_\_\_\_\_\_\_\_\_ / \_\_\_\_\_\_\_\_\_\_
* Mobility/medical considerations and agreed controls: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Weather/seasonal considerations today: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Additional hazards unique to this group/activity and controls: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Post‑visit review:** Incidents/near misses or improvement actions: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[[1]](#footnote-1)

1. C:\Users\craig\Waimangu Dropbox\Craig Wishart\Waimangu\WAIMANGU\Health and Safety\Health and Safety documentation for IBO's August 2025 [↑](#footnote-ref-1)