

# RISK ANALYSIS AND MANAGEMENT SYSTEM

**NAME:** Waitomo Caves Ltd

**DATE:** September 2011 onwards

**ACTIVITY/SITUATION:** Glowworm and Aranui Caves

Analysis	Description		
<b>UNDESIREDEVENT(S)</b> Accident, injury, other forms of damage	Road Accident Injury to persons by falling Drowning Claustrophobia - general distress		
<b>CAUSALFACTORS</b>	<b>People</b>	<b>Equipment</b>	<b>Environment</b>
	Wide range of client ability. Ability of guides Ratio of guides to clients and adults to students Existing medical conditions/ medication	Footwear Lighting failure Boats	Dark Slippery Flooding Unfamiliar environment Uneven terrain and low overhangs
<b>RISKMANAGEMENTSTRATEGIES</b>	<b>Normal Operations</b>		
	Effective behavioural management by teachers/guides to keep noise levels low and to keep Visitors and students on the clearly defined pathways. Full risk disclosure by guides and appropriate safety measures adhered to. Guides hold current 1st Aid Cert. Guide to client ratio: Glowworm 1:50 Aranui 1:20 Adult to student ratio- 1:4 Guides undergo high water training in boats. Visitors and Students should move from the carpark to the cave entrance via the road underpass.	Boats, Torches and Regular lighting checks. Emergency lighting systems available. Regular maintenance of stairs and railings. 1st Aid kits available.	Guide training to identify slippery areas, low overhangs, boating safety and to communicate safety strategies effectively. Regular guide assessment of the environment. Continual monitoring of water gauges and CO <sub>2</sub> levels.
	<b>Emergency</b>		
	Follow emergency procedures as outlined by the Cave guides		

<b>POLICIES AND GUIDELINES RECOMMENDED</b>	Guide to accompany foreign language trips with interpreters Courses for guides as stated below Guide/client ratios adhered to. Schools adult:student ratio adhered to (1:4 MOE water safety guidelines) Ensure that students are assigned to an appropriate adult who they remain close to throughout the cave tour and when they return to their vehicles.
<b>SKILLS REQUIRED BY STAFF</b>	All guides have current First Aid certificates PATA Language course training Emergency evacuation training Ongoing guide assessment Training courses.
Operator	Waitomo Glowworm Caves

Area of Operation	Waitomo Glowworm Caves Grotto
Craft Operator	Waitomo Glowworm Cave Guides
Name of Craft / Registration Number	Grotto boats/ 1-2-3-4
Certified Passenger Capacity	25 people

#### Condition and Compliance

We certify that the craft is in good condition and suitable for passenger carriage	yes
We certify that:	
The craft complies with all relevant national safety rules and laws	yes
All the safety and survey certificates are up to date	yes
They are insured against passenger claims for injury, accident or death	yes
The guides are qualified and trained to perform their jobs	yes
A safety management programme is in place	yes
All training required to operate the craft are in existence and current	yes

#### Documentation

A copy of registration certificate issued by the relevant authorities specifying the maximum number of passengers and crew.
A copy of the public liability insurance together with evidence of the premium paid. yes
If you have not provided any of the above please give an explanation; Our boats don't come under any maritime safety legislation as they were built specifically to be used underground, on a non-navigable waterway. They are flat bottomed aluminium boats designed specifically to be used in the confined area of the grotto. They have in built floatation cavities under each seat and sealed cavity's around the gunnels for extra floatation . Each craft is equipped with a life preserver. The water way that the crafts operate on is a gentle slow moving fresh water stream with a maximum width of four metres

Details of the person completing this form			
Name:	Robert Tahī	Position:	Manager
Acting on behalf of * (Company Name:)	Tourism Holdings LTD		
Date:	23/1/2012	Excursion contractor * (* Delete which does not apply)	Watercraft Operator *

Version: v4

Authorised: Operations Manager

Date Reviewed: September 11