

Risk Matrix		IMPACT					
		Insignificant		Minor	Moderate	Major	Extreme
		1		2	3	4	5
PROBABILITY	Rare	1	Low	Low	Low	Moderate	Moderate
	Unlikely	2	Low	Low	Moderate	High	High
	Possible	3	Low	Moderate	High	High	Extreme
	Likely	4	Low	Moderate	High	Extreme	Extreme
	Almost certain	5	Moderate	High	High	Extreme	Extreme

Village (Guided Tour & Cultural Performance) - Health & Safety Risk Register

Last updated: January 2025

Review due: June 2025

Review lead: HEALTH AND SAFETY MANAGER

HAZARD (Source of harm)	RISK DESCRIPTION (What could go wrong?)	WHO IS AT RISK?	LIKELIHOOD RATING	SEVERITY RATING	RISK LEVEL & CATEGORY	CONTROLS REQUIRED	RESIDUAL RISK LEVEL	RISK OWNER	MONITORING NOTES
EXTREME WATER TEMPS	<p>Someone could fall into the water and get severe burns</p> <p>People falling into pools</p> <p>Possible death due to third degree burns</p>	<p>All tour guides and other staff going near the Ngawhas. All tourists either guided or on a self-tour</p> <p>Visitors, contractors and workers</p>	Possible 3	Extreme 5	Extreme 15	<ul style="list-style-type: none"> Barriers, Signage, Communication re safe distances from tour guides and ticketing staff, Inductions, Training, Meetings, Site inspections to ensure barriers in good order, Emergency response as per procedure First Aid 	Unlikely Extreme High 10	All Staff	<p>All hazards immediately uploaded to Safe365 app</p> <p>Regular monitoring to ensure ground and barriers in good order</p> <p>All hazards reported immediately to the manager/team lead.</p>

SLIPS/TRIPS/FALL HAZARDS	Injuries caused by people falling over	All staff and tourists in the village Visitors, contractors, workers and village residents	Almost Certain 5	Moderate 3	High 15	<ul style="list-style-type: none"> Signage informing of wet surfaces High vis tape applied to increase visibility of uneven surfaces Good housekeeping removing spills Emergency response as per procedure Inductions inform new staff of the potential of slips/trips and falls Site inspections Maintenance – ensuring all damaged surfaces are fixed Cones during and after wet weather to identify uneven surfaces washouts. 	Possible Moderate High 9	All Staff	<p>All hazards immediately uploaded to Safe365 app</p> <p>Regular monitoring to ensure trip hazards are managed</p> <p>All hazards to be reported to manager/team leader.</p>
MUD POOLS	The mud is hot. People could fall into the mud pools and get severe burns	All tour guides and other staff going near the mud pools. All tourists either guided or on a self-tour Visitors, contractors, workers and village residents	Possible 3	Extreme 5	Extreme 15	<ul style="list-style-type: none"> Barriers Signage Guided tours Inductions informing new staff of the dangers around mud pools Training Meetings informing of changes to the environment Site inspections Policies Emergency response as per procedure and First Aid 	Unlikely Extreme High 10	All Staff	<p>All hazards immediately uploaded to Safe365 app</p> <p>Regular monitoring to ensure ground and barriers in good order</p> <p>All hazards reported to manager/team leader</p>

NGAWHA (hot pools)	Someone could get severe burns	All tour guides and other staff going near the Ngawhas. All tourists either guided or on a self-tour Visitors, contractors, workers and village residents	Possible 3	Extreme 5	Extreme 15	<ul style="list-style-type: none"> Barriers Signage Guided tours Inductions Training for staff working around Parekohuru Meetings informing staff of new activity Site inspections Policies Emergency response as per procedure and First Aid Isolate immediately if any new Ngawha appears Call maintenance to implement barriers 	Unlikely Extreme High 10	All Staff	<p>All hazards immediately uploaded to Safe365 app</p> <p>Regular monitoring to ensure ground and barriers in good order</p> <p>All hazards reported to manager/team lead</p>
POOR HOUSEKEEPING	<p>Slip, trip or fall hazard.</p> <p>Hygiene issue – bacteria spread</p> <p>Dust – accumulated dust around electrical outlets can ignite a fire</p> <p>Wet or dirty surfaces causing slip hazard.</p> <p>Objects, materials, tools and equipment not been stored correctly causing trip hazard.</p>	All staff, contractors and visitors	Possible 3	Major 4	High 12	<ul style="list-style-type: none"> Regularly cleaning up the spaces to prevent slip, trip, falls Signage Good housekeeping Inductions Control dust Store materials correctly 	Unlikely Major Moderate 8	All Staff	<p>Daily and weekly cleaning check lists</p> <p>Regular building checks. Recorded by check list.</p>
EARTHQUAKE	Risk to people from falling debris/moving objects	All staff, contractors and visitors	Possible 3	Extreme 5	Extreme 15	<ul style="list-style-type: none"> Emergency response as per procedure 	Unlikely Extreme High	All Staff	

	<p>Collapsed building due to weaking of structure</p> <p>Crevasses forming due to earthquake</p> <p>Landslides due to ground becoming unstable</p>					<ul style="list-style-type: none"> Secure furniture units to wall Regular earthquake drills Inductions informing staff of the procedures Training around evacuation procedures 	10		
CRITICAL EMERGENCIES	Serious Incident or medical event	All staff, contractors and visitors	Possible 3	Extreme 5	Extreme 15	<ul style="list-style-type: none"> Emergency response as per procedure First Aid training AED in the cultural area Inductions informing staff of the correct procedures PCBU to contact work safe Secure the scene 	Unlikely Extreme High 10	All Staff PCBU	
FOOT BRIDGES	Could be slippery, loose boards or nails could cause trip hazard – injuries caused by people slipping or tripping over	All staff, contractors and visitors either guided or on a self-tour	Possible 3	Extreme 5	Extreme 15	<ul style="list-style-type: none"> Tread mats Good housekeeping Site inspections Maintenance Isolate immediately if unsafe 	Unlikely Extreme High 10	All Staff	
FIRE	Could cause catastrophic damage – injuries include death or severe burns, smoke inhalation	All staff, contractors , and visitors	Possible 3	Extreme 5	Extreme 15	<ul style="list-style-type: none"> Emergency evacuation Emergency response as per procedure Fire drills Fire equipment testing, Signage visible No smoking inside designated smoking areas 	Unlikely Extreme High 10	All Staff	

						<ul style="list-style-type: none"> Ensure clear exit routes, Site inspections Training for building and floor wardens 			
PALISADE FENCING (SHORT, OUTSIDE CULTURAL AREA)	Possible Impalement if fallen onto, trip hazard	All staff and visitors either guided or on a self-tour	Possible 3	Extreme 5	Extreme 15	<ul style="list-style-type: none"> Signage gate to isolate area – could saw the top off to eliminate 	Unlikely Extreme High 10	All Staff	
LOW FENCING	Possible trip hazard, Impalement if fallen onto	All staff and visitors either guided or on a self-tour Contractors GNS	Possible 3	Extreme 5	Extreme 15	<ul style="list-style-type: none"> Signage Brochures/Guides/Reception staff notifying visitors of risks Inductions informing staff about restricted access. Meetings to make everyone aware Maintenance 	Unlikely Extreme High 10	All Staff	
VISITORS TO THE VILLAGE	Visitors could cause harm or injury to others	All staff and visitors	Possible 3	Minor 2	Moderate 6	<ul style="list-style-type: none"> Signage, Staff to be vigilant Training for staff around dealing with customers. 	Unlikely Minor Low 4	All Staff	Regular training for staff on how to deal with challenging customers
SUN RADIATION	Prolonged periods in the sun can cause sunburn, dehydration, heat exhaustion	All staff, contractors, and visitors	Extreme 5	Extreme 5	Extreme 25	<ul style="list-style-type: none"> Sunscreen Signage Inductions Sunshade outside cultural area and café Water stations for staff Sunhats for staff 	Unlikely Extreme High 10	All Staff	Regular monitoring by management for staffs' wellbeing.
VIOLENCE/ THREATENING BEHAVIOUR	Threat to others includes physical or psychological harm,	All staff, contractors, and visitors	Possible 3	Minor 2	Moderate 6	<ul style="list-style-type: none"> No weapons allowed including glass Inductions for staff on how to deal with these situations. Adhere to drug/alcohol policy 	Unlikely Minor Low 4	All Staff	Regular training for staff.

						<ul style="list-style-type: none"> ▪ If receive any indication of threatening correspondence advise appropriate authorities immediately ▪ Training for staff on how to deal with such behaviour. 			
FAULTY FURNITURE	Could cause harm or injury	All staff and visitors	Possible 3	Minor 2	Moderate 6	<ul style="list-style-type: none"> ▪ Isolate immediately ▪ Signage to ensure that others know not to use ▪ Regular checks by staff 	Unlikely Minor Low 4	All Staff	Regular checks by staff
BAD LIGHTING (INSIDE AREAS)	Limiting visibility increasing risk of incident	All staff and visitors	Rare 1	Minor 2	Low 2	<ul style="list-style-type: none"> ▪ Site inspections ▪ Ensuring lightbulbs replaced immediately ▪ Regular checks 	Rare Minor Low 2	All Staff	
EXTREME TEMPERATURES (ENVIRONMENT)	High temperatures may cause fatigue, dehydration, and heat stroke. Low temperatures could cause hypothermia, exposure	All staff, contractors , and visitors	Likely 4	Extreme 5	Extreme 20	<ul style="list-style-type: none"> ▪ Ensure heating and air conditioning serviced regularly ▪ Policies ▪ First aid training ▪ Access to water and shade ▪ Ppe for staff (thermals) 	Unlikely Extreme High 10	All Staff	
ITEMS FALLING FROM HEIGHTS	Risk of physical injury to bystanders/passers-by.	All staff, contractors , and visitors	Possible 3	Minor 2	Moderate 6	<ul style="list-style-type: none"> ▪ Remove all items on top of tall furniture or secure to prevent falling ▪ Isolate area below if can't fix immediately ▪ Site inspections ▪ Ppe (hard hats) to be worn in areas under construction 	Unlikely Minor Low 4	All Staff	Regular checks by staff of workstations
STORAGE SHELVEING	Unsecured storage shelving at risk of falling over	All staff and visitors	Possible 3	Minor 2	Moderate 6	<ul style="list-style-type: none"> ▪ Secure storage units to walls/floor, and/or each other 	Unlikely Minor Low	All Staff	

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LOOSE NAILS/SHARP OBJECTS	Can cause lacerations, trip hazard	All staff, contractors , and visitors	Possible 3	Minor 2	Moderate 6	<ul style="list-style-type: none"> Site inspections Meetings (toolbox) Signage Isolate prior to fixing if required 	Unlikely Minor Low 4	All Staff	
LOOSE CEILING TILES (INSIDE AREAS)	Could fall causing injury	All staff and visitors	Possible 3	Minor 2	Moderate 6	<ul style="list-style-type: none"> Site inspections Meetings Isolate area below if broken 	Unlikely Minor Low 4	All Staff	
STAIRS	Risk of falling causing injury	All staff, contractors and visitors	Possible 3	Extreme 5	Extreme 15	<ul style="list-style-type: none"> Signage Cones and Paint Meetings Hand railing Tread mats 	Unlikely Extreme High 10	All Staff	
PRUNING	Sharp tools, equipment can cause injury. Trip hazards, debris	All staff and visitors	Possible 3	Extreme 5	Extreme 15	<ul style="list-style-type: none"> SOPs JSA and Risk Assessment Training PPE Inductions Meetings Signage Cones 	Unlikely Extreme High 10	All Staff	
ATV, TOK-TOK AND GOLFCART	Risk of incident, or rollover in uneven terrain or under excessive speed. Risk to pedestrians	All staff and visitors	Possible 3	Extreme 5	Extreme 15	<ul style="list-style-type: none"> SOPs Training PPE Inductions Regular safety inspections Inspections prior to use Authorised personal only to operate. 	Unlikely Extreme High 10	All Staff	<p>All risk and incidents to be reported immediately using Safe365 app</p> <p>Regular training for staff operating vehicles.</p>
MOVING VEHICLES	Risk of incident for drivers and pedestrians	All staff and visitors	Possible 3	Extreme 5	Extreme 15	<ul style="list-style-type: none"> Signage Inductions 	Unlikely Extreme	All Staff	Regular training for staff.

						<ul style="list-style-type: none"> Meetings Training Speed signs 	High 10		Regular checks on vehicles.
TREES TOUCHING POWERLINES	Electrical risk	All staff and visitors	Possible 3	Extreme 5	Extreme 15	<ul style="list-style-type: none"> Cordon area off and phone power technicians 	Unlikely Extreme High 10	All Staff	