



Whakarewarewa

The Living Thermal Village

Risk Analysis & Management System

<p>Undesired Events <i>Accident, injury, other forms of damage</i></p>	<p>Road Accident Injury due to fall Injury due to geothermal activity (burns) Damage to safety structures (fences etc.) Separation from group</p>
<p>Casual Factors</p>	<p><u>PEOPLE:</u> Not listening to instructions Peer Pressure Ineffective communication <u>ENVIRONMENT:</u> Slippery Surfaces Uneven surfaces Geothermal Features Steps Traffic</p>
<p>Risk Management Strategies</p>	<p><u>PEOPLE:</u> Briefings to pupils/teachers & accompanying adults RE: Geothermal Warnings Safety Issues Visitors given a map of the village Guiding Route explained Experienced Guides <ul style="list-style-type: none"> • Up skilling of employee qualifications Translations of guiding information available in 8 languages <u>ENVIRONMENT:</u> 3 First Aid stations available All guides have First Aid Certificates Environmental monitoring Guided tours are flexible and reflect customers' requests Any hazards are identified Customers are briefed regarding road/pedestrian usage</p>