

October 2023

Milford Sound Coach & Cruise - Venue & Experience risk information

Purpose

In this document, our primary purpose is to provide comprehensive risk disclosure information to booking agents, charter trips and school groups. We aim to clearly outline potential risks associated with our venues and experiences, their mitigation strategies, and the responsibilities of all parties involved to ensure informed decision-making, safety and smooth coordination of activities.

This document is reviewed periodically to ensure that it is an accurate reflection of the workplace and experience.

Our responsibilities

Our risk management strategy involves the establishment of effective controls and guidance to help people make the best possible choices. If something goes wrong, we take responsibility for our learning and improve our systems accordingly.

Your Responsibilities

Your responsibility includes communicating the potential risks associated with our venues and experiences to customers or guardians of school groups.

Organisation:	RealNZ Ltd
Branch/Location:	Milford Sound Coach & Cruise departing Queenstown
Phone Number:	0800 65 65 01
Website:	www.realnz.com
Key Contact:	Health and Safety Team Phone: 0800 65 65 01 Email: safety@realnz.com
Activity:	Queenstown to Milford return coach transfer, Milford Terminal & Milford Sound cruise.
Insurance:	QBE Insurance International

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Risks / Hazards <i>(Venues and experiences)</i>	Control Strategies <i>Strategies for ensuring guest safety</i>
General Safety	<ul style="list-style-type: none"> • Duty of Care - RealNZ takes all reasonable steps to ensure the safety of Guests, in accordance with NZ Legislation, Maritime Transport Act and Government COVID guidelines. • Staff with appropriate training, licences and/or competencies. • Children to be supervised by guardians at all times.
Slips / Trips / Falls: <i>Potential for injury from sudden or forceful impact. (Significant)</i>	<ul style="list-style-type: none"> • Good housekeeping practiced around sites and staff available to respond to any new hazards. • Guests must wear appropriate footwear. • Ensure guests stay on designated footpaths and paved areas where possible. • Guests should exercise caution while navigating RealNZ experiences, as they may encounter uneven surfaces, unconventional stairs, steps, sea sills, snow, ice and slippery surfaces.
Operating on and around water (Vessels / Wharves / Trails): <i>Potential for drowning if unexpectedly entering water. (Significant)</i>	<ul style="list-style-type: none"> • Safety flotation devices on all vessels and trained staff are present on experiences. • Guests to be aware of water hazard in and around the wharves, always keep within area confines. • Stay within vessel, walkway and track confines and do not climb or sit on railings or edges of vessel.
Vessels: <i>Potential for injury from sudden vessel movement or interaction with moving part. (Significant)</i>	<ul style="list-style-type: none"> • Operate in accordance with our approved and audited MNZ Maritime Transport Operator Plan (MTO). • Safety briefing by skipper prior to departure. • Vessel Safety Manuals specific to vessel. • Keep within designated areas where applicable and do not try to access restricted access. • Exercise caution when moving around vessels, as they may shift or move unpredictably in rough water. They also contain unconventional stairs, steps, sea sills and slippery surfaces. • Vessels have many moving parts which can present pinch points.

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<p>Kayaking & swimming from overnight vessels:</p> <p><i>Potential risk of injury/medical event, drowning or animal attack when entering water (significant)</i></p>	<ul style="list-style-type: none"> • Safety briefing delivered prior to commencement of activity. • Trained staff lead and monitor for duration of activity. • Safety tender and kayak used as appropriate. • RealNZ monitor weather conditions and can cancel activity in the event of unsuitable weather or sea state. • Personal flotation device (PFD) required for kayaking and available for swimming. • Guest to disclose any medical conditions that could be relevant to activity.
<p>Vehicles:</p> <p><i>Potential for injury from interaction with moving vehicle. (Significant)</i></p>	<ul style="list-style-type: none"> • Licensed transport operator with drivers adhering to the work time and logbook requirements. • Keep within barricaded areas where applicable and follow instruction from staff members. • Do not stand behind vehicles or in blind spots along side of vehicles.
<p>Natural Hazards:</p> <p><i>Potential for injury from landslide, earthquake, tsunami, flooding or falling tree. (Significant)</i></p>	<ul style="list-style-type: none"> • RealNZ monitor weather conditions daily. • RealNZ can cancel trips in the event of unsuitable weather or lake conditions. • Engagement with Downers & DOC regarding road and site conditions.
<p>Aviation:</p> <p><i>Potential for injury from Helicopters & Light Aircraft both in use and on the ground (Significant)</i></p>	<ul style="list-style-type: none"> • Reputable aviation companies used with licensed pilots. • Designated landing areas. Guests informed not to approach aircraft and where to stand prior to aircraft arriving. • Loading & unloading carried out by pilot unless trained staff member available. • Always stay away from helicopters and aircraft landing areas.
<p>Medical events & Allergies:</p> <p><i>Increased risk due to remote nature of Milford Sound (Significant)</i></p>	<ul style="list-style-type: none"> • First aid kits are available and some sites have AED's. Staff to be advised if first aid treatment is required. Some staff are trained in first aid. • Signs indicating the presence of common allergens in food items to assist customers with allergies. • School groups must provide at least one first aid trained person. • Guests with allergies should ensure they always carry their necessary medications with them.

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<p>RealNZ buildings, machinery and restricted areas:</p> <p><i>Risk of exposure to uncontrolled hazard</i></p>	<ul style="list-style-type: none"> • Keep away from restricted areas unless it has been approved by RealNZ staff. Teachers are required to ensure students are aware of or do not enter these restricted areas. • Hazardous areas are fenced off and sign-posted, to identify restricted access.
<p>Emergencies (Vessel):</p> <p>Fire, collision or grounding vessel (Significant)</p>	<ul style="list-style-type: none"> • RealNZ staff will provide a safety briefing prior to departure which will contain information relating to emergency response. • Guests to follow evacuation procedures in the event of an emergency. Liaise with RealNZ staff.
<p>Emergencies (Land):</p> <p>Earthquake, Landslide, Tsunami, Fire or Flood (Significant)</p>	<ul style="list-style-type: none"> • If there is an emergency, please dial 111 and contact our staff immediately. • Emergency procedures are in place to cover a range of scenarios both land and vessel related. • Staff are trained to deal with emergency situations. Liaise directly with staff as appropriate.
<p>Accessibility:</p>	<ul style="list-style-type: none"> • In Milford Sound and during the journey there are uneven surfaces, gravel pathways and some areas are not accessible by wheelchair. • Vessels feature narrow passageways, staircases, and sea sills, which may limit mobility onboard.
<p>Child / Leader ratios</p> <p><i>[Valid only for school trips]</i></p>	<ul style="list-style-type: none"> • Schools must ensure excursions are appropriately staffed as per the Ministry of Education Guidelines. • Schools may need to enhance these measures to ensure student safety. • To ensure appropriate and effective levels of supervision RealNZ requires excursions to be at least: 1 Leader: 10 students.

RealNZ Document Approval

NAME: Janelle Somerville **SIGNATURE:**



JOB TITLE: Chief People & Safety Officer **DATE:** 12 October 2023

FOR SCHOOL / GROUP TRIPS ONLY

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If you work as a school representative responsible for arranging excursions and serve as the primary point of contact for guests, please take a moment to fill out the acknowledgment form below.

Acknowledgment and Acceptance of RealNZ H&S Conditions

I acknowledge my responsibility to inform our school leadership and caregivers about the potential risks associated with RealNZ experiences as outlined above.

I understand that the guidelines are subject to change if there is a change in applicable legislation and / or RealNZ policies. Please sign below to confirm you understand and agree with the above information.

NAME _____ **SIGNATURE** _____

JOB TITLE _____ **DATE** _____

SCHOOL / GROUP _____ **BOOKING REFERENCE** _____

Please scan and return to RealNZ one week before excursion groups@realnz.com

FOR BOOKING AGENTS

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If you work as a booking agent responsible for arranging excursions and serve as the primary point of contact for guests, please take a moment to fill out the acknowledgment form below.

Acknowledgment and Acceptance of RealNZ H&S Conditions

I acknowledge our responsibility to inform our customers about the potential risks associated with RealNZ experiences as outlined above.

I understand that the guidelines are subject to change if there is a change in applicable legislation and / or RealNZ policies. Please sign below to confirm you understand and agree with the above information.

NAME _____ **SIGNATURE** _____

JOB TITLE _____ **DATE** _____

ORGANISATION _____

Please scan and return to RealNZ one week before excursion sales@realnz.com
