



SITE SPECIFIC SAFETY PLAN

07 348 9047 reservations@tepuia.com

THIS DOCUMENT INCLUDES THE FOLLOWING:

- Safety Management Plan
- Health and Safety Policy
- Guided Experience Risk Assessment
- Site Map, Evacuation Routes, and Basic Emergency Procedures
- Site Signage
- Safety Briefings
- Incident Record
- Investigation Form
- Induction and Safety Rules
- Master Hazard Risk Register – Geothermal Surfaces, Walkways, Tours, and Site Maintenance (Manuhiri Version)
- Track Inspection Map
- Daily Site Inspection Report (example)

Attached Documents

- + Health and Safety Manual
- + Emergency Management Plan
- + Event Contract
- + Insurance Certs

Upon Request

- + Master Hazard Risk Registers – Café, Restaurant, Functions, and General Admin, Retail
- + Training and Competency Records

SAFETY MANAGEMENT PLAN

The purpose of this Safety Management Plan is to outline how health and safety is managed within our operations, to ensure we are exceeding our compliance requirements as set out by the Health and Safety at Work Act 2015 and all applicable regulations. This SMP allows us to formalise shared responsibilities between PCBUs and ensure effective communication by allowing for engagement and participation between all parties.

This SMP is designed to ensure everyone onsite goes home healthy and safe.



Sharing Our Taonga

Welcome to Te Puia, nestled in the heart of the historic Te Whakarewarewa Valley on the edge of Rotorua, Te Puia beckons with a symphony of geothermal wonders and a legacy of Māori culture. Spanning 70 hectares, we are home to the world famous Pōhutu geyser, mud pools, hot springs, and silica formations. You will also find the native Kiwi bird and the national schools of wood carving, weaving, stone, and bone carving. We have shared these taonga (treasures) with manuhiri (visitors) for over 170 years and proudly continue that tradition today.

Our Values

The values of manaakitanga (hospitality) and kaitiakitanga (guardianship) underpin everything that we do at Te Puia. Our world-famous guiding tradition shows our regard for treating visitors with respect and making them part of our whānau (family). Our commitment to kaitiakitanga means that we will protect the rich natural and cultural taonga (treasures) at Te Puia and ensure that they thrive for generations to come.

Qualmark Gold Status

Te Puia's achievement of Qualmark Gold Status is not just a mark of excellence, but an independent validation of our unwavering commitment to providing top-tier tourism experiences. For our travel and trade partners, the Qualmark seal signifies a reliable collaboration with a destination that promises not only unparalleled experiences for clients but also prioritises safety and environmental sustainability. Partnering with Te Puia ensures that your clientele experiences the very best of New Zealand tourism, backed by a standard of quality and safety that is globally recognised and respected.



Discovering Te Puia Safely

At Te Puia, every experience we curate promises a journey like no other - one that captures the magic of Te Whakarewarewa Valley while putting the safety of manuhiri at the forefront. Recognising the natural hazards, including geysers, hot mud pools, and boiling water pools intrinsic to our geothermal area, we've instituted robust safety measures, ensuring that every client you send our way is met with both wonder and well-being.

Our commitment to safety isn't just a policy; it's an integral part of our operational framework. We have invested in a dedicated Health and Safety Coordinator, responsible for orchestrating all safety initiatives. This is bolstered by our site-wide Health and Safety Committee, ensuring that our approach is comprehensive and always up to date. Partnering with Te Puia means offering your clients a unique adventure, backed by an unwavering dedication to safety and satisfaction.

Te Puia (PCBU)			
Address	Te Puia Hemo Road, Tihitonga, Rotorua		Phone 07 348 9047
Health and Safety Manager	Aroha Clements	aroha@tepuia.com	Phone 027 249 4986
Visitor Experience Operations Manager	Justin Te Hau	justin@tepuia.com	Phone 022 072 0573
Visitor Experience General Manager	Denise Emery	denise@tepuia.com	Phone 027 570 4048
Capacity Manager	Arihia Pinker	arihia@tepuia.com	Phone 021 190 1755
Conference and Events Manager	Anuj Kahyup	anuj@tepuia.com	Phone 027 320 7341
Food and Beverage Manager	Vanila Kiel	vanila@tepuia.com	Phone 027 562 0646
General Manager Sales and Marketing	Sean Marsh	sean@tepuia.com	Phone 021 741 231
CEO	Tim Cossar	tim@tepuia.com	Phone 021 741 687
Opening Hours (Daily – Open 7 Days)	<i>Day experiences – 9am to 5pm</i> <i>Night experiences – 5.30pm to 10pm</i>		
Accreditations and Memberships	<ul style="list-style-type: none"> ✓ Qualmark Gold ✓ Envirogold ✓ Tiaki Promise ✓ RotoruaNZ ✓ Tourism New Zealand ✓ Tourism Export Council ✓ Tourism Industry Aotearoa 		
Experiences	<i>Te Rā Guided Experience</i> <i>Te Rā Guided Experience + Haka</i> <i>Te Pō Indigenous Evening Experience</i> <i>Geyser by Night</i> <i>Kiwi Conservation Centre</i> <i>Āhua Gallery and Oha Store</i> <i>New Zealand Māori Arts and Crafts Institute</i>		
Functions and Venues	<i>Pātaka Kai Restaurant, Bar, and Café</i> <i>Te Whakaruruhau – Function Space</i> <i>Te Poari – Conference and Meeting Room</i> <i>Te Whare Tapere – Conference and Meeting Room</i> <i>Ngararatuatara – Geothermal Cooking Pool</i>		
H&S Policy	Please refer to included Te Puia Health and Safety Policy		

Hazards/Risks	
Risk Management	Please refer to the Hazard Identification, Reporting, Assessment and Control section of the Te Puia Health and Safety Manual for our full policy and procedure.
Risk Assessments	Please refer to the included Risk Assessment for Guided Experiences . Also included is the Master Hazard Register for Geothermal Surfaces, Walkways, Tours, and Site Maintenance (Manuhiri version) . Additional operational Master Risk Registers available on request.

<p>Site Inspections</p>	<p>Daily pre-opening Track Inspections are undertaken by our Operations and Maintenance Team. These inspections are performed to identify and address any potential hazards or safety concerns before manuhiri arrive. Included are Inspection Maps and an example of an Inspection Report.</p> <p>Our Operations and Maintenance Teams, as well as Guides, are trained to recognise risks specific to our geothermal environment. By conducting these inspections daily, we proactively safeguard the well-being of everyone.</p> <p>Quarterly full site Inspections are also conducted by Management.</p>
<p>PPE Requirements</p>	<p>We encourage all manuhiri to wear suitable footwear – opt for shoes with a good grip.</p> <p>Te Puia's open terrains mean weather can be unpredictable and we suggest manuhiri equip themselves with comfortable clothing, sun protection, and wet weather gear.</p>
<p>Accessibility and Special Requirements</p>	<p>We provide wheelchairs and wheelchair access wherever possible, though some steeper and unsealed or un-cobbled paths are not wheelchair accessible. Cobbled paths give greater and safer access to those less mobile as well as being part of a wider safety system – slumping cobbles give an early indication of a possible geothermal subsidence event.</p> <p>Special Requirements? Let's Talk: If you have specific medical concerns or needs, share with our staff. We're here to accommodate and ensure your visit is seamless.</p>
<p>Traffic Management</p>	<p>Vehicle access to our site and onsite parking facilities across two areas are available during operational hours. Main entrance car park (monitored and closely managed in peak season) and a significant southern carpark.</p> <p>Please ensure the speed restriction of 10km per hour is complied with at all times and drivers comply with all one-way direction signage, exclusion areas, and instructions from our Parking Wardens.</p> <p>Directional signage is in place with designated parking for buses, parking for supplier vehicles within the Te Puia site is considered and approved on a case-by-case basis provided there is no interruption or disturbance to Te Puia guests and daily operations. All vehicles are provided with a one-way route around site.</p>
<p>Emergency Management</p>	<p>Our Emergency Management information outlines the comprehensive measures we have in place to anticipate, mitigate, and respond to various potential risks and crises.</p> <p>From natural hazards to medical emergencies, we are committed to ensuring that everyone can enjoy the magic of our tours with confidence, knowing that their safety is our top priority.</p> <p>Please refer to the Emergency Management section of the Te Puia Health and Safety Manual, and the included Site Map, Evacuation Routes, and Basic Emergency Procedures.</p> <p>Attached is our full Emergency Management Plan.</p>

<p>Communication</p>	
<p>Preparation is the key</p>	<p>Communication with our trade partners is primarily via phone and email through our reservations and sales teams – a copy of this SMP will be available to all.</p> <p>Safety information for manuhiri, including terms and conditions, is available on our website.</p> <p>Terms and conditions for events are contained within the Event Contract.</p>
<p>Before your adventure begins</p>	<p>Te Puia team members welcome all manuhiri to site and provide instruction and direction.</p> <p>All manuhiri are provided with a full safety briefing prior to the tour commencing. Note, this may be provided by the guide while seated in the tour bus, or by watching the safety video through our lobby.</p> <p>Guides will ensure all manuhiri are made aware of the risks involved in geothermal activity and will remind all persons not to venture beyond safety barriers, and to remain on the formed path at all times.</p> <p>A written version of the safety briefing is available to those with hearing impairments – please request this from our team.</p> <p>For tours accompanied by a translator, our team members will collaborate closely with the translators to ensure that all guests with limited English proficiency comprehend the safety briefing.</p>
<p>Guided by excellence</p>	<p>All Te Puia guides complete a comprehensive induction, training, and competency assessment process.</p> <p>New guides shadow experienced guides while receiving training by their Guide Manager.</p> <p>Guides must be shadowed, and successfully achieve competency assessments undertaken by their Guide Manager, prior to leading tours.</p>
<p>Stay connected</p>	<p>Share Your Insights: Your feedback moulds the future of Te Puia, please contact us by phone, email, or socials (such as TripAdvisor) as we welcome all compliments, comments, and concerns.</p> <p>Lost something? We're on It: Our Lost & Found is always ready to reunite you with your belongings. Contact our Administration team for more information.</p>

Stay Engaged: Join our community online to stay updated with new experiences and tales from **Te Puia**, follow us on Facebook, Instagram and YouTube.

Engagement and participation

All **Te Puia** departments participate in a daily karakia, and weekly **Toolbox Huis** on an ongoing basis – these are recorded using the included forms. Guides also engage in a daily post tour de-brief.

Our Health and Safety Committee meets monthly, and Management formally meet to discuss Health and Safety objectives on a quarterly basis.

Worker Induction & Training

All **Te Puia** Employees are given a comprehensive induction to ensure they are fully aware of the provisions of our safety management system.

We ensure all persons under our control on site are appropriately qualified, competent, or fully supervised. We also ensure they have received the necessary training or have the skills and experience required to carry out the specified works in accordance with the Health and Safety at Work Act 2015 and its subsequent regulations.

Please refer to the included **Induction** records.

Incident/Injury/Inness Reporting

Te Puia places the utmost importance on incident reporting and investigation. Our proactive approach aims to minimise risks and substantially reduce the number of incidents onsite.

We will record (and report where necessary) all incidents (including environmental) - please refer to the Incident Management section of the **Te Puia Health and Safety Manual** for our full procedure including investigation triggers. Our **Incident Record** and **Investigation Forms** are included.

We will inform WorkSafe NZ immediately of any **Notifiable Event**. If requested by the regulator, we will provide written notice of the incident within 48 hours using the Online Notification Form.

		SERIOUSNESS			
		Negligible (No injuries)	Minor/Moderate (First aid/medical)	High (Extensive injuries)	Catastrophic (Fatalities)
LIKELIHOOD	Very likely	High	Extreme	Extreme	Extreme
	Likely	Moderate	High	Extreme	Extreme
	Possible	Low	High	Extreme	Extreme
	Unlikely	Low	Moderate	High	Extreme
	Very Unlikely (Rare)	Low	Moderate	High	High

Type of Controls

- E Eliminate
- SUB Substitute
- ISO Isolate
- PC Prevent Contact
- EC Engineering Controls
- AC Administrative Controls
- PPE Personal Protective Equipment

TE PUIA VISION

To perpetuate excellence in Māori Arts, Crafts & Culture.

TE PUIA VALUES

Manaakitanga - Whanaungatanga – Kaitiakitanga



HEALTH AND SAFETY POLICY



Our Purpose and Objectives

Te Puia NZMACI Limited Partnership (trading as “Te Puia”) is committed to providing a safe and healthy work environment for Workers (Employees and Contractors), Students, and Manuhiri. This commitment extends to ensuring that the company's operations do not place members of the public at risk of injury, illness, or property damage.

Te Puia has a commitment to pursue best practice in occupational health and safety and to meet or exceed the requirements of the Health and Safety at Work Act 2015, its Regulations, and Codes of Practice.

Acknowledging Te Puia's environment has unknown hazards; Te Puia is committed to continuous improvement in all facets of occupational health and safety. Health and safety are everyone's business, and all Workers have the opportunity, and are encouraged, to participate in the development of health and safety committees (through their respective representatives), health and safety policy audits and all other health and safety practices.

All relevant documentation relating to occupational health and safety issues is made available to Workers and Students. Every Worker and Student is expected to always act safely to ensure their own welfare and that of their fellow team and class members and others in the workplace, as well as Manuhiri.

Workers and Students are to learn and understand the health and safety rules and follow them.

Note: This document is to be read in conjunction with Te Puia's Employee & Student Health & Safety Manual and COVID-19 Safety Plan.

Our Guidelines

Te Puia will ensure the safety of Workers, Students, and Manuhiri by:

- Providing and maintaining a safe and healthy working environment and systems of work.
- Providing safe property, materials, plant, and equipment, and ensuring that all personal protective equipment is available as required
- Providing information, instruction, training, and supervision in the correct use of personal protective equipment, safety devices and hazard identification, risk mitigation and management to ensure their safety
- Continuously improving the work environment's health and safety through ensuring that all Workers and Students can identify hazards as they see them and report them accordingly to their Health and Safety Representative, or to the Health and Safety & Sustainability Manager.
- Striving to Eliminate and/or Minimise all actual and potential risks and hazards and not exposing any persons to unmanaged or uncontrolled hazards
- Establishing and insisting upon, safe methods and safe practices at all times
- Providing appropriate inductions to Te Puia's site, including ensuring that all new Workers and Students have read the Employee & Student Health & Safety Manual, the Covid 19 Safety Plan and/or watched the Health and Safety video and signed off confirming same. All Manuhiri will also be provided with a guided safety briefing and safety video, with allowances for language or hearing barriers.
- Developing, implementing, and regularly reviewing/testing site emergency and evacuation procedures, and pandemic plans
- Continuously improve on the health and safety of operations
- Reviewing this policy annually

To achieve this, Te Puia will:

- Systematically identify and manage all hazards and risks within the workplace, conduct risk assessments, and take all reasonably practicable steps to Eliminate and/or Minimise all hazards.
- Communicate these hazards and the hazard controls with those at risk.
- Ensure all Workers and Students are properly trained and supervised around Health and Safety Procedures.
- Communicate all emergency and evacuation procedures with those onsite.
- Ensure prompt and accurate reporting of all incidents, injuries, and illnesses
- Record all incidents, injuries and illnesses workplace and take all reasonably practicable steps to prevent these events from re-occurring. Including undergoing thorough post-accident investigations and implementing remedial actions and safer processes as a result.
- Ensure that all activities outside the normal day to day duties of Workers that involve a degree of risk or are using equipment that has the potential to cause serious harm, must have a fully completed and independently signed off Site Specific Safety Plan.
- Carry out daily departmental and site inspections, and quarterly full site audits to monitor health and safety across the site.
- Encourage each Worker and Student to play a vital and responsible role in maintaining a safe and healthy workplace through:
 - ✓ Getting involved in the workplace health and safety systems, which includes Te Ao Hou audits and OFI processes.
 - ✓ Adhering to correct procedures and use of equipment, especially safety sensitive equipment, such as vehicles, plant, and machinery.
 - ✓ Wearing protective clothing and equipment as and when required
 - ✓ Reporting any pain or discomfort as soon as possible
 - ✓ Ensuring all incidents, injuries or illnesses are reported to either the respective divisional health and safety rep, their manager, or the Health & Safety and Sustainability Manager.
 - ✓ Helping new Workers, Students, and Visitors to the workplace understand the right safety procedures and why they exist
 - ✓ Telling your manager or your respective Health and Safety representative immediately of any health and safety concerns
 - ✓ Keeping the workplace (in keeping with Te Ao Hou principles of 5S) tidy, to minimise the risk of any trips and falls.

Compliance and Reporting

Contractor Prequalification and Management

Te Puia will complete Health & Safety compliance audits with relevant contractors on an annual basis, such as but not limited to:

- Shipping Container Hire Companies.
- Fire Protection Services.
- Refrigeration, Heating & Air-Conditioning Suppliers.
- Water Delivery, maintenance, and service.
- Commercial Cleaning & Hygiene suppliers.
- Construction Companies.
- Audio Visual Suppliers.
- Window Cleaners.
- Freight Delivery.
- Locksmith Services.
- Electricians.
- Weed Control.
- Commercial External Cleaners.
- Engineering Contractors.
- Plumbing & Gas Suppliers.
- Brick & Paving Suppliers.
- Communication Companies

Officers

All Officers are accountable for implementing this policy in their area of responsibility. Performance will be reviewed and measured at least annually as part of the company review process. Safety will always take precedence over shortcuts or expediency.

Breach of Policy

If this Policy and the processes under it are breached this may be considered as serious misconduct by the Employee which may result in disciplinary actions or dismissal.

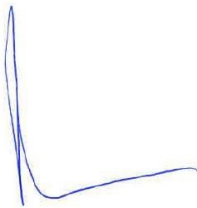
Document Control Parameters

This policy is to be read in conjunction with the Health and Safety Manual.

The provisions of this Policy supersede and replace all previous Health and Safety Policies, procedures, and guidelines.

Board Approval

This policy has been approved by the Board.



31 March 2024

Chief Executive Officer

Date

Guided Experience Risk Assessment

Potential Hazards/Risks	Risk Score (Inherent)	Controls/Reduction Strategies	Risk Score (Residual)
<p>Medical: Fatigue, dehydration, or physical strain – lack of discussion with participants around required physical ability or appropriate level of fitness</p>	●	<p>Prior to tours commencing, Guides outline the physicality of tour. While undertaking the tour, Guides identify less capable group members and act accordingly.</p> <p>Tours are approx. 90 minutes in duration. Briefings and tour stops take place in shaded areas. Shading is provided in the Valley, below the marquee, and in and around viewing points at the geysers. Participants are encouraged to have water during tour.</p>	●
<p>Medical: Pre-existing conditions that may be aggravated by environment or activities, allergic reaction or other illness</p>	●	<p>We kindly request that all participants disclose, at the time of booking, any relevant medical conditions, including any sensitivity to sulphur.</p>	●
<p>Medical/Emergency: Limited access to medical treatment (including medications) Lack of emergency planning and response – notification of emergency services, resources and emergency equipment required, emergency contacts, estimated response time, training</p>	●	<p>In the event of a medical event during a tour, trained first aiders are available onsite and able to assess and assist. First aid kits are carried on all electric waka, and more comprehensive kits and two defibrillators are also readily available. All Guides carry a radio to communicate Emergency and Crisis Response, initiating calls to Emergency Services. Emergency and crisis response procedures are in place. (Emergency Management Plan attached).</p>	●
<p>Age and Supervision: minimum age of participants, supervision</p>	●	<p>While there is no minimum age requirement for individuals participating in tours, all children must be under the active supervision of an adult parent or guardian.</p> <p>Optimum tour group size is 36 people. Each tour group is accompanied by one Guide. Floating staff are positioned around our site. For school groups, there is an appropriate teacher/parent-to-student ratio of:</p> <p>Early Childhood – 1:4 Primary and Intermediate – 1:4 Secondary – 1:7 Tertiary – 1:20</p>	●
<p>Briefings: Lack of communication and understanding of risks/controls - translations</p>	●	<p>Every tour group are provided with a full safety briefing prior to the tour commencing either by the guide and/or via a Health and Safety Video. Geothermal risks are also identified and discussed throughout the tour. A written version of the briefing is available to those with hearing impairments – please request this from our team.</p>	●

Potential Hazards/Risks		Risk Score (Inherent)	Controls/Reduction Strategies	Risk Score (Residual)
			For tours accompanied by a translator, our team members will collaborate closely with the translators to guarantee that all guests with limited English proficiency comprehend the safety briefing. Additional safety signage is also displayed around the site.	
	Security: Crime	●	We do not store anyone's belongings; they must be kept in the tour bus or vehicle. Security cameras are in operation onsite.	●
	Guides: Untrained, inexperienced Guides Lack of qualifying at recruitment Inadequate inductions, training and competency assessments Incident due to rushing the planning – inadequate risk assessment. Guides under the influence	●	Guides are skill assessed at the recruitment stage in terms of communication; time management; social skills; organisation; empathy; professionalism; knowledge; confidence; humour. All Employees complete a comprehensive induction, training, and competency assessment process. Time management is crucial. Visitors are encouraged to arrive at least 15 minutes prior to the commencement of their tour to allow for a H&S briefing prior to starting the tour Te Puia has a zero-tolerance approach to drugs and alcohol. Refer to Health and Safety Manual for full policy.	●

Equipment	Clothing and Footwear: Unsuitable for the nature of the activity and environment	●	We encourage all participants to wear suitable footwear – opt for sensible flat shoes with a good grip, this is communicated through our website. We have invested extensively in cobbled pathways to safely guide visitors through the geothermal valley. Te Puia's open terrains mean weather can be unpredictable and we suggest manuhiri equip themselves with comfortable clothing, sun protection, and wet weather gear. All Employees are issued and wear an easily identifiable uniform with sunhats and sunscreen.	●
	Inspections: Incident due to lack of pre-use checks and servicing of equipment	●	Fleet and maintenance equipment is checked daily by the Fleet or Operations Manager; however, Guides also perform a visual pre-use check every time the equipment is used. Only trained, competent, and authorised drivers to operate.	●
	Facilities: Bathrooms, hand washing facilities	●	Onsite, there are restrooms equipped with handwashing facilities. All facilities are checked frequently throughout the day.	●

Environment	<p>Natural Events: Adverse weather conditions, Increased risk due to weather conditions or change in geothermal activity Increased steam discharge Hydrothermal eruption</p>	●	<p>Daily pre-opening observations of all tracks are undertaken by our maintenance and operations staff. Any potential hazards are identified and logged against their GPS location. This track check data is shared daily to the Health & Safety Manager, Operations Manager and General Manager of Operations and Site Development. Remedial work or track closures are undertaken immediately by our maintenance and operations staff. Guide observations from the site are discussed at daily staff karakia and briefings. Visitor Experience supervisors monitor Met Service weather warnings and reports as well as live conditions to adjust plans, itineraries, and scheduled activities as necessary for reasons of safety, security, or visitor comfort. Tours are cancelled or rescheduled in the event of severe weather conditions. Te Puia guides are trained to use alternate routes if severe weather impacts the track surface or other environmental factors such as tree's fallen or high wind. PMV's are available to transport manuhiri to shelter.</p>	●
	<p>Traffic: Parking, tour buses, access sites</p>	●	<p>Vehicle access to our site and onsite parking facilities across two areas are available during operational hours. Please ensure the speed restriction of 10km per hour is complied with at all times and drivers comply with all one-way direction signage, exclusion areas, and instructions from our Parking Wardens. Directional signage is in place with designated parking for buses, parking for supplier vehicles within the Te Puia site is considered and approved on a case-by-case basis provided there is no interruption or disturbance to Te Puia guests and daily operations.</p>	●
	<p>Terrain: Uneven surfaces, slippery surfaces, trip hazards</p>	●	<p>Daily pre-opening observations of all tracks are undertaken by our maintenance and operations staff. Any potential hazards are identified and logged against their GPS location. This track check data is shared daily to the Health & Safety Manager, Operations Manager and General Manager of Operations and Site Development. Remedial work or track closures are undertaken immediately by our maintenance and operations staff. Guide observations from the site are discussed at daily staff karakia and briefings. Manuhiri are advised by their guide throughout the tour to mind their step.</p>	●

	<p>Climate: Exposure to extremes (excessive heat, cold, humidity) Exposure to extreme temperatures in the Valley</p>	●	<p>Briefings and tour stops take place in shaded areas. Shaded rest areas are also provided for visitors' comfort.</p> <p>Shading is provided in the Valley, below the marquee, and in and around viewing points at the geysers.</p> <p>Water bottles are carried (no matter the season), additional water is kept on PMV's on really hot days, and refreshments can be purchased onsite. Water is also available in the Valley.</p> <p>Guides are provided with sunhats and sun protection.</p>	●
	<p>Wildlife and Insects: Contact with domestic, wild or feral animals (injury, disease), Contact with biting/stinging insects</p>	●	<p>While feral cats, possums, and wallabies may roam the site, they typically keep their distance. We have contracts with third parties to manage the population of feral animals.</p> <p>Maintenance teams also monitor and remove bee or wasp nests that are identified as part of regular inspections and maintenance.</p>	●
	<p>Blueys: Inadequate fencing Inadequate signage</p>	●	<p>Fencing, barriers & signage are in place to prevent access to prohibited areas.</p>	●
	<p>Prohibited Areas: Unauthorised entry to prohibited areas</p>	●	<p>Fencing, barriers & signage are in place to prevent access to prohibited areas.</p>	●
	<p>Geothermal Surfaces: Uneven surfaces, thin surface crust Subsidence</p>	●	<p>All guided tours are actively supervised throughout their tour by their fully trained Guide.</p> <p>Guides will ensure all Manuhiri are made aware of the risks involved in geothermal activity and will remind all persons not to venture beyond safety barriers, and to remain on the formed path at all times.</p> <p>Fencing, barriers & signage are in place to prevent access to prohibited areas.</p>	●
	<p>Signage: Lost persons due to unclear/missing/faded directional signage</p>	●	<p>Onsite signage includes indications for parking, traffic direction, restricted entry areas, exclusion zones, commercial photography and drone restrictions, no smoking or vaping regulations, directions to the administration, emergency procedures, cautionary notices, and reminders to stay on designated paths.</p> <p>These signs collectively contribute to the smooth operation and safety of the tour site, ensuring a safe and enjoyable experience for all visitors.</p>	●

TE PUIA SITE MAP



TE PUIA EVACUATION ROUTES MAP



SITE EMERGENCY PROCEDURES



WARNING SOUND

A CONTINUOUS WAILING SIREN

This sound indicates an emergency requiring evacuation of the Site immediately.



SITE ASSEMBLY POINT

LOCATED AT THE MAIN CARPARK

If the warning sounds, all personnel onsite are to proceed **IMMEDIATELY** by the **SAFEST IDENTIFIABLE ROUTE** to the **ASSEMBLY POINT**.

Remain at Assembly Point until instructed, so all personnel can be accounted for. Do not return to the site until the Incident Controller or Emergency Services has given the official clearance.



111 INSTRUCTIONS

When calling 111, read the following to the dispatcher:

1. We have an emergency at **Te Puia Hemo Road, Tihiotonga, Rotorua**
2. We need help from Ambulance / Fire etc
3. Directions to the emergency are...
4. Give contact details
5. Explain what the medical problem or emergency seems to be
6. Send someone to the site entry to meet the emergency services

⊘ Politely refuse access or information to the public or media

IMPORTANT INFORMATION

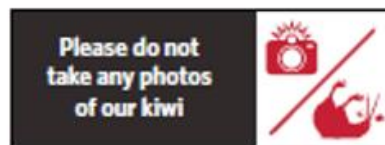
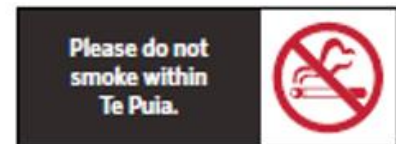
Location of First Aid Kit/s	Every department has a first aid kit All vehicles have a first aid kit Civil defence quarters have supplies (First Aid Room – Administration Block) Operations area has supplies
Location of Rescue Equipment	Operations have a full array of general maintenance tools and equipment utilised in the day-to-day maintenance of the site as well as extinguishers.
Location of closet AED	Defibrillator x 2 (First Aid Room and NZMACI Admin Office)
Location of Rotorua Hospital	Corner Arawa Street, Pukeroa Road, Rotorua (07 348 1199)

TE PUIA SITE SIGNAGE - EXAMPLES

Wayfinding signage



Safety Signage



TE PUIA SAFETY BRIEFING – GUIDES

Kia Ora! Nau mai, haere mai ki Te Puia.

Welcome to Te Puia, my name is <<insert name>> and I am your guide.

My goal today is to share the narrative of our people, our culture, and our beautiful geothermal valley that we call home – and to do so safely.

1. Please stay with me throughout the tour, you must obey my instructions and always keep to the path.
2. Never step over any fences or barriers as the ground around geothermal activity is fragile.
3. Please obey all safety signage and you must be wearing suitable footwear – as the terrain may be uneven or slippery at times.
4. Anyone under the age of 12 must be actively supervised by an adult caregiver.
5. We recommend wet weather protection in the rain. A sunhat, sunscreen, and water in the summer.
6. In the unlikely event of an emergency, please follow my instructions.

TE PUIA SAFETY BRIEFING – FOR WEBSITE, TICKETING, SCREENS

Kia Ora! Nau mai, haere mai ki Te Puia.

Welcome to Te Puia.











Our goal is to share the narrative of our people, our culture, and our beautiful geothermal valley that we call home – and to do so safely.

1. Please stay with your guide throughout the tour and obey all instructions and always keep to the path.
2. Never step over any fences or barriers as the ground around geothermal activity is fragile.
3. Please obey all safety signage and wear suitable footwear – as the terrain may be uneven or slippery at times.
4. Anyone under the age of 12 must be actively supervised by an adult caregiver.
5. We recommend wet weather protection in the rain. A sunhat, sunscreen, and water in the summer.
6. In the unlikely event of an emergency, please follow instructions from your guide.

TE PUIA SAFETY BRIEFING VIDEO – [CLICK HERE](#)

1 INCIDENT RECORD

1. Particulars of Incident

Date	Time	Location
Type of Incident	<input type="radio"/> Incident (Near Miss) <input type="radio"/> Injury <input type="radio"/> Illness <input type="radio"/> Environmental <input type="radio"/> Notifiable Event	
Reported By Name	<input type="text"/> 	
	<input type="radio"/> Officer <input type="radio"/> Employee <input type="radio"/> Contractor <input type="radio"/> Visitor 	
Witness 1 Name	<input type="text"/> 	
	<input type="radio"/> Officer <input type="radio"/> Employee <input type="radio"/> Contractor <input type="radio"/> Visitor 	
Witness 2 Name	<input type="text"/> 	
	<input type="radio"/> Officer <input type="radio"/> Employee <input type="radio"/> Contractor <input type="radio"/> Visitor 	
Injured Person Name	<input type="text"/> Age/DOB <input type="text"/>	
	<input type="radio"/> Officer <input type="radio"/> Employee <input type="radio"/> Contractor <input type="radio"/> Visitor Occupation/Position <input type="text"/>	
	If an Employee or Contractor , Length of Employment:	
	<input type="text"/> 	<input type="text"/> 
	<input type="text"/> 	
	<input type="text"/> 	
	Was a Drug Test Performed <input type="radio"/> Yes <input type="radio"/> No Result: <input type="text"/>	
Incident Description	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
Nature of Injury	<input type="text"/> <input type="text"/>	
Treatment provided onsite	<input type="text"/> <input type="text"/>	
Property Damage	<input type="text"/>	
Analysis	<i>(What do you think caused or contributed to the incident)</i>	
	<input type="text"/> <input type="text"/> <input type="text"/>	
	<input type="text"/>	
	<input type="text"/>	
	Initials/Sign <i>(Opinion of)</i>	<input type="radio"/> Reported By <input type="radio"/> Witness 1 <input type="radio"/> Witness 2 <input type="radio"/> Injured Person

2. Post Event

Treatment	Treatment			
	Medical Centre			
	Doctor		ACC# (if known)	

! In the event of a **Notifiable Event**, an **Incident Investigation** must be completed & submitted to **WorkSafe**

Ph. 0800 030 040 (24 hrs)

<input type="radio"/> Yes <input type="radio"/> No	Is this a Notifiable Event?			
<input type="radio"/> Yes <input type="radio"/> No	Worksafe notified	<i>Advised by</i>	Date	Time
<input type="radio"/> Yes <input type="radio"/> No	Toolbox Meeting Held	<i>Led by</i>	Date	
<input type="radio"/> Yes <input type="radio"/> No	Incident Investigation complete	<i>Conducted by</i>	Date	
<input type="radio"/> Yes <input type="radio"/> No	Incident Event Register updated	<i>Updated by</i>	Date	
<input type="radio"/> Yes <input type="radio"/> No	Hazard Register updated	<i>Updated by</i>	Date	

What action has been taken to prevent a recurrence?

Have all **preventative actions been reviewed** by management and **implemented**? Yes No

All internal follow-up procedures have been conducted and satisfied that no additional inquiry is required Yes No

Manager Signature		Date	
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INCIDENT INVESTIGATION



1. Particulars of Incident

Type of Incident	<input type="radio"/> Incident (incl. Near miss) <input type="radio"/> Injury <input type="radio"/> Illness <input type="radio"/> Environmental <input type="radio"/> Notifiable Event					
Date				Time		
Place & Exact Location						
Reported By Name						
	<input type="radio"/> Officer <input type="radio"/> Employee <input type="radio"/> Contractor <input type="radio"/> Visitor					
Reported to						
	Date		Time			
Health & Safety Representative Name						
Witness1 Name						
	<input type="radio"/> Officer <input type="radio"/> Employee <input type="radio"/> Contractor <input type="radio"/> Visitor					
Witness 2 Name						
	<input type="radio"/> Officer <input type="radio"/> Employee <input type="radio"/> Contractor <input type="radio"/> Visitor					
Injured Person Name				Age/DOB		
	<input type="radio"/> Officer <input type="radio"/> Employee <input type="radio"/> Contractor <input type="radio"/> Visitor			Occupation/Position		
	If an Employee or Contractor , Length of Employment:					
Was a Drug Test Performed <input type="radio"/> Yes <input type="radio"/> No				Result		

2. Injury Details

Nature of Injury	Type of Injury/Illness	
	Body Part/s affected	
Treatment		

2. Injury Details

	Immediate treatment provided Onsite	Administered by (Name)			
		<input type="radio"/> Officer <input type="radio"/> Employee <input type="radio"/> Contractor <input type="radio"/> Visitor <input type="radio"/> First Aid Trained			
	Treatment provided Offsite (Professional)	Long term on-going care required? <input type="radio"/> Yes <input checked="" type="radio"/> No			
		<i>Details</i>			
	Medical Centre				
					
	Doctor			ACC#	

3. Nature of the Incident Details

The Incident Attach any sketches, photos, evidence if possible	Describe the details in the order of what happened	Before			
		During			
		After			
		Working conditions at the location and time of the incident	e.g. poor lighting, extreme temperature		
	Weather conditions at the time of the incident				

	Damage to property	
Immediate Action/s	What immediate action was taken to prevent a recurrence?	
	Who	When
Provide photo taken immediately after incident and/or items directly related to the Incident (attach)		

4. Investigation

Identify Immediate causes	Location	<i>Was there anything at/in the location that caused the Incident? If so, why was it there and what needs to be done to address this?</i>
	Plant, Equipment and Substances	<i>Was there anything dangerous about the plant, equipment and/or substances that were used? If so, why was it unsafe and what needs to be done to make it safe?</i>
	Procedures	<i>Was there anything about the procedures, including those for emergencies that caused the incident? If so, what was it and what needs to be done to correct this?</i>
	People	<i>Did anyone do anything that contributed to the incident? If so, why did they do it and what needs to be done to correct this?</i>
	Hazard Identification	<i>Was/were hazard(s) previously identified? If not, why not? What needs to be done to manage this hazard?</i>
	Hazard Control	<i>Were there enough checks done to ensure the safe use of the premises, plant, substances, and procedures? If not, why not? What needs to be done to ensure premises, plant, substances, and procedures create a safe work environment?</i>

4. Investigation

	Other hazards associated with this incident	Describe how you currently control hazards associated with this incident? If they failed, why did these controls fail? What needs to be done to control this hazard?
	Health and Safety Standards used	Was the correct PPE being used? SOP's etc Describe any best practice or industry standards that are used in your workplace to help manage hazards. Where were they relevant to this incident?
	Supervision	Was there adequate supervision at the time of the incident? If not, why not? What needs to be done to ensure appropriate and effective supervision?
	Training	Was training or instruction in using the equipment, plant, or substance sufficient and effective? If not, why not? What can be done to improve training and/or instructions?
Competence	Did staff have the right qualification and/or experience to use the tools and procedures for the task they were doing? If not, why not? What can be done to improve competence in using the tools and procedures?	
Review	Is this a repeat of a previous incident? Were corrective actions implemented when there was an incident or when a concern was raised in the past? If not, why not? What needs to be done to implement corrective actions?	

4. Investigation

Governance	<i>Was there sufficient oversight by senior managers and/or Officers of the hazards and risks that contributed to this incident? What system for receiving information about key hazards and risks do the senior managers/Officers have in place?</i>
Other causes	<i>If appropriate, advise what other cause(s) contributed to the incident</i>

5. Investigation Closure

<input type="radio"/> Yes <input type="radio"/> No	Worksafe notified	<i>Advised by</i>	<i>Date</i>	<i>Time</i>
<input type="radio"/> Yes <input type="radio"/> No	Toolbox Meeting Held	<i>Led by</i>	<i>Date</i>	
<input type="radio"/> Yes <input type="radio"/> No	Incident Investigation complete	<i>Conducted by</i>	<i>Date</i>	
<input type="radio"/> Yes <input type="radio"/> No	Incident Event Register updated	<i>Updated by</i>	<i>Date</i>	
<input type="radio"/> Yes <input type="radio"/> No	Hazard Register updated	<i>Updated by</i>	<i>Date</i>	

What action has been taken to prevent a recurrence?	
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Yes No Have all preventative actions been reviewed by management and implemented?

Incident Investigation Closure

This incident investigation can only be closed by an Officer or PCBU after ensuring they have conducted the appropriate due diligence and are satisfied that the corrective actions have been fully implemented.

Full Name		Role/Position	
Signature		Date	

INDUCTION FORM

Induction Checklist		Inductor initials	Inductee Initials
Emergency Procedures	<p><i>Discuss</i></p> <ul style="list-style-type: none"> ● Alarm system ● Evacuation scheme, drills, exits, assembly area ● Who the Emergency Procedure Co-ordinator/Warden is and after hour contact details ● Who the first aiders are <p><i>Discuss/show the site office locations of:</i></p> <ul style="list-style-type: none"> ● Fire extinguishers, fire hoses, fire blankets ● First aid kits ● Defib <p><i>Discuss/show the procedures for:</i></p> <ul style="list-style-type: none"> ● Evacuation ● Fire ● Utility Failure ● Violence, Crime, Aggressive Behaviour ● Weather Event and Geothermal Activity ● Medical Event ● Requirements for First Aid/CPR 		
Site Rules	<p><i>Discuss</i></p> <ul style="list-style-type: none"> ● Site speed limit ● Parking ● Smoking and Vaping Policy ● Exclusion zones and or/high-risk areas, supervision, PPE requirements ● Public emergency response information/plans 		
Incident/ Injury/Illness	<p><i>Discuss</i></p> <ul style="list-style-type: none"> ● How to distinguish between a Notifiable Event and all other Incidents, Injuries and Illnesses ● The importance of reporting and recording all incidents, near misses etc ● How to report (<i>Incident Record Form, Event Register, Investigation Process</i>) 		
Hazards and Risks	<p><i>Discuss</i></p> <ul style="list-style-type: none"> ● All Hazards and Controls (<i>Hazard Register/s</i>) incl. rocks, cave, stream ● How to report Hazards (<i>Hazard ID Form</i>) ● Where records are kept ● Hazardous Substances (<i>Inventory and Safety Data Sheets</i>) 		
Safe work procedures (SOP/JSA)	<p><i>Discuss</i></p> <ul style="list-style-type: none"> ● Training requirements ● Competency assessments ● Safe Operating Procedures 		
Personal Protection Equipment (PPE)	<p><i>Discuss</i></p> <ul style="list-style-type: none"> ● Location of where and when PPE is to be worn ● Location of PPE Storage ● Training requirements, fit testing, frequency of checks, replacement PPE 		

Induction Checklist		Inductor initials	Inductee Initials
Health and Safety Policies & Procedures	PPE <ul style="list-style-type: none"> ● Issue or approve PPE 		
	Discuss <ul style="list-style-type: none"> ● Policy communicated ● Health & Safety Manual and Handbook and where a copy is kept ● Worker Participation: Engagement, and participation, toolbox meetings, key contacts, responsibilities 		

Health and Safety Rules

Te Puia is committed to managing our work environments to prevent harm to any person, and to promote wellbeing. Workers have responsibilities under the Health & Safety at Work Act 2015, and Te Puia's rules below.

Your responsibilities under the Health & Safety at Work Act 2015

- Take reasonable care of your own health and safety and ensure that your actions don't cause harm to yourself or others
- Comply with any reasonable instructions, policies or procedures on how to work in a safe and healthy way.

You also have a right to stop work if you believe it is unhealthy or unsafe.

If it's not safe – speak up! Your voice can make a difference. You play an important part in your workplace health and safety.

Te Puia Health and Safety Rules for (employees and contractors) in our workplaces:

Reporting

You must report the following immediately (within 24 hours) to your manager or a health & safety representative:

- All accidents, incidents or injury (involving you, a contractor, or a member of the public) in the workplace, however minor
- Any actual or potentially unsafe conditions or activities
- Any situation which you believe is, or could become a hazard or risk

For serious events that may be notifiable to WorkSafe, you must report them as soon as possible.

Tools, Equipment & Instructions

- Follow all safety rules and instructions. When in doubt ask your manager how to do the job in the safest way.
- Do not operate any equipment unless you are competently trained to do so. All equipment must be operated according to standard operating procedures.
- Prior to operating any equipment, you must ensure that all safety devices and guards are in place and operating correctly and the equipment is serviceable and working correctly.
- Use the right tools and equipment for the job and use them safely.
- Know the location & operation of safety switches and safety devices connected with your job.
- All electrical or mechanical faults must be reported to your supervisor immediately. Unauthorised staff must not use, adjust, alter or repair any equipment.
- Keep your work area clean and tidy. Any item, which could cause a person to trip, fall or cause a mechanical break-down, must be placed in its correct location.

Personal Protective Equipment (PPE)

PPE is anything used or worn by a person to minimise risks to their health and safety. This may include hearing protection, eye protection, protective clothing, and safety harness systems.

Where you have been issued with PPE, you must wear it/use it and maintain it as per operating procedures, safety data sheets or signage. You must also tell us if there are any issues with your PPE (e.g. it is no longer fitting properly or has broken).

Safe Work Practices

- Complete a site specific safety induction before commencing work, or as soon as practicable.
- Be aware of hazards and risks in your area and how these are controlled.
- Observe safety and traffic signage at all times
- Do not come to work under the influence of drugs or alcohol
- Refrain from smoking and/or vaping – Te Puia is smoke and vape free. Smokers are able to smoke in designated areas.
- Use designated building access and pedestrian pathways and areas.
- Ensure you do not block fire-fighting equipment, fire doors, or exits
- Refrain from practical jokes or behaviour that puts you or others at risk of injury; or which could cause damage to Te Puia property.
- Contractors must not commence work without an approved safety plan or risk assessment.
- Emergency evacuation procedures must be understood and observed.
- Comply with the Health and Safety legislation, regulations and Codes of Practice.
- All Te Puia policies and procedures must be adhered to at all times.

The effective control of workplace hazards and the general management of Health and Safety is important. It requires a team approach. You are now a part of this team.

Please do not:

- do anything that you know will/ or may cause harm to yourself or others,
- ignore anything that you know will/ or may cause harm to yourself or others,
- perform a task that you are unsure about - ask for help.

I have received the above information regarding my safety. I also understand that I am part of a team and that all people at work should be involved with identifying and controlling hazards. I understand that I should not attempt a task that I feel may or will cause harm to me or others.

Inductee Name (Printed)		Sign		Date	
Inductor Name (Printed)		Sign		Date	

MASTER HAZARD/RISK REGISTER – GEOTHERMAL SURFACES, WALKWAYS, TOURS, AND SITE MAINTENANCE (MANUHIRI VERSION)

Hazard	Risks	Risk Score (Inherent)	Types of Control	Hazard Controls	Risk Score (Residual)	Last Review Date
Bee and Wasp stings	Allergic reaction Anaphylaxis Lack of consciousness	Extreme	AC	Identify anyone who is allergic during briefing. Remove from area if risk presents. Ensure medication is on hand - seek medical attention if required	High	06/12/23
Children onsite	Incident due to lack of supervision Lost children Burns Drowning	Extreme	AC	Anyone under the age of 12 must be actively supervised at all times by a caregiver aged 18 and over throughout the site. School groups must adhere to the Ministry of Education guidelines regarding ratios of adults to children.	High	06/12/23
Contractors	Lack of prequalification, induction, and supervision	Extreme	AC	Ensure all Contractors are prequalified and approved, prior to entering site Ensure all Contractors are inducted and supervised onsite All Contractors to scan in	Moderate	06/12/23
Customers under the influence	Slips, trips, falls Bruising Fractures Burns Drowning	Extreme	AC	Customers under the influence of drugs or alcohol are not permitted to enter F & B staff to monitor anyone on-site for a function	Low	06/12/23

MASTER HAZARD/RISK REGISTER – GEOTHERMAL SURFACES, WALKWAYS, TOURS, AND SITE MAINTENANCE (MANUHIRI VERSION)

Hazard	Risks	Risk Score (Inherent)	Types of Control	Hazard Controls	Risk Score (Residual)	Last Review Date
Dehydration / heat exhaustion	Fatigue Injury due to lack of concentration	High	AC PPE	Regularly drink fluids at a rate of 0.5 litres per hours and up to 1 litre per hour in hot conditions. Drink before you feel thirsty. Do not drink fluids at work that have more than 8% carbohydrates content, like soft drinks and cordials. Drink high carbohydrate drinks after work to replace energy levels. Drink plenty of water at night to recharge the body. Take regular breaks Wear Hat	Low	06/12/23
Emergency Management	Inadequate and delayed emergency response	Extreme	AC	Emergency exits signage and evacuation plan to be displayed. Emergency Response Plan in place. Evacuation drill tested 6 monthly. All staff to be trained in Emergency Management.	High	06/12/23
Entry and exits blocked	Persons inhibited from exiting the premises in an emergency	Extreme	E AC	Nothing is to be placed or left in entryways and exits. All staff are responsible for keeping these areas clear. Regular site inspections undertaken. Signage displayed if required.	Low	06/12/23

MASTER HAZARD/RISK REGISTER – GEOTHERMAL SURFACES, WALKWAYS, TOURS, AND SITE MAINTENANCE (MANUHIRI VERSION)

Hazard	Risks	Risk Score (Inherent)	Types of Control	Hazard Controls	Risk Score (Residual)	Last Review Date
Falls, Slips and trips	<p>Inadequate footwear</p> <p>Uneven ground, windrows</p> <p>Slippery log or ground conditions</p> <p>Broken bones</p> <p>Abrasions & Lacerations</p>	Extreme	AC PPE EC	<p>Only steel cap boots to be worn – maintenance team</p> <p>Watch where you are walking, work in daylight or have adequate lighting</p> <p>Avoid walking on rotten or slippery logs and rocks.</p> <p>Make sure you can see where you are placing your feet</p> <p>Don't wear loose clothing</p> <p>Use gates or stiles where possible instead of climbing fences</p> <p>Take care when climbing over old fences that the post and or staples are strong enough to support your weight</p> <p>When an old fence line is noticed, watch out for loose rusty wire</p>	Low	06/12/23
Fire	<p>Smoke inhalation</p> <p>Burns</p>	Extreme	AC E	<p>Ensure there is a process in place to have fire extinguishers serviced annually.</p> <p>Ensure personnel are trained in their use.</p> <p>Ensure fire extinguishers are accessible and easy to release.</p> <p>All personnel must be aware of exits and emergency procedures.</p>	High	06/12/23

MASTER HAZARD/RISK REGISTER – GEOTHERMAL SURFACES, WALKWAYS, TOURS, AND SITE MAINTENANCE (MANUHIRI VERSION)

Hazard	Risks	Risk Score (Inherent)	Types of Control	Hazard Controls	Risk Score (Residual)	Last Review Date
General floor area	Slips and trips Bruising Sprains and strains Abrasions & lacerations Fractures	High	AC	Good Housekeeping – Keep areas tidy – rubbish swept up & placed in bin. Keep pathways clear of trip hazards. Check all drain covers, manhole covers regularly. Check for overhead risks. Undertake regular site inspections.	Low	06/12/23
Geothermal surfaces	Steam Gas Heat Boiling mud Hydrothermal eruption Flying debris Uneven surface	Extreme	EC AC ISO	Ensure no one strays from pathways or enters restricted areas. Ensure fences and barriers are erected and checked daily. Ensure warning signage is displayed and safety briefings given. Ensure risk assessments have been completed to ensure visitors and customers are situated at a safe distance from the surface. Regular mapping, monitoring and management of the site – site inspections conducted regularly. Technical advice sought when required. Site closed when risks to personnel and public present. Safe Operating Procedures and Pre-Starts written for activities. Emergency Response Plans in place and tested.	High	06/12/23

MASTER HAZARD/RISK REGISTER – GEOTHERMAL SURFACES, WALKWAYS, TOURS, AND SITE MAINTENANCE (MANUHIRI VERSION)

Hazard	Risks	Risk Score (Inherent)	Types of Control	Hazard Controls	Risk Score (Residual)	Last Review Date
Hot Rocks	Steam Heat Trips Falls	Extreme	AC EC	Ensure warning signage is displayed and safety briefings given. Site inspections conducted regularly. Technical advice sought when required.	High	06/12/23
Hypothermia / Chills	Illness	High	PPE AC	Polypropylene clothing (thermal underwear) is excellent for cold, wet weather. If necessary, also wear warm hats, raincoats, or chaps. Put hat and warm clothes on when you stop for a break. Bring spare dry clothes even on fine days. The weather can turn bad very quickly.	Low	06/12/23
Inadequate safety briefings	Lack of communication Lack of understanding of risks, procedures, and expectations	Extreme	AC	Safety briefings given to all who enter the site. Briefings will be appropriate to the audience age, experience, and ability. Safety briefings and signage will be translated when required to ensure understanding in different languages. Written briefings provided for those hearing impaired.	Low	06/12/23

MASTER HAZARD/RISK REGISTER – GEOTHERMAL SURFACES, WALKWAYS, TOURS, AND SITE MAINTENANCE (MANUHIRI VERSION)

Hazard	Risks	Risk Score (Inherent)	Types of Control	Hazard Controls	Risk Score (Residual)	Last Review Date
Inadequate Safety in Design	Subsidence Sink holes	Extreme	AC	The risks of road and building construction in geothermal environments to be taken into consideration during the Safety in Design process. On going maintenance and observation of geothermal areas to be included in Safety in Design. No construction or development to be undertaken in areas of risk.	High	06/12/23
Inadequate Signage	Incident due to lack of direction Unauthorised entry to restricted areas	Extreme	AC	No entry signage displayed in restricted areas. Site rules must be displayed including supervision requirements, footwear requirements, no smoking and vaping. Warning signage displayed including risks of burns. Emergency procedures, emergency equipment signage and exit signage must be clearly identifiable.	High	06/12/23
Lack of communication	Delayed emergency response	Extreme	AC	Ensure communication systems in place and tested daily	High	06/12/23

MASTER HAZARD/RISK REGISTER – GEOTHERMAL SURFACES, WALKWAYS, TOURS, AND SITE MAINTENANCE (MANUHIRI VERSION)

Hazard	Risks	Risk Score (Inherent)	Types of Control	Hazard Controls	Risk Score (Residual)	Last Review Date
Lack of maintenance	Incident due to lack of maintenance	Extreme	AC EC	<p>Ensure a maintenance and cleaning schedule with regular checks is in place.</p> <p>Ensure a suitably qualified and experienced person carries out inspections and maintenance, including on the geothermal well system.</p> <p>Check for visible leaks and corrosion on equipment.</p> <p>Ensure regular servicing when required.</p> <p>Report any issues that need repair or maintenance immediately when identified.</p> <p>If there is danger to a customer, close the area with tape, rope, and signs.</p> <p>Lockout, tag out, or isolate any plant or machinery in need of repair.</p> <p>Discuss maintenance and repair issues in toolbox meetings.</p> <p>Record in maintenance register.</p> <p>Refer to WorkSafe Guidelines for Self-managing shallow geothermal well systems and Council Bylaws</p>	Low	06/12/23
Manual Handling	Sprains and strains	High	AC	<p>Reduce or split load sizes to manageable weights</p> <p>Where possible, use two person or team lifting</p> <p>Bend your knees</p> <p>Rotate your knees and not your back</p>	Low	06/12/23

MASTER HAZARD/RISK REGISTER – GEOTHERMAL SURFACES, WALKWAYS, TOURS, AND SITE MAINTENANCE (MANUHIRI VERSION)

Hazard	Risks	Risk Score (Inherent)	Types of Control	Hazard Controls	Risk Score (Residual)	Last Review Date
Medical Emergency	Untreated injuries Uncontrolled bleeding Burns Fainting	Extreme	AC	Ensure Emergency Response Plans are in place and regularly tested. Ensure there is a regular process in place to have first aid kits checked regularly and product replaced when required. Ensure first aid kits are easily located, accessible and easy to open. Cold water and drinking water available onsite. Adequate ratio of trained first aiders and access to first aiders onsite at all times. Notify management if you have an incident or use any products from the first aid kit. Warning of temperatures and the risk of dehydration. Ensure all incidents are recorded and investigated.	High	06/12/23
Noise	Lack of communication Hearing loss	High	PPE AC	Control the noise at the source, isolate or insulate the cause. Wear appropriate hearing protection. Survey areas and machinery for noise levels. Annual hearing tests for employees when required. Display warning signage.	Low	06/12/23

MASTER HAZARD/RISK REGISTER – GEOTHERMAL SURFACES, WALKWAYS, TOURS, AND SITE MAINTENANCE (MANUHIRI VERSION)

Hazard	Risks	Risk Score (Inherent)	Types of Control	Hazard Controls	Risk Score (Residual)	Last Review Date
OUTDOORS – Exposure to Solar UV radiation	Dehydration Sunburn Melanoma	Extreme	AC	<p>Provide shaded areas where possible.</p> <p>Use a broad-spectrum sunscreen with an SPF rating of 30+.</p> <p>Use a water-resistant sunscreen.</p> <p>Put on the sunscreen at least 15 minutes before going out in the sun and reapply as required by the product instructions.</p> <p>More frequent application may be required if sweating is profuse.</p> <p>Put sunscreen on dry skin by 'wiping' it on, not rubbing it into the skin.</p> <p>Ensure that sunscreen is applied to all exposed skin including the face, neck, arms, and the back of the hands.</p> <p>Lips should be protected with sunscreen or lipstick with a SPF rating of 30+ which provides broad-spectrum protection as they are particularly susceptible to damage from solar radiation.</p> <p>Wear sunhats.</p> <p>Keep hydrated.</p>	Moderate	06/12/23

MASTER HAZARD/RISK REGISTER – GEOTHERMAL SURFACES, WALKWAYS, TOURS, AND SITE MAINTENANCE (MANUHIRI VERSION)

Hazard	Risks	Risk Score (Inherent)	Types of Control	Hazard Controls	Risk Score (Residual)	Last Review Date
Pedestrians around the maintenance work area	Collision Flying objects Crushing Inhalation	High	AC	Ensure any work areas are isolated using cones or barriers. No spraying or mowing is to be conducted around the public, especially children. Display warning signs if necessary.	Low	06/12/23
Seismic activity	Earthquake Hydrothermal eruption	Extreme	AC	Ensure risk assessments have been completed to ensure visitors and customers are situated at a safe distance from the geothermal surface. Regular mapping, monitoring and management of the site – site inspections conducted regularly. Technical advice sought when required. Site closed when unreasonable risks to personnel and public present. Safe Operating Procedures and Pre-Starts written for activities – and staff trained on them. Emergency Response Plans in place and tested.	High	06/12/23
Severe Weather	Lightning Strikes Injury from falls and falling objects in high winds	Extreme	AC	Site closed when risk presents from lightening strikes, severe winds, torrential rain, and flooding.	Low	06/12/23

MASTER HAZARD/RISK REGISTER – GEOTHERMAL SURFACES, WALKWAYS, TOURS, AND SITE MAINTENANCE (MANUHIRI VERSION)

Hazard	Risks	Risk Score (Inherent)	Types of Control	Hazard Controls	Risk Score (Residual)	Last Review Date
Slippery Surfaces	Bruising Sprains & strains Abrasions & lacerations Fractures	High	AC PPE	Ensure signs are displayed warning of slippery surfaces. Install nonslip matting and material where possible. Ensure all persons onsite wear appropriate footwear. Be careful around black ice in cold weather. Water blast areas of mould on decking and wooden pathways.	Moderate	06/12/23
Smoking and vaping	Breathing difficulties Fire Cancer	High	AC	Smoking and vaping is not permitted onsite. There are designated areas for manuhiri and staff	High	06/12/23
Steam clouds	Lack of visibility Traffic collision Inhalation of toxic substances	High	AC PPE	Assess wind directions and conditions daily. Ensure clear signage and pathways are visible through steam clouds. Reduce speeds and ensure headlights are on for moving vehicles with low visibility. Provide appropriate PPE and training in the use – i.e. respiratory protection	Low	06/12/23
Traffic onsite	Collision Crushing Damage	High	AC EC	Speed and directional signage to be displayed. Clear pedestrian walkways to be identified. Barriers between vehicles and pedestrians when required. Adequate training	Moderate	06/12/23

MASTER HAZARD/RISK REGISTER – GEOTHERMAL SURFACES, WALKWAYS, TOURS, AND SITE MAINTENANCE (MANUHIRI VERSION)

Hazard	Risks	Risk Score (Inherent)	Types of Control	Hazard Controls	Risk Score (Residual)	Last Review Date
Utility Vehicles	Rollover Collision Crushing Visibility Weather Conditions Reversing	Extreme	AC	ATV riders must be trained/experienced and assessed to operate Adopt active riding principles and drive defensively. If in doubt – don't drive Wear Hi Viz Vest and helmet when driving ATV. Where seatbelt when fitted. Check before use.	High	06/12/23
Unauthorised access	Drowning Burns	Extreme	AC EC	Signage, fencing, and barriers in place and checked daily. Ensure gates are locked. Ensure adequate fencing of pools, springs and geothermal activity to protect anyone in the vicinity. Signs to be displayed warning of no unauthorised access. Appropriate processes to respond to unauthorised access and staff trained on how to respond in same.	High	06/12/23

MASTER HAZARD/RISK REGISTER – GEOTHERMAL SURFACES, WALKWAYS, TOURS, AND SITE MAINTENANCE (MANUHIRI VERSION)

Hazard	Risks	Risk Score (Inherent)	Types of Control	Hazard Controls	Risk Score (Residual)	Last Review Date
Unstable ground	Falls Subsidence Sink holes Burns	Extreme	AC EC	Ensure suitable footwear is worn. Daily checks of pathways conducted. Ensure no one strays from pathways or enters restricted areas. Ensure fences and barriers are erected and checked daily. Ensure warning signage is displayed and safety briefings given. Ensure risk assessments have been completed to ensure visitors and customers are situated at a safe distance from the surface. Move pathways over time as the environment changes and new risks present. Ensure active supervision of visitors.	Moderate	06/12/23

TRACK INSPECTION MAP



Daily Security & Track Checks – All aspects of Health & Safety, including Pathways, Structures, Gates, Fences, Lighting and Egress

- 30 General Area
- 68 Structures
- 23 Egress / Fire Exits

EXAMPLE DAILY SITE INSPECTION REPORT

Printed 06/03/24 08:33 [179208]

Barcode History

Page 1

2172		TE PUIA				
05/03/24 06:56	68: SOUTHERN BRIDGE	TEPUIA	4068	A-OK: All OK		
05/03/24 06:58	67: TOILET BLOCK/CAFE	TEPUIA	4067	A-OK: All OK		
05/03/24 06:59	74: FAR END OF SOUTHER CARPARK	TEPUIA	4074	A-OK: All OK		
05/03/24 07:07	2: SNAKE BRIDGE	TEPUIA	4002	A-OK: All OK		
05/03/24 07:08	3: SOUTHER TRACK INTERSECTION	TEPUIA	4003	A-OK: All OK		
05/03/24 07:10	32: MARQUEE/COOKING POOL - NGARARATUATARA	TEPUIA	4032	A-OK: All OK		
05/03/24 07:12	31: BRIDGE 30	TEPUIA	4031	A-OK: All OK		
05/03/24 07:13	35: TRACK 35	TEPUIA	4035	A-OK: All OK		
05/03/24 07:13	34: TRACK 34	TEPUIA	4034	A-OK: All OK		
05/03/24 07:18	30: TRACK 30	TEPUIA	4030	A-OK: All OK		
05/03/24 07:18	29: TRACK (HILL)	TEPUIA	4029	A-OK: All OK		
05/03/24 07:21	28: SOUTHERN TRACK GATE	TEPUIA	4028	A-OK: All OK		
05/03/24 07:23	4: LOOKOUT	TEPUIA	4004	A-OK: All OK		
05/03/24 07:25	5: SOTHERN TRACK REST SHELTER	TEPUIA	4005	ISSUE: Issue found	broken light bracket	
						
05/03/24 07:28	6: WAIKIT GEYSER	TEPUIA	4006	A-OK: All OK		
05/03/24 07:31	8: TRACK 8	TEPUIA	4008	A-OK: All OK		
05/03/24 07:32	7: TRACK 7	TEPUIA	4007	A-OK: All OK		
05/03/24 07:34	9: TRACK 9	TEPUIA	4009	A-OK: All OK		
05/03/24 07:39	14: MIDWAY TOILET BLOCK	TEPUIA	4014	A-OK: All OK		
05/03/24 07:42	11: POHUTU GERSER LOOKOUT	TEPUIA	4011	ISSUE: Issue found	sails sagging from water	
						
05/03/24 07:48	13: BACK LOOKOUT	TEPUIA	4013	A-OK: All OK		
05/03/24 07:52	15: POHUTU BRIDGE	TEPUIA	4015	A-OK: All OK		
05/03/24 07:53	17: MUD POOLS	TEPUIA	4017	A-OK: All OK		
05/03/24 07:53	16: MUD POOLS LOOKOUT	TEPUIA	4016	A-OK: All OK		
05/03/24 07:55	18: MUD POOL	TEPUIA	4018	A-OK: All OK		
05/03/24 07:56	25: SHORT-CUT TRACK	TEPUIA	4025	A-OK: All OK		
05/03/24 07:57	21: VALLEY GATE - MAIN PATH	TEPUIA	4021	A-OK: All OK		
05/03/24 07:57	22: ADMIN EXIT GATE	TEPUIA	4022	A-OK: All OK		
05/03/24 08:00	73: OUTSIDE FENCE NEXT TO OLD GEYSERLAND HOTEL	TEPUIA	4073	A-OK: All OK		
06/03/24 00:09	51: ADMINISTRATION BLOCK 2	P1	4051	A-OK: All OK		
06/03/24 00:10	52: ADMINISTRATION BLOCK 3	P1	4052	A-OK: All OK		
06/03/24 00:11	55: HOST WHARE/TICKET OFFICE	P1	4055	A-OK: All OK		
06/03/24 00:16	:	P1	554491	_NOTE: Site note	Ticket box door was not secure, secured by guard	
						
06/03/24 00:26	67: TOILET BLOCK/CAFE	P1	4067	A-OK: All OK		
06/03/24 00:29	WAKASHED: WAKA SHED	P1	1381	A-OK: All OK		

2172		TE PUIA		
06/03/24 07:30	15: POHUTU BRIDGE	TEPUIA2	4015	A-OK: All OK
06/03/24 07:32	25: SHORT-CUT TRACK	TEPUIA2	4025	A-OK: All OK
06/03/24 07:33	22: ADMIN EXIT GATE	TEPUIA2	4022	A-OK: All OK
06/03/24 07:35	73: OUTSIDE FENCE NEXT TO OLD GEYSERLAND HOTEL	TEPUIA2	4073	A-OK: All OK
06/03/24 07:39	67: TOILET BLOCK/CAFE	TEPUIA2	4067	A-OK: All OK
06/03/24 07:40	74: FAR END OF SOUTHER CARPARK	TEPUIA2	4074	A-OK: All OK
06/03/24 07:44	1: BRIDGE/GATE/STAIRS	TEPUIA2	.04117A32F14A	A-OK: All OK
06/03/24 07:47	2: SNAKE BRIDGE	TEPUIA2	4002	A-OK: All OK
06/03/24 07:49	32: MARQUEE/COOKING POOL - NGARARATUATARA	TEPUIA2	4032	A-OK: All OK
06/03/24 07:49	31: BRIDGE 30	TEPUIA2	4031	A-OK: All OK
06/03/24 07:50	35: TRACK 35	TEPUIA2	4035	A-OK: All OK
06/03/24 07:51	34: TRACK 34	TEPUIA2	4034	A-OK: All OK
06/03/24 07:52	30: TRACK 30	TEPUIA2	4030	A-OK: All OK
06/03/24 07:53	29: TRACK (HILL)	TEPUIA2	4029	A-OK: All OK
06/03/24 07:53	28: SOUTHERN TRACK GATE	TEPUIA2	4028	A-OK: All OK
06/03/24 07:58	3: SOUTHER TRACK INTERSECTION	TEPUIA2	4003	A-OK: All OK
06/03/24 07:59	4: LOOKOUT	TEPUIA2	4004	A-OK: All OK
06/03/24 08:00	5: SOTHERN TRACK REST SHELTER	TEPUIA2	4005	A-OK: All OK
06/03/24 08:03	6: WAIKIT GEYSER	TEPUIA2	4006	A-OK: All OK
06/03/24 08:06	8: TRACK 8	TEPUIA2	4008	A-OK: All OK
06/03/24 08:09	7: TRACK 7	TEPUIA2	4007	A-OK: All OK
06/03/24 08:13	10: POHUTU GEYSER MARQUEE	TEPUIA2	4010	A-OK: All OK
06/03/24 08:14	14: MIDWAY TOILET BLOCK	TEPUIA2	4014	A-OK: All OK
06/03/24 08:15	11: POHUTU GERSER LOOKOUT	TEPUIA2	4011	A-OK: All OK
06/03/24 08:18	13: BACK LOOKOUT	TEPUIA2	4013	A-OK: All OK
06/03/24 08:19	12: STEAM BOX	TEPUIA2	4012	A-OK: All OK