

# Safety Management Plan



# Table of Contents

<b>Table of Contents.....</b>	<b>2</b>
<b>Section 1 Safety Management System Documents.....</b>	<b>4</b>
1.1 Version table .....	4
1.2 Safety management system document control .....	4
<b>Section 2 Information on the Business .....</b>	<b>5</b>
2.1 Introduction .....	5
2.2 Description of business .....	5
<b>Section 3 Safety Management System .....</b>	<b>7</b>
3.1 Purpose .....	7
3.2 Content .....	7
3.3 Policies .....	7
3.4 Health and safety goal.....	8
3.5 Safety and company objectives.....	8
3.6 Responsibilities .....	8
<b>Section 4 Planning for Safety.....</b>	<b>12</b>
4.1 Annual Safety Calendar .....	12
4.2 Maintenance and review of SMS .....	12
4.3 External audit .....	13
4.4 Complaints Process .....	13
<b>Section 5 The Pie Cart.....</b>	<b>14</b>
5.1 Introduction .....	14
5.2 Food Control Plan.....	14
5.3 Food Control Diary .....	14
5.4 Roles and Recruitment .....	14
5.5 Induction / Training Summary .....	14
5.6 Staff Orientation Checklist .....	14
5.7 Supplier List.....	14
5.8 Temperature Template .....	14
5.9 Allergens in Food.....	15
5.10 Daily, Weekly Cleaning Schedule & Maintenance Schedule .....	15
5.11 Unit Inventory .....	15
5.12 Opening & Closing Procedures.....	15
5.13 Customer Complaints Form .....	15
<b>Section 6 Hazard Management .....</b>	<b>16</b>
6.1 Introduction .....	16
6.2 Policies .....	16
6.3 Hazard Management Process Flowchart .....	16
6.4 Activity equipment.....	17
6.5 Monitoring and review of hazard management .....	17
6.6 Commercial vessel hazard.....	26
<b>Section 7 Staff .....</b>	<b>26</b>
7.1 Introduction .....	26
7.2 Staff policies .....	26
7.3 Roles, competency, and recruitment.....	26
7.4 Induction .....	29
Water Taxis .....	29
Tractor Driving .....	31
7.5 Staff training and supervision .....	35
7.6 Staff records .....	35
7.7 Fatigue Management .....	35
7.8 Fit for work.....	36
<b>Section 8 Drugs and Alcohol .....</b>	<b>37</b>
8.1 Introduction .....	37
8.2 Policy .....	37

8.3	Assessment .....	37
8.4	Conclusion .....	37
8.5	Procedures .....	37
<b>Section 9</b>	<b>Safety First .....</b>	<b>39</b>
<b>Section 10</b>	<b>Incidents .....</b>	<b>40</b>
10.1	Introduction .....	40
10.2	Incident policies .....	40
	What type of incident was it? ( <i>please circle one</i> ).....	41
	What is the incident's severity rating? ( <i>see severity scale at the end of this form</i> ) .....	41
	When did the incident happen? .....	41
	Where did the incident happen? .....	41
	What happened?.....	41
<b>Section 11</b>	<b>Emergencies.....</b>	<b>43</b>
11.1	Introduction .....	43
11.2	Emergency policies.....	43
11.3	Responding to emergencies.....	43
11.4	Fires, earthquakes and tsunamis/storm surges in the park.....	44
11.5	Locating clients.....	44
11.6	Fire Emergency Plan - Base .....	44
11.7	Emergency preparedness.....	45
11.8	Emergency training .....	45
11.9	Crisis recovery .....	45
11.10	Media response.....	46
<b>Appendix 1</b>	<b>Terms and Definitions.....</b>	<b>47</b>
<b>Appendix 2</b>	<b>Legislation, Standards, Codes of Practice and Guidelines.....</b>	<b>48</b>
<b>Appendix 3</b>	<b>Large organised groups .....</b>	<b>49</b>

# Section 1

## Safety Management System Documents

### 1.1 Version table

Version	Amendments made	Approved by	Date
1.	Major change and re-build	Jack Kelly	4/10/2014
2.	Review and amend	Jack Kelly / Craig Moore	20/9/2016
3.	Review and adjust	Jack Kelly / Craig Moore	2/9/2017
4.	Review and adjust	Jack Kelly	30/9/2019
5.	Review and amended	Jack Kelly	July 2020

### 1.2 Safety management system document control

We will ensure our safety management system (SMS) documents are readable, identifiable and traceable to our activities.

In order to achieve this our SMS documents will be:

- identified by a footer that states the name of the organisation, version number, the page number and the number of pages
- reviewed annually by Jack Kelly and a senior guide committee and revised where necessary.
- signed off as adequate by Jack Kelly
- current and available at Abel Tasman Kayaks operations
- protected from unauthorised changes, deletion and publication and backed up to external Hard drive (kept on site) and Laptop of Jack Kelly (kept off-site) whenever changes are made.
- controlled by Jack Kelly as to how and where.
- removed from circulation if obsolete or marked clearly that they are not to be used.

Archived copies and other safety-related records will be kept for seven years on the operations computer at Abel Tasman Kayaks.

NOTE: Once printed, documents are uncontrolled.

# Section 2 Information on the Business

## 2.1 Introduction

This section provides information about our business and provides context to our SMS.

## 2.2 Description of business

Abel Tasman Soul Ltd trades as Abel Tasman Kayaks and Abel Tasman Freedom Rentals from its base in Marahau and provides guided sea kayaking, safety instructed unguided sea kayaking, coastal trail walking tours and organised private charters within the Abel Tasman National Park and surrounding areas. The activities in many cases are supported by commercial water taxis for both passenger and kayak transfers.

The area of operation for the main activities are within the boundaries of the Abel Tasman National Park, extending the southern end to Kaiteriteri (encompassing Marahau) and the enclosed and inshore limits as described in the Maritime Rules Part 20. Minor activities are carried out within the Tasman and Nelson/Marlborough regions

Activities covered by the HSE (Adventure Activities) Regulations are:

- Sea kayaking

Ancillary activities are client transport by certified and compliant class 1 passenger vans, class 2 passenger bus and two custom built kayak and people movers. There are some retail sales of equipment.

Refer [www.atk.co.nz](http://www.atk.co.nz) for further information.

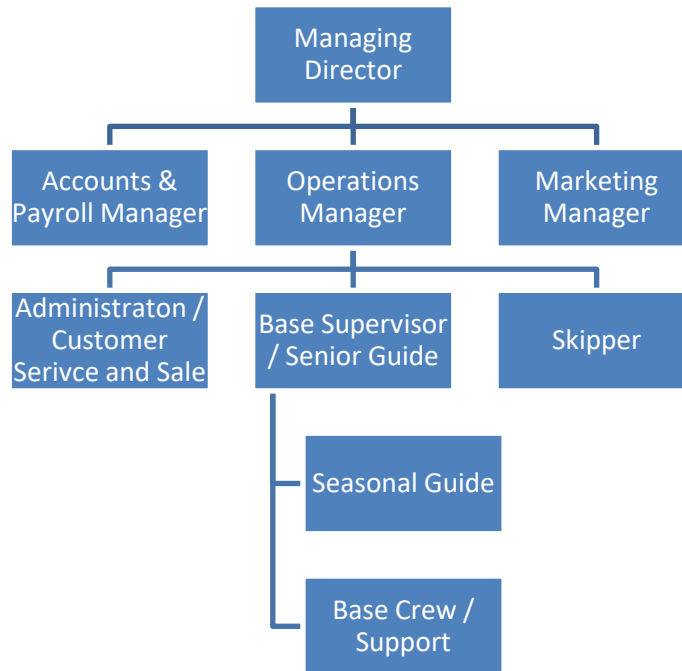
### **Business aims**

Abel Tasman Kayaks aims to give people safe and memorable experiences of coastal kayaking that leave them with a heightened appreciation for the outdoors and the natural environment.

### **Staff**

Abel Tasman Kayaks is owned by Jack Kelly, who is the Managing Director.

We employ three permanent full-time staff, five permanent part time and approximately 35 seasonal staff during the main operating season (September to May).



**Parameters of responsibility:**

The owner of Abel Tasman Kayaks recognises their responsibility to provide a safe environment for their staff, guests and general public that their business may come into contact with.

Abel Tasman Kayaks will take all practical steps to ensure the health and safety of their staff, contract workers and visitors.

Abel Tasman Kayaks will ensure that all staff proactively engage in improving and conforming with the requirements of this SMS.

# Section 3 Safety Management System

## 3.1 Purpose

This SMS has been developed to help us achieve positive business direction and comply with the Health and Safety at Work Act 2015 (HSWA), and any other relevant legislation (refer Appendix 2).

This section outlines the high-level policies and procedures that help us to run a safe business.

## 3.2 Content

Our SMS is made up of a safety management plan, safe operating procedures, safety tools and forms and, most importantly, a strong safety culture.

### Safety Management Plan

Health and safety policy (including goals and responsibilities) and the following safety processes:

- Hazard management
- Staff competency, training and induction
- Incident reporting and investigation
- Emergency response

Appendices:

- Safe operating procedures
- Safety tools and forms

A strong safety culture:

- Leadership
- Safe behaviour
- Everyone taking responsibility for safety

## 3.3 Policies

Abel Tasman Kayaks is committed to:

- Preventing serious harm to staff, customers and visitors.
- Complying with health and safety legislation.
- Continually improving health and safety management. **Fundamental to this is the proactive, collaborative staff involvement in driving and improving our Safety Management Plan and Safety Culture.**
- Taking all practicable steps to ensure the health and safety of staff, customers and visitors.

In meeting these commitments, the management of Abel Tasman Kayaks will:

- Provide a healthy and safe workplace, safe equipment and proper materials.
- Identify and manage all hazards and risks.
- Always establish and insist upon safe practices.
- Accurately report and record workplace incidents.
- Comply with all relevant legislation, regulations and codes of practice.
- Involve staff in the development of health and safety systems.
- Invite feedback on, and regularly review safety systems and performance, in order to continuously improve health and safety management.
- Require all staff to take personal responsibility for safety.

### 3.4 Health and safety goal

No serious harm or injury to anyone related to Abel Tasman Kayaks.

In meeting these commitments, the management team will continue to strive for best practice health and safety with the measures stated above, plus inviting outside experts to review our systems and provide feedback.

### 3.5 Safety and company objectives

The following safety objectives have been identified as part of our Annual Safety Improvement Plan:

<b><u>Objective</u></b>	<b><u>We will show we have met this objective by:</u></b>
Establish comprehensive Visual Incident Map	31.3.2020 (evolving with Google my maps)
Two rough water team rescue sessions	31.3.2020
Have an in-house Sea Kayak 1 assessor	1.11.2020 (Covid cancelled symposium – Craig Moore)
2 additional class-2 license holders	31.3.2020 (complete)
3 staff to attain p-licenses	31.3.2020 (complete)
3 Guides to Paddle Banks Peninsular	30.5.2020 (Covid)
Complete a full staff training trip (and implement annually)	30.11.2019 (complete)

Approved by: Jack Kelly



Date: 15.11.2019

#### **2021 Objectives**

Fully Functional GPS tracking system	15.12.2020
Practical operation Google My Maps (Risk, SOPs, Interp)	31.03.2021
Simplify PCBU system	13.03.2021

[Please click here for an overview of our safety and company objectives for season 2019/2020](#)

### 3.6 Responsibilities

We recognise the importance of clear responsibilities and accountability for maintaining a safe workplace. Employers, employees and contractors all have obligations under legislation, including general health and safety responsibilities. More detail is provided in specific job descriptions.

#### **Management responsibilities**

**Role:** Managing Director

**Purpose:** To have ultimate accountability for Health and Safety

**Safety responsibilities:**

- Maintaining a constant interest in health and safety matters, including by requiring and reviewing regular reports on safety performance.



- Ensuring that the importance of effective safety management and conformance to the safety management system is communicated to staff, participants, contractors and relevant other parties.
- Providing resources to establish, implement, maintain and continually improve the safety management system.
- Ensuring that Abel Tasman Kayaks complies with the HSE Act, the HSE (Adventure Activities) Regulations (and other relevant) legislation.
- Setting and achieving specific health and safety goals and objectives (these will take into account: hazards and risks, technology and usage options, financial, operational and business requirements, and the views of staff and relevant other parties).
- Involving staff in the development, implementation and review of health and safety goals, objectives, policies and procedures.
- Incorporating health and safety as an element in position descriptions and as a measurable outcome of an individual's performance appraisals.
- Expecting all staff to share the responsibility for meeting health and safety requirements and maintaining on-going accountability through the roles and responsibilities defined below.
- Recruiting and employing staff with the relevant qualifications/competency, and safety related attributes, for their role.

**Role:** Safety Manager

**Purpose:** Is responsible for developing and implementing the SMS and ensuring that it plays an integral part in day-to-day operations

**Safety responsibilities:**

Providing leadership and direction in matters of health and safety.

- Making every effort to ensure that Abel Tasman Kayaks meets all its obligations under the HSE Act, the HSE (Adventure Activities) Regulations and other relevant legislation.
- Ensuring compliance with the requirements of the Safety Audit Standard for Adventure Activities.
- Maintaining up-to-date information on changes to health and safety legislation, regulations, codes of practice and standards.
- Establishing, monitoring and achieving overall health and safety goals and objectives.
- Reviewing, evaluating and reporting on the performance of the Safety Management System.
- Developing staff commitment to achieving excellent health and safety standards.
- Ensuring that staff have an understanding of health and safety management relative to their position(s).
- Ensuring that staff receive appropriate training, and are involved in the continual development of the SMS.
- Ensuring that staff are promptly informed of any changes to operational policies and procedures.
- Monitoring staff performance in relation to assigned safety responsibilities and delegations.
- Ensuring that any complaints or concerns raised regarding safety are dealt with according to our process.
- Ensuring that hazard management processes identify significant hazards and result in appropriate controls.
- Ensuring that all incidents are accurately recorded, reported and properly investigated.
- Ensuring that systems are in place and in order, and all staff can respond to potential emergency situations.
- Supporting the safe and early return to work of injured employees.
- Arranging the regular review, and external audit of safety management and emergency response systems.

**Role:** Operations Manager

**Purpose:** Supervision of kayak operations across Abel Tasman Soul Limited. Optimisation of client to guide ratios via trip combinations. Overseeing essential day to day purchasing, aligning any larger non-

essential purchases with Managing Director. Operational decisions affecting safety, customer service, utilisation of equipment and deployment of human resources in liaison with the Managing Director.

**Safety responsibilities:** [Refer to job description here](#)

**Role:** Marketing Manager

**Purpose:** To promote Abel Tasman Kayaks to consumer and trade through print, online and relationship marketing

**Safety responsibilities:** [Refer to job description here](#)

**Role:** Accounts & Payroll Manager

**Purpose:** To ensure payroll & financial data is processed in an accurate, compliant & timely manner & provide reporting to the Managing Director. To meet EOFY requirements. To liaise with all employees in all facets of Human Resources. To provide compliance and supporting documentation including the day to day viability/Food Control Plan management for The Pie Cart. To assist management with documentation associated with this role.

**Safety responsibilities:** [Refer to job description here](#)

## **Staff Responsibilities:**

**Role:** Operations Assistant

**Purpose:** Supervision of kayak operations across Abel Tasman Soul Limited. Optimisation of client to guide ratios via trip combinations. Overseeing essential day to day purchasing, aligning any larger non-essential purchases with Managing Director. Operational decisions affecting safety, customer service, utilisation of equipment and deployment of human resources in liaison with the Managing Director.

**Safety responsibilities:** [Refer to job description here](#)

**Role:** Water Taxi Skipper

**Purpose:** To assist the operations and guiding staff to promote the smooth running of the Abel Tasman Kayaks Base through safe carriage of passengers and kayaks. To enhance the visitor experience as an integral part of an interpretive guiding team.

**Safety responsibilities:** [Refer to job description here](#)

**Role:** Senior Kayak Guide & Instructor

**Purpose:** To manage the in-field parts of a trip with multiple guides/instructors and to work as a sole guide or instructor.

**Safety responsibilities:** [Refer to job description here](#)

**Role:** Kayak Guide & Base Crew

**Purpose:**

**Safety responsibilities:** Refer to Job Description (will add link once purpose updated & inserted)

**Role:** Trainee Kayak Guide & Base Crew

**Purpose:**

**Safety responsibilities:** [Refer to job description here](#)

**Role:** Customer Service / Sales

**Purpose:** To be the first point of contact for tour information and bookings by providing excellent oral and written skills, computer experience and aptitude with particular attention to detail. A positive and friendly attitude with the ability to prioritise and meet deadlines

**Safety responsibilities:** [Refer to job description here](#)

**Role:** Bus Driver

**Purpose:**

**Safety responsibilities:** [Refer to job description here](#)

**Role:** Kayak Repair & Maintenance

**Purpose:**

**Safety responsibilities:** [Refer to job description here](#)

# Section 4 Planning for Safety

## 4.1 Annual Safety Calendar

Management planning will include:

- Staff induction – new staff
- Staff training – new and returning staff
- Regular safety communication (safety updates, safety meetings etc)
- Emergency response practice
- Equipment checks
- Safety reviews - activity based, post programme &/or post season (as below)
- Annual review of SMS (as below)
- External safety audits (as below)
- The development of an Annual Safety Improvement Plan.

## 4.2 Maintenance and review of SMS

We recognise the need to continually improve health and safety systems and performance. We use the processes in this section to support our focus on continual improvement and to ensure compliance to, and/or identify opportunities to improve, the safety management system.

When we conduct SMS reviews and maintenance we will ensure that:

- reviews are conducted by people with current competence in the activity
- opportunities for improvement are identified
- outcomes are communicated to staff and other relevant parties
- actions arising from reviews are implemented.

### **Regular SMS maintenance and review processes**

Regular assessment of work processes, equipment and environments to identify hazards and develop appropriate control measures.

Review of safety management processes following any critical event and/or significant change in work practice

Internal reviews of activities are also conducted when:

- required to ensure compliance to, and/or identify opportunities to improve, the SMS.
- when prompted by audit findings, changes to the activity, sites, hazards, environment, key staff, incidents and emergencies
- there are changes in legislation, standards, activity safety guidelines, codes of practices, sector developments or similar information

Engaging appropriate technical experts (including within the processes described above) to inform the development of the SMS

Ongoing monitoring to ensure that the SMS remains up to date, and our operations continue to comply

The regular involvement of staff (including senior management) in reviewing and developing the SMS

### **Annual SMS review**

We will conduct a bi-annual review of the SMS in September and April, including:

- reviewing policies and procedures in line with any organisational changes
- checking for ongoing compliance to new and changing legislation, standards, codes of practice, good practice guidelines and similar
- checking for changes in current good practice
- reviewing the effectiveness of hazard management processes

- analysing incidents and any incident trends
- reviewing emergency procedures
- reviewing health and safety goals and targets and developing action plans to support improved safety performance.

Annual SMS reviews are conducted in September and April due to these months being at the start and end of the busy summer season and any potential changes to policies or procedures relating to the operations at ATK can be reviewed and implemented into the SMS.

### 4.3 External audit

We will get an external audit of our safety management systems on a regular yearly basis, and when prompted by a serious incident.

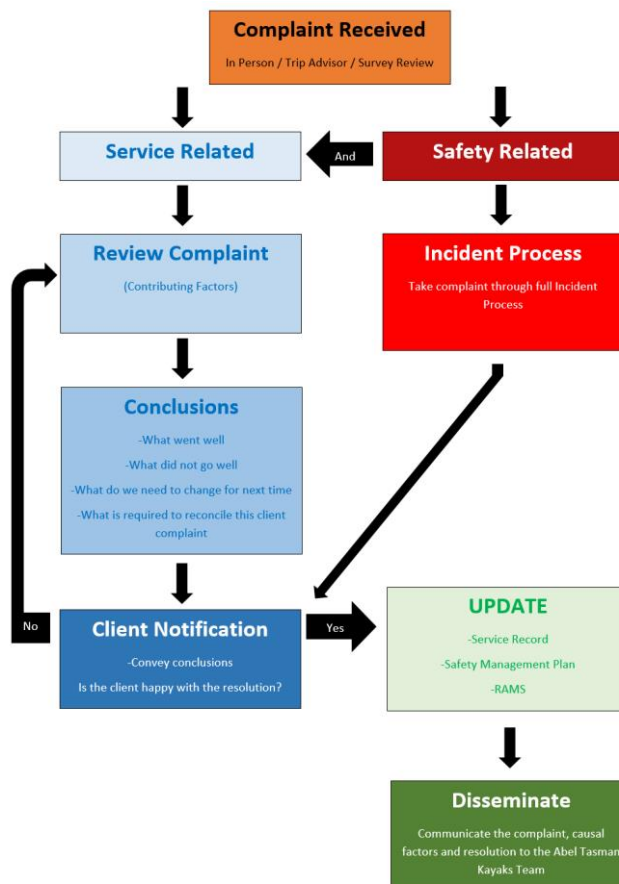
The external audit of safety management systems on a regular basis three yearly and/or following a serious incident.

Abel Tasman Kayaks will ensure that:

- Reviews are conducted by people with current competence in the activity
- Opportunities for improvement are identified
- Outcomes are communicated to staff and other relevant parties
- Actions arising from reviews are implemented

### 4.4 Complaints Process

All complaints will be dealt with initially via the customer feedback forms, and then each complaint will be investigated in full via a complete undertaking of the Incident Report process.



# Section 5 The Pie Cart

## 5.1 Introduction

This section identifies the policies and procedures that are in place to prepare and sell food safely from the two twenty-foot customised containers located on site. All working documents & templates are sourced at ATK Cloud/The Pie Cart/

## 5.2 Food Control Plan

[Refer here for the New Zealand Food Safety document completed for the purposes of food service.](#)

## 5.3 Food Control Diary

[Refer here for the diary for keeping records of Food Safety Checks.](#)

## 5.4 Roles and Recruitment

We recognise the importance of clear responsibilities and accountability for maintaining a safe workplace. Employers, employees and contractors all have obligations under legislation, including general health and safety responsibilities. More detail is provided in specific job descriptions.

**Role:** Food Service - The Pie Cart

**Purpose:** To manage and prepare food and beverage requirements for all Abel Tasman Kayaks activities. To create a vibrant atmosphere at the front of Abel Tasman Kayaks through all the senses.

**Safety responsibilities:** [Refer to job description here](#)

Recruitment - [Refer here in the SMP.](#)

## 5.5 Induction / Training Summary

[Refer here for the requirement of the Food Control Plan to provide new and returning staff in an induction & training process.](#)

[Refer here for the summary of employee training](#)

## 5.6 Staff Orientation Checklist

A requirement of the food control plan is to provide staff an orientation process that each staff will be walked through at the start of each new employment period. It gives new and returning staff an orientation to the practical ins and outs of ATK Base, The Pie Cart and associated food service requirements. [Refer here for the checklist.](#)

## 5.7 Supplier List

[Refer here for the requirement of the Food Control Plan to provide a list of Suppliers for The Pie Cart.](#)

## 5.8 Temperature Template

[Refer here for the requirement of the Food Control Plan to verify temperatures of reheated food every 2 hours throughout the day.](#) The user of this template records the temperature in the space given.

## 5.9 Allergens in Food

[Refer her for the requirement of the Food Control Plan to identify Allergens in food provided.](#) The spreadsheet is updated annually at the beginning of each season once the menu has been agreed.

## 5.10 Daily, Weekly Cleaning Schedule & Maintenance Schedule

[Refer here for the requirement of the Food Control Plan to provide and verify a Daily & Weekly Cleaning Schedule and a Maintenance Schedule.](#)

[The Maintenance Schedule is updated as required here.](#)

## 5.11 Unit Inventory

[Refer here for the requirement of the Food Control Plan to provide a unit number to each appliance and the expected temperatures required for each.](#)

## 5.12 Opening & Closing Procedures

The following check sheets outline the roles & responsibilities for staff for Opening & Closing of The Pie Cart, but not limited to.

- [Opening Procedure](#)
- [Closing procedure](#)

## 5.13 Customer Complaints Form

[Refer here for the requirement of the Food Control Plan to provide a Customer Complaints Process and Form.](#)

# Section 6 Hazard Management

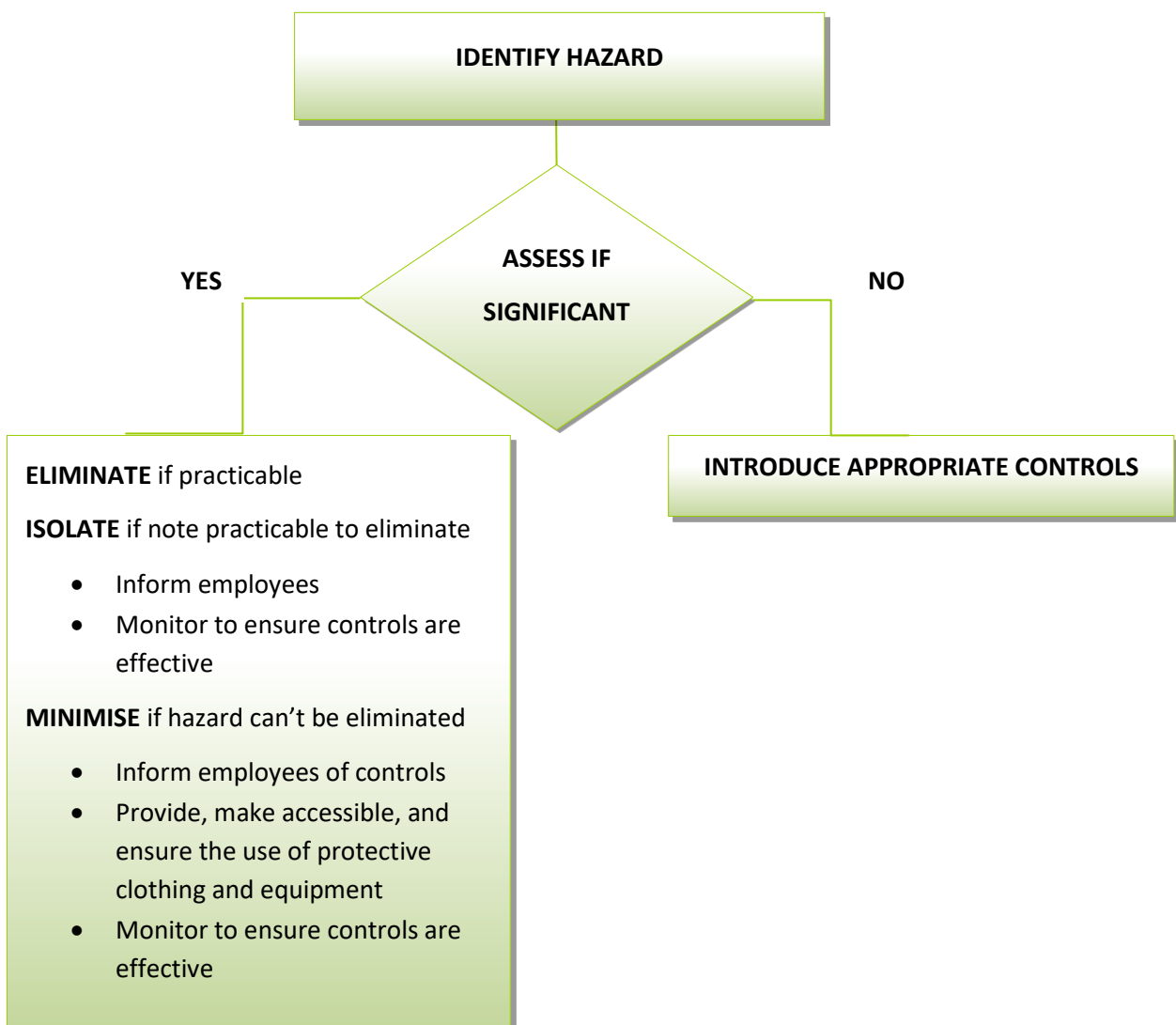
## 6.1 Introduction

This section identifies the policies and procedures that we have put in place to manage hazards.

## 6.2 Policies

- Hazards are identified, assessed and controlled.
- Staff are involved in the hazard management process.
- Hazards and control measures are constantly monitored, and regularly reviewed.
- All employees, participants and visitors will have the necessary safety clothing and equipment.
- All equipment is fit for purpose.

## 6.3 Hazard Management Process Flowchart



### Purpose

The identification and management of hazards in a systematic manner is a legislative requirement under the Health and Safety in Employment (HSE) Act. The safety audit standard further details what is required.



Hazard management is about identifying how someone could be harmed in the workplace and putting effective measures in place to prevent that harm occurring. An organisation's ability to identify and control hazards is critical to safety performance.

### **About Hazard Management**

There are four steps to Hazard Management:

- |  |  |
|--|--|
| 1. Identifying hazards                                 | Identifying what could cause injury or harm to a person, such as cold weather, rough sea conditions, high winds, exposed sharp objects on base.  |
| 2. Assessing hazards                                   | Assessing whether the hazard is significant and the likelihood and degree of injury or harm occurring to a person if they are exposed to a hazard.   |
| 3. Controlling each hazard                             | By taking all practicable steps to firstly eliminate, then isolate, or then minimise the effect of, significant hazards. Controls may reduce the significance of a hazard or the likelihood of it causing harm to employees or others. |
| 4. Monitoring the effectiveness of the hazard controls | It is important to regularly review these steps when the work environment changes, new technology is introduced, or standards change.  |

## **6.4 Activity equipment**

We make sure activity equipment is fit for purpose by:

- choosing fit for purpose equipment
- regular and thorough inspections
- On-going maintenance and replacement program
- having a permanent technical expert to identify and assess on-going
- having one senior staff member in charge of the inspection process on any given day

## **6.5 Monitoring and review of hazard management**

We ensure hazard controls are effective and new hazards are identified by:

- regularly checking activity areas
- regularly inspecting equipment
- seeking information from participants and interested parties
- reviewing incidents
- keeping up to date with good practice
- internal field reviews of activities.

We will meet to discuss and review hazard management and safety issues monthly as per safety calendar.

**IMPORTANT**

IDENTIFIED HAZARD	DATE IDENTIFIED	RISK LEVEL	IDENTIFIED RISK RESULTING FROM HAZARD	RISK MANAGEMENT STRATEGY (E-Eliminate or M-Minimise)	MANAGEMENT OF ACCIDENTS RESULTING FROM HAZARD	MONITORING METHOD AND FREQUENCY
Client Age			<p>Younger or older clients physically unable to manoeuvre kayaks with the same effectiveness. Less able to handle wind and wave conditions of regular clients</p> <p>Capsize, exhaustion, blown of course, guests separated from the group. Loss of process.</p>	<p>Age limit on trips:</p> <p>Guided tours 10yrs minimum – south of Onetahuti</p> <p>Freedom hire 14yrs minimum. Circumstances can occur where a child under 14 can go freedom kayaking if they have prior experience and/or prove to be fit and confident in the safety briefing. Each 14-year-old must be accompanied by another paddler minimum age 18yrs. Exceptions made to the 18yrs with parental approval and proof of suitable outdoors experience.</p> <p>Any groups with children under 10yrs of age must be guided on an exclusive tour where all kayaking must take place south of Shag Harbour, and in circumstances where children and/or conditions are deemed unsuitable for this area, all kayaking must take place south of Watering Cove</p> <p>Split Apple Guided kayaking tours allow for a minimum age of 8yrs. Each 8-17 year old must be accompanied by another paddler minimum age 18 years old.</p>	<p>Client screening and strict adherence to age limits by all staff.</p> <p>Any exceptional circumstances to be cleared by senior management, and final decision left with guide based on demonstrated abilities during safety training.</p> <p>Groups with under 12-year-olds guided by experienced guides, and sea and weather conditions monitored closely at all times.</p> <p>All equipment is suitably fitted and sized.</p>	
Missed medical information			Clients meeting in the national park not receiving the same level of pre-trip medical screening	Guides to carry a laminated waiver that clients read and acknowledge before continuing with the trip	Guides are briefed in the waiver process and encouraged to reference their SOPs teaching points to ensure all aspects are covered	

				<p>OR</p> <p>Guides provide iPad briefing to clients which provides a digital form of the waiver and requires the client to acknowledge the risks before continuing with the trip</p> <p>EVERY DAY</p> <p>Guides to ask all clients at the start of each day to disclose any relevant medical information.</p>		
Guest has a pre-existing medical condition			A pre-existing medical condition which either disclosed or undisclosed leads to an incident causing injury or death. Loss of process.	All pre-existing medical conditions are disclosed by the clients and are communicated to the guide. The guide and the clients will discuss a relevant action plan if said pre-existing medical condition worsens or leads to an incident.	Guides hold current first aid certificate.	Guides are aware of emergency procedures plan.
High winds			<p>Capsize, exhaustion, blown off course, guests separated from group. Loss of process.</p> <p><b>Gilbert Point</b></p> <p><b>Yellow Point</b></p> <p><b>Mad Mile</b></p> <p><b>North Head</b></p> <p><b>Foul Point</b></p>	Guides have knowledge and experience in dealing effectively with high winds (e.g. using geographical features as shelter, ferry gliding). Guests are briefed on how to deal with winds pre trip. Guides consult weather forecasts before trip departure. Guides will have knowledge of local weather patterns. Trip adjusted or cancelled if winds become too severe.	Guides trained in and competent in all forms of rescues involving kayaks.	Guests briefed on capsize drills pre trip.

Large waves/swells/seas			<p>Capsize frightened guests.</p> <p><b>Mad Mile</b></p> <p><b>Foul Point</b></p> <p><b>Beach Landings</b></p> <p><b>Sandfly Bay</b></p>	<p>Guests are briefed on how to deal with waves pre trip. Guides are always present to reassure and advise guests. Guides consult weather forecasts before trip departure. Trip adjusted or cancelled if waves become too severe.</p>	<p>Guides trained in and competent in all forms of rescues involving kayaks. Guests briefed on capsize drills pre trip.</p>	
Rocks			<p>Contact with rocks resulting in. Injury to people. Damage to kayaks and or gear.</p>	<p>Guides ensure effective guest management, keeping them away from rocks.</p>	<p>Guides are trained in first aid and emergency procedure processes. Guides carry tool kits and can carry out basic field repairs on kayaks.</p>	
Sharp Rocks Underfoot			<p>Clients cutting feet on rocks covered in sharp shells</p>	<p>Guests are advised not to walk on rocks in bare feet.</p>	<p>Guides are trained to gear check everybody before departing on a trip, and to identify the hazard of sharp rocks and risk of foot lacerations.</p>	
Surf landings			<p>Capsize injury to people from contact with the beach or kayak. Damage to kayak and or gear from contact with the beach.</p>	<p>Guests are briefed on correct surf landing procedures. Guide lands first and assists guests with landing. Guide chooses least exposed landing point available.</p>	<p>Guides are trained in first aid and emergency procedure processes. Guides carry tool kits and can carry out basic field repairs on kayaks. Guests briefed on capsize drills pre trip. Guide is on hand to assist if a capsize occurs.</p>	
<b>IDENTIFIED HAZARD</b>	<b>DATE IDENTIFIED</b>	<b>RISK LEVEL</b>	<b>IDENTIFIED RISK RESULTING FROM HAZARD</b>	<b>RISK MANAGEMENT STRATEGY (E-Eliminate or M-Minimise)</b>	<b>MANGEMENT OF ACCIDENTS RESULTING FROM HAZARD OR PERIL</b>	<b>MONITORING METHOD AND FREQUENCY</b>
Capsize			<p>Drowning, Hypothermia, Psychological damage, lost or damaged gear, and injury</p>	<p>Guests are briefed on capsize prevention pre- trip, situations</p>	<p>Guides trained in and competent in all types of</p>	

			<p>from coming in contact with kayak after capsizes, loss of process.</p> <p>Shallow water capsize, trapped in a kayak up-side down.</p>	<p>that may result in capsize are avoided, guide delivers further instructions if sea and weather condition worsens, guests informed of chance of losing gear stored in the cockpit during a capsize, guide always on hand to assist if necessary.</p>	<p>kayak rescues, guides trained in first aid and emergency procedure processes, Guide carry tool kits and can carry out basic field repairs on kayaks and gear, guests briefed on capsize drills pre trip.</p> <p>Guests briefed present time relevant to chosen landing point and conditions</p>	
Heat/Sun			<p>Dehydration, hyperthermia, heat stroke, sunburn, headache from glare</p>	<p>Guests are informed of the need to protect themselves from the sun e.g. sunscreen, sunhat, sunglasses. Guests are reminded to keep up fluid intake. Guide check weather forecast pre trip.</p>	<p>Guides trained in first aid and emergency procedure processes; Guide carries spare water and sunscreen.</p>	
Cold			<p>Hypothermia</p>	<p>Guests informed of the conditions they will experience pre trip and told to dress accordingly, guide checks weather forecast and assesses the conditions throughout the day, guests told to bring spare warm clothes.</p> <p>All guides are to carry a warms kit in the event that someone is suffering from hypothermia or cold shock on guided tours.</p>	<p>Guides trained in first aid and emergency procedure processes, guides carry spare warm clothes and emergency shelter</p>	
Gas cookers			<p>Burns and scalds, bush fire.</p>	<p>Only the guide uses the gas cooker, guides trained in the use of gas cookers, cooker set up in a way that will prevent it from tipping, cooker set up away from</p>	<p>Guides trained in first aid and emergency procedure process, guides carrying VHF radios to make emergency calls if a fire is started.</p>	

				foliage, group members made aware of where the cooker is so as not to stumble over it. Cookers dug in to sand to add stability and if uphill of clients, placed to the side.	Purchased low profile gas cookers.	
Inexperienced or unfit guests			Exhaustion, tiredness, muscle fatigue and cramps, blisters	Guests are given full training in kayaking pre trip, guests are made aware of the fitness level need to carry out the activity pre trip, Guide makes weak guests take the boat or walk before their condition becomes a problem	Guides arrange alternative systems of transport for victim i.e. the launch.	
<b>IDENTIFIED HAZARD</b>	<b>DATE IDENTIFIED</b>	<b>RISK LEVEL</b>	<b>IDENTIFIED RISK RESULTING FROM HAZARD</b>	<b>RISK MANAGEMENT STRATEGY (E-Eliminate or M-Minimise)</b>	<b>MANGEMENT OF ACCIDENTS RESULTING FROM HAZARD OR PERIL</b>	<b>MONITORING METHOD AND FREQUENCY</b>
Transporting Kayaks			Injury from lifting the kayaks, injury from dropping or being hit by kayaks, damage to kayaks while in transport, damage to boat while transporting kayaks	Kayaks are lifted by at least two people, Staff are aware of and trained in correct transport procedures, care is taken while loading the kayaks onto the boats, guides brief guests on correct ways to carry gear.	Guides and skippers trained in first aid and emergency procedure processes; guides carry tool kits to carry out repairs on the kayaks in the field.	
Incorrect Instructions given to guests or guests not listening to instructions			Capsize, inability to manoeuvre kayak effectively, Drowning, Guests becoming separated from group, bad experience for the guests, injury resulting from the above mentioned accident.	Guides always give correct full and clear instruction, guide checks guest understanding and will try to communicate with any clients who may struggle to listen due to language barriers and ensures all guests have heard the instructions. Guides do not give instructions by themselves until	Guide recalls group and goes over instructions again, guide removes any guests from the trip who are continually not following instructions. Guides who are not giving instructions correctly will be given a chance to be retrained; if they do not improve their employment	

				they have passed the in house guide assessment.	with the company will be terminated.	
Other water uses			Capsize, collision resulting in injury and or damage to gear and equipment, frightening or poor experience for guests	Guides understand the “rules of the road” for the sea and avoid all other water users. Other water uses are given a wide berth even if the guided group is in the right, Guides brief guests on how best to deal with boat wakes.	Guides trained in first aid and emergency procedure processes, any accidents that occur are followed up by the MNZ and Incidents are followed up with the offending company or the Tasman District Harbour Master.	
Weak or non-swimmers			Frightening or poor experience if a capsize occurs	All guests and guides wear PFDs at all times while on the water so the need to be able to swim is removed, non swimmer guests are reassured and told how rare a capsize is,	Guides trained in all types of kayak rescues so the any traumatic experience can be dealt with quickly with minimal fuss.	
Marine Mammals			Capsize, bites, Mammals injured through contact with people or kayaks, Guests frightened	Guests briefed on marine mammal protocol prior to encounters, Guides ensure minimum viewing distances are observed	Guides trained in first aid and emergency procedure systems. Guides contact D.O.C if any mammals are injured; guests are reassured and moved away from troublesome mammals.	
<b>IDENTIFIED HAZARD</b>	<b>DATE IDENTIFIED</b>	<b>RISK LEVEL</b>	<b>IDENTIFIED RISK RESULTING FROM HAZARD</b>	<b>RISK MANAGEMENT STRATEGY (E-Eliminate or M-Minimise)</b>	<b>MANGEMENT OF ACCIDENTS RESULTING FROM HAZARD OR PERIL</b>	<b>MONITORING METHOD AND FREQUENCY</b>

Incorrectly fitted equipment			Drowning, Injury or blisters from gear	All guests are briefed on the correct fitting of their gear and the guide checks to ensure it fits properly, Guests are issued with gear that fits them properly	Guides trained in first aid and emergency procedure systems.	
Faulty equipment			Drowning, injury from broken gear, bad experience for guests, inability to manoeuvre kayak properly	Gear is checked every time it is cleaned, faulty gear is taken out of use until it is fixed, Gear that cannot be fixed is replaced and all gear is replaced when it reaches its recommended retirement date.	Guides are trained in first aid and emergency procedure processes, guides carry tool kits with which to carry out field repairs on the kayaks and gear and the office is contacted and the gear or kayak replaced if it cannot be fixed.	
Contaminated water source, not enough water			Contraction of guardia or other water borne diseases, dehydration.	Guests are briefed pre trip not to drink from waterways and taps in the park unless otherwise stated, all water is boiled for at least three minutes if taken from a potentially contaminated site, guests are informed pre trip how much water they may need, adequate water is supplied.	Guides carry spare water.	
Complacency and acceptance of manual's completeness			Any of the risks mentioned in the sea kayaking risk and hazard identification, analysis and management, plus unforeseen events that may occur in exceptional situations.	Guides understand that the manual is by no means a complete resource and should not be treated as such. Guides realize that complacency is a dangerous condition. And endeavour to remain vigilant at all times to prevent complacency becoming a problem.	Guides are trained in first aid and emergency procedure processes. Guides who allow complacency to become a continued problem will be given a chance to be retrained; if they do not improve their employment with the company will be terminated.	



Trainee Guides		Accuracy of information and direction given in semi-controlled situations. Clients unaware of validity of experience and information being given	Trainee Guides roles clearly defined. All advice to be run by senior guide, without exception.		
----------------	--	--	--	--	--

Additions from Remis group work - RAMS

## 6.6 Commercial vessel hazard

Please refer to the MTOP for all health and safety information on company boats- Staff

## 6.7 Introduction

This section identifies the policies and procedures we use in relation to staff recruitment, competency, induction, training, supervision, monitoring and records.

## 6.8 Staff policies

- Staff will be competent to do their job or be supervised by a competent person.
- Staff will be inducted before they take responsibilities for others.
- Staff and participants will have ready access to someone with suitable and current first aid competence.
- Expectations of professional standards and personal presentation will be set by management and reinforced.
- Staff have the authority to halt an activity if a hazard threatens the safety of any person associated with the activity.
- Employing contractors

## 6.9 Roles, competency, and recruitment

### Role / Job descriptions

A [Role /Job Description] will be developed for each role. This describes the purpose, safety responsibilities, required knowledge, skills and experience required for each.

Safety roles and responsibilities are communicated to ensure clear understanding of who is responsible at any given time for each aspect of ensuring the safety of every person associated with the activity.

### Competency

The competencies required for each role are identified before staff are employed.

For activity-based roles, such as [Instructor]:

- each activity is assessed to determine the required staff competence.
- these competency requirements focus on establishing whether staff have sufficient competence to independently manage, and instruct/facilitate to the required level, a group of clients in each activity and environment.
- these requirements are benchmarked against industry qualifications and the competencies used by other operators. In the absence of relevant established industry qualifications, we have developed in-house competencies with the assistance of Technical Experts. [change/delete as relevant] .

All staff must be able to show that they have the minimum competency requirements on a yearly basis.

Staff competency is established through:

- valid qualifications
- attestation of competency and sufficient experience
- and / or through observation and skills assessment.

All staff are expected to have:

- minimum workplace first aid
- 1. a recognised kayaking qualification (or) 2. recognition of experience as an instructor (or) 3. development as a guide working towards kayaking qualifications.

## **Recruitment**

New staff will be recruited using this process:

1. Consultation with industry training providers such as NMIT and Tai Poutini
2. Guides seeking further development within the kayaking industry in the Abel Tasman national park
3. Word of mouth from existing staff
4. Advertising via industry specific publications
5. External applications via website etc

All staff will have a written contract [Employment Contract] for employees, [Contract for Service] for contractors.

### **Stage 1 of recruitment**

Following email/phone calls a new or returning staff will be interviewed with either or both the Operations Manager/Owner. Based on interview results and associated references/referees agree to a start date. Establish preferred contact details. Pass the contact details, including start date/end date (Fixed Term employee or Casual), role and pay rate onto the Accounts & Payroll Manager.

### **Stage 2 of recruitment**

Based on the employee information provided above an email is sent. A returning staff member has a different email as does a Casual. Each email is a signature set up on the Accounts & Payroll Manager's PC.

Welcome to Abel Tasman Kayaks and congratulations on your employment with us - we're looking forward to having you as part of our crew!

The purpose of this message is to introduce myself and provide you with your new Employment Contract & Job Description, get you set up in our system, and then familiarise you with the process prior to you starting this season.

So firstly, I'm Jo and I look after HR, payroll and the accounting side of Abel Tasman Kayaks. I will be your contact for any contract and payroll questions. I also co-ordinate and oversee the completion of the documents that you / we are now legally required complete for us to provide outdoor adventure activities to our guests. Its easier for you than it sounds 😊

So, from here it's an easy flow.

#### **1. Employment Contract & Job Description**

The first step is to read through your contract & job description (attached to this email), then sign and date it and send it back to us. You can do this several ways.

Digitally sign it, save it and email it back

Print off the contract, sign it, scan and email back or

Call into office and sign

NB you are welcome to seek professional advice or third-party input on your contract. Also, if you have any questions or wish to discuss your contract both Jack and I are available. You can reach Jack on 021 477 874 or I am available Monday's and Friday's between 8.30am & 3.30pm each day.

#### **2. Personal Information**

Once you have signed your contract, we need to set you up in our system. To do this click on the link below and complete the Personal Details form. To complete the form, you will need to have the following ready.

NZ Work Permit information (if not a NZ Resident)  
Kayak Guide Qualifications (if applicable for the position applying for)  
First Aid Certificate information (if valid)  
Driver Licence information (if valid)  
Emergency next of kin details  
IRD Number  
Bank Account Number  
Please click link to complete - <https://forms.gle/h3F3b2gp1UAFKhBT9>

3. Management - Catch up with Tom

Once you have had a chat with Jack, Tom is going to run you through some 'on the ground orientation', Health and Safety, and expectations he has from an operational perspective in order to professionally coordinate and deliver our trips to guests on a daily basis. You will be working closely with Tom (and Seaton in Tom's absence) daily, so this having a clear understanding of these expectations makes for a much more effective and enjoyable workplace and work life.

4. Leadership - Catch up with Jack

Jack will arrange a team session to go over company policy information and also to give you a bit of a feel for what Abel Tasman Kayaks is about.

If you have any questions or would like some direction throughout this process, please feel free to contact any of us.

Jack (Owner)	jack@atk.co.nz	021 477 874
Tom (Operations Manager)	tom@atk.nz	021 527 859
Jo (Accounts and Payroll Manager)	accounts@atk.co.nz	03 5278022

Otherwise, I look forward to meeting up over the course of the season.

All staff will have a written contract [Employment Contract] for employees, [Contract for Service] for contractors.

**Stage 3 of recruitment**

Once the above information has been received by the Accounts & Payroll Manager a further email is sent:

Thank you for your signed Contact & Job Description. Please find these attached for your information.

Continuing on...

We'd like to introduce you to the Staff Resource Page on our website. Take the opportunity prior to starting to read through the Staff Resource information – there's some great educational reading on the history of the Abel Tasman National Park as well as useful Abel Tasman Kayaks operational information.

Following this email you will receive an invite from our Xero Payroll digital timesheet system. You will require the Xero Timesheet Entry information from the Staff Resource page to complete the Xero Payroll invite process. I've also attached the instructions to this email for your easy reference.

IMPORTANT note: Staff must keep a written record of their timesheet, that is date, start/finish time (actual hours worked less lunch break), and work completed. This is for audit purposes and MUST be produced when called upon of any employee at any time.

The link is: <https://www.abeltasmankayaks.co.nz/staffresources>

Please - A note here reminding you that the information accessed via the Staff Resource Page is confidential and that the "employee will not directly or indirectly use, copy, share, or permit the use

or copying of any confidential information owned by the employer unless they get written permission”.

Once you’ve started:

3. Leadership - Catch up with Jack

Jack will arrange a team session to go over company policy information and also to give you a bit of a feel for what Abel Tasman Kayaks is about.

4. Management - Catch up with Tom

Once you have had a chat with Jack, Tom is going to run you through some ‘on the ground orientation’, Health and Safety, and expectations he has from an operational perspective in order to professionally coordinate and deliver our trips to guests on a daily basis. You will be working closely with Tom (and Seaton in Tom’s absence) daily, so this having a clear understanding of these expectations makes for a much more effective and enjoyable workplace and work life.

Once again, if further assistance is required during this process, please feel free to contact any of us.

Jack (Owner)	jack@atk.co.nz	021 477 874
Tom (Operations Manager)	tom@atk.nz	021 527 859
Jo (Accounts and Payroll Manager)	accounts@atk.co.nz	03 5278022

#### **Stage 4 of recruitment**

The section involves the Accounts & Payroll Manager entering the new or returning employee details into the Xero Payroll System and sending an invite to join the Payroll System following the instructions provided above.

Name, start date, finish date, pay rate, qualifications, any medical information, emergency details are added to a spreadsheet ATK Cloud/Accounts/HR/Employee Payroll & Qualifications Summary (not linked as this contains confidential information - available upon request). [This spreadsheet is linked to that of the operations manager called Individual Training and Compliance Summary with employee information pertinent to health & safety, qualifications & training.](#)

The Accounts & Payroll Manager or Operations Manager then creates a training file using the above employee information provided.

As and when each employee signs off a core task/s the Individual Training & Compliance Summary is updated as well as the appropriate paper training log updated. See section 6.4 Induction.

## **6.10 Induction**

Staff will take part in an induction process, which includes an introduction to but not limited to the following areas. Note the orientation process is targeted to either new or returning staff.

[Refer Staff Training Summary](#)

[Refer New Staff Orientation Checklist](#)

[Refer Returning Staff Orientation Checklist](#)

[Refer here for the personal kayaking assessment](#)

## **Water Taxis**

### **Skipper Induction Checklist**

ALL Skippers who work on Koro, Kuia or Legato must complete this process.

Please circle the appropriate word and initial in the space provided

Yes / No

Initial

<p>Do you have any medical condition that may cause safety concerns or prevent you from doing certain tasks or increase the likelihood of a medical incident?</p> <p>If yes, please detail what the condition is</p> <p>_____</p>	<p>Yes / No</p>	
<p>Are you taking any medication that may cause safety concerns or increase the likelihood of a medical incident?</p> <p>If yes, please detail what the medication is</p> <p>_____</p>	<p>Yes / No</p>	
<p>I acknowledge that I have read and understand the maritime transport operator plan and am familiar with the following sections;</p> <ul style="list-style-type: none"> <li>• Maritime transport operator details</li> <li>• Roles and responsible persons</li> <li>• Control and information and documents</li> <li>• Health and safety</li> <li>• Crew Familiarisation and training</li> <li>• Environmental Policy</li> <li>• Vessel Details</li> <li>• Safe operating procedures</li> <li>• Emergency procedures</li> <li>• Hazards of the operation</li> </ul>	<p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p>	
<p>I acknowledge that I am familiar with and have been shown how the vessels handles at sea</p>	<p>Yes / No</p>	
<p>I acknowledge that I am familiar with and have been shown how to use all navigational and safety equipment on board the vessel</p>	<p>Yes / No</p>	
<p>I acknowledge that I have been briefed on the emergency procedures in place aboard the vessel and have been instructed in my role in the event of an emergency</p>	<p>Yes / No</p>	
<p>I acknowledge that I have been briefed on the safety operating procedures in place aboard the vessel and have been instructed in my role in carrying out the procedures</p>	<p>Yes / No</p>	
<p>I acknowledge that I am responsible for leading and instructing the crew</p>	<p>Yes / No</p>	

I acknowledge that I have been briefed on the hazards and safety procedures as outlined above, and that I have read and understand all safety information and instructions supplied to me during this induction process. I am prepared to meet my obligations and responsibilities under MOSS and the HSE Act.

### Crew Induction Checklist

ALL Crew who work on Koro, Kuia or Legato must complete this process.

Please circle the appropriate word and initial in the space provided Yes / No Initial

Do you have any medical condition that may cause safety concerns or prevent you from doing certain tasks or increase the likelihood of a medical incident? If yes, please detail what the condition is _____	Yes / No	
Are you taking any medication that may cause safety concerns or increase the likelihood of a medical incident? If yes, please detail what the medication is _____	Yes / No	
I acknowledge that I have read and understand all hazard notices and warnings posted on the vessel	Yes / No	
I acknowledge that I have been shown the vessels hazard register and been advised of the hazard management process aboard the vessel	Yes / No	
I acknowledge that I am familiar with and have been given a safety tour of the vessel and been shown the location of the emergency equipment	Yes / No	
I acknowledge that I have been briefed on the emergency procedures in place aboard the vessel and have been instructed in my role in the event of an emergency	Yes / No	
I acknowledge that I have been briefed on the safety operating procedures in place aboard the vessel and have been instructed in my role in carrying out the procedures	Yes / No	
I acknowledge that I am prepared to follow all lawful instructions of the skipper	Yes / No	

I acknowledge that I have been briefed on the hazards and safety procedures as outlined above, and that I have read and understand all safety information and instructions supplied to me during this induction process. I am prepared to meet my obligations and responsibilities under MOSS and the HSE Act.

### Tractor Driving

**NO DRIVING TRACTORS WITHOUT BEING SIGNED OFF – REGARDLESS OF YOUR LICENSE OR EXPERIENCE**

The following employees are recognised in-house assessors for the driving in ATK base and the driving of the people transporters:

- Jack Kelly

- Seaton Dwerryhouse
- Justin Hobbs
- Christie Douglas
- Tom Harlow
- Hayo Van Gestel

The following employees are recognised in-house assessors for water-taxi launching and retrieval:

- Jack Kelly
- Justin Hobbs
- Seaton Dwerryhouse

## OBJECTIVE:

- Priority is safety for clients and public alike.
- Keeping cosmetic and mechanical damage to a minimum / nil
- Efficiency in delivery of ATK client trips to and from Sandy Bay.

## DO NOT RUSH!

- These objectives are not achieved by rushing.

## TRACTOR START UP: First start each day:

- Check that the tractor is in operation "If the tractor is not in operation a tag will be placed on the driver's wheel will information to why the tractor is non-operational.
- First start each day: Check the water, fan belt, diesel level, leaf springs, tires, trailer lights are connected, and the safety chains are connected.
- Check over transporter remove any gear that may have being left in it from the day before, empty water from the canvas roof, dry the seats....
- N.B. if the motor is not running turn the key off! (If it is left on the battery will run flat)

### N.B.

- Transporter limit is strictly 10 persons maximum.
- Tractor guards are not to be ridden on.

## THE LOADING OF TRAILERS & TRANSPORTER:

- Ask clients to place their drink bottles & camera cases on their seats for the trip to the beach.
- Engage with your clients make it clear how many people required to carry each kayak, give clear directive.
- Position yourself in the most difficult position i.e.: close to the rudder on the trailer side or make clients aware of the dangers of being in this position.

Some of which are:

1. They are between kayak and trailer and the back of the transporter, danger being falling over the transporter trailer, getting hands caught between kayak and transporter, getting a kayak to the jaw...
2. Ensure the loading of the kayaks considers the people who are standing around in the general area.....do not give them a hurry up with the kayak.
3. Do not place a client center handle trailer side.
4. Load slowly and safely.



- Please mind your step as you enter into the transporter and take a seat, clients are wearing spray skirts that limit the view of their feet!
- Guide to take a seat and close the door.
- It is the tractor driver's responsibility to ensure the load is secure on the transporter.
- That the top kayaks are secured by the shock chord and that the shock chord is in good condition / single kayaks only on top.
- That the metal securing bars are in place through all the holes and are over the shock chord, so that the shock chord cannot come free of the rack until bars are removed.
- That items attached to the kayaks are not going to fall off onto the road.
- Paddles are stowed properly, not sticking out!
- Transporter door is closed.
- The Transporter should be attached by a pin to the tractor with a spring clip through the pin.
- The tractor and transporter are to be attached to each other by two safety chains.
- If you notice anything unusual that you think might be dangerous talk to your supervisor or operations straight away.

## TOWING THE TRANSPORTER:

The transporter is 8m long and will cut corners if you do not take the corner wide. Refer to supervisor: This will be gone through in tractor transporter induction.

## TRACTOR DRIVING:

BASE – 1<sup>st</sup> Gear or Reverse only.

BASE Hazards

- Clients, Walkers, Drivers, Children (Tourists are on holiday and sometimes so is there observation skills)
- Water taxis – clients walking around ready to be loaded not always paying attention to you, the tractor is noisy, but the transporter trailer is quiet and sometimes catches people unaware.
- Bus's
- Animals
- Vehicles in general: with people in and around them.
- So always go slow be mindful and alert, exit ATK from the left of the driveway! And always STOP before exiting driveway.

## THE ROAD:

- Speed limit on the road (15kph) and on the beach (10kph) and through water(kph)

## THE RAMP:

- Caution on the corner e.g.: you are a long vehicle and unless you take the corner wide your wheels will cross over onto the other side of the road, this could become an issue if there is another large vehicle approaching from the other direction i.e.; a transporter or bus or campervan, truck or water taxi on a trailer.
- Always be aware of pedestrians although there is a footpath provided for them some pedestrians would rather walk down the center of the road...stopping is there best option, be aware of children...they are unpredictable, observe how much attention the supervising adult is paying to your presence.
- Never rush safety first.
- At the ramp, go slow.
- There is a lot of traffic and action, always be courteous.
- (The ramp is a public ramp for other companies and the public alike)
- At the ramp stop and change into first gear wait until the ramp is clear and make your way down slowly (do not stop on the ramp going up or down)

## LOW TIDE DROP OFF:

- At the bottom of the ramp change into 2<sup>nd</sup> gear (2<sup>nd</sup> or 1<sup>st</sup> on the beach) continue out to the closest point that the kayaks can be launched from, staying between the yellow buoys (outside the yellow buoys are cockle beds and mud both of which we do not want to drive on / in) Always try to launch as far North... water taxis will launch from the south, this way kayaks & boats are not between each other.
- At half tide please launch from the left or right of the main tractor thoroughfare left if heading north right if heading south (this will ensure that the clients will not need to cross in front of the tractors that are still dropping kayakers or water taxis)
- When traveling out to drop kayakers, tractors should go in water no deeper than the front axles.
- If the tide is in-coming, please leave the tractor running.
- Once at low tide (orange buoy area) please drop kayakers once again north or south (south only if you are going towards Split Apple Rock) of the taxi launch area.
- Engage clients and give clear directive for unloading the kayaks from the transporter, making sure before the transporter leaves that all clients have their paddles.
- Close the transporter door.
- Have you got kayak securing poles?
- Are all clients away from the transporter as you drive off.

## LOW TIDE PICK UP:

If you have picked up clients and the tide is coming in fast you will be traveling through deep water, you will need to:

- Place the paddles in the transporter under the client's feet (this prevents the paddles floating out of the rack and breaking as they get caught in the trailer)
- The lower two kayaks will need to be tied to the transporter (so that they do not float off while you are going through the water) this is easily done by securing the kayak tie up lines through the cage window on the back of the transporter cab.
- Stay in second gear when going through deep water and keep the revs up to prevent stalling the motor.

### Guide training:

Guide training around half tide returns maximizing the distance that they can get towards the ramp once again keeping kayakers either side of the tractor thoroughfare, reasons of safety and convenience

When returning at low tide to the orange buoy area guides are to land north or south side of the taxi launch area to prevent incident or difficulty for taxi drivers navigating through kayakers

## RETURNING TO ATK

- Change into first gear (1<sup>st</sup> or reverse only on base).
- Busy time of the day so be careful around BASE hazards.
- Which area do you need to drop off clients, kayaks? Guided trips first then freedoms.
- Turn into the kayak wash area park in a position that allows any following kayak trailers access as well i.e. move to the forward washing area and allow the other trailer / trailers to pull in behind you, once you have unloaded move your vehicle from this access way so that others may use it without having to move your vehicle themselves, park it or return for more pickups.

## TRACTOR WASH-UP / DOWN?

End of day when clients are off BASE.

- Leave tractor running, wash the radiator and the alternator motor area, spray the radiator with connect fluid and the brake system (refer to supervisor)
- Turn tractor off, hose the rest of the tractor and transporter down.
- Hose under the transporter and along each bar, into the paddle racks, hose off the seats, and the outside. Hose along the suspension struts up under mudguards and kayak rack area.
- Back up to park area (it leaves front of tractor accessible, in case of flat battery ...)

## 6.11 Staff training and supervision

Regular and / or pre-season staff training includes practical skill development, and training in risk management, safety management systems and emergency responses.

Records are kept of all training (including induction).

Training is reviewed and evaluated for effectiveness.

New or inexperienced staff must operate under the supervision of an experienced staff person, until they have sufficient experience and have been assessed as independently competent.

## 6.12 Staff records

Staff competency is recorded. [See the working document here](#)

For Accounts & Payroll Manager - Individual staff records will include copies of:

- Contract and Job Description. Information regarding staff emergency contacts and medical information, as requested in stage 2 of the recruitment process.
- CV and qualifications (including 1st Aid and driver licences)
- Competency information (including attestations and competency checklists) that clearly indicates which roles they have been assessed as competent to perform

For Operations Manager - Individual staff records will include copies of:

- Updated employee information via Staff Training & Qualification Summary completed by Accounts & Payroll Manager. See Stage 4 of recruitment
- Staff Training Summary
- New or Returning Staff Orientation Checklist

## 6.13 Fatigue Management

### **Overview:**

The Abel Tasman Kayaks workplace is a high paced and demanding work environment. Due to this, staff fatigue is a significant hazard in our operation and is a main contributor to poor judgement and decision making. Because of the seriousness of this hazard we have implemented a system to minimize fatigue and continually monitor our staff to ensure they are not overworked and fatigued.

### **Roster & Monitoring:**

At Abel Tasman Kayaks, we provide a set roster for our guides for the summer months. This is a rolling roster with 5 days on and 3 days off. Due to the seasonality and unpredictability of client demand, occasionally guides work on a rostered day off. Our Roster works to monitor and manage how many days and how hard our staff are working. In doing so, we can effectively manage workplace fatigue and ensure our guides do not work at levels above what is safe.

### **Work Days:**

Based on years' worth of trends, we aim to hire sufficient guide numbers to fulfil the roster as accurately as possible. During the peak season (January – February) when client numbers fluctuate more dramatically, guides will often be required to work some of their rostered days off. Regardless of this requirement, no guide is allowed to work any more than 6 days in a row before having a mandatory day off (This day off must be at least 24 hours without work), and ideally will have 48hrs off.

### **Hours and breaks:**

In a Typical work day the hours are from 7:30am – 5:30pm. The employee is entitled to two paid rest breaks of 10 minutes to be taken according to operational requirements usually mid-morning & mid-afternoon. All guided tours have a minimum 1-hour lunch break between 12PM and 1PM

(approximate). During this time guides must take a rest before they continue working for the afternoon. Staff working on and around base tend to take a 30 min lunch break.

### ***Timesheet and Monitoring:***

Refer to section 6.3. Stage 3 of the recruitment process - see links to Xero Timesheet Entry Information & Instructions.

## **6.14 Fit for work**

Fit for work means that a staff person is physically and mentally able to perform their tasks competently and in a manner that does not compromise the safety or health of themselves or others. Fitness for work can be impaired by fatigue, illness, psychological and emotional issues, and alcohol and drugs.

We will ensure that staff are aware of these hazards, and when issues are developing, know how to recognise the relevant symptoms in themselves and in others.

We will ensure that staff are aware of the responses expected of them and understand that they are expected to intervene if something is compromising any staff member's ability to perform their role safely.

# Section 7      Drugs and Alcohol

## 7.1      Introduction

This section outlines our management of drug and alcohol-related risks in our adventure activities.

## 7.2      Policy

We will operate a workplace free of impairment from drugs and alcohol.

The Abel Tasman Kayaks base is a smoke free environment, cigarettes including the use of e-cigarettes and vapes cannot be used at anytime, anywhere on the premises.

## 7.3      Assessment

### Assessment of activity risk

- Operation of two tractor vehicles carrying clients and kayaks on a busy public road – this applies to our P endorsed guides and drivers
- Kayak guides in the field making situational safety decisions, using boiling water and open flame
- Customer service staff screening clients for appropriate tour requests

### Assessment of workforce risk

We have assessed our workforce and determined that at present we sit at a low to medium level of risk. The predominant factor that has us above risk level 'low' is that we operate in a minor 'resort' culture with seasonal staff. As such there is a minor party culture at times creating the possibility for non-conformant staff. Therefore, we will be adopting a policy that includes post-incident testing and reasonable cause testing. For now, there will be no pre-employment testing, but this will be monitored.

### Personnel: 40 employees.

- Up to 35 seasonal guide / instructors / base support
- 2 administration staff – part time
- 3 front line customer service staff
- 3 management staff - full time

Abel Tasman Kayaks staff covers a broad spectrum of backgrounds and nationalities. With the exception of the administration staff, all employees work between 6-9 months per year in a fixed term casual role.

## 7.4      Conclusion

Impairment due to drugs and alcohol is a hazard to Abel Tasman Kayaks and its operations.

## 7.5      Procedures

### Staff Responsibilities

It is the responsibility of all staff to identify concerns about an individual's immediate ability to perform their job and take appropriate steps. Where necessary, they will advise the Operations Manager who will remove any staff member who is suspected of breaching this policy from company premises, pending investigation and a decision on appropriate consequences including potential disciplinary action.

It is the responsibility of all staff members to ensure all freedom and guided clients are not under the influence and have no intention of consuming drugs or alcohol whilst on a tour or freedom trip in the park.

### **Drug and Alcohol Testing**

As per each employee's contract on drug and alcohol testing:

To make sure the work environment is safe and healthy, the employer may carry out drug and alcohol testing in the following situations:

- After an incident or near miss in which someone was or could have been injured.
- If the employer believes a reasonable cause exists, e.g. if an employee's actions, appearance, or behaviour suggest they may be under the influence of alcohol or drugs.

A reliable external agency will carry out the testing.

The employee agrees to:

- not be impaired or potentially impaired by drugs or alcohol when at work, travelling for work or representing the employer
- be tested for drugs or alcohol if asked
- follow the testing procedures and not tamper with, or try to tamper with, the test or its results
- agree to the results being given to the employer.

If the employee does not meet any of these requirements, this might be considered serious misconduct.

## Section 8 Safety First

### **The safety of staff, participants and others is paramount.**

Our staff are expected to take any action required to ensure the level of risk is kept at an appropriate level whilst keeping themselves safe.

Staff are also expected to take full personal responsibility for safety management. For example, in a situation where staff opinions differ, it is expected that the safer course of action will be followed.

### **Safety is an ongoing process**

Activity staff are expected to be well versed in risk assessment and management, and to be able to identify and assess risks and act accordingly at all times.

### **Safety concerns**

Staff can raise operational safety concerns with management at any time. A morning briefing and afternoon debriefing are held every day, where staff can raise any safety operational concerns to management.

### **Right to refuse work**

We recognise an employee's right to refuse to work if they believe it is likely to cause them serious harm. The employee must inform management of their reasons for refusal and shall enter into discussions in an effort to resolve differences in good faith.

### **Complaints**

Complaints about safety are taken seriously will be addressed using the complaints process.

The complaints process requires that any safety related feedback provided by clients will be addressed in full via the hazard management and/or incident investigation process. A full review will be undertaken and added to the SMS.

All clients are invited to provide feedback via the customer feedback form at the conclusion of their Abel Tasman Kayaks visit. This includes rating our safety and elaborating on any areas of concern from the client.

# Section 9 Incidents

## 9.1 Introduction

This section is about reporting, recording, and investigating incidents.

The intent of an incident process is to identify improvements that can be made to prevent a recurrence. There may also be a legislative requirement

## 9.2 Incident policies

Incidents will be reported and recorded as soon as practical or at latest within 24 hours

Incidents will be investigated, and the underlying causes identified.

Incidents resulting in serious harm will be reported to WorkSafe NZ as soon as possible and within seven days.

Serious harm incidents will prompt a review of the SMS.

A regular review of all incidents occurs to identify any trends.

### REPORT

All incidents are reported and classified according to potential or actual severity. The following incidents are documented:

- Actual severity rating 3+
- Potential severity of 6+
- And any others (including safety complaints) as required.



### REVIEW

All documented incidents are reviewed by [Name], staff involved in the incident are included in the review.



### ACTION

When the review identifies a hazard that is not adequately controlled, immediate action must be taken.

The hazard management process is used to identify appropriate controls.

Any follow up actions required are recorded and signed off.



### COMMUNICATE

[Name] will ensure relevant details of each incident are communicated to other staff as soon as practical.

Any changes to procedures are incorporated into [SMS/SOPs] and communicated to staff.



# Incident Report

Part A : (Employee to complete)																				
<b>Information about the person who had the incident:</b>																				
Name: _____ Employee / Client / Visitor / Contractor <i>(please circle one)</i>																				
Job Title <i>(if an employee)</i> : _____																				
Contact Telephone: Work: _____ Mobile: _____ Home: _____																				
<b>What type of incident was it?</b> <i>(please circle one)</i>																				
Near Miss	Accident	Property Damage																		
<b>What is the incident's severity rating?</b> <i>(see severity scale at the end of this form)</i>																				
<b>When did the incident happen?</b>																				
Date: _____	Time: _____																			
<b>Where did the incident happen?</b>																				
<b>Location:</b>																				
<b>What happened?</b>																				
<b>Description:</b> <i>(include details of any object, machine or substance involved, or property lost or damaged - continue over if required)</i>																				
Was a known significant hazard involved? <i>(please circle one)</i> YES    NO																				
If YES – what was the significant hazard?																				
<b>Names of any witnesses:</b> <i>(include witness contact information for serious harm incidents)</i>																				
<b>What injury or injuries were sustained?</b> <i>(write N/A if not applicable)</i>  <b>Body Part Injured:</b> <i>(please indicate which side of the body e.g. right or left)</i>  <b>Type of Injury:</b> <i>(e.g. break or sprain)</i>  <b>Is this a serious harm injury?</b> E.g. Grade 6 or above on severity scale <i>(please circle one)</i> YES    NO  <span style="color: red;">If YES, WorkSafe NZ or MNZ (as relevant) must be notified immediately</span>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 10%; text-align: center;">Tick</th> <th style="width: 30%;"></th> </tr> </thead> <tbody> <tr> <td>First Aid</td> <td style="text-align: center;">_____</td> <td rowspan="7" style="vertical-align: top;"><b>Describe treatment:</b> <i>(continue over if required)</i></td> </tr> <tr> <td>Physiotherapy</td> <td style="text-align: center;">_____</td> </tr> <tr> <td>Massage therapy</td> <td style="text-align: center;">_____</td> </tr> <tr> <td>Doctor (GP)</td> <td style="text-align: center;">_____</td> </tr> <tr> <td>Hospital</td> <td style="text-align: center;">_____</td> </tr> <tr> <td>Emergency services</td> <td style="text-align: center;">_____</td> </tr> <tr> <td>Other</td> <td style="text-align: center;">_____</td> </tr> </tbody> </table>			Tick		First Aid	_____	<b>Describe treatment:</b> <i>(continue over if required)</i>	Physiotherapy	_____	Massage therapy	_____	Doctor (GP)	_____	Hospital	_____	Emergency services	_____	Other	_____
	Tick																			
First Aid	_____	<b>Describe treatment:</b> <i>(continue over if required)</i>																		
Physiotherapy	_____																			
Massage therapy	_____																			
Doctor (GP)	_____																			
Hospital	_____																			
Emergency services	_____																			
Other	_____																			
<b>Declaration:</b> The above report provides a true, accurate and complete account of the accident / incident / near miss																				
_____	_____	_____																		
Employee Name <i>(please print)</i>	Signature	Date																		

**Part B: (Manager to complete with Employee)**

<b>What (in your opinion) were the causal factors of this incident?</b> <i>(continue over if required)</i>		<b>Hazard Identification:</b>  New Hazard Identified: <b>YES</b> <b>NO</b>  Significant: <b>YES</b> <b>NO</b>  If <b>YES</b> identify the hazard management process to be done eg: update hazard register and put in <b>recommended actions</b> below		
<b>Recommended Actions</b>		<b>Person responsible for this</b>	<b>By when</b>	<b>Date completed</b>
Has the Hazard Management Process been undertaken?  <b>YES NO</b> (please circle)	What has been done?			
Is a review of Safety Management System required?  <b>YES NO</b> (please circle)	Which part?			
<b>Other Recommended Actions</b>		<b>Person responsible for this</b>	<b>By when</b>	<b>Date completed</b>
<i>Specific actions to prevent recurrence</i>				
<i>Specific actions to prevent recurrence</i>				
<b>Communications</b>		<b>Person responsible for this</b>	<b>By when</b>	<b>Date completed</b>
All relevant staff members have received information regarding the incident, changes of operation / procedures.				

If serious harm has occurred, have WSNZ / MNZ/CAA (as relevant) reporting procedures been followed?  <i>(please circle)</i> <b>YES</b> <b>NO</b>  Have internal reporting systems been followed? <i>eg: Manager, Health and Safety Committee, Board</i>  <i>(please circle)</i> <b>YES</b> <b>NO</b>  Has the incident been recorded on the National Incident Database? <i>(please circle)</i> <b>YES</b> <b>NO</b>	<b>Overall comments</b> (once investigation complete): <i>eg: Health and Safety committee review actions, MNZ recommendations</i>
---	--

_____ Manager's Name <i>(please print)</i>	_____ Signature	_____ Date
---	--------------------	---------------

# Section 10 Emergencies

## 10.1 Introduction

This section sets out how we prepare for and respond to an emergency.

The purpose of our structured emergency preparedness and response plan is to:

- preserve life and property and prevent further loss in an emergency.
- provide guidance, so we know what to do in an emergency.

## 10.2 Emergency policies

- Potential emergency situations will be identified.
- Responsibilities and procedures to be followed in an emergency will be identified.
- Employees are involved in the development of emergency procedures.
- Adequate first aid supplies are available to all employees and customers.  
Please refer to the links below for relevant 1<sup>st</sup> aid inventories
  - [General purpose first aid kit list](#)
  - [Compliant A kit list](#)
  - [ATK first aid kit requirements](#)
- All staff receive training and information in relevant emergency procedures.
- In the event of an emergency, management is to be informed as soon as practicable.
- Management has sole authority for communication with the media.

## 10.3 Responding to emergencies

When any emergency takes place in the Abel Tasman National park or at Abel Tasman Kayaks, the manager will follow the emergency management plan which is kept on the wall in the office.

**“The aim of this plan is to provide corporate guidelines for the initial response and management of an operational emergency involving Abel Tasman Soul Ltd”**

The plan referred to above, can be found here.

<https://abeltasmankayaks.sharepoint.com/:w:/g/EUH6rCDw8RpBmR276rh7myABrnhq6ziCvrg1f03NXUVU1w?e=jrlpp3>

Emergency response guides have been developed for the following emergency situations:

### Field emergencies

- Heart attack or stroke
- Anaphylactic reaction
- Drowning
- Serious injury
- Park fire
- Earthquake
- Tsunami and/or storm surge

### Office / base emergencies

- Fire
- Earthquake
- [others]

## 10.4 Fires, earthquakes and tsunamis/storm surges in the park

Regarding our clients in the park, we share procedures with the Department of Conservation (DOC) in times of the above natural disasters. There is signage in place in the campsites throughout the Abel Tasman national park.

Clients are told in any of the emergency situations, only take what they need and get to the evacuation point as quickly and calmly as possible, they are assured in the event of an emergency all kayaking equipment is no longer their responsibility and their safety is the only concern.

If fires take place in the Abel Tasman national park, customers are advised to head to the coast and wait for help from any vessel. Routes are marked throughout the park.

In the event of an earthquake, which could possibly lead to a tsunami, DOC advise "If its long or strong be gone " there is signage for safety zones throughout the park.

In the event of a storm surge, the procedure is to follow the evacuation routes to elevated heights in the park.

In summary if it's a fire head **down** to the coast and if it's a storm surge or tsunami head **up** the hill

## 10.5 Locating clients

## 10.6 Fire Emergency Plan - Base

### Overview

Abel Tasman Kayaks base operates in an environment with potential fire risks, with heightened risk in the café, petrol pump, gas storage and maintenance areas. Though steps are taken to minimise and prevent a fire from happening, such things like negligence or poor judgment could lead to a potential fire and steps to control the fire must be taken.

### Fire prevention and control procedures

Abel Tasman Kayaks has put in procedures to help prevent or control fires such as

- Bi-annual staff training in emergency fire procedures, this will happen in November or December before peak season and when all staff are present. Then in March after peak season as a refresher to check the systems before the winter.
- The allocation of two or more senior guide or base crew as fire wardens, whose responsibilities include managing and controlling safe evacuations of the base in the event of a fire, weekly checks to ensure all health and safety measures are being withheld

- Staff responsibility to report any potential fire risks to the fire warden or management

### **Emergency Fire Procedure**

1. Identification of a Fire
2. Fire wardens and management notified
3. Fire minimisation steps are taken depending on the type of fire. I.e. Fire Extinguishers used, or any flammable objects are removed from the area if safe to do so.
4. If the fire is not easily contained, fire service is called and evacuation of the base to the assembly point is coordinated by the fire warden.
5. Assembly point is on the grass on the opposite side of the road to the Abel Tasman Kayaks base. Steps are taken to minimise hazards while getting to assembly point. Hazards such as vehicles on the road are to be managed by staff acting as traffic wardens. All paths throughout base should remain clear at all times.
6. Fire warden is to do a sweep of the base to insure no members of the public are left behind, checking all areas of base including areas customers may be hidden and unaware of the fire, these areas are as follows;
  - Back car park
  - Every shed container
  - Shower blocks
  - Bag storage area
  - Toilets
7. Once the fire service crew turns up, the fire warden is to hand over of the situation to the responsible personnel.
8. Incident report is to be filled out by fire warden and reviewed by management

Please see below the designated fire wardens for Abel Tasman Kayaks and refer to the roster for the given day in question

- TBC

## **10.7 Emergency preparedness**

Emergency response plans will be known by staff and are made available to participants and other relevant parties.

Appropriate equipment, communication devices and information for dealing with potential emergencies will be identified and carried by (or be available to) relevant staff.

## **10.8 Emergency training**

All new staff will receive emergency procedures information as part of their induction.

Regular emergency training will take place annually in November, and wherever possible involve all staff, and include practice scenarios. This training is recorded and evaluated.

Emergency procedures will be reviewed after training, practice, and actual emergency events.

## **10.9 Crisis recovery**

### **Objective**

To look after the wellbeing of, and provide support to, the people involved (participants, staff and others), to respond professionally and to protect our reputation and brand.

**Declaring a crisis**

A crisis will be declared by [name], who will initiate the Crisis Recovery Process.

**Crisis recovery process**

The Crisis Recovery Process describes the steps involved in managing the recovery from a crisis.

**Follow Up**

The Operations Manager will determine and advise staff when the crisis is over.

A full debrief and review of the crisis response takes place, preferably on site and within [time]. This debrief is separate from any investigation into the cause of the crisis.

An external support group provides support and counselling (including critical incident stress debriefing if required) to staff, participants and families. The Crisis Response Team will deal with difficult and upsetting situations. They should be provided with / have access to counselling during and after the incident.

Following the incident, it is important to openly acknowledge the contributions of people involved, and both management and staff should be supported to develop realistic return to work strategies.

## 10.10 Media response

Where any incident occurs, how we deal with the media can have significant repercussions on subsequent investigations into the cause of the incident, determination of liability etc.

A media response plan has been developed and should be used when necessary.

All media enquiries must be directed to the managing director Jack Kelly.

# Appendix 1 Terms and Definitions

## Competent person

Person able (through knowledge, training and / or experience) to perform an assigned task.

## Harm and Serious Harm

Harm is illness, injury, or both, and includes physical and mental harm caused by work-related stress.

Serious harm is death, or harm of a kind defined to be serious for the purposes of the HSE Act.

## Hazard and Significant Hazard

A hazard is anything that does or could cause harm, and includes a situation where a person's behaviour may be an actual or potential cause or source of harm to themselves or to another person (for example, due to the effects of fatigue or drugs and alcohol).

A significant hazard is one that does or could cause serious harm, or harm from prolonged exposure, or harm that does not usually occur or become apparent until later.

## Incident (or accident)

Event that caused or could have caused harm to any person.

Note: An incident that did not cause harm is also called a 'near hit', 'close call', 'near-accident', or similar. The HSE Act uses the term 'accident' to define the duties of employers, self-employed persons and principals to record and report certain accidents and incidents.

## Injury

Harm or damage to a person.

## Must and Should

'Must' refers to requirements that are essential for compliance with the SMS.

'Should' refers to matters that are recommended.

## Policy

Intentions and direction of the operator as formally expressed by the top leadership.

## Principal

A person who engages any person (other than as an employee) to do work for gain or reward.

## Procedure

How the organisation implements the policy.

## Risk Management

A process of identifying and managing risks in order to prevent an accident, incident or loss.

## Safe

(a) In relation to a person, means not exposed to any hazards; and

(b) In every other case, means free from hazards, - and "unsafe" and "safely" have corresponding meanings.

# Appendix 2

## Legislation, Standards, Codes of Practice and Guidelines

This section provides an overview of relevant health and safety related legislation. It identifies what legislation is relevant to, and imposes responsibilities on, the [directors, management, staff and contractors of (name organisation)]

It also identifies some legislation that might be relevant to our business.

No.	Document title	Reviewer	Date reviewed
1	HSE Act 1992	Martin Milner	May 2012
2	HSE Act (Adventure Activities)	Jack Kelly	October 2014
3	Activity Safety Guideline Paddle Craft	Jack Kelly	October 2014
4	Maritime Transport Act 1994	Jack Kelly	April 2009
5	SKOANZ Code of Practice	Jack Kelly	September 2013
6	HSWA 2015	Jack Kelly	September 2016
7			

[refer to the Legislation section on [www.supportadventure.co.nz](http://www.supportadventure.co.nz) for examples of additional relevant legislation]

### **To Familiarise ourselves with further**

HSWA 2016  
 HSWA 2016 (Adventure Activities Regulations)  
 NZTA MNZ Consumers Guarantee Act  
 Employment Relations Act  
 Holidays Act  
 Income Tax Act

Contractors - Did I miss this section? Add in?

Work Experience Section - Add in? Here's the link to the form  
[https://abeltasmankayaks.sharepoint.com/:w:/g/EffBfjIHh\\_VBoXLS2QPm7Q4BQTaw9Fq2oNRtIzZIX571Mg?e=jJmhrE](https://abeltasmankayaks.sharepoint.com/:w:/g/EffBfjIHh_VBoXLS2QPm7Q4BQTaw9Fq2oNRtIzZIX571Mg?e=jJmhrE)



# Appendix 3

## Large organised groups

This section refers to the safety protocols recommended for the safe management of large organised groups. Large organised groups are considered but not limited to either:

- Groups of more than 8 persons in a party with a designated leader and/or,
- School groups and/or
- Education groups and/or
- Tourist operator groups

Abel Tasman Kayaks provides an adventure activity where trained and recognised leaders are employed. Whilst the group is undertaking the adventure activity (i.e sea kayaking), employees and guides of Abel Tasman Kayaks are deemed to be the group leader. This is due to the experience, knowledge and training Abel Tasman Kayaks recognises in the guide or employee.

When a large group is part of a multi day trip, the leader of the group shall have provided a copy of their risk assessment to cover aspects whilst not undertaking the adventure activity (i.e camping and onshore activities). Abel Tasman Kayaks shall also provide a copy of the SMS to the group leader.

Whilst a float on the water, the leader of the group shall be the designated Abel Tasman kayaks guide or employee. Whilst ashore, the leader shall be that determined by the group, often a teacher or tour guide.

Where a group risk assessment requires a guide to have been police check, Abel Tasman Kayaks will ensure the designated guide meets the requirements set forth.