



## SAFETY ACTION PLAN

Our team is here to ensure you have the best possible experience and will provide safety inductions depending on your applicable activity. In the unlikely event of an emergency, please follow the instructions of our trained team members.

You are required by law to be aware and responsible for areas, as below, to the Safety Action Plan when visiting Tekapo Springs.

Schools, teachers and group leaders are to help supervise and manage their groups during any of the Tekapo Springs activities. Schools will be provided with our house rules for each activity.

### GENERAL

| Risk Items   | Causes of risk   | Mitigate or reduce risk & responsibility   | Risk Impact | Likelihood |
|--------------|--|--|-------------|------------|
| Car Accident | People running off bus, not looking where they are going. Inattentive motorist | <ul style="list-style-type: none"> <li>Signs in place on boundaries and off limit areas and car park areas</li> </ul>  | High        | Low        |
| Kidnap       | Children leaving the restricted areas, getting separated from the group        | <ul style="list-style-type: none"> <li>Signs in place on boundaries and off limit areas</li> <li>All staff trained as part of our EAP in handling all emergency procedures including Kidnapping</li> </ul> | High        | Low        |

### POOLS

| Risk Items                 | Causes of risk  | Mitigate or reduce risk & responsibility   | Risk Impact | Likelihood  |
|----------------------------|---|--|-------------|-------------|
| Heat exhaust / Stroke      | Staying too long in hot pool<br>Medical condition and dehydration   | <ul style="list-style-type: none"> <li>Variety of different pool temperatures offered (including cooler pool and aqua play area) water fountain poolside, sunshades erected over pools in summer, provide sunblock, medical equipment.</li> <li>Signs indicating hottest pool is adults only.</li> <li>Lifeguards/pool attendants onsite at all times and trained to identify symptoms.</li> </ul> | Low         | High        |
| Bee sting                  | Allergic reaction   | <ul style="list-style-type: none"> <li>Signage, medical equipment, salt to attract bees away from pools.</li> </ul>  | Low         | Medium/High |
| Slip / Trip on around pool | Running around pools<br>Slippery surfaces<br>Silly behaviour  | <ul style="list-style-type: none"> <li>No running rule poolside, clean pools, and staff experienced at first aid.</li> <li>Supervision and pool rules signage for all customers to adhere to.</li> </ul>   | Medium      | Medium      |
| Drowning                   | Unable to swim<br>Falling into pool<br>Inappropriate behaviour where person could hit head and fall into pool | <ul style="list-style-type: none"> <li>100% supervision at all times by experienced and qualified lifeguards/pool attendants.</li> <li>Pool guidelines and rules enforced.</li> <li>Medical equipment including oxygen &amp; defibrillator at reception.</li> <li>Supervision and pool rules signage for all customers to adhere to.</li> </ul>  | Low         | High        |



## \*Z SOAK IN THE STARS STARGAZING TOUR

| Risk Items                 | Causes of risk  | Mitigate or reduce risk & responsibility  | Risk Impact | Likelihood |
|----------------------------|---|---|-------------|------------|
| Heat exhaustion            | Staying too long in 38.5° hot pool.   | <ul style="list-style-type: none"> <li>Recommend drinking water and staying with your guide for the tour.</li> <li>Not suitable for 10 years and under.</li> <li>Lifeguards/pool attendants onsite at all times and trained to identify symptoms.</li> </ul>  | Low         | High       |
| Slip / Trip on around pool | Running around pools<br>Slippery surfaces<br>Silly behaviour  | <ul style="list-style-type: none"> <li>No running rule poolside, clean pools, and staff experienced at first aid.</li> <li>Supervision and pool rules signage for all customers to adhere to.</li> <li>Staff trained to look out for ice and use salt to reduce slipperiness.</li> </ul>  | Medium      | Medium     |
| Drowning                   | Unable to swim<br>Falling into pool<br>Inappropriate behaviour where person could hit head and fall into pool | <ul style="list-style-type: none"> <li>100% supervision at all times by experienced and qualified lifeguards/pool attendants.</li> <li>Pool guidelines and rules enforced.</li> <li>Medical equipment including oxygen &amp; defibrillator at reception.</li> <li>Supervision and pool rules signage for all customers to adhere to.</li> </ul> | Low         | High       |
| Visibility                 | Reduced lighting at night   | <ul style="list-style-type: none"> <li>Stay with your tour guide and follow all red light lit pathways.</li> <li>Follow the instructions of the health &amp; safety briefing at the start of the tour.</li> </ul>   | Medium      | Medium     |
| Hypothermia                | Nighttime and weather   | <ul style="list-style-type: none"> <li>Wear appropriate clothing subject to the conditions including warm jacket, jersey, beanie, gloves, thermals.</li> </ul>  | Low         | High       |
| Ice/Slip                   | Freezing temperatures in winter   | <ul style="list-style-type: none"> <li>Wear appropriate gripping footwear and do not run at any time.</li> </ul>  | Medium      | Medium     |

## \*Z SCOPE AT THE STARS STARGAZING TOUR

| Risk Items  | Causes of risk                  | Mitigate or reduce risk & responsibility  | Risk Impact | Likelihood |
|-------------|---------------------------------|---|-------------|------------|
| Visibility  | Reduced lighting at night       | <ul style="list-style-type: none"> <li>Stay with your tour guide and follow all red light lit pathways.</li> <li>Follow the instructions of the health &amp; safety briefing at the start of the tour.</li> </ul> | Medium      | Medium     |
| Hypothermia | Nighttime and weather           | <ul style="list-style-type: none"> <li>Wear appropriate clothing subject to the conditions including warm jacket, jersey, beanie, gloves, thermals.</li> </ul>  | Low         | High       |
| Ice/Slip    | Freezing temperatures in winter | <ul style="list-style-type: none"> <li>Wear appropriate gripping footwear and do not run at any time.</li> </ul>  | Medium      | Medium     |



## MINI GOLF

| Risk Items    | Causes of risk             | Mitigate or reduce risk & responsibility   | Risk Impact | Likelihood |
|---------------|----------------------------|--|-------------|------------|
| Heat stroke   | Exposure to sun            | <ul style="list-style-type: none"> <li>Apply complimentary sun cream provided on the rink, wear sun hat, utilise shaded areas provided by umbrellas.</li> <li>Hydrate with water.</li> </ul> | Low         | High       |
| Burns to feet | Hot concrete due to sun    | <ul style="list-style-type: none"> <li>Recommend footwear must be worn at all times.</li> </ul>  | Low         | High       |
| High winds    | Possible movement of props | <ul style="list-style-type: none"> <li>Course will close if wind compromises safety. Follow instructions of our team.</li> </ul>   | Low         | Medium     |



## RINK

| Risk Items   | Causes of risk   | Mitigate or reduce risk & responsibility  | Risk Impact | Likelihood |
|--|--|---|-------------|------------|
| Slip / Trip on premises (not including rink surface)                           | Ice in car park / entry path / rink surrounds<br>Inappropriate footwear<br>Running and not walking carefully<br>Unaware of ice | <ul style="list-style-type: none"> <li>Signs in place</li> <li>Gritting and salting of areas</li> <li>Staff qualified with first aid</li> </ul>   | Low         | Medium     |
| Slip / Trip on Ice / Possible injury (concussion, broken bones, contusion etc) | Inexperience, collision<br>Silly behaviour<br>Wet ice (increased chance of slipping)   | <ul style="list-style-type: none"> <li>Skating frames offered and helmets compulsory</li> <li>Large groups to bring in their own helmets due to limited numbers at Tekapo Springs</li> <li>First aid onsite at all times</li> <li>Ice grooming for wet ice</li> </ul> | Medium      | Medium     |
| Cold / Hypothermia   | Lack of clothing, getting wet  | <ul style="list-style-type: none"> <li>Suggested clothing advised</li> <li>Hot food available</li> </ul>  | Low         | Medium     |

## TUBE

| Risk Items                  | Causes of risk   | Mitigate or reduce risk & responsibility  | Risk Impact | Likelihood  |
|-----------------------------|--|---|-------------|-------------|
| Tripping on Magic Carpet    | Inappropriate behaviour not paying attention<br>Not listening to / following instructions  | <ul style="list-style-type: none"> <li>Trained staff at top and bottom of tube park providing instructions and supervising</li> </ul>   | Low         | Low         |
| Injury on /around Tube Park | Falling out of tube<br>Inappropriate behaviour<br>Not following instructions<br>Going faster or slower than advised for park conditions<br>Extremities outside tube rubber | <ul style="list-style-type: none"> <li>Trained staff at top and bottom of tube park providing instructions and supervising</li> <li>Trained staff monitoring condition of park and adjusting speed of magic carpet</li> <li>Trained staff providing clear instruction on tube park</li> </ul> | Low         | Medium/High |

## SNOW PLAY

| Risk Items   | Causes of risk   | Mitigate or reduce risk & responsibility  | Risk Impact | Likelihood |
|--|--|---|-------------|------------|
| Slip / Trip on premises (not including snow play area)               | Ice in car park / entry path / rink surrounds<br>Inappropriate footwear<br>Running and not walking carefully<br>Unaware of ice | <ul style="list-style-type: none"> <li>Signs in place</li> <li>Gritting and salting of areas</li> <li>Staff qualified with first aid</li> </ul> | Low         | Medium     |
| Slip / Trip on snow / Possible injury (concussion, broken bones etc) | Inexperience, collision<br>Silly behaviour<br>Inappropriate behaviour not paying attention                                     | <ul style="list-style-type: none"> <li>First aid onsite at all times</li> <li>Trained staff monitoring the snow play area</li> </ul>            | Medium      | Medium     |
| Cold / Hypothermia   | Lack of clothing, getting wet  | <ul style="list-style-type: none"> <li>Suggested clothing advised</li> <li>Hot food available</li> </ul>  | Low         | Medium     |