



September 2023

Health & Safety – FAQs

Each agent is responsible for sharing this information with their clients & partners.

Purpose

The purpose of this Health and Safety FAQ document is to provide clear and concise answers to common questions and concerns regarding health and safety practices within our organisation. This resource aims to promote a safe and healthy work environment by offering employees, visitors and stakeholders valuable information and guidance on essential safety protocols, procedures and best practices.

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

Scope

The information below is correct for all RealNZ branded experiences including the Cardrona and Treble Cone ski fields. The one exception is the International Antarctic Centre, which is excluded from these FAQs. This information is reviewed every year.

General FAQ's

1. Activities regulated by government departments or statutory body?
 - o Maritime NZ
 - o NZTA
 - o Worksafe
 - o ACC
 - o Adventure Activities Guidelines
2. Do you hold a current Qualmark accreditation?
 - o Yes.
3. Do you have a Health & Safety Policy?
 - o Yes. We are committed to providing and maintaining a safe and healthy working environment for our employees, visitors and all other people using our premises as a place of work.
4. Do you have a drone policy?
 - o Yes. All flights need to be logged with www.airshare.co.nz.



5. Do you have Emergency / Crisis Management procedures?
 - o Yes, we have emergency procedures for all our activities. They incorporate various scenarios such as Fire, Earthquake, Vehicle Accident, Serious Injury and Fatality.
6. Do you perform Emergency Drills?
 - o Yes, we perform and document a variety of emergency drills specific to each workplace.
7. Do you provide a customer safety briefing?
 - o Yes, we have a safety briefing for all our products that is communicated to all our customers.
8. Describe the safety equipment used for this activity?
 - o All safety equipment is set out in accordance with our Maritime Transport Operator Plan, Safety Management Plan or Standard Operating Procedure.
9. Do you keep sufficient first aid kits & fire extinguishers?
 - o Yes, we keep a healthy stock of serviced Fire Extinguishers & First Aid Kits.
10. Do you have Fire Wardens and Trained Fire Extinguisher Users?
 - o Yes, we have appropriate numbers of trained Fire Extinguisher users & Fire Wardens
11. Do you have someone in charge of customer safety?
 - o Our staff are trained to look after their own safety and the safety of colleagues, contractors and visitors.
 - o Our Health & Safety Team works closely with all our people to verify that our health & safety systems are working as we expect.
12. Do you have accident investigators?
 - o Yes, we have ICAM trained accident investigators within our company.
13. Does your Crisis Management Plan include clearly defined responsibilities?
 - o Yes, in the event of a serious incident it is clearly set out what actions should be taken and by who.



14. Do your staff leading the activity require professional training/qualifications?
 - o Where it is required we have staff with the appropriate training/qualifications to lead the activity. We are a company committed to developing our employees through training in the workplace.
15. Who is the person responsible for deciding if the activity should go ahead?
 - o The decision is not in any one person's hands. We operate a worker led safety system where Team Leaders / Skippers / SME / Experience Managers will discuss whether an activity should proceed. The ultimate decision will be taken by the Team Leader as set out in our MTOP / SMS / SOP's.
16. Is there a trained and qualified person available for the duration of the activity?
 - o Yes, we provide suitably trained and qualified staff for the duration of our activity unless the product states that it is clearly unguided.
17. What services do you provide as part of your business?
 - o Road Transport / Boat Cruise / Overnight & Multi-Day Cruises / Guided Walks / Water Taxi / Ferry
 - o Rafting / Kayaking / Jet Boating
 - o Catering / Freight
18. Describe the most frequently occurring accidents and incidents for guests.
 - o Slips / Trips / Falls.
 - o Medical events
19. Who is responsible for maintenance of the transport and other infrastructure used?
 - o A range of compliance requirements and laws apply to our vessels, vehicles, buildings, wharves and other infrastructure.
 - o Repairs and maintenance work are planned and carried out by our own maintenance team, supported by specialist contractors.
20. How often are maintenance and service checks being carried out?
 - o We maintain and service all of our vessels, vehicles, plant and equipment so they remain safe and compliant. Routines exist so that our assets are checked and serviced as often as required.



21. What monitoring systems are in place to ensure continued compliance with safety requirements?
 - o Several roles within RealNZ are focused on compliance, with a dedicated team for maritime compliance. Together with our health & safety team, they conduct reviews, audits and training as needed to support our various compliance demands.
 - o We have identified the safety critical roles within our company and ensure these people have the skills and knowledge to manage safety on a daily basis.
 - o Training that is required for compliance or safety reasons is formally managed.
22. What monitoring systems are in place to ensure staff training is kept up to date?
 - o Training as set out in the MTOP & SOP's.
 - o Auditing.
23. Do you supply food to customers - if so do you meet health & safety regulations?
 - o Yes, we comply with the NZ Food Act 2014.

Others

24. Do you have Professional Indemnity Insurance?
 - o Yes, QBE Insurance.
25. Do you have public liability insurance?
 - o Yes, QBE Insurance.
26. Does your activity require adherence to group sizes or participant/staff ratios?
 - o Yes, each activity requires different staffing ratios.
27. Are children allowed to participate in the activities?
 - o We have some age restrictions on certain products.
28. How fit should people be?
 - o We offer a range of experiences to match all fitness levels. Details for each of our products can be found on our website, including if they incorporate longer walks and/or difficult terrain. For a safe and enjoyable experience, we recommend choosing activities that match your fitness. Our call centre can also advise on what you can expect during each of our activities.



29. Who is responsible for handling media in an emergency?

- o Chief Revenue Officer

30. Do you have any environmental policies/accreditation?

- o Conservation is part of RealNZ's heritage and a cornerstone of our modern-day business. We understand we are privileged to operate in this spectacular part of New Zealand and we take our responsibility to protect our natural heritage and preserve our environment seriously.
- o Our dedicated conservation and sustainability team manages our environmental efforts, including our annual sustainability plan. To learn more visit <https://www.realnz.com/en/about-us/conservation/>
- o We are a member of the Toitū Carbon Certification Programme, which we use to monitor our emissions and understand possible reductions.
- o RealNZ holds Qualmark Enviro Gold status.

RealNZ Document Approval

NAME: Janelle Somerville **SIGNATURE:**

A handwritten signature in black ink, appearing to be "Janelle Somerville", written over a horizontal line.

JOB TITLE: Chief People & Safety Officer **DATE:** 15 September 2023