

October 2023

Cardrona Summer Experience - Venue & Experience risk information

Purpose

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

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

Our responsibilities

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

Your Responsibilities

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

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| Organisation: | Cardrona Alpine Resort Ltd (CARL) |
| Branch/Location: | Cardrona Alpine Resort |
| Phone Number: | 0800 440 800 |
| Website: | www.cardrona.com |
| | |
| Key Contact: | Health and Safety Team Phone: 0800 440 800 Email: mountain.safety@cardrona-treblecone.com |
| Activity: | Mountain Biking / Mountain Carting / Sightseeing / Hiking |
| Insurance: | QBE Insurance International |

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| Risks / Hazards <i>(Venues and experiences)</i> | Control Strategies <i>Strategies for ensuring guest safety</i> |
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| General Safety | <ul style="list-style-type: none"> • Duty of Care - CARL takes all reasonable steps to ensure the safety of staff and guests, in accordance with NZ Legislation and Government COVID guidelines. • Staff with appropriate training, licences and/or competencies. • Children to be supervised at all times. |
| Slips / Trips / Falls: <i>Potential for injury from sudden or forceful impact. (Significant)</i> | <ul style="list-style-type: none"> • Good housekeeping practiced around sites and staff available to respond to any new hazards. • Guests must wear appropriate footwear. • Ensure guests stay on designated footpaths and paved areas where possible. • Guests should exercise caution while navigating our mountains as they may encounter uneven surfaces, unconventional stairs, steps, and slippery surfaces. |
| Vehicles: <i>Potential for injury from interaction with moving vehicle. (Significant)</i> | <ul style="list-style-type: none"> • Keep within barricaded areas where applicable. • Follow instruction from staff members. • Do not stand behind vehicles or in blind spots along side of vehicles. |
| Natural Hazards: <i>Alpine environment, landslide or earthquake (Significant)</i> | <ul style="list-style-type: none"> • Real time monitoring of weather conditions. • Geotech engagement for site planning. • Emergency procedures in place. |
| Medical events & Allergies: | <ul style="list-style-type: none"> • First aid kits are available, and AED's onsite. Staff to be advised if first aid treatment is required. Some staff are trained in first aid. • Signs indicating the presence of common allergens in food items to assist customers with allergies. • School groups must provide at least one first aid trained person. • Guests with allergies should ensure they always carry their necessary medications with them. |

Cardrona – Hazard/Risk Information

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|--|---|
| Sightseeing / Hiking | <ul style="list-style-type: none"> • Guests to wear appropriate clothing and footwear. • Observe all safety signage and stick to marked trails. • Regular trail maintenance and inspections |
| Mountain Biking: <i>Risk of injury while undertaking activity. (Significant)</i> | <ul style="list-style-type: none"> • Always wear safety equipment / personal protective equipment (PPE). • Guests to wear appropriate clothing and footwear. • Observe all safety signage and stick to marked trails. • Ongoing trail maintenance and inspections. • Patrol team to respond to injuries. |
| Mountain Carting <i>Risk of injury while undertaking activity. (Significant)</i> | <ul style="list-style-type: none"> • Activity briefing and instruction. • Always wear safety equipment / personal protective equipment (PPE). • Guests to wear appropriate clothing and footwear. • Observe all safety signage and stick to marked trails. • Regular trail maintenance and inspections. • Patrol team provides first aid. |
| Emergencies: Earthquake, Landslide, Fire (Significant) | <ul style="list-style-type: none"> • Emergency procedures are in place to cover possible emergencies. • Staff are trained to deal with emergency situations. Liaise directly with staff as appropriate. |
| Passenger Aerial Ropeways | <ul style="list-style-type: none"> • Follow instructions from staff. • Technical maintenance and inspection regime. |

RealNZ Document Approval

NAME: Janelle Somerville **SIGNATURE:**



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

FOR SCHOOL / GROUP TRIPS ONLY

Cardrona – Venue & Experience risk information

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

Acknowledgment and Acceptance of RealNZ H&S Conditions

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

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

NAME _____ SIGNATURE _____

JOB TITLE _____ DATE _____

SCHOOL / GROUP _____ BOOKING REFERENCE _____

Please scan and return to CARL one week before excursion groups@cardrona-treblecone.com

FOR BOOKING AGENTS

Cardrona – Venue & Experience risk information

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

Acknowledgment and Acceptance of CARL H&S Conditions

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

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

NAME _____ **SIGNATURE** _____

JOB TITLE _____ **DATE** _____

ORGANISATION _____

Please scan and return to CARL one week before excursion sales@cardrona-treblecone.com
