

November 2023

Cardrona and Treble Cone Winter Experiences - Venue & Experience risk information

Purpose

This document summarises the risk assessment for this experience, as well as what we do to carry out this experience in a safe manner. Below, you will find a concise summary of workplace hazards and identified risks, along with the corresponding control measures in effect.

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. When something goes wrong, we take responsibility, learn and improve our systems.

Your Responsibilities

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

Organisation:	Cardrona Alpine Resort Ltd
Branch/Location:	Cardrona Alpine Resort Treble Cone Ski Area
Phone Number:	0800 440 800
Website:	www.cardrona.com www.treblecone.com
Key Contact:	Health and Safety Team Phone: 0800 440 800 Email: mountain.safety@cardrona-treblecone.com
Activity:	Snow sports activities – skiing and snowboarding
Insurance:	QBE Insurance International

Cardrona / Treble Cone – Hazard Information

Risks / Hazards <i>(Venues and experiences)</i>	Control Strategies <i>Strategies for ensuring guest safety</i>
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, qualifications and licenses. • 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 / Machinery: <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 /machinery or in blind spots along side of vehicles. • Vehicles have current WOF/COF where required • Staff training and appropriate licenses
Natural Hazards: <i>Potential for injury from alpine conditions, earthquake, avalanche. (Significant)</i>	<ul style="list-style-type: none"> • Real time monitoring of weather conditions, daily • Geotech engagement for site planning • Emergency procedures in place • Active Avalanche Control Plan in place

Cardrona / Treble Cone – Hazard Information

<p>Medical events & Allergies: (Significant)</p>	<ul style="list-style-type: none"> • First aid kits are available and some sites have AED's. 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. • Medical facilities onsite, staff with Dr. and nurse
<p>Skiing and Snowboarding:</p>	<ul style="list-style-type: none"> • Capacity management in place to limit the number of snow users on the mountain. • Ski patrol staff employed to respond to emergencies and manage terrain hazards. • Education of guests using the Snow Safety Code • Terrain Hazard Management Plan in place to actively manage hazards.
<p>Ski and Snowboard Lessons</p>	<ul style="list-style-type: none"> • Qualified and competent instructors • Small, manageable group sizes • Different lesson abilities to cater to all
<p>Onsite Apartments:</p>	<ul style="list-style-type: none"> • Fire alarms, sprinkler system, fire evacuation procedures • Evening concierge and first aid trained staff
<p>Emergencies (Land): Earthquake, Landslide, Seiches, Fire or Flood (Significant)</p>	<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.
<p>Passenger Aerial Ropeways</p>	<ul style="list-style-type: none"> • Follow instructions from staff • Technical maintenance and inspection regime
<p>Access Roads</p>	<ul style="list-style-type: none"> • Ongoing road maintenance • Barricades/protection measures in high-risk spots • Speed limits in place and road signage present

Cardrona / Treble Cone – Hazard Information

RealNZ Document Approval

NAME: _____ **SIGNATURE:** _____

JOB TITLE: _____ **DATE:** _____

FOR SCHOOL / GROUP TRIPS ONLY

Cardrona / Treble Cone – 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 Real NZ H&S Conditions

I acknowledge my responsibility to inform our school leadership and caregivers about the potential risks associated with Real NZ 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 the above information.

NAME _____ **SIGNATURE** _____

JOB TITLE _____ **DATE** _____

SCHOOL / GROUP _____ **BOOKING REFERENCE** _____

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

FOR BOOKING AGENTS

Cardrona / Treble Cone – 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 Real NZ H&S Conditions

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

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

NAME _____ **SIGNATURE** _____

JOB TITLE _____ **DATE** _____

ORGANISATION _____

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