



Contractor Handbook

A vertical, black and white photograph of a waterfall, showing the water cascading down and creating mist at the bottom. It occupies the left side of the page.

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Contracting with RealNZ

This handbook has been developed to provide a minimum set of expectations for all contractors engaged to work on behalf of RealNZ (including Real Journey's, Cardrona Alpine Resort and Treble Cone Ski Area).

At RealNZ, we protect what matters – people and places! The focus of this handbook is on the proactive management of risk, and the prevention of incidents so we can provide a safe, healthy, and environmentally friendly workplace.

We hope this handbook will help you understand not only how we operate but also how, as a RealNZ Contractor, you can play your part. You will be held to the same standard as our employees in all regards.

This handbook forms part of your contract with RealNZ. Please make sure that the information in this handbook is communicated to all employees and subcontractors under your control. By continuing to perform services for RealNZ, you are taken to have read, understood and agreed to comply with this handbook.

Do not hesitate to ask questions about the topics covered in this handbook or relating to the work you will be undertaking, no matter how trivial they may seem.

It is important to us that you feel comfortable working as a Contractor for our organisation.



Kia Ora Welcome to RealNZ

Helping the world fall in love with nature and conservation has been at the centre of everything we do, since 1954.

We are one of Aotearoa New Zealand's largest tourism operators, with experiences spread across the lower South Island.

Our incredible destinations stretch from the mountains to the sea, offering unforgettable experiences such as maritime adventures, rafting, snowsports, fine dining, caving, carting, and scenic hikes.

We operate in some incredible locations, including:

Rakiura Stewart Island

Fiordland

- Piopiotahi Milford Sound
- Patea Doubtful Sound
- Te Anau

Queenstown Lakes

- Whakatipu Queenstown
- Walter Peak High Country Farm
- Cardrona Alpine Resort
- Treble Cone Ski Area

We also have several workshops and offices around Otago and Southland, including a workshop at South Port, Bluff.

Some of our locations and areas of work can be isolated and difficult to access. Talk to your RealNZ Lead about access and plan accordingly.





RealNZ's Expectations

RealNZ expects that all contractors:

- Participate in RealNZ's induction programme
- Are fit for work at all times, this includes no impairment from drugs and/or alcohol, and free from fatigue
- Undertake a risk assessment prior to work being undertaken and have effective controls in place to prevent harm
- Commit to looking after themselves, others, and protecting shared workspaces from harm
- Are trained and competent for the work being undertaken
- Have appropriate supervision and methods of communication in place
- Wear site-specific and, when applicable, task specific PPE
- Have and use the correct plant and equipment for the work being undertaken
- Notify RealNZ of all incidents
- Abide by the Safety Data Sheets of any Hazardous Substance being used
- Plan for any potential emergencies know what to do and who to contact
- Cooperate with any site requirements where there are overlapping duties



Health and Safety Policy

We are Guardians / He Kaitiaki Mātau

At RealNZ, we take our responsibility seriously to care for our people, places, and heritage. We're committed to maintaining a safe and healthy environment across all our operations, ensuring everyone can work and experience our experiences safely and return home well.

Our commitment:

- Provide and maintain safe work environments, systems, plant, equipment, and facilities.
- Identify and assess the risks and opportunities inherent in our business activities, and ensure fit for purpose risk control measures are effective, implemented, and regularly monitored.
- Comply with the Health and Safety at Work Act 2015 and any other legal and regulatory requirements applicable to our business.
- Promote a culture of care, curiosity, and continuous improvement through visible leadership.
- Support wellbeing through proactive health initiatives and rehabilitation.
- Collaborate with other PCBUs where duties overlap.
- Provide workers with training, resources, and information to work safely, manage incidents and respond to emergencies.
- Consult with and encourage the participation of workers in the development and continuous improvement of our integrated safety and wellbeing systems.
- Recognise safety achievements and foster a learning culture.



Our expectation:

- Always work safely to protect yourself and others.
- Promptly report hazards, incidents, injuries, and near misses and help find risk control. Stop unsafe work and escalate concerns.
- Engage in training, communication, and wellbeing initiatives.
- Ensure you are competent to work safely.
- Continuously improve safety through consultation and collaboration.

John Johnston **Interim Chairman**

Dave Beeche **Chief Executive**

Date November 2025



HSE Risk Management

Duty of Care

RealNZ recognises it has a duty under the Health and Safety at Work Act 2015 (HSWA) to secure the health and safety of all people, including contractors, at our places of work.

All work must be undertaken in accordance with New Zealand legislation, regulatory standards, industry good practice and RealNZ's specified requirements so that no harm is caused to any person, and no damage is caused to plant, property or the surrounding environment.

Management of Risk

RealNZ requires all contractors to plan their work, identify hazards, and manage risks so far as reasonably practicable. You must ensure workers are actively engaged in health and safety matters, focused on preventing harm, and that all tasks are carried out safely.



Overlapping Health and Safety Duties

Businesses have a duty under the HSWA to Consult, co-operate with, and Co-ordinate activities with all other businesses that share that same duty. This is commonly referred to as 'Overlapping Duties'

RealNZ requires all Contractors to understand this duty and pro-actively plan and manage shared risks and the potential impact to RealNZ and other duty holders.

- Plan through every stage of the work and recognise how the work could affect others
- Identify health and safety risks that need managing
- Consult other businesses on how each risk will be controlled and who is best placed to do that
- Clearly define roles, responsibilities and actions.
- Communicate this with all affected parties



Unsafe Work Practices or Conditions

It is important for you to ensure you work safely and do not cause harm to yourself and others. Understanding and managing risks, especially critical risks, is a key priority at RealNZ. At any time if a situation is unsafe, please stop the work and notify your supervisor, manager or RealNZ directly.

Guest and Public Safety

RealNZ requires all Contractors to actively manage risks when working in areas where RealNZ guests or the public are present. If those risks cannot be controlled to an acceptable level, work must stop immediately, and RealNZ must be notified without delay.

Fit for Work

Contractors must be fit for work at all times. This means you may not carry out your duties under the influence of alcohol or non-prescription drugs, or if you are fatigued, stressed or in an emotional state that could endanger yourself and others.

Personal Protective Equipment (PPE)

You must wear appropriate personal protective equipment (PPE) based on a risk assessment for the task being performed. PPE is essential for protecting against hazards that cannot be eliminated or minimised by other means. If your PPE is found to be inadequate or incorrectly used, you will be required to stop work until the issue is corrected.

Particular Hazardous Work (WorkSafe Notifiable Work)

Contractors are responsible for notifying WorkSafe of any Particular Hazardous Work that is being carried out for or on behalf of RealNZ. A copy of this notification shall be provided to RealNZ.

Refer to the Health and Safety in Employment Regulations 1995 for a list of Particular Hazardous Work.

Environmental Responsibility

Contractors must plan and act responsibly to protect the environment while working. This means considering the potential environmental impacts of all activities and taking proactive steps to minimize harm. Key actions include:

- **Planning Ahead:** Assess environmental risks before starting work and, where necessary, develop an Environmental Management Plan.
- **Preventing Pollution:** Ensure no waste, chemicals, or hazardous substances are discharged into the environment.
- **Managing Spills and Sediment:** Have spill kits and sediment control measures in place for tasks that could affect waterways or soil.
- **Reducing Harmful Substances:** Minimise the use of environmentally harmful products and choose sustainable alternatives where possible.
- **Waste Management:** Remove all rubbish from the site and dispose of it responsibly.
- **Sustainable Practices:** Incorporate environmentally friendly methods into your work wherever practicable.

By following these steps, contractors help RealNZ maintain its commitment to protecting the unique environments in which we operate.

Hazardous Substances

If Hazardous Substances are being transported, used or stored at a RealNZ site, you must ensure that the Hazardous Substance Regulations 2017 are adhered to. This includes:

- Ensuring that signage, labelling, segregation and storage requirements are met
- Ensuring a current inventory of substances is held onsite
- Safety Data Sheets are made available within 5 minutes
- Emergency equipment is readily available
- Staff are trained and competent to handle any Hazardous Substances used onsite and respond in an emergency
- Storing no more than necessary

If Hazardous Substances are being used on conservation land (e.g. for weed spraying), please consult the Department of Conservation and seek guidance on any specific requirements.

Failure to Comply

Wilful failure to comply with legislation, industry regulations or RealNZ policies, or any deliberate acts or omissions which could threaten the health and safety of any person, could result in the termination of your contract with RealNZ.



Our Critical Risks

RealNZ has identified its top 10 Critical Risks across our business. These have the actual or potential to cause death, significant property damage or significant impact to RealNZ. Your work may interact with one or more of our Critical Risks, or you may undertake work that generates a Critical Risk to us. In either case, all parties must be aware of these risks and how they will be managed.

For any Critical Risk Activities, **Authority to Work** shall be given by the Contractor Manager or suitable RealNZ employee delegated by the Contractor Manager.

Authority to Work refers to having a documented process that authorizes work to occur. This could be in the form of an approved and signed Site-specific Safety Plan (SSSP), Job Safety Analysis (JSA), Safe Work Method Statement (SWMS) or Permit to Work (PTW)

Natural Hazards Impact

- Weather
- Floods
- Earthquake
- Tsunami
- Avalanche
- Rockfall/landslide



Exposure to Electricity

- Buildings & surroundings
- Vessels
- Wharves



Falls

- On/off vessels
- On/off wharf or gangway
- Off raft
- Terrain hazards
- Working at heights



Fatigue

- Across the business, including vessels, coaches, and vehicles



Fire

- Vessels
- Buildings
- Vehicles
- Dangerous goods /hazardous substances



Health & Wellbeing

- Potable water
- Food safety
- Guest safety
- Child safety
- Wellness
- Health hazards (including chemical impacts, noise, dust, drugs and alcohol)



Plant & Equipment Failure

- Moving parts
- Uncontrolled movements
- Stored energy
- Suspended loads
- Lifting activities



Vehicle Impacts

- Coaches
- Heavy vehicles
- Light vehicles
- Snowmobiles



Infrastructure Failure

- Buildings
- Vessels
- Wharves
- Chairlifts
- Roads



Vessel Impacts

- Grounding
- Vessel collision
- Vessel to wharf





Policies, Procedures and Requirements

Drug and Alcohol Policy

RealNZ is committed to a drug and alcohol-free work environment.

All Contractors must ensure:

- They are free from the influence drugs and alcohol at work
- They do not bring drugs and alcohol into the workplace
- They do not use drugs and alcohol at work

The RealNZ Drug & Alcohol Policy has provisions for conducting drug and alcohol testing of Contractors. We reserve the right to carry out drug and alcohol testing if:

- You are suspected of being under the influence of drugs or alcohol.
- You are involved in a safety critical incident

A failed drug test and/or breath alcohol test or being in possession of controlled drugs or alcohol on a RealNZ site will result in that person being denied future access to RealNZ sites and may result in the termination of the Contractor's contract with RealNZ.

Contractor Information

The collection, use, storage, disclosure and correction of personal information by RealNZ is governed by the Privacy Act 2020. It is important that the information we have about you is kept up to date and that you notify us as soon as possible if any details change.

Smoking and Vaping

Smoking and vaping are not permitted on any RealNZ vessels, in any building, or in any RealNZ vehicle. There may be designated outdoor smoking and vaping areas at some RealNZ sites – these will be pointed out during your site induction. Please note that Cardrona and Treble Cone Ski Areas are completely smoke and vape free.

Incident reporting

If an incident, injury or near-miss occurs, respond accordingly and take steps to manage the event and reduce the risk of harm occurring. All incidents, regardless of severity, must be reported to your RealNZ Lead as soon as possible.



RealNZ Facilities and Work Areas

Facilities such as break rooms and toilets are generally made available to Contractors for use. Please respect these areas and any staff working in the nearby area.

Workshops, and other hazardous or operational areas are restricted to authorised personnel only. If you require access to these areas, please contact your RealNZ Lead.

You must observe all safety signage, site-specific rules and any direction given by staff.

Training and Competency

RealNZ requires that all Contractors, performing work for, or on behalf of RealNZ, have the necessary knowledge, skills and experience to carry out their work safely, and to the standard expected by RealNZ. Where qualifications are a legal pre-requisite for determining competence, such qualifications shall be held.

Contractor Property

Contractors are responsible for the security of their own property and are advised not to leave money, valuables, plant and equipment unattended or in places where they could be taken or interfered with. RealNZ assumes no risk for any loss or damage to your property so make sure that your own insurance policies provide adequate cover for anything lost or damaged on a RealNZ site.

Vehicles, Plant and Equipment

Contractors must only provide and use plant and equipment, including PPE, that is fit for purpose and safe for use. Any damaged, faulty, or unsafe items must be tagged out and removed from site to prevent accidental use.

The use of any RealNZ vehicles, plant or equipment is prohibited unless authorisation has been provided by your RealNZ Lead. You must be trained and competent to operate it, hold sufficient insurance to cover any damage that may arise, and you are expected to keep it in good working order. You must notify RealNZ immediately if there are any issues during operation (damage, fault, lost or out of certification etc).

Out in the Environment

When working outdoors, conditions can change quickly. To stay safe and prepared:

- **Check Weather and Road Conditions:** Review forecasts and road reports before traveling or starting work. Consider snow, ice, heavy rain, strong winds, or extreme heat.
- **Plan Ahead:** Allow extra time for travel and ensure you have emergency contacts and communication devices.
- **Dress for the Conditions:** Wear layered, weather-appropriate clothing and appropriate footwear. Include sun protection (hat, sunscreen) for hot days and thermal, waterproof layers for cold, wet or snowy conditions.

Emergency Readiness

You must plan and prepare for any potential emergency that could occur while undertaking work at our sites.

Contractors must know how to respond to an emergency, including how to communicate with emergency services.

You will be briefed on site-specific emergency assembly points and any emergency equipment during your site walk around.

In the event of an emergency, contact your RealNZ Lead once safe to do so.

First Aid kits and Fire Fighting equipment are located at all RealNZ sites. AED's are also available at most sites.

Lone / remote Working

If you may be isolated from the assistance due to location, time, or the nature of the work, you must first consider whether lone or remote work can be avoided. If it cannot be avoided, then managing the associated risks becomes the priority.

Key controls—such as scheduled check ins, communication devices, emergency contacts, and monitoring arrangements—should be established before work begins. Wherever possible, two forms of communication should be available.

Quality of Work

RealNZ expects all contractors to deliver work to the highest standard of quality. This means completing tasks correctly, following approved plans and specifications, and using appropriate tools and materials. Quality work is not just about meeting deadlines—it is about ensuring safety, reliability, and durability in everything you do. Contractors must take pride in their workmanship, check their work regularly, and address any defects promptly. By maintaining high standards and striving for continual improvement, we protect our people, our guests, and the environment while upholding RealNZ's reputation for excellence.





Contact information

RealNZ Lead

Name: _____

Mobile: _____

Email: _____

This contractor handbook has been issued to:

Name: _____

Company: _____

