



# Contractor Induction



# Kia Ora

Kia Ora and 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, carting, caving, and scenic hikes.





# Real Safe

At Realnz, we protect what matters – people and places!

Everyone has an important role to play in looking after themselves, other people, and the environment we work and play in.

Your involvement in health and safety is key to building a safer workplace. We want everyone to return home safe and well.

This induction outlines the general Health & Safety requirements for all contractors undertaking work at any of our Realnz sites.



# Realnz Our Locations

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.





# Our Safety 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.

## 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



## Infrastructure Failure

- Buildings
- Vessels
- Wharves
- Chairlifts
- Roads



## Vessel Impacts

- Grounding
- Vessel collision
- Vessel to wharf



## Vehicle Impacts

- Coaches
- Heavy vehicles
- Light vehicles
- Snowmobiles



## 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



# Realnz Overlapping H&S Duties

Businesses have a duty under the Health and Safety at Work Act 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 recognize 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





# Risk Management

Realnz requires all Contractors to plan their work, identify hazards, and manage risks so far as reasonably practicable.

All Contractors must have safe systems of work in place to manage risk. Understanding and managing risks—especially critical risks—is a key priority at Realnz.

If risks cannot be controlled to an acceptable level, work must stop immediately and Realnz notified without delay.

It is essential that you work safely and do not cause harm to yourself and others.

All Contractors must be actively engaged in health and safety matters, focus on preventing harm, and ensure that all tasks are carried out safely.



# Our Expectations

Our sites can be complex, often creating many unique challenges that can present risks to peoples health and safety.

To work on any Realnz site you must:

- Have read this Contractor Induction and participated in a Site-specific Induction
- Be informed of site-specific hazards / risks and their control methods
- Be trained and competent for the work you are undertaking
- Provide Realnz with health & safety documentation to support your scope of work
- Be fit for work and have appropriate supervision and methods of communication
- Wear site-specific and, when applicable, task specific PPE
- Have and use the correct plant and equipment for the work being undertaken
- Follow any applicable policies and procedures from both your organisation and Realnz
- Know what to do in an emergency and who to contact
- Cooperate with any other site requirements where there are overlapping duties





# Realnz Policies & Procedures

Realnz has several policies, procedures and rules that will apply to you during your engagement with us.

- Realnz Health & Safety Policy
- Realnz Drug & Alcohol Policy
- Realnz Contractor Management Plan
- Realnz Activity or Site-specific Safety Plans
- Realnz Site-specific Emergency Response Plans

Please note that many of our sites and all vessels are smoke and vape free.

A summary of these policies, procedures and rules can be found in the Realnz Contractor Handbook that you will be provided with.





# Realnz H&S Policy

We are committed to providing and maintaining a safe and healthy work environment for everyone.

We will identify and assess risks, implement fit for purpose risk control measures, and monitor these control measures.

We will collaborate with other businesses where duties overlap.

We expect everyone to work safely to protect themselves and others.

We expect unsafe work to stop and concerns to be escalated.

We strive to continuously improve health and safety across all activities.

We expect everyone to join us in protecting what matters.



## 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 controls.
- 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



# Our Environment

Our unique locations require thoughtful planning and action to **Protect Our Environment** while we work.

- Consider your work and the impact on the environment - you may need an Environmental Management Plan
- Take all rubbish with you and do not discharge waste into the environment
- Plan for potential environmental impacts e.g. spill kits and sediment control
- Minimise the use of environmentally harmful substances
- Carry out environmentally sustainable practices where possible

## Out in Our Environment

- Check the weather and road conditions and plan ahead
- Wear appropriate clothing for the location – snow, rain, wind, sun. We get it all!





# Injuries / Incidents

## **Injuries**

If you're injured while working at a Realnz site, seek medical treatment as required.

Advise your work supervisor immediately.

If it is a serious injury, we may require further information from you.

Your work supervisor will need to inform their Realnz Lead as soon as practical.

## **Incident / Near-miss**

Stop work and advise your work supervisor.

Respond accordingly and take steps to manage the event and reduce the risk of harm occurring.

Your work supervisor will need to inform their Realnz Lead as soon as practical.

# **Realnz** 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.

Where applicable, you will be briefed on site-specific emergency assembly points and 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.





# What happens now?

This induction is the first stage to work as a contractor for Realnz.

Please complete the digital Induction Acknowledgement on the next page so we have a record of your induction.

When you undertake work for Realnz, there will be other site-specific inductions required.

You are also required to read and familiarise yourself with the Realnz Contractor Handbook.

If you have any questions or would like more information, please contact the Realnz Health and Safety team at [safety@realnz.com](mailto:safety@realnz.com)





# Real Safe

Click [here](#) or scan the QR Code to complete the Contractor Induction Acknowledgement.

