

October 2023

## Jet Boating - 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 with our venues and experiences to customers or guardians of school groups.

Organisation:	RealNZ Ltd
Branch/Location:	Queenstown
Phone Number:	0800 65 65 01
Website:	<a href="http://www.realnz.com">www.realnz.com</a>
Key Contact:	Health and Safety Team Phone: 0800 65 65 01 Email: <a href="mailto:safety@realnz.com">safety@realnz.com</a>
Activity:	Jet Boat Excursions (Lake Whakatipu, Shotover River & Kawarau River)
Insurance:	QBE Insurance International

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Risks / Hazards <i>(Venues and experiences)</i>	Control Strategies <i>Strategies for ensuring guest safety</i>
<b>General Safety</b>	<ul style="list-style-type: none"> <li>• Duty of Care - RealNZ takes all reasonable steps to ensure the safety of guests, in accordance with NZ Legislation, Maritime Transport Act and Government COVID guidelines.</li> <li>• Staff with appropriate training, licences and/or competencies.</li> <li>• Children to be supervised by guardians at all times.</li> </ul>
<b>Slips / Trips / Falls:</b> <i>Potential for injury from sudden or forceful impact. (Significant)</i>	<ul style="list-style-type: none"> <li>• Good housekeeping practiced around sites and staff available to respond to any new hazards.</li> <li>• Guests must wear appropriate footwear.</li> <li>• Ensure guests stay on designated footpaths and paved areas where possible.</li> <li>• Guests should exercise caution while navigating RealNZ experiences, as they may encounter uneven surfaces, unconventional stairs, steps, sea sills, and slippery surfaces.</li> </ul>
<b>Operating on and around water (Vessels / Wharves / Trails):</b> <i>Potential for drowning if unexpectedly entering water. (Significant)</i>	<ul style="list-style-type: none"> <li>• Safety flotation devices on all vessels and trained staff are present on experiences.</li> <li>• Guests to be aware of water hazard in and around the wharves, always keep within area confines.</li> <li>• Stay within vessel, walkway and track confines and do not climb or sit on railings or edges of vessel.</li> <li>• Vessels can be moving during the embarking / disembarking process and have large step up / down in variable lake conditions.</li> </ul>
<b>Vessels:</b> <i>Potential for injury from sudden vessel movement or interaction with moving part. (Significant)</i>	<ul style="list-style-type: none"> <li>• Operate in accordance with the MNZ approved and audited RealNZ jet boat SOP and Maritime Rule Part 82 Commercial Jet Boat Operations</li> <li>• Safety briefing by skipper prior to departure</li> <li>• Keep within designated areas where applicable and do not try to access restricted areas.</li> <li>• Exercise caution when moving around vessels, as they may shift or move unpredictably in rough water. They also contain unconventional stairs, steps, sea sills, and slippery surfaces.</li> <li>• Vessels have many moving parts which can present pinch points.</li> </ul>

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<p><b>Person Overboard:</b></p> <p>Potential for injury from customer(s) falling out of Jet Boat and entering water. This could be from hitting an object or entrapment.</p>	<ul style="list-style-type: none"> <li>• Customer screening at departure.</li> <li>• Appropriate PPE and wet weather gear provided prior to commencement of activity.</li> <li>• Safety briefing prior to commencement of activity confirming guests should hold on at all times and not stand up while boat is moving.</li> <li>• Jet Boat driver to communicate using hand signals when entering 360° spins so guests are aware that they need to brace and hold on to stop them sliding across the seats.</li> <li>• Guests to keep their hands and arms inside the vessel at all times.</li> <li>• Ensure participants listen to drivers and follow their instructions and remain seated at all times.</li> <li>• Jet boats equipped with suitable safety equipment.</li> <li>• Jet boat driver trained in rescue techniques and emergency procedures.</li> </ul>
<p><b>Jet Boat Collision / Grounding:</b></p> <p>Potential for injury following collision / impact with bridge, rock, sand bar or another vessel. <b>(Significant)</b></p>	<ul style="list-style-type: none"> <li>• Licensed commercial jet boat operation with licensed and trained jet boat drivers</li> <li>• Audited annually by Maritime NZ in accordance with Maritime Rule Part 82</li> <li>• Emergency procedures and communication equipment in place.</li> <li>• All jet boat drivers are first aid trained.</li> <li>• Suitable PPE and safety equipment available.</li> </ul>
<p><b>Natural Hazards:</b></p> <p>Potential for injury from landslide, earthquake, seiche wave or falling tree. <b>(Significant)</b></p>	<ul style="list-style-type: none"> <li>• RealNZ monitor weather conditions daily.</li> <li>• RealNZ can cancel trips in the event of unsuitable weather or lake conditions.</li> </ul>
<p><b>RealNZ buildings, machinery and restricted areas:</b></p> <p>Risk of exposure to uncontrolled hazard</p>	<ul style="list-style-type: none"> <li>• Keep away from restricted areas unless it has been approved by RealNZ staff. Teachers are required to ensure students are aware of or do not enter these restricted areas.</li> <li>• Hazardous areas are fenced off and sign-posted, to identify restricted access.</li> </ul>

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<p><b>Medical events:</b> <i>Increased risk due to remote nature of the Jet Boat experience (Significant)</i></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• School groups must provide at least one first aid trained person.</li> </ul>
<p><b>Emergencies (Vessel):</b> Fire, collision or grounding vessel (Significant)</p>	<ul style="list-style-type: none"> <li>• RealNZ staff will provide a safety briefing prior to departure which will contain information relating to emergency response.</li> <li>• Will be managed as per the approved and audited procedures held in the MTOP</li> <li>• Guests to follow evacuation procedures in the event of an emergency. Liaise with RealNZ staff.</li> </ul>
<p><b>Accessibility:</b></p>	<ul style="list-style-type: none"> <li>• The jet boat experience has uneven surfaces and trip/slip hazards; some areas are not accessible by wheelchair.</li> <li>• Guests can be expected to disembark the boat onto wharfs or jetty's that can have a high step up or down. Vessels can be moving during this process in variable lake conditions.</li> </ul>
<p><b>Child / Leader ratios:</b> <i>[Valid only for school trips]</i></p>	<ul style="list-style-type: none"> <li>• Schools must ensure excursions are appropriately staffed as per the Ministry of Education Guidelines.</li> <li>• Schools may need to enhance these measures to ensure student safety.</li> <li>• To ensure appropriate and effective levels of supervision RealNZ requires excursions to be at least: 1 Leader: 10 students.</li> </ul>

### RealNZ Document Approval

**NAME:** Janelle Somerville

**SIGNATURE:**



**JOB TITLE:** Chief People & Safety Officer

**DATE:** 12 October 2023

## FOR SCHOOL / GROUP TRIPS ONLY

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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 RealNZ one week before excursion [groups@realnz.com](mailto:groups@realnz.com)

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## FOR BOOKING AGENTS

### Jet Boating – 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 RealNZ H&S Conditions

I acknowledge our responsibility to inform our customers 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 \_\_\_\_\_

ORGANISATION \_\_\_\_\_

Please scan and return to RealNZ one week before excursion [sales@realnz.com](mailto:sales@realnz.com)

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