

QEYC 2021 Customer Risk Register



Risk Title:	Risk Description:	Control Description	Procedure if controls fail:	After Rating
Anti Social Behaviour (BVL)	Threat of injury from another person (aggressive and/or sexual nature)	Staff trained in situational awareness as per OPSEC programme. Intoxicated people refused entry. Power to trespass. Caregiver supervision of vulnerable children. Minimised lone worker situations.	Police/security on call. Panic buttons in high risk venues. First Aid Trained Staff. Power to trespass. CCTV footage to Police.	High
All Sporting Activities Participation Injuries.	Participant injuring themselves during sports. Slip trip fall. Break, sprains or strains.	1. Conducted under supervision by coach or person responsible for team/s. 2. Other team mates. 3. Staff monitoring. User inductions.	First aid. Emergency services. Incident reporting if applicable.	High
Bomb Threat/Explosion (BVL)	Personal injury and/or death due to bomb proximity or offender.	Suspicious mail/package procedure. Facility audits. Staff training.	Refer to Emergency Management/Action Plan (flipchart). Follow Police instruction.	High
Bouncy Castle	1. Bouncy Castle -blowing away while outside 2. Running into the side of the Bouncy Castle 3. Falling over/collisions while inside the Bouncy Castle 4.Bouncy Castle Deflating - pump turned off or sleeve pops off of pump 5. Falling off entrance/exits 6. Choking while on the Bouncy castle. 7. Moving parts in pump.	1. Refer to Land-borne inflatable device operating procedures on worksafe website: [https://www.worksafe.govt.nz/about-us/news-and-media/land-borne-inflatable-device-operating-requirements/]1] 2. Only trained and competent operators to set up and supervise use. 3. Complete a pre start check of the bouncy castle to ensure its fit for purpose and in good working condition. 4. Active supervision required when in use. 5. Dont use the Bouncy Outside. 6. Limit the number of kids on at any one time based on manufactures instructions. 7. Parent supervision required. 8. Use barriers to cordon off behind the bouncy so the kids can't access the pump to turn it off. 9. Make sure you use the Velcro AND tie to secure the sleeve onto the pump. 10. Place blue mats around the entry step to soften any falls. 11. NO food/chewing gum on the bouncy. 12. SOP to be sufficient for task and those involved with the bouncy castle, set up/operation/pack down must be trained and signed into SOP. [1]: https://www.worksafe.govt.nz/about-us/news-and-media/land-borne-inflatable-device-operating-requirements/	First aid. Emergency services. Incident reporting and investigation. SOP review.	High
Earthquake, Tsunami, Volcanic Eruption (BVL)	Personal injury and/or death from Earthquake, Tsunami or Volcanic Eruption.	Monitor media for Civil Defence Emergency Management updates. Subscribed to Met Service Weather updates. Staff trained in emergency management procedures. Venue checks conducted prior to inclement weather.	Refer to Emergency Management/Action Plan (flipchart)and Civil Defence Emergency Management	High
Extreme Weather (BVL)	Personal injury and/or death from Lightning, Storm, Tornado and/or Flooding.	Subscribed to Met Service Weather Warning emails. Notification provided to check for wind hazards (i.e. tie down equipment). Building maintenance schedule for gutters and exterior drains to minimise localised flooding. Electrical equipment cannot be used in the rain. Wet weather clothing for staff working outside. Events may be postponed/cancelled due to adverse weather conditions.	Refer to Emergency Management/Action Plan (flipchart).	High
Incorrect Use Of Equipment	Personal injuries. Damage to equipment or building.	1. Maintenance checks. 2. Equipment specifications. 3. User inductions. 4. SOPs. 5. Training staff or personnel. 6. Use appropriate contractors.	First aid. Incident reporting. Emergency services. Stop activity.	High
Lost/Abducted Child	Personal injuries	1. Emergency Management Procedure. 2. Training for staff. 3. Police vetting for staff. 4. Police trespass Notice. 5. Parents to advise if protection orders in effect. 6. Staff and parental supervision.	Emergency services. Report incident.	High
Noise (Music and kids)	Personal injuries	1. Volume monitored in each room. Reduce music level if too loud. Shut down event. Stop activity to quieten children.	Cease activity. Stop music.	High
Overcrowding	1. Overcrowding. 2. Inadequate supervision. 3. Not being able to evacuate on time.	1. Set maximum attendance for activity or event.(Capacity 2580) 2.Site rules. 3. Supervision by trained staff. 4. First aid training and equipment. 5. Security/Police on call. 6. Emergency Evacuation Plan. 7. Event and booking policies and information ahead of booking. 8. Inductions to groups.	Emergency Management Plan. Emergency services.	High
Theft	Theft of personal property or equipment.	1. Banking money kept in a safe, out of sight. (SOP). 2. Minimal cash kept in cash drawers. (SOP). 3. Security contractor conduct daily cash collections on weekly basis. 4. Emergency Management Procedures. 5. Staff training (aggressive customers & EMP). 6. Visible security cameras. 7. Staff to be vigilant of customers actions. 8. Induct groups and mention to not leave anything unattended.		High
Heavy Equipment Storage	Personal injuries. crush, strains or sprains, cut abrasions etc.. Building or equipment damage. Heavy equipment falling.	1. Store heavy items low. 2. Layout/work space ergonomically designed. 4. Keep area tidy. 5. SOP's. 6. Supervision of participants around equipment by customers.	First aid. emergency services. Review incident report and SOP's	High
Unattended Children	Personal injuries	1. Staff vigilant. 2. CCTV. 3. Customers to supervise their participants and children. Customer inductions.	First aid. Re-induct user groups if required.	High
Vehicles Moving	Injury from moving vehicle in carpark/on road. Possibly within venue if brought inside.	1. Traffic rules and signage. 2. Pedestrian barriers/footpaths. 4. Traffic Management Plan for events	First aid. Emergency services	High
Vehicles Moving outside carpark	Injury from moving vehicle in carpark/on road	1. Traffic rules. 2. Pedestrian barriers/footpaths. 3. Traffic Management Plan for events. 4. Supervision of children.	First aid and seek emergency service assistance.	High
Customers with Health Risks	Elderly, sick, impaired or having a Medical event. (Age related, existing or not)	1. Groups Monitoring the elderly participants. 2. Speak to customers, develop relationship with regular users about medication, health issues. 3. Remind customers to keep hydrated. Provision of water via drink fountain or to purchase.		High
Armed Offender (BVL)	Risk to life as the result of a threatening person (including active shooter).	Security processes for cash handling. Risk assessments for events. Training for staff to identify behaviours and de-escalate if possible.	Refer to Emergency Management/Action Plan (flipchart)	Moderate
Asbestos Containing Material (ACM)	Chrysotile Asbestos - long term illness	1. Asbestos management plan on site. 2. Advise the train staff of location, and how to manage if disturbed. 3. Advise contractors of location and what to do if disturbed. 4. Shut site and evacuate if disturbed cannot be controlled. 5. Call emergency services, advise Venue Manager.	Isolate area effected. First aid and seek medical attention. Specialist clean up.	Moderate

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Asbestos Containing Material (ACM)	See Asbestos plan	1. Communicate location of ACM to all QEYC staff and any other staff likely to come in contact with ACM. As part of comms, instruct all staff to leave ACM undisturbed 2. Assets & AMP; Project Manager to commission Asbestos Management Plan for facility 3. Add to physical risk register details about ACM 4. Have on hand and make available Asbestos Materials Survey to all staff and contractors. 5. Advise an contractors prior to beginning work about ACMs and their locations. 6. Monitor the ACM to ensure it is in reasonable condition	First aid and seek medical assistance. Incident reporting. Expert clean up.	Moderate
Asbestos Containing Material (ACM)	Illnesses associated with exposure to asbestos or asbestos containing materials (ACM).	1. Communicate location of ACM to all QEYC staff and any other staff (Inductions) likely to come in contact with ACM. As part of comms, instruct all staff to leave ACM undisturbed 2. Assets & AMP; Project Manager to commission Asbestos Management Plan for facility 3. Add to physical risk register details about ACM 4. Have on hand and make available Asbestos Materials Survey to all staff and contractors. 5. Advise an contractors prior to beginning work about ACMs and their locations. 6. Monitor the ACM to ensure it is in reasonable condition	Emergency Management Plan and Asbestos plan. First aid. Medical attention. Incident reporting.	Moderate
Contamination From Biological Hazards	1. Infection. 2. Contracting disease. 3.À Cross contamination from cleaning products or equipment.	1. Ensuring staff are current in First Aid training. 2. PPE. 3. Staff induction to groups, parents/caregivers. 4. Regular checks and monitoring. 5. Cleaning of changing rooms. 6. Customers often advise staff. 7. Appropriate cleaning equipment, chlorine, disinfectant, hose etc. 8. SOPs. 9. Blood bourne Pathogen Kit. (Blood Kit).	First aid. Proper clean up or contractor cleaning specialist. Emergency services. Shut venue or isolate area. Incident reporting.	Moderate
Food Preparation in Kitchen	Personal injuries or illness due to poor hygiene. Unhygienic activity or procedures. Pests or vermin due to badly stored food. Cuts, burns or scolds from equipment in cooking.	1. Signage for zips or continuous hot water. 2. Maintenance of equipment. 3. Staff & users to report all faulty equipment. 4. Fire extinguisher/fire blanket. 5. Kept Clean and tidy by all users. 6. Soap and water. 7. Hygiene signage. 8.Adults only. 9. Induction for users. 10. Staff monitoring.	First aid. Emergency services. Pest control. Incident reporting.	Moderate
Unprotected Electrical Sockets	Electrocution of children putting things in electric plug sockets	1. All plugs are protected with RCD's. 2. Supervision in rooms by parents, caregivers and staff to monitor childrens actions.	First aid. Emergency services. Incident reporting.	Moderate
Electrical Equipment	Personal injuries. Electrocution. Fire.	1. Lock Out Tag Out System. 2. PAT. 3. Qualified contractors. 4. Residual Current Devices (RCDs). 5. SOP. 6. Inductions. 7. Weekly venue audits.	First aid. Emergency services. Emergency Management Plan. Incident reporting.	Moderate
Fall From Stage	Personal injuries	1. Balustrades to be in place with the exception of the installation of the stairway, or when the stage is used for a performance 2. Balustrades may only be removed by trained staff for supervised events. 3. Regular checks of the stage area by venue staff when balustrades are removed is essential. SOP's.	First aid. Emergency services. Incident reporting.	Moderate
Falling Memhall Service Entry	Memorial Hall Walkway service entry. 1m high doors to outside venue. If opened pose a fall hazard onto car park.	1. Doors to be kept locked with the security gate in place when not in use. 2. When in use the following must happen: - Doors must be latched back to the wall to prevent them swinging and causing injury; - Memorial walkway entry must be monitored to ensure that access is controlled - Someone must remain next to the door opening to prevent falls 3. The door may be opened to allow extra ventilation - the security gate must be in place across the door at this time to prevent people walking out of the opening accidentally	First aid. Emergency services. Incident reporting.	Moderate
Falls From Retractable Grandstands	Fall from sides or back of retractable bleachers. Fall from bleachers when retracted in and not used if someone climbed up onto them. Fall down front steps of bleachers.	1. Visual signage in place advising supervision of children at all times. 2. Each retractable unit must be completely extended and locked when in use 4. All side and back barriers to be securely fastened when extended. 5. Minimal gaps between units and stairs to prevent falls or trips - grandstands must line up at the back 6. Visual signage of hazards. 7. Ensure hand rails are in place when the grandstands are extended on the first six levels 8. Maintain any loose grandstand seating as part of the weekly venue check. 9. SOPs and training. 10. Weekly venue audits.	First aid. Emergency services. Incident reporting. Shut down area and evacuate bleachers. Signage to close off or put away.	Moderate
Fire	Personal injuries. Building damage.	1. Heat/smoke detectors. 2. Emergency Lighting. 3. Emergency Evacuation Plan. 4. Trial evacuations. 5. Maintenance of equipment. 6. Limit amount of chemicals stored & ensured stored correctly. 7. Emergency exits clearly visible. 8. Inductions for all personnel. (customers, contractors and staff).	Emergency Management Plan. First aid. Emergency services.	Moderate
Person Falling From Heights	Impact injuries	1. Railing on edges. 2. Non slip areas. 3. Lighting. 4. Trained staff only. 5. Permit to work at height. 6. PPE (as applicable). 7. Signage (restricted access). 8. SOP. 9. No areas left with fall hazard without control measures. 10. Inductions. 11. Regular weekly venue audits.	First aid. Incident reporting.	Moderate
Miniball Basketball Portable system	Falling on someone causing personal injuries. Pinch points in mechanism. Moving unit in and out from storage - heavy and cumbersome. Top heavy unit. 40kg when moving following procedures on person.	1. Ensure hoops (Height) are locked securely and operated only by staff 2. Ensure counterweight sandbags are in place 3. Store hoops away from customer access areas 4. Visual signage on hoops warning of the dangers of dunking on portable hoops 5. Venue staff to be trained to use portable hoops 6. Venue staff to use manual handling techniques to manipulate hoops	Allow unit to fall onto floor rather than put self or others in danger. First aid.	Moderate
Disease Outbreak (BVL)	Personal illness and/or death from widespread disease at community, national (epidemic) or international (pandemic) level.	Maintain hygiene practices and cleaning schedules. Business Continuity Team is enacted and provides realtime instructions to business units.	Monitor media and follow advice fromÂ Toi Te Ora Public Health and Ministry of Health.	Moderate
Pest Management	Rodents, insects Causing Personal injuries/illness. Equipment and building damage.	1. Pest Control called for swarms/infestations. 2. Routine pest management 3. Personal medication held by people allergic. 4. Cordon off area. 5. Ensure good hygiene practises around venue.	First aid. Pest control. Shut venue or area until dealt with.	Moderate
Slips Trips and Falls	Steps, liquid on floor, equipment, mats. Impact injuries	1. Raised surfaces/edges are clearly marked. 2. Non-slip mats/carpet/paint. 3. Signage. 4. Site rules. 5. Keep tidy. 6. Lighting. 7. Drainage. 8. Handrails. 9. Routine cleaning and maintenance. 10. Staff trained. 11. Contractors/Customers Inducted	First aid. Emergency services.	Moderate
Drugs and Alcohol	1. Personal injury. 2. Stress. 3. Verbal abuse.	1. Company policy on alcohol and drug use at work. 2. Staff and manager to look out for one another. 3. Site rules. 4. Dealing with aggressive people course. 5. Customers inducted. 6. Events monitored and licence policies enforced.	First aid. Emergency services. Close down event and or venue. Company Policies and SOPs.	Moderate
Fixed Sports Equipment	Injury as a result of incorrect use or maintenance of fixed sports equipment, e.g. wall mounted adjustable basketball hoops.	Regularly check equipment condition to identify when repairs are needed.	Follow injury procedure if needed. Relocate user groups to another court.	Moderate
Restricted Access Areas	Unauthorised access to restricted areas. Entrapment. Personal Injuries. Medical event. Damage to equipment or building. Theft.	1. Ensure room and area doors are secure. 2. Signage \"Restricted / No Access\" to areas of restricted access. IE under QEYC stadium floor. Behind retractable seating.	First aid. Emergency services. Review CCTV footage. Crime Line. Incident reporting.	Low
Baby Changing Table	Baby falling off table. Impact injuries. Personal limb trap or crush injuries in hinges.	1. Warning label on change table. 2. Constant supervision from parent. 3. Child protection belt / straps. 4. Smooth concave to prevent fall manufactured in table top. 5. Venue audits of equipment.	First aid. Emergency services. Incident reporting.	Low