



ROCKTOPIA

Safety Management Plan

May 2021

Next Review: May 2022

The Safety Management Plan is the overarching document that details the nature and scope of Rocktopia, the principals it operates under and the management of health and safety. It should be read in conjunction with other documents including Rocktopia Instructor Handbook containing SOP's (Climbing wall, Clip n Climb), RAMS and/or hazard identification forms for each activity as well as various overarching Rocktopia policies.

These documents detail the integral day-to-day operational safety management principals of Rocktopia. All staff and contractors must be familiar with and adhere to the practices and principles in these documents. It contains information about Rocktopia's (RT) generic safety systems, who is responsible for managing these and how health and safety related decisions are made.

Rocktopia Managing Director
Carla Blockley

Date _____

Rocktopia Manager

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Section 1

Safety Management System Documents

1.1 Version table

Version	Amendments made	Where	Approved by	Date
1				

1.1 Safety management system document control

We will ensure our safety management system (SMS) documents are readable, identifiable and traceable to our activities.

In order to achieve this our SMS documents will be:

- Identified by a footer that states the name of the company, version number, the page number and the number of pages
- Periodically reviewed by the RT Manager annually and revised where necessary
- Signed off as adequate by an external auditor
- Kept current and is available at the front reception counter Copies are also available to staff during their period of employment. A copy is kept electronically on the main reception desk computer
- This document is the property of Rocktopia. No part of this document may be reproduced, deleted or copied without the express consent of the RT Management
- Appropriately controlled. Any previous versions or copies have been removed from circulation if obsolete or marked clearly that they are not to be used. Archived copies and other safety-related records will be kept for seven years and archived accordingly in the main office at Rocktopia
- Ongoing review of hazard register and incident report can change this SMP and supporting documents such as our SOP's. This will be documented properly if such a thing occurs.

NOTE: Once printed, documents are uncontrolled.

Section 2 Information on the Business

2.1 Introduction

At ROCKTOPIA we have our Massive “Rock On” Climbing walls with 16 climbs, built by climbers for climbers. All protected by top ropes, some of which have the adaptability to lead climb. These walls were built 25 years ago and have produced some of the best Rock Climbers in the world today. At times (mainly during competitions) we will add automatic belay lines to our gym area.

As part of our gym we use the safe, secure and family friendly Clip n Climb.

Clip n Climb has 22 amazing climbing challenges with 24 fun climbs for people of all ages and all under the one roof, all of which utilises the safe True Blue Automatic Belay systems.

There is also our Elite “Rock On” Training room for those climbers serious about the sport and who want to push their limits.

In addition to this we have the “Rock On” bouldering cave. This amazing boulder cave is a new feature for Rocktopia and has some world class boulder holds in it.

Organisation Details

Organisation Name:	Rocktopia
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Rocktopia Assistant Manager:

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Phone:

Business aims

At ROCKTOPIA we are passionate about climbing and our goal is to make it easy for everyone to give Rock Climbing a go in a safe, fun and challenging environment aiming to cater for all ages and abilities.

We want to inspire, motivate and challenge people to give Rock Climbing a go and to have staff who are supportive to all our customer and business needs.

2.2 Description of business

Operational overview

Currently Rocktopia has 4 distinct types of operation:

- Climbing wall – open to the public every day from 9.30am to 8pm (9.30 to 9pm on Tuesday, Wednesday and Thursday nights)
- Clip n Climb – open to the public every day from 9.30am to 7pm
- School holidays hours are Monday to Friday from 9.30am to 8pm
- Group bookings – available on site only
- The Rock On Café will be open the same hours as the Rock On climbing wall
- The Rocktopia Adventure centre includes activities run outside of the gym. These activities are run 7 days per week and need to be booked in as they are all weather dependent.

Groups are wide ranging including schools, church groups, community groups, special interest groups, corporate groups and private family functions. The public hours on the indoor climbing wall on the other hand peak over the winter months. Clip n Climb is busiest during the weekends and school holidays year-round.

Activities

Rocktopia offers the following activities on site:

Indoor rock climbing including –

- Top rope
- Lead climbing,
- Bouldering,
- Climbing courses.
- Clip n Climb - (Automatic belay climbing)
- Wakeboarding
- White Water rafting (external provider but booked through Rocktopia)
- Amazing Race Days
- Mountain Biking (external provider but booked through Rocktopia)
- Eco Hikes (external provider but booked through Rocktopia)
- Surfing (external provider but booked through Rocktopia)

Ancillary activities

Cafe – Rocktopia also operates a cafe on site. This is run by RT staff and is open on weekends and school holidays. It operates under a certificate of registration issued by Tauranga City Council

We have our Rock On shop which is open the same hours as the Rock On walls and offers a small amount of Rock Climbing gear

Facility hire – use of the climbing wall is hired out to approved External Instructors for group bookings.

Staff

Rocktopia employs up to 12 staff for throughout the year; a combination of full time and casual staff and Rocktopia management: Carla and Michael Blockley

Rocktopia management has overall responsibility for all operations, including but not limited to all health and safety requirements, recruitment of staff, providing leadership to all operations, all staff and services offered. The Company Managing Director of RT provides strategic and overarching leadership and responsibility for the business.

Supporting the RT Manager is assistant manager.

When required additional contracted instructors may be brought in to facilitate sessions. Adult supervisors/helpers are NOT instructors but will support the instructor in managing behaviour.

Parameters of responsibility:

Rocktopia recognises its responsibility to take all practicable steps to ensure the health and safety of our staff, participants, contractors and visitors to the workplace.

All employment matters relating to employees at RT can be researched in the Employees Independent employment contracts

Section 3 Safety Management System

3.1 Purpose

Our SMS helps us achieve our business aims and comply with the Health and Safety at Work Act 2015, the HSE (Adventure Activities) Regulations 2011, and any other relevant legislation (refer Appendix 2).

This section outlines the high-level policies and procedures that help us to run a safe business.

3.2 Content

Our SMS is made up of a safety management plan, safe operating procedures, safety tools and forms and most importantly, a strong safety culture.



Copies of the SMS are available in the reception office and the Senior Managements office. Copies are also available to staff, customers and any other interested parties.

Relevant Documents - Safety Management Plan

RTSMP: Rocktopia Safety Management Plan – This is the overarching document that details the nature and scope of Rocktopia, the principals it operates under and the management of health and safety.

Relevant Documents - Safety Operating Procedures (SOP)

Clip' N Climb Owner's Manual: This manual contains the Procedures section within are the SOP's for Clip' N Climb.

Rocktopia Handbook: This document is written for the safety supervisors and instructors. It details the related SOP's for the various activities within the climbing facility.

RAMS: The RAMS forms detail a broad spectrum of hazards and management strategies associated with the activity forming a basis for the SOP's.

Relevant Documents - Safety Tools and Forms

Safety Audit Standard:

The Safety Audit Standard is controlled under the Adventure Activities Regulations Act 2011. Rocktopia will aim to be audited after one year of operations to allow time to define its systems and prepare for audit.

Activity Safety Guidelines for Indoor Climbing (ASG):

The ASG for Indoor Climbing is published by the Tourism Industry Association of New Zealand (TIA) with support from Work Safe New Zealand. It offers guidance for indoor operators and promotes good practise.

Daily Operational Folder: This folder contains the daily reports for the Team Leader to ensure they monitor incident and accident reports, hazard reports and required daily equipment checks. It is located in reception office and monitored by the RT Manager.

Incident/Accident/Hazard Folders: These contain the incident, accident and hazard reports for each area. Both folders contain a register to record details. These are monitored by the RT Manager.

Equipment Folders: This details the equipment and the inspections that has taken place on that specific piece used. It details when it came into circulation, relevant retirement dates and its current condition.

Safety Meeting Folder: Monthly staff safety meeting minutes and agendas. This contains information from the three monthly reviews, the trend analysis and any activity and safety systems reviews. It is located in the managers office

Guidelines for Safe Climbing and Risk Acknowledgement Statement: Guidelines for our customers in the climbing wall that they are expected to abide to and an introduction to the risks involved and how they can be controlled. Part of all new guests and group inductions.

Hazards Register: This document is a summarised record of the hazards identified in the work place, where controls are put in place to either eliminate, isolate or minimise potential hazards that could cause harm. It is located on the safety board in the staff room and in the Health and safety folder in the manager's office

External Instructors Registration File and Database: Contains evidence of external instructors currency and therefore ability to provide instruction in the facility

Staff Competency Folders: These document individual training, development and assessment records of all activity staff. They are managed by Senior Management and are located in the Senior Management Office. This information is also backed up on the managers computer. Due to security it is not available for staff however staff can request to see their company file.

Staff files: Containing individual staff application, induction and appraisal forms, Employment agreements and any other pertinent notes.

3.3 Policies

To ensure a safe and healthy working environment, Rocktopia will;

1. Maintain and continually improve all systems processes involved with health and safety.
2. Comply with all relevant legislation, regulations, codes of practice and industry standards. Including Adventure Activity Standard
3. Take reasonably practicable steps to proactively identify and manage hazards, risks and unsafe behaviour.
4. Set health and safety objectives as part of its annual planning process.
5. Evaluate and recognise health and safety performance of staff and contractors.
6. Consult and promote participation with staff and contractors to ensure they have the training, knowledge, skills, supervision and resources to maintain a health and safe working environment.
7. Accurately report and learn from investigated incidents.
8. Support the safe and early return to work of injured staff, through rehabilitation
9. Ensure emergency situations are well planned for and resolved with the least harm possible.
10. Ensure that all aspects of health and safety management is thoroughly documented, and these documents are reviewed and controlled in an appropriate manner.

In meeting these commitments, the management of Rocktopia will:

- Provide a healthy and safe workplace, safe equipment and proper materials
- Establishing and insisting upon safe practices at all times
- Identify and manage all hazards and risks
- Accurately report and record workplace incidents, accidents and near misses.
- Comply with all the relevant legislation, regulations and codes of practice
- Involve staff in the development of health and safety systems
- Invite feedback on and regularly review safety systems and performance
- Require all staff to take personal responsibility for safety.

3.4 Health and safety goals

Our goals are

- To make the health and safety of our employees and customers as one of our top priorities
- To ensure that any safety issues are brought to the attention of management immediately and dealt with in an efficient and timely manner
- To be seen by customers as a company that puts their safety seriously
- To have customers feel comfortable and safe with the safety standards we have in place
- Have staff use our health and safety standards as a standard everyday practise

3.5 Safety objectives

To help us achieve our goal the following safety objectives have been identified as part of our Annual Safety Improvement Plan:

<u>Objective</u>	<u>We will show we have met this objective by</u>	<u>Responsibility</u>
Health and safety of customer	Customer feedback at our feedback stations – this will be one of our questions	All staff
Safety issues and maintenance of equipment	Hazard ID checks to be made daily/weekly and roster filled out and checked by supervisor	Staff and supervisors
The priority of Health and Safety at Rocktopia	To ensure all staff are trained correctly from the start	Manager and staff

Approved by: (signed by top leadership)

Date:

3.6 Responsibilities

We recognise the importance of clear responsibilities and accountability for maintaining a safe workplace. Employers, employees and contractors all have obligations under legislation, including general health and safety responsibilities. More detail is provided in specific job descriptions.

Management responsibilities

The Managing Director has responsibility for:

- Driving appropriate health and safety policies and procedures which are developed and implemented to enable the effective management of health and safety issues.
- Providing all reasonable resources which will support the health and safety management functions.
- Enabling the development of health and safety management performance reviews and assessments.
- Ensuring all health and safety related reports and information are made available to appropriate people in a timely and easily understandable manner.

The key person with overall responsibility is the Rocktopia Manager, who is responsible for:

- In the case of a notifiable injury or illness incident, overall leadership
- Establish, implement and maintain documented procedures to identify hazards; assess and control hazards/risks of activities, equipment and services over which they have control or influence.
- In conjunction with Managing Director, establish, implement and maintain documented health and safety objectives and targets.
- Establish, implement and maintain documented emergency procedures.
- Report accidents or near misses to authorities as required by law.
- Report all significant events to the Managing Director in a timely manner.
- Notify staff of changes to Policy or Procedure/Hazard Register.
- Keep organisation compliant with changes to the Health & Safety Act and any other relevant legislation or codes of practice.
- Employee participation in establishing and implementing health and safety policies and objectives.
- Review of RTSMP and all other related documentation on an annual basis to ensure the SMS is working. Report to Managing Director on SMS performance.
- Monitor staff performance in relation to assigned responsibilities and delegations.
- Review incidents to ensure they have been investigated and managed in accordance to legislation.
- Maintain all compliance for fire/buildings.
- Run regular safety meetings and ensure relevant information is passed on to senior management, staff, participants, visitors, contractors and other relevant parties.
- Over sees all staff training, reviews and refreshers.

Responsibilities of the Supervisors are:

- Ensure safety standards of the equipment, gear and facility are maintained to industry standards.
- Ensure appropriate regular safety checks are undertaken and properly documented.
- Review incident and accident forms analyse data and regularly report outcomes and suggested implementations to RT Manager.
- Monitor hazard register and address hazards identified.
- Support reviews and development of health and safety policy and procedure documents.
- Ensuring behaviour of staff is in line with the Safety policies and procedures.
- Being proactive constantly monitoring hazards and risks, including the appropriate reporting of accidents/incidents
- Ensure awareness of emergency procedures by clients and staff
- Ensure staff are supported in performing their roles by getting staff breaks, assisting where appropriate.
- Ensuring daily safety checks are performed and all paperwork is correctly completed
- Managing complaints and feedback from public and communicating these with RT Management team

Responsibilities of the Programmes Manager are:

- Daily running of programmes and courses
- Updates staff competencies and tracks training records.
- Ensuring staff follow relevant policies and procedures and are competent in the instruction of their allotted activity.
- Ensuring all accidents/incidents within their area of control or influence are reported to management.
- Reviewing trends of accidents/near miss and recommending change for improvement to the manager.
- Assist in the setting of health and safety objectives and the achievement of such within their area of control.

Staff responsibilities

Health and safety responsibilities for all staff (includes volunteers and contractors) are:

- To abide by all health and safety requirements as stated in the RT Safety Management Plan and should follow all policy and procedures outlined in these documents.
- To undertake safety checks on equipment as required
- To ensure public are properly safety briefed for activity
- To take all practicable steps to ensure their own safety at work, including using suitable PPE provided by the employer.
- To cause no harm to any other person whilst at work through any action or inaction.
- Not to interfere with an accident scene – freeze the scene in the case of notifiable injury or illness.
- To comply with notices, sampling or other requirements of health and safety inspectors and/or departmental medical practitioners
- To record and report any health and safety issues and incidents or accidents to RT Management as soon as practicably possible.
- To be proactive and take responsibility for their own safety by demonstrating common sense when it comes to the safe use of equipment and avoiding exposure to unnecessary or excessive risk.
- To disclose to the RT management if they believe they have not had sufficient experience or training in order to carry out any task required of them.

Section 4 Planning for Safety

4.1 Annual Safety Calendar

Management planning will include:

- Staff induction and training as staff are employed (ongoing basis)
- Staff ongoing training and 6 monthly reviews relating to employment date
- Pre-season training for activities
- The development of an Annual Safety Improvement Plan

The Safety Calendar is located in the Senior Managements office and includes:

- Equipment checks (other than daily safety tasks) monthly, 6 monthly and annual.
- Entire staff Team meetings.
- Staff safety training for all staff held. This includes emergency response practise.
- Safety committee meetings and reports - 3 monthly. This includes updating progress on safety objectives.
- Activity based safety reviews – annually for climbing wall and Clip n Climb.
- Annual SMS review
- External safety audits, as requested.
- External safety checks required including Building WOF, cafe registration, pest control checks, fire extinguisher checks, fire alarm checks and emergency lighting checks.

4.2 Maintenance and review of SMS

Rocktopia recognises the need to continually improve health and safety systems and performance. We use the processes in this section to support our focus on continual improvement and to ensure compliance to, and/or identify opportunities to improve, the safety management system.

When we conduct SMS reviews and maintenance, we will ensure that:

- Reviews are conducted by people with current competence in the activity
- Opportunities for improvement are identified
- Outcomes are communicated to senior management, staff and other relevant parties
- Actions arising from reviews are implemented.

Rocktopia will:

1. Require the regular involvement of staff (including senior management) in reviewing and developing the SMS and be involved in reviews.
2. Following any critical event and/or significant change in work practice will review safety management processes.
3. Ensure ongoing monitoring to ensure that the SMS remains up to date, and our operations continue to comply.

Annual SMS review:

The ROCKTOPIA Adventure Centre will conduct an annual review of the SMS using the Internal SMS Annual Review checklist including:

- Reviewing policies and procedures in line with any organisational changes
- Checking for ongoing compliance to new and changing legislation, standards, codes of practice, good practice guidelines and similar
- Checking for changes in current good practice
- Reviewing the effectiveness of hazard management processes
- Analysing incidents and any incident trends
- Reviewing emergency procedures
- Reviewing health and safety goals and targets, and developing action plans to support improved safety performance
- Findings from audits and reports from technical experts
- Analyses and recommendations from specific reviews

The above is to be completed by Rocktopia Manager and Managing Director.

Annual Internal Activity reviews:

The ROCKTOPIA Adventure Centre will conduct annual reviews of the activities using the Internal Activity Annual Review checklist including:

- reviewing policies and procedures in line with any organisational changes
- checking for ongoing compliance to new and changing legislation, standards, codes of practice, good practice guidelines and similar
- checking for changes in current good practice
- analysing incidents and any incident trends specific to the activity
- findings from audits and reports from technical experts
- engaging appropriate technical experts (including within the processes described above) to inform the development of the SMS

The above is to be completed by Rocktopia Manager and a staff member.

Internal reviews of activities are also conducted when:

- prompted by audit findings,
- changes to the activity, sites or hazards,
- changes to the environment,
- changes to key staff,
- incidents and emergencies
- there are changes in legislation, standards, activity safety guidelines, codes of practices, sector developments or similar information

Regular SMS maintenance and review processes

To identify hazards and develop appropriate control measures there are also regular assessments of

- work processes and systems at weekly operational meetings
- equipment through its regime of safety checks highlighted on the safety calendar and documented in the equipment check system
- environments via hazard identification forms and instructor daily assessments
- safety meetings to review incident, accident and hazard data and to analyse trends

Section 5 Hazard Management

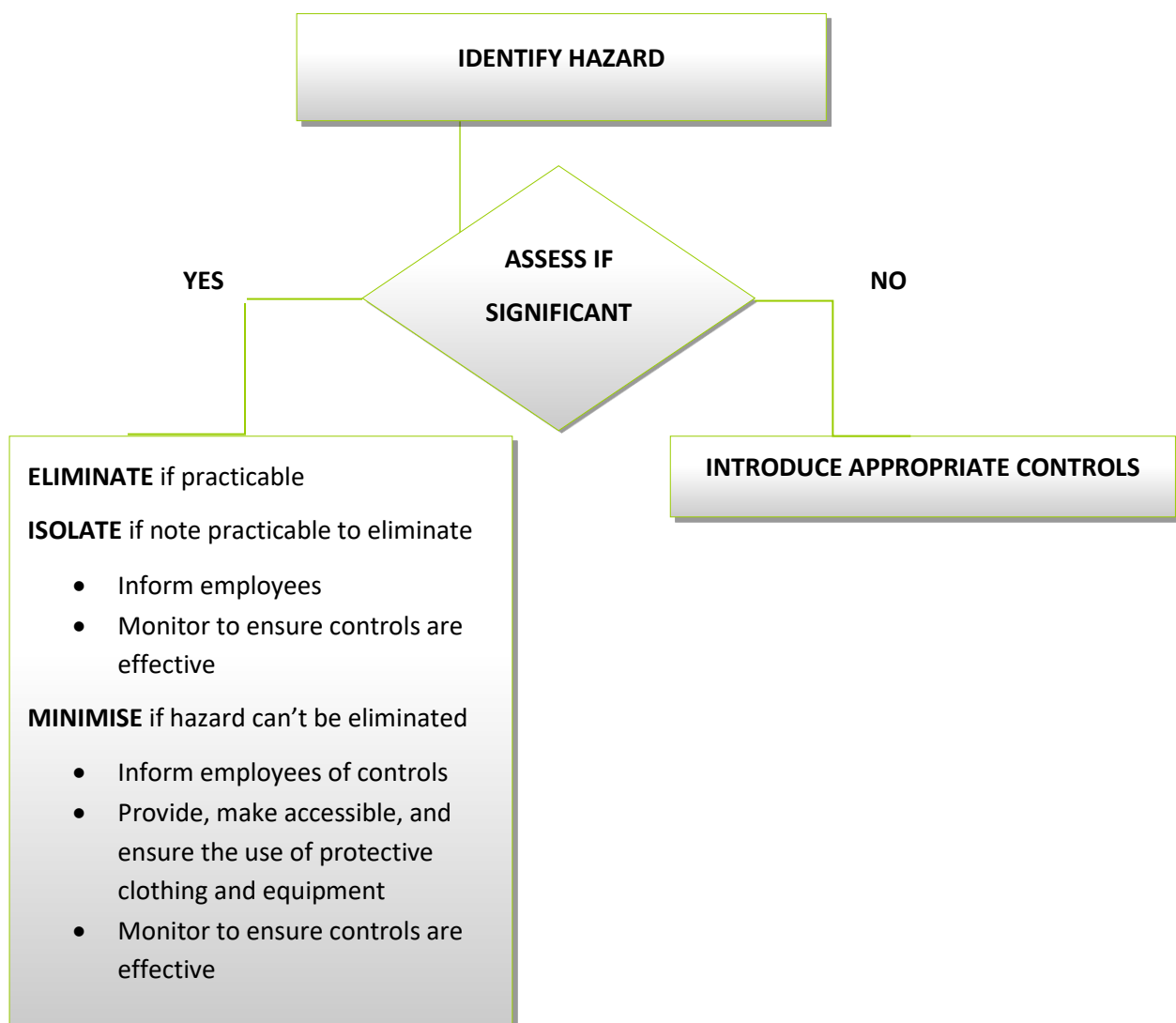
5.1 Introduction

This section identifies the policies and procedures that we have put in place to manage hazards.

5.2 Policies

- Hazards are identified, assessed and controlled.
- Staff are involved in the hazard management process.
- Hazards and control measures are constantly monitored, and regularly reviewed.
- All employees, participants and visitors will have the necessary safety clothing and equipment.
- All equipment is fit for purpose.

5.3 Hazard Management Process Flowchart



At Rocktopia we take every practicable step to ensure the safety of all people including clients, staff and the public, with the intention of preventing a notifiable injury or illness incident.

This is done through a systematic approach to Hazard identification, analysis, developing and implementing appropriate control measures – Either eliminating, isolating or minimising all identified hazards. Specifically:

Identification and Assessment

- i. All activities are assessed for risk and hazards by experienced RT staff / technical expert. A detailed risk assessment (RAMs) will be completed in relation to every activity. There is also a RAM's form for the facility itself. The RAMs also identifies what is required in terms of managing the risk and also results in a decision being made by RT General Manager about whether or not the activity should occur or not.

Controls

- ii. From information uncovered in the RAMs form Standard Operating Procedures (SOP) for each activity are created for instructors to follow. These SOP's highlight specifically any policy or risk management issues that a staff member needs to have front of mind when undertaking the activity. They are located in the Instructor Handbooks. Safety briefings occur before every activity to ensure participants and other parties are aware of the safety procedures and their requirements. The safety requirements for public to follow during a public floor shift are on the Guidelines for Safe Climbing which each member is required to read when registering for the climbing wall. For a group booking the group has our Risk Acknowledgement Statement read to them, which they then sign a registration form agreeing to abide by this. They are then delivered our guidelines for safe climbing within the initial safety briefing.
- iii. For activities that are out of routine for staff and include an increased level of risk due to involving height or working in confined spaces. A pre-planning meeting will be held to ensure all staff are aware of the increase in risk and a decision to proceed with the activity that day will be made then. This will take into account other group users and time to complete etc.
In any case where there is a significant hazard the Senior Management must authorise whether or not the activity goes ahead and communicate this to staff.
- iv. Ratings also inform the level of competence or qualification staff must have to lead the activity. Activities are given a category (A, B, C or S) which relate to the level of risk and the level of qualification, training & assessment required before staff are confirmed as competent.

Monitor

- v. All hazard identification and risk management are continually monitored and reviewed – in that any incident or concern raised by any staff member involves a review of RAMs, SOPs, hazard registers, site specific info sheets and lesson plans as applicable, in order to ensure that new knowledge is incorporated into the system. Any change to policy or procedure is communicated to relevant staff via the centre manager through staff meetings and reinforced through training reviews, briefings, debriefings and updated to written documents. The Policy Amendment Chart located in the Senior Management office is updated to help with the review process of the SMS.
- vi. No staff member is expected to undertake an activity if they feel that an unacceptable level of risk is present, regardless of any of the above assessments. In other words, instructional staff must have a level of comfort with the risk and if they don't they must discuss it with the Lead Instructor, Rock On Supervisor or the General Manager to arrange an alternative activity or staff person.

Prolonged Exposure to Known Hazards

Some Rocktopia staff may be exposed to excessive amounts of solar radiation due to the fact that they may spend the majority of a working day outdoors. Rocktopia will provide sunscreen for staff.

5.4 Activity equipment

We make sure activity equipment is fit for purpose by:

- Choosing fit for purpose equipment
- Regular and thorough inspections
- Ensuring staff and participants are clothed and equipped for the activity
- Having one senior staff person (Facilities Manager) in charge of the inspection process

Fit for Purpose

Rocktopia sources all of its equipment from reputable outdoor equipment suppliers who maintain and operate to their respective industry international standards:

Ropes, Harnesses, Climbing Helmets, Accessories and Abseil/ Climbing Hardware from Mountain Adventure, Uprising, Solll and Outsider Products are well tested and conform to either the relevant European, UIAA or AS/NZS standards. Structural hardware is sourced from industrial suppliers. Only equipment with clear, identifiable strength ratings is to be used.

Records for Equipment and Inspections

The manager is responsible for overseeing the Equipment Inspection Procedures and must ensure these are carried out correctly by Rocktopia staff and recorded accurately.

Specific procedures and techniques for checking the different equipment types are detailed in Rocktopia's handbook and the Clip n Climb Owner's Manual.

Keeping records of the purchase, manufacturing dates, use, inspections and maintenance done on equipment helps Rocktopia to:

- 1 Identify due dates for retirement of equipment;
- 2 Track equipment that needs close monitoring /inspection;
- 3 Develop increased knowledge of the expected wear and lifespan of equipment used;

All equipment that is an integral part of supporting the health and safety of those involved in Rocktopia activities is monitored and regularly thoroughly inspected.

New Gear Entry Log

Newly purchased equipment is stored in the shop area behind the counter or in the storage cupboard and entered into the New Gear Entry Log located on the main reception computer

In this log there is a page for each type of Equipment. Each piece of equipment has an Identification Number engraved or marked on to help with the inspection process and indicated on each inspection form.

Inspections

Inspections aim to ensure the equipment is in safe working condition, identify any changes to the condition of the equipment and identify if any equipment is in need of maintenance or retirement. Any equipment identified as below safe working condition is removed from use. Each page is dated and signed off by the staff member who has performed the inspection.

Item	Inspection frequency	Conducted by
Clip n Climb Elements	weekly	CNC Climbing Crew
RT top rope set up	weekly	RT Climbing Crew
Rope, Grigri, Floor Anchor strap, Floor Anchor, rapide or shackle, carabiner		
RT ropes	Monthly rope swaps. Detailed 6 monthly checks as scheduled	RT Climbing Crew
Clip n climb inspection	Monthly	Rock On Supervisor/RT Climbing Crew
Auto belay Inspections	Every18 months as scheduled	Competent Technician
Clip n Climb maintenance gear	6 monthly	Rock On Supervisor/ RT Climbing Crew
Indoor instructing, indoor harnesses and rescue gear	6 monthly	Rock On Supervisor/ RT Climbing Crew
Route setting equipment checks	6 monthly	Rock On Supervisor/ RT Climbing Crew
Bolt Hangars	6 monthly	Rock On Supervisor/ RT Climbing Crew
Building WOF	Annually	General Manager / Fire Systems Limited
Clip n Climb structure	Annually	Rock On Supervisor/ RT Climbing Crew
Floor Anchor testing	Annually	External
Rocktopia Cable Tensions	Biannual	Rock On Supervisor/ RT Climbing Crew

Top Rope Setup Inspection Records

Top rope set up equipment inspection sheets are filed in the RT Ropes folders located in the storage cupboard behind the main reception desk The Rope Logs are arranged in numerical order of climbing Ropes in the climbing arena. There are individual Inspection Forms for the equipment.

Top Rope Anchors and Bolt Hangers records

Records for this equipment are stored in the RT Hangers Folder found hanging on the wall in the storage cupboard. Once the forms are filled they will be filed in the Health and Safety book at the main reception counter

Harness Records

Harness inspections records are kept in the Harness Inspection Folder found in the Reception Office

Outdoor climbing gear records

Records for this equipment are stored in the Outdoor equipment folder kept at the main reception counter

Indoor climbing gear records

Records for this equipment are stored at the main reception counter

Maintenance Equipment Records

Records for this equipment are stored At the main reception counter

Route Setting Equipment Records

Records for this equipment are stored at the main reception counter

The Operations Diary: Scheduled Inspections and Reviews

The Operations Diary is located at the main reception counter and contains a checklist for one calendar week, Monday to Sunday. The Rocktopia Manager is responsible for reviewing this Diary on a daily, weekly and Monthly basis and acting on any matters arising from the reports as outlined in the SMS.

In addition to daily equipment checks the following are reviewed weekly:

- Accidents/Incidents / Hazards reported in Clip 'N Climb.
- Accidents/Incidents / Hazards reported in Climbing Wall.

Monthly Review

At the end of each month there is a Pink Page for the Manager's Monthly Review for Safety, Courtesy, Experience and Efficiency.

Participant and Staff clothing and equipment

Employees and participants do not need to provide their own equipment. RT will provide all the equipment necessary to complete any task/s. This is to ensure the equipment used has been inspected and is of a standard that supports their health and safety and also aligns to relevant industry standards.

Participants and staff are expected to wear appropriate clothing for the activity. When bookings are made the organiser is briefed to ensure participants arrive with appropriate clothing. A bag of spare clothing will be available to take with instructors on off-site climbing activities.

5.5 Monitoring and review of hazard management

We ensure hazard controls are effective and new hazards are identified by:

- regularly checking activity areas
- regularly inspecting equipment
- seeking information from participants and interested parties
- reviewing incidents
- keeping up to date with good practice
- internal field reviews of activities
- annual review of hazard register

The management team meet to discuss and review hazard management and safety issues on a three monthly basis.

Section 6 Staff

6.1 Introduction

This section identifies the policies and procedures we use in relation to staff recruitment, competency, induction, training, supervision, monitoring and records.

6.2 Staff policies

- Staff will be competent to do their job or be supervised by a competent person.
- Staff will be inducted before they take responsibilities for others.
- Staff and participants will have ready access to someone with suitable and current first aid competence.
- Expectations of professional standards and personal presentation will be set by management and reinforced.
- Staff have the authority to halt an activity if a hazard threatens the safety of any person associated with the activity.
- Employing contractors with a contract for services and clear guidelines for responsibilities for health and safety. Contractors will need to demonstrate competence before employment through certification, attestation or skill demonstration.

6.3 Roles and recruitment

Job descriptions

A Job Description will be developed for each role. This describes the purpose, safety responsibilities, required knowledge, skills and experience required for each.

Safety roles and responsibilities are communicated to ensure clear understanding of who is responsible at any given time for each aspect of ensuring the safety of every person associated with the activity.

Recruitment

- The RT Manager is hired by the Managing Director
- The Rock On Supervisor and Clip n Climb Supervisor are employed by the RT Manager
- The Climbing crews are employed by the Supervisors and RT Manager

Staff may be recruited through:

- C.V's
- Existing in-house staff
- Online job ads through Student Job Search, Seek and the RT website

All new staff will be required:

- To submit a RT application form
- To be police vetted
- Sign a full contract
- Sign RT tax code and kiwi saver documents.

All staff will have a written contract [Individual Employment Agreement] for employees, [Contract for Service] for contractors.

Competency

The competencies required for each role are identified before staff are employed.

For activity-based roles, such as [climbing crew for both sides or instructors]:

- Each activity is assessed to determine the required staff competence.
- These competency requirements focus on establishing whether staff have sufficient competence to independently manage, and instruct/facilitate to the required level, a group of clients in each activity and environment they have been employed for.
- These requirements are benchmarked against industry qualifications and the competencies used by other operators. In the absence of relevant established industry qualifications, we have developed in-house competencies with the assistance of Technical Experts both in house and externally.

All staff must be able to show that they have the minimum competency requirements.

Staff competency is established through:

- valid qualifications
- attestation of competency and sufficient experience
- and / or through observation and skills assessment

All Supervisors and Managers are expected to have:

- a current first aid certificate
- appropriate driver licence if driving

Staff Competencies Matrix

The below table details the minimum requirements of its instructors before they can be assigned to run these activities without supervision. Standard Rocktopia activities are classed into three categories depending on the amount of technical knowledge required and the level or risk involved.

Category A Highest level risk activities requiring:

- In-house staff training
- Minimum generic requirements
- Assessment of competence by suitably qualified person (SQA)

Category B Middle level risk activities requiring:

- In-house staff training (preferred but not essential if evidence of prior experience is present).
- Minimum generic requirements
- Assessment of competence by suitably qualified person (SQA)

Category C Low level Risk Activities requiring:

- In-house staff training (preferred but not essential)
- Minimum generic requirements
- Assessment of competence by suitably qualified person (SQA)

All activities have the following “minimum generic” training requirements:

- First Aid qualification on hand as provided by Rock On Supervisor or RT Manager
- Familiar with Activity Specific SOP’s and Instructor Handbook
- Emergency procedures, evacuation

Definitions of roles are:

ATA/Approved Technical Advisor: The definition of a technical advisor is that they hold a recognised industry qualification relevant to the activity and are at a level which is more than the minimum requirement for instructing that activity. Where no relevant industry standard exists, site specific experience of at least one season may be sufficient but will be decided by the RT Manager in consultation with the Managing Director.

All Level A activities at Rocktopia require the instructors to be assessed by a relevant ATA, usually either the Rock On Supervisor or Rocktopia Manager before they can lead the activity. The exception will exist only when the instructor has a recognised industry qualification for the activity which is current as well as site specific knowledge and experience. This will generally only apply to contractors.

SQA / Suitably Qualified Assessor:

A Suitably Qualified Assessor is someone who has had RT activity specific training and experience. They are currently leading the activity in the capacity of a RT staff person and had training on how to assess to a standard. Supervisors are at this standard.

All Level B activities must only be led by instructors who have been assessed and signed off as 'competent' by an SQA.

A limited number of Level C activities can be facilitated by competent adults who have received a briefing by an SQA.

RT Climbing Crew

A RT Climbing Crew employee supervises the climbing wall during a public climbing shift. They must be competent in instructing beginners climbing as well as being able to manage a public shift which includes paperwork such as climber registrations etc. In addition, they conduct safety checks on rigs.

CNC Climbing Crew

A CNC Climbing CREW employee runs Clip n Climb sessions with the public or with group bookings. They need to be able to run a safety brief as well as supervise participants during the session and on the add on elements (leap of faith and vertical slide). In addition, they conduct safety checks on rigs before the sessions begin.

Supervisors

In charge of all operations whilst on shift. Has operation management of building and activities during operational hours. This includes the café, climbing wall and Clip ‘n Climb. They have the right to halt any session or person for any concern they or other staff have and have the final say in issues during their shift.

Instructor Senior

Is trained to a higher level than a junior instructor specifically in rescues and dealing with incidents. Has responsibility for the group during the session being run, including deciding which instructors deliver what aspect of the session and making safety call's specifically relating to the group and their nature and ability. When senior instructing indoors they default to the Supervisor for any building and/or emergency events or incidents that are of sever in nature. For outdoor climbing this person has sole responsibility for the group and will often take on a less 'hands on' role to keep an overview on operations to make safety calls if needed.

Instructor Junior

Trained to safely manage a group under a senior instructor. Can manage groups independently if a senior instructor is on hand. Able to deal with unsafe practise and emergency situations but will default control to either a senior instructor or supervisor when instructed to do so. If operating outdoors will default to senior instructor for rigging checks and any safety decisions to be made that affect the whole group before or after an activity. During an activity the junior instructor will make judgements as needed but defer to the senior where appropriate if necessary to do so.

Customer Service/Reception

There to greet and check in clients for the centre. Trained to deal with customer needs and complaints. Works on the bookings and ensures smooth running of both public hours and group sessions. Has a knowledge on all products the centre sells and is able to answer questions on relevant things that customers might bring up.

Café staff

Able to safely operate in a café environment and meet hygiene laws. Caters for the public and birthday party groups. Trained to operate coffee machines and handle food stuffs.

Staff Competencies Matrix

Activity and Category		Notifiable injury or illness Training Imperatives	Applicable Industry Standard
On site Rock climbing instructor	A	<ul style="list-style-type: none"> Minimum generic training Rescues Safe use of harness and carabiners Belaying instruction Supervision Safety equipment checks Review of serious past incidents 	NZOIA –Climbing Wall Supervisor, Lead climbing endorsement, Rock 1 Skills Active - Single Pitch Rock Maintain a log book
On site Abseiling	A	<ul style="list-style-type: none"> Minimum generic training Rescues Safe use of harness and carabiners Italian hitch belay and safety systems Review of serious past incidents 	NZOIA - Abseil Leader, Rock 1 Skills Active - Single Pitch Rock
Clip n Climb	A	<ul style="list-style-type: none"> Minimum generic training Rescues Safe use of harness and carabiners Supervision Review of serious past incidents 	NZOIA –Climbing Wall Supervisor, Skills Active - Single Pitch Rock
Bouldering	B	<ul style="list-style-type: none"> Minimum generic requirements Equipment, spotting Review of serious past incidents Site specific hazards and activity form including safe evacuation 	NZOIA – Rock Leader
Off-site Abseiling	A	<ul style="list-style-type: none"> Minimum generic requirements Must hold NZOIA Rock 1 or Abseil Leader Familiar with site One off-site observe by an ATA Maintain a log Review of serious past incidents Site specific hazards and activity form including safe evacuation 	NZOIA - Abseil Leader, Rock 1 Skills Active - Single Pitch Rock
Rock Climbing Off-site, single pitch	A	<ul style="list-style-type: none"> Minimum generic requirements Must hold NZOIA Rock 1 or equal Familiar with site One off-site observe by an ATA Maintain a log Review of serious past incidents Site specific hazards and activity form including safe evacuation 	NZOIA - Rock Leader & Rock 1 Skills Active - Single Pitch Rock
Driving	A	<ul style="list-style-type: none"> Must be over 18 and a half and have held their full drivers license for minimum of 2 years Assessment of prior experience eg manuals/automatics/vans/trailers DCA by ATA Review of serious past incidents 	Driving Licence NZ Govt – NZ Road Code Van Driver Handbook

6.4 Induction

Staff will take part in an induction process, which includes an introduction to:

- all aspects of the Safety Management System staff need to follow including SOP's, incident, accident and near miss reporting, emergency response procedures
- access to the SMP
- the handbook relevant to their area of work which details all aspects of their roles and responsibilities at Rocktopia
- an overview and discussion of any serious incidents that have occurred in the past in their role
- shadowing current staff to show them current good practice operating procedures and processes until such time as the new employee has a good grasp of what his/her job entails.

Induction and staff training is undertaken during the course of Rocktopia operations.

A record of induction will be kept on their personal file in the managers office

6.5 Staff training and supervision

Staff training includes practical skill development and training in risk management, safety management systems and emergency responses.

Staff training occurs in an ongoing basis and people are employed throughout the year. Individual trainings follow the following format

- Induction to role and workplace
- Observation of fully trained staff in role
- Observation of trainee by staff in tasks fully supervised
- Assessment of competence by supervisors – checklist completed

Some roles and/or recruits may require longer periods of observations depending on their previous experience and skill base.

In addition:

- A minimum of two whole team meeting for the entire staff team will be held to encourage learning more skills and refreshing skills, these include emergency practices. Periodic training days are held at appropriate times throughout the year.
- Records are kept of all training (including induction).
- Training is reviewed and evaluated for effectiveness.
- New or inexperienced staff must operate under the supervision of an experienced staff person, until they have sufficient experience and have been assessed as independently competent.
- Supervisors are appointed for every session and they supervise all staff operating during that time. If there are any issues staff members should refer to the Supervisor for support.

External instructors

External Instructors who wish to bring their own group in to the climbing wall and run their own session must first be approved through the External Instructor process. This includes requiring evidence of climbing qualification and /or equivalent experience, first aid qualification, completing a registration form and induction orientation for External Instructors. They may be required to be assessed on site if deemed necessary and final approval is given by the Rock On Supervisor or General Manager via the registration form. Details of which are kept in the External Instructor file and database.

They are able, by arrangement, to run a top-rope rock climbing or abseiling session Rocktopia without RT instructors. Lead climbing may only be taught if noted as part of their qualification scope.

Staff appraisals, disputes and dismissal

- Permanent staff will have a performance appraisal with their Manager annually, at which time job guidelines, remuneration and training plans can be reviewed and amended.
- The RT Supervisor team do a formal review and appraisal with all instructional staff 6 monthly.
- An exit interview is conducted by choice of the employee
- Staffing Policies exist outlining specific Rocktopia policy in relation to leave, grievances, termination of employment etc.

6.6 Staff records

Staff competency is recorded.

Staff training folders contain:

1. competency information (including attestations and competency checklists) that clearly indicates which roles they have been assessed as competent to perform
2. records of staff training

Individual staff records will include copies of:

- contract and job description
- application form including information regarding staff contacts (including next of kin) and medical information
- police vet
- CV and qualifications (including 1st Aid and driver licenses)
- induction checklist, including Safety Management System sign off
- records of staff training

6.7 Fit for work

Fit for work means that a staff person is physically and mentally able to perform their tasks competently and in a manner that does not compromise the safety or health of themselves or others. Fitness for work can be impaired by fatigue, illness, psychological and emotional issues, and alcohol and drugs.

The management of Rocktopia will:

- ensure that staff are aware of these hazards, and when issues are developing, know how to recognise the relevant symptoms in themselves and in others.
- ensure that staff are aware of the responses expected of them, and understand that they are expected to intervene if something is compromising any staff member's ability to perform their role safely.

Each session is led by a Supervisor whose role it is to ensure all staff at work are fit for work. If an employee is deemed unfit for work, they should be stood down for the operations that day. [Drugs and Alcohol](#)

6.8 Introduction

This section outlines our management of drug and alcohol-related risks in our adventure activities.

Rocktopia has a commitment to ensure the safety of all employees, clients and participants. It is the objective of the employer to ensure that impairments due to alcohol or drug use do not create a hazard within the workplace that may result in harm to the employee or a participant.

6.9 Policy

Every employee is made aware of this policy as a part of their induction process. By signing their contract they are agreeing to what is laid out in this policy in regards to action we may take if we suspect that drugs and alcohol is a concern for our employees and or customers. Please refer to our Drug and Alcohol policy for further information regarding specifics.

6.10 Assessment

Assessment of activity risk

Activity Risk – Rocktopia runs various activities from low to medium risk as set out by the Adventure Authorities act. Drug or alcohol usage during any of these activities will serious enhance the danger so any use by any client will incur immediate refusal to continue their participation. All staff have responsibility to monitor anyone they believe is under the influence of drugs or alcohol and notify a senior staff member and act as appropriate for safety of the participant, others and staff.

Assessment of workforce risk

Workforce Risk - The instructional staff who are typically associated with Rocktopia for a period of time longer than a year. They either work full time or are students and are mostly between the ages of 19-25 years old. It is a fifty: fifty gender split and Tauranga is not a tourist party town. Staff work casual shifts and are likely to consume alcohol outside of work hours. Recreational drug use is not known of within the staff team. Therefore, the workforce risk is medium.

6.11 Conclusion

Impairment due to drugs and alcohol is a medium hazard Rocktopia and its operations.

Our policy does layout that a testing/decision made on staff drug or alcohol usage will be met with appropriate disciplinary action.

6.12 Procedures

Staff Responsibilities

We expect our staff to be at work free of impediment of drug and alcohol. All staff are responsible for monitoring safety and as such should not consume drugs or alcohol when undertaking their safety sensitive roles. Testing may occur as per our policy.

Managing Drug and Alcohol hazards with clients

RT staff will not permit a person to participate in adventure activities if we believe the person is affected by drugs or alcohol such that they may be a hazard to themselves or others. Public climbing shifts in the evening carry the highest potential for this.

Possession or consumption of alcohol:

- Drinking is permissible by staff when off duty and on site if approved by the Rocktopia Manager
- Drinking is not permitted within eight (8) hours of the staff member coming on duty

For Rocktopia the consumption of alcohol is not allowed immediately before or during any roles. When RT staff are away as a Rocktopia representative it is expected that they will behave responsibly within the context of this policy and respect others and their property.

Procedures followed if a staff member returns a positive drug or alcohol test

This will be judged on a case by case basis by the Rocktopia Manager and Managing Director. The staff member will be immediately stepped down from any role they are working in and their employment reviewed in context to their results.

Section 7 Safety First

The safety of staff, participants and others is paramount.

Our staff are expected to take any action required to ensure the level of risk is kept at an appropriate level.

Staff are also expected to take full personal responsibility for safety management. For example, in a situation where staff opinions differ, it is expected that the safer course of action will be followed and supported by senior management.

Safety is an ongoing process

Activity staff are expected to be well versed in risk assessment and management, and to be able to identify and assess risks and act accordingly at all times.

Safety concerns

Staff can raise operational safety concerns with management at any time. Safety concerns that are urgent should be dealt with immediately by the Supervisor. The management team have a weekly operational meeting which these concerns can be dealt with if not immediately urgent. There is also a three monthly safety meeting which reviews all incidents / accidents and hazards over the timeframe.

Right to refuse work

Rocktopia recognise an employee's right to refuse to work if they believe it is likely to cause them notifiable injury or illness. The employee must inform management of their reasons for refusal and shall enter into discussions in an effort to resolve differences in good faith.

Complaints

Complaints about safety will be addressed using the Complaints Process.

In the first instance when a complaint is made to staff about safety the concerns needs to be addressed immediately to ensure everyone is safe.

The staff should then refer the complaint to the Supervisor or Senior Lead Instructor when off site.

The Supervisor / Senior Instructor will listen and record the complaint in the Daily Operational Folder. It is to their discretion how the complaint should be managed.

The Daily Operational Folder will be reviewed and followed up by the Rocktopia Manager.

Should the complaint need further review it will be passed up to Rocktopia Manager and if needed the Managing Director.

These complaints will assist in reviewing the SMS during its annual review and may prompt SMS and / or SOP's reviews as part of regular SMS maintenance.

Section 8 Incidents

8.1 Introduction

This section is about reporting, recording and investigating incidents.

The intent of an incident process is to identify improvements that can be made to prevent a recurrence. There may also be a legislative requirement

8.2 Incident policies

- Incidents will be reported and recorded.
- Incidents will be investigated and the underlying causes identified.
- Incidents resulting in notifiable injury or illness will be reported to WorkSafe NZ as soon as possible and by written notice within seven days.
- Notifiable injury or illness incidents will prompt a review of the SMS.
- A regular review of all incidents occurs to identify any trends.

REPORT

All incidents, accidents and near misses are reported. The following incidents are documented:

- Incidents (including minor incidents)
- Accident
- Near Miss
- And any others (including safety complaints) as required.



REVIEW

All documented incidents are reviewed by the Rocktopia Manager, staff involved in the incident are included in the review. Review to identify underlying causes, possible improvements to SMS and analyse trends.



ACTION

When the review identifies a hazard that is not adequately controlled, immediate action must be taken.

The hazard management process is used to identify appropriate controls.

Any follow up actions required are recorded and signed off.



COMMUNICATE

The Rocktopia Manager will ensure relevant details of each incident are communicated to other staff as soon as practical. They are all reviewed at the regular safety meeting.

Any changes to procedures are incorporated into the SMS / SOPs in the handbooks and communicated to staff, through the staff safety board.

All staff persons involved in or who observe an accident, incident or near miss (event) must complete an Accident / Incident Report form as soon as practical after the event. This form can be completed by any staff member but must be overseen by a Supervisor or the RT Manager. The form will be put into the incident / accident folder and recorded in the Operations Diary which the RT Manager oversees. If an Incident occurs off site, notebooks are provided to detail the event. This must be reported to a Supervisor or the RT Manager within 24 hours of the event occurring.

All events reported will be discussed at the next relevant staff meeting and the timings and specifics of any follow-up actions will be noted. Any amendments to the Policies or Procedures that result will be recorded on the Policy and Procedure Amendment chart and updated on the staff safety board in the staff room.

Climbing Crew staff are encouraged to document any small, minor programme incidents onto the Minor Incident Form. Periodically these are entered into the Minor Incident Spreadsheet. At the end of each month these minor and actual incidents will be analysed for trends or blind-spots that may require a change to equipment, policy or procedure.

Incident Investigation

Rocktopia will actively investigate every incident that is reported during operation however minor. It is the RT Managers role to investigate incidents, unless they involve notifiable injury or illness, then it is investigated in conjunction with the Managing Directors. The severity of the incident will dictate the level of investigation that is appropriate. Ultimately, the purpose is to investigate all minor incidents in order to remove or manage causal factors that could down the line result in more serious incidents. It also ensures a safety culture where staff are thinking about safety and risk management habitually and routinely.

Ultimately the RT Manager (including the Managing Directors for serious incidents) has to decide as to the requisite level of investigation depending on the circumstances. All incidents will involve:

- A discussion with the relevant staff about causal factors, relevant policy, and what is required to avoid recurrence.
- A consideration of changing or updating policy or procedures, or any other written correspondence or follow up required with internal or external parties (such as a school group).

More serious incidents will involve the above plus:

- A freezing of the scene where possible so that evidence is protected / obtained for further investigation.
- Victim and witness statements are recorded.
- A careful analysis of the relevant policies, the causal factors, possible ways the causal factors could have been avoided, recommendations for change/redress/actions.
- An analysis and comparison of previous accidents / near misses is carried out.
- Consideration of current industry good practice models / guidelines are followed.
- A report to the Managing Directors covering the above, as well as any financial implications.
- A report to the client group that is first peer reviewed by the Managing Directors, covering mistakes made and what changes will be made to Rocktopia operations to avoid any repeat event, and any recommendations applicable in relation to the client groups' contribution to the causal factors.
- A debrief with all staff as applicable.
- Where applicable report to Worksafe and appropriate co-operation with their processes.
- Where a report to Worksafe has occurred, or where disciplinary procedures against staff are required, or where media attention is possible, the Managing Directors have over all control.

Section 9 Emergencies

9.1 Introduction

This section sets out how Rocktopia prepares for and responds to an emergency.

The purpose of our structured emergency preparedness and response plan is to:

- Preserve life and property, and prevent further loss in an emergency situation
- Provide guidance, so we know what to do in an emergency situation.

9.2 Emergency policies

- Potential emergency situations will be identified.
- Responsibilities and procedures to be followed in an emergency will be identified.
- Employees are involved in the development of emergency procedures.
- Adequate first aid supplies are available to all employees and customers.
- All staff receive training and information in relevant emergency procedures.
- In the event of an emergency, management is to be informed as soon as practicable.
- Management has sole authority for communication with the media.

9.3 Responding to emergencies

Emergency Action Plans have been developed for the following emergency situations: Field emergencies (located in handbook) Evacuations

1. Fall from height
2. Injuries
3. Earthquakes

Office / base emergencies (on safety boards)

- Fire
- Earthquake
- Armed Robbery
- Accident or injury

9.4 Emergency preparedness

Emergency action plans

Staff are required to become familiar with the emergency response plans during induction.

Emergency responses are also covered and practised during the 6 monthly all staff training.

The Emergency Response Plans are located on the wall in the Rock On and Clip N Climb gyms and are available for participants and other relevant parties. In addition:

- Any person may phone emergency services.
- The most senior person on the activity who is physically able will take the lead during an emergency and assign roles to staff.
- The Supervisor or RT Manager is responsible for all reporting.

Communication

- On site

Ambulance, Fire, Police: 111

All other emergency numbers are posted on the counter at the reception desk and on the wall in the manager's office

- Off-site

A charged cell phone with credit is required when off site. If cell phone reception is not normally available, then an alternative means of communication such as a satellite phone or radio is hired.

When off-site the Lead Instructor will have assigned a Supervisor or the RT Manager to call on if required. Supervisors are able to call on RT Manager, or nominated manager, if support is required.

All first aid kits contain copies of emergency numbers as well as contact numbers to phone Rocktopia.

Emergency Equipment

Rocktopia is required to ensure there is sufficient, appropriate Emergency Equipment on hand. It is standard that for every activity there is a first aid kit and method of communications easily accessed by the instructor.

- On Site

There is a rescue kit for Clip n Climb and the climbing wall located in the cupboard under the slide. The first aid kit is located in the office under the slide, at the café and in the manager's office. Instructors and session leaders wear safety equipment on their staff harnesses.

- Off site

Check lists are provided to assist Instructors in assembling the right equipment.

Activities needing additional emergency equipment are outdoor abseiling and rock-climbing. The details of the relevant emergency equipment required are listed in the specific SOPS (see Instructor Handbook).

9.5 Emergency training

All new staff will receive emergency procedures information as part of their induction.

Regular emergency training will take place twice a year, and wherever possible involve all staff, and include practice scenarios. This training is recorded and evaluated.

- 1) All staff will be trained at induction and at least once per year from that point on in emergency procedures.
- 2) Generic emergency procedures are posted on staff safety boards which specify what staff must do in the case of notifiable injury or illness/death. As are emergency procedures for armed robbery
- 3) Emergency procedures which are to be followed in the case of earthquake, are posted in all the common areas around the building, included in staff training, and explained during briefings to groups.
- 4) Training includes specific rescue training.

Emergency procedures will be reviewed after training, practice and actual emergency events.

9.6 Media response

Where any incident occurs, how we deal with the media can have significant repercussions on subsequent investigations into the cause of the incident, determination of liability etc.

The Media Response Plan has been developed and should be used when necessary.

1. The instructor raises the alarm to the Supervisor or Lead Instructor.
2. They then let the RT Manager know who informs the managing Directors.
3. The Managing Directors will respond to the media.

Appendix 1 Terms and Definitions

Accident: Unplanned event that causes harm to a person, damage to property, damage to the environment, financial loss, or some other adverse result.

Adult Helper: This person is a teacher, parent or other adult helper with a group, those persons organised by the client group (usually a school group) to attend a session or activity run by Rocktopia, but are not employed by Rocktopia and are not considered as staff. They are there to act as the climbers' supervisors and to assist the teacher/ Instructor and The Rocktopia staff in running programmes or activities. They will assist where their skills enable them to manage behaviour and general organising of participants under the instructor's direction.

Adventure Activity: Planned experience or event that:

- may take place in either an indoor or outdoor environment; and
- involves a deliberate element of risk, challenge or adventure; and
- involves the participant being taught how to participate in, or being guided in participating in, the activity; and
- requires an appropriate level of skill for its safe management.

ASG: Activity Safety Guidelines are documents written to assist organisations to meet a base level industry standard. Artificial Climbing Structures is the ASG relevant for climbing walls.

ATA: Approved Technical Advisor. The definition of an approved technical advisor is someone who holds a recognised industry qualification relevant to the activity, and at a level which is more than the minimum requirement for instructing that activity.

Code of Practice: A statement of preferred work practices and arrangements.

Competence: Demonstrated ability to apply knowledge and skills to achieve intended results.

Current: Up to date or most recent.

Emergency: Any serious incident or situation concerning the health, notifiable injury or illness of staff or customers. This includes extensive damage involving staff customers or property.

External Instructor: A suitably qualified Instructor brought in by a group or organisation, who will instruct the members of that group while in the facility.

Harm: Harm is illness, injury, or both, and includes physical and mental harm caused by work-related stress.

Hazard:	An activity, arrangement, circumstance, event, occurrence, phenomenon, process, situation or substance (whether arising or caused within or outside a place of work) that is an actual or potential cause or sources of harm. A significant hazard is one that does or could cause a notifiable injury or illness, or harm from prolonged exposure, or harm that does not usually occur or become apparent until later.
Incident:	An unplanned and undesired event that may have led to an accident or that had potential to lead to an accident, OR an event that resulted in harm (emotional, physical or property) not considered to be accidental (such as a deliberately not following safety instructions).
In-house assessment:	Processes by which staff are recognised as having the competence to do their job. Especially relevant where nationally recognised qualifications are either not held, or do not exist.
Instructor:	A person who is responsible for the instruction and facilitation of programme activities at Adventure Centre. This person might be paid or voluntary.
Lead Instructor:	An instructor with a higher level of competence or experience who is delegated additional tasks and responsibilities while still fully involved with the facilitation of activities. They are ultimately responsible for the activity they are running and are accountable to the RT management.
Logged Experience:	This refers to documented experience in the required discipline. National bodies, peers and/or employers define how much logged experience is required (usually identified in days or hours) to be considered experienced.
Near miss:	An unplanned event that may have caused harm.
Notifiable injury or illness:	Notifiable injury or illness, as defined under the Health and Safety at Work Act 2015. Examples include death, conditions that result in permanent loss of bodily function or temporary severe loss of bodily function such as eye injuries or bone fractures, loss of consciousness from lack of oxygen, harm that requires hospitalisation.
Place of work:	The place where the employee is to work under the direction and responsibility of the employer. May be off site.
PPE:	Personal Protective Equipment refers to protective clothing, or other garments or equipment designed to protect the wearer's body from injury or harm.
Policy:	Intentions and direction of an organisation as formally expressed by its top management, which amounts to a non-negotiable instruction or rule.
Procedure:	The method by which a policy can be accomplished, it provides the instructions necessary to carry out a policy statement.
RAMS:	A Risk Analysis Management System is a document that assesses risks, existing and potential, of an activity and management strategies for each.

Risk:	The chance or probability that a person will be harmed or experience an adverse effect if exposed to a hazard. It may also apply to situations with property or equipment loss.
Risk Management:	A process of identifying, assessing, controlling and monitoring the risks in order to prevent an accident, incident or loss.
Safe:	(a) In relation to a person, means not exposed to any hazards; and (b) In every other case, means free from hazards, - and “unsafe” and “safely” have corresponding
Supervisor:	Senior staff member who is delegated responsibility for ensuring safety for all RT activities, both on and off site, during their shift.
Second Instructor:	A person who is assisting a lead instructor in an activity, and has been deemed competent to do this by the YAC management. Generally, the least experienced instructor.
Significant Risk:	A factor that has the potential to lead to notifiable injury or illness.
SMP:	Safety Management Plan that outlines the system in place to manage safety with the YAC’s operations
SOP’s	Safety Operating Procedures which clearly define procedures specific to each activity that staff are to follow
SQA:	Suitably Qualified Assessor. A suitably qualified Assessor is someone who has had Rocktopia activity specific training and experience. They are currently leading the activity in the capacity of a RT staff person, and had training on how to assess to a standard.
SQP:	Suitably Qualified Person. A suitably qualified person is someone deemed competent by the RT Management to assist an instructor in an activity. This person could be a trainee or have relevant experience, skills or qualifications to ably assist the instructor. They are NOT the lead instructor.
Staff:	The term ‘staff’ in this document refers to any person working at Rocktopia under the direction of RT Management, and includes employees, volunteers, casual instructors and contractors.
Technical Expert:	A technical expert is an individual who is an expert in a particular field of knowledge. They have a strong understanding of the processes required and changes that need to be implemented to achieve the required outcomes.

Appendix 2

Legislation, Standards, Codes of Practice and Guidelines

This section provides an overview of relevant health and safety related legislation. It identifies what legislation is relevant to, and imposes responsibilities on, the [directors, management, staff and contractors of (name organisation)]

It also identifies some legislation that might be relevant to the business.

The ROCKTOPIA Adventure Centre will abide by NZ legislation and common law. Acts which have regular relevance to operations include (but not necessarily limited to):

Accident Compensation Act 2001

ACC is the sole and compulsory provider of accident insurance for all work and non-work injuries. The ACC Scheme is administered on a no-fault basis, so that anyone, regardless of the way in which they incurred an injury, is eligible for coverage under the Scheme. Due to the Scheme's no-fault basis, people who have suffered personal injury do not have the right to sue an at-fault party, except for exemplary damages.

Building Act 2004

The regulations of building work and the setting of performance standards for buildings for Tradespersons and owners to ensure that they are well constructed, safe and accessible for all persons. All building work must comply with the building code.

Children, Young Persons and Their Families Act 1989

The law relating to children and young persons who are in need of care or protection or who offend against the law and, in particular the Act sets out procedures for the removal of abused children from their parent's care, making the best interests of the child the first consideration

Conservation Act 1987

To operate in accordance with accepted environmental practises such as the "Environmental Care Code" to preserve, role model, educate and promote the conservation of New Zealand's natural and historic resources.

Employment Relations Act 2000 & Holiday Act 2003

The governing act regarding obligations, procedures and entitlements between employers and employees.

Fair Trading Act 1996

The Act which prohibits certain conduct and practices in trade and to promote product safety. It provides the guideline for commercial organisations like ours supplying goods and services and states rules around appropriate disclosure of consumer information.

Fire Safety & Evacuation of Buildings Regulations 2006

The requirements placed on an owner, operator of a building used for commercial accommodation to ensure sound and appropriate fire safe systems are established, maintained and practiced.

Health & Safety in Employment Act 2015

The object of the Act is to promote the prevention of harm to all people at work, and others in or in the vicinity of, places of work; The Act applies to all New Zealand workplaces and places duties on employers and employees to manage or control hazards. The emphasis of the law is on the systematic management of health and safety at work. It requires employers and others to maintain safe working environments, and implement sound practice. The Ministry of Business, Innovation, and Employment (MBIE) administers and enforces the HSE Act in most workplaces. Work Safe have an oversight in terms of reporting and investigation.

Adventure Activities Regulations 2011

These sit under the Health and Safety in Employment Act and they require commercial operators in the adventure tourism and outdoors sectors who provide adventure activities (as defined by the regulations) to undergo a safety audit by an approved audit body and be registered. They also require such operators to manage drug and alcohol related risk in the workplace.

YAC activities that fall into this category: outdoor rock climbing and abseiling

Privacy Act 1993

The principles and obligations on the organisation around the Purpose, Collection, Storage and Security, Limits of Use, Limits of disclosure of personal information.

Resource Management Act 1991

To operate within local council by-laws and in accordance with the one specifically defined purpose of the RMA, “to promote the sustainable management of natural and physical resources”.

Land Transport Act 1998

Any participant (user) in the Land Transport system must ensure that the appropriate land transport documents e.g. WOF, Vehicle Registration, and all necessary qualifications e.g. Drivers Licenses or any other documents are held and in order.

Food Hygiene Regulations 1974 and the Food Act 1981

These cover safe handling of food stuffs for public consumption. They set our standards that are monitored by Christchurch City Council to certify.

Vulnerable Children Act 2014

Protecting children who are on the premises from harm of any nature. The YAC ensures all employees undergo police vetting to reach these standards.

Electricity (Safety) Regulations 2010

Covering all electrical appliances used on a work site for operations, maintenance or any other needs. Appliances must meet the standards set out within the regulation for safe usage and tested to reach these standards.