

# Event Health & Safety Guide

2016



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# Introduction

## 1.1 About this Guide

This guide has been prepared to provide all hirers, contractors, subcontractors, entertainers and any other person undertaking work on behalf of the hirer, relevant safety information whilst working on site at any event venue. Real Journeys Ltd operates the following venues/facilities for hire:

### Queenstown

- Walter Peak, Colonels Homestead
- TSS Earnslaw Vintage Steamship
- Fiordlander Explorer
- Walter Peak Farm & Facilities
- Real Journey Coaches
- Support Facilities

### Milford Sound

- MV Sinbad
- Milford Monarch
- Milford Sovereign
- Milford Wanderer
- Milford Mariner
- Support Facilities

### Te Anau

- Luminosa
- Te Anau Glowworm caves, including Cavern house and surrounding facilities

### Manapouri/ Doubtful Sound

- MV Titiroa
- Fiordlander class vessels
- Coaches
- Patea Explorer
- Fiordland Navigator
- Support Facilities

### Stewart Island

- Stewart Island Ferries and supporting vessels
- Rosa Vehicles
- Red Shed Visitor Centre
- Stewart Island Lodge
- Support Facilities

This information will assist all persons working at our venues and is a necessary step in the safety process.

Creating and delivering a safe environment can only be achieved by having a comprehensive safety management system in place, and one that can be clearly understood by all persons working on site.

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# Safety Commitment

## 2.1 Real Journeys Ltd Facilities Commitment

Real Journeys Ltd is committed to providing a safe environment for all employees, hirers, guests, visitors and contractors. To achieve this, Event Facilities will take every practicable step to prevent accidents and injuries by identifying, eliminating or controlling potential hazards. Event Facilities will use sound risk management practices to ensure that our safety programs function effectively.

As managers of significant high profile facilities within Queenstown, we strive at all times to ensure that safety and a safe workplace is provided for all our staff and visitors.

The Health and Safety Policy forms the backbone of our intent and clearly outlines our commitment to safety. A copy of the Health and Safety Policy is available upon request. This safety policy and all associated procedures must be adhered to at all times, not just by our employees but anyone who enters or works at any of our venues.

Real Journeys Ltd recognise its "Duty of Care" responsibility to all parties and is committed to delivering the highest possible standards of safety and service.

The success of our health & safety program ultimately rests on the commitment of everyone to co- operate and work collectively with a "team spirit". To ensure that our goal is achieved all parties must understand their responsibilities and obligations.

## 2.2 Your Commitment

Along with Real Journeys Ltd you have a responsibility (duty of care) to ensure your health, safety and welfare whilst working at our venues. In fulfilling that "duty of care" both yourself and Real Journeys Ltd should pursue a vigilant, systematic approach to reducing the risk of injury by maintaining a safe environment.

Anyone engaged by the hirer to perform or work at Real Journeys Ltd venues are required to comply with Council's health & safety policies, procedures, programs and other initiatives and to observe directions on health & safety from designated Real Journeys Ltd representatives

All contractors performing work at Real Journeys Ltd venues are responsible for their own health & safety and that of others onsite and must report any incidents, accidents, injuries or hazards in the work place to an Real Journeys Ltd staff member as well as their employer. Contractors will ensure that no task will be undertaken if health and safety standards may be compromised.

Real Journeys Ltd staff will inspect and audit contractors to ensure they are complying with safety policies, procedures and safe work methods. Real Journeys Ltd requires all hirers, contractors, subcontractors and employees to fulfil their duty of care responsibilities by:

- Providing a safe place of work
- Providing safe systems of work
- Providing safe plant and equipment
- Providing training and supervision to all employees including casual labour under their direct control
- Encouraging safe practices in the workplace
- Complying with the Health & Safety at Work act 2015 and it's amendments

## Legislation, Policy and Procedures

### 3.1 Legislation

In New Zealand there is health & safety legislation ([Health & Safety at Work act 2015](#)) that applies to all workplace practices. All work carried out at Real Journeys Ltd venues must comply with this legislation and any person working outside of these requirements may be subject to legal action.

Real Journeys Ltd requires all hirers/contractors involved in carrying out work at any of its venues to:

- Have policies and procedures that aim to protect the health and safety of all
- Ensure policies and procedures are documented and available to all employees, volunteers
- Ensure policies and procedures are implemented
- Undertake risk assessments to identify risks and implement appropriate control measures in consultation with Real Journeys Ltd venue management

### 3.2 Real Journeys Ltd Safety Policy

In accordance with the Health and Safety Policy, it is a requirement of Real Journeys Ltd that all Hirers/Contractors:

- Practice safe work methods at all times to prevent injuries to themselves or others
- Use appropriate Personal Protection Equipment (PPE)
- Report all accidents, incidents and discomfort in an accurate and timely manner
- Actively participate to identify and record hazards, and to ensure controls for all hazards are effectively implemented
- Undertake appropriate training to ensure that they understand Health & Safety requirements and can perform all tasks safely
- Read the Health and Safety Policy

In addition the Event Manager will:

- Assist with the overall objective of continually improving Health & Safety via processes for consultation and participation.
- Report any health and safety concerns immediately to the Hirer/Contractor.

### 3.3 Safe Work Methods

Safe work methods are only effective when each work process is properly planned and the staff are trained in the safety measures required for each job to be carried out. It is the responsibility of all hirer's and contractors to ensure that where there is a possible risk of injury and or death that they conduct themselves and their staff according to safe work methods.

### 3.4 General on Site Safety

In order to have a safe workplace it is vital that everyone who performs any work in any Real Journeys Ltd venue has not only read and understood this Venue Safety Guide but is also familiar with the following rules:

1. Always conduct yourself safely
2. Never endanger anyone else with what you do
3. Always wear sturdy footwear
4. Wear suitable clothing
5. Never bring children on site under the age of 16 while setting up
6. Never work whilst affected by drugs or alcohol
7. Obey the no smoking signs
8. Obey instructions from your supervisor or employer
9. Always wear Personal Protective Equipment provided by your employer
10. Always report risks to your supervisor and Event Facilities staff
11. Under no circumstances should Fire and Building Protection Systems be turned off or any part isolated without prior approval by Real Journeys Ltd venue management.

### 3.5 Housekeeping and Waste

All contractors are responsible for keeping the work areas clean, tidy, free and clear of hazards at all times, this is of upmost importance in public access areas, thoroughfares and fire exits must be kept clear at all times. All rubbish and debris must be removed prior to leaving the site. No waste chemicals, cement or sediment should be disposed off by tipping down storm water drains, or in lake.

### 3.6 Risk Management

All hirers and/or contractors must identify any foreseeable risks, assess the risk and take action to eliminate or control that risk. Risk management is a regulatory requirement. The risk assessment process is a problem solving process that when taken step by step will lead to informed decisions about how best to avoid or control the impact of the risks identified.

There are 4 basic steps:

- |                |  |
|----------------|--|
| <b>Step 1.</b> | Identify the problem (Risk identification)   |
| <b>Step 2.</b> | Determine how serious a problem it is (assess the risks)                                     |
| <b>Step 3.</b> | Decide on what actions are to be taken to solve the problem (eliminate or control the risks) |
| <b>Step 4.</b> | Review the process and control measures to ensure that the risks are adequately addressed    |

An Event Risk Assessment (risk identification) must be undertaken which considers every aspect of the work to be carried out. To help make this process easier Real Journeys Ltd has a standard risk assessment template available and will provide guidance on how it should be filled out. For further information about hazard management, please refer to section 4 of this guide.

## 3.7 Emergency Procedures

The following general emergency procedures apply:

1. All hirers, contractors and their employees are expected to familiarise themselves with the location of all, emergency procedures, exit pathways, assembly points, alarm call point positions and fire fighting equipment.
2. If the fire alarm system has been activated then there is an emergency situation and all persons should evacuate immediately.
3. In the event of an emergency whilst carrying out work at our venues or during an event, all hirers and contractors must follow all reasonable directions given by Real Journeys Ltd staff, fire wardens, security personnel or emergency services.
4. Assist mobility impaired persons where possible.
5. Proceed immediately to the designated assembly areas.
6. The buildings / areas may not be re-entered until the all clear is given by the fire warden or emergency service personnel.
7. If there is a fire, fight the fire only if it is safe to do so.

## 3.8 First Aid Procedures

The following procedures apply when first aid is required:

- All first aid accidents no matter how small must be reported to an Real Journeys Ltd staff member
- Real Journeys Ltd staff will complete an Incident Report and retain copies on file.  
Hirers and/or contractors will need to sign the report.
- Hirers and contractors are required to provide their own first aid kits, however kits are available if required at each venue.

Real Journeys Ltd staff are trained to be workplace first aid providers.

## 3.9 Smoke Free Policy

Real Journeys Ltd recognises that smoking is hazardous to health and that non-smokers should be protected from involuntary inhalation of tobacco smoke.

All Real Journeys Ltd venues are designated as non-smoking within the building. Failure to comply with this policy is a serious offence.

## 3.10 Alcohol & Drugs

All hirers must ensure their employees, volunteers, contractors and subcontractors are not affected by the consumption of alcohol or drugs (this includes prescription drugs) that may endanger their own safety or the safety of others in the workplace.

If any person is considered to be intoxicated or under the influence of any drug to the extent that Real Journeys Ltd venue management considers that person poses a risk to themselves or others, then they will be asked to leave the venue.

### 3.11 On Site Traffic Safety and Parking

A 10km per hour speed limit is in force around our venues. This speed limit must be adhered to at all times. A person driving any vehicle on site must be the holder of the relevant NZ driver's license, proof of this license can be asked for by Real Journeys Ltd venue management at any time.

### 3.12 Damage to Venue, Equipment or Property

Hirers will ensure that their contractors shall take such steps as necessary that the premises, including all floor coverings, furniture and fittings, are not stained, marked or otherwise damaged during any work undertaken. Any damage caused to Real Journeys Ltd venues, equipment or property as a result of the hirers/ contractors operations should be reported immediately and the hirer will be liable for the cost of repairs.

# Risk Management

Below are a number of general guidelines for safe operations and the safe management of work hazards. This is not an exhaustive list and not all aspects of the information will apply in every situation. Included below are the most common hazards or those that pose greater levels of risk at the venues. For further information about risk management procedures, refer to point 3.6 of this guide.

## 4.1 Restricted Areas

All hirers and their contractors, sub-contractors, employees or volunteers are not permitted to enter any areas marked as restricted unless specifically authorised by Real Journeys Ltd venue management to do so.

## 4.2 Manual Handling

Manual Handling is any activity that requires a person to use bodily force in order to lift, lower, push, carry or in some other way move, hold or restrain an object, animal or person.

### MANUAL HANDLING IS ONE OF THE BIGGEST CAUSES OF INJURY IN THE WORKPLACE

All personnel are required to identify, assess and eliminate or control the risks associated with manual handling.

In eliminating risks, personnel must ensure that:

- As far as reasonably practicable, work practices should be planned, designed, constructed so as to eliminate risks from manual handling

In controlling risks, personnel must:

- Provide mechanical aids, or make arrangements for team lifting, or both
- Ensure that their staff are trained in manual handling techniques, correct use of mechanical aids and team lifting procedures appropriate to the activity
- Contractors and their employees should have the skills and experience required to perform the task. There are no prescribed absolute weight limits to be lifted because of the differences in people carrying out the lifting but;

Special care should be taken when:

- Lifting weights of more than 4.5kg while seated
- Lifting weights above the range of 16 – 20kgs
- Pushing, pulling and sliding objects that are difficult to move

Factors to be considered for reducing risks associated with manual handling are:

- Minimise the lifting and lowering forces exerted
- Avoid the need for excessive bending, twisting and reaching movements
- Reduce pushing, pulling, carrying and holding as much as possible
- Use aids such as trolleys, pallet jacks etc
- Train staff in team lifting, stretching and warm up techniques
- Use forklifts wherever possible

### 4.3 Working with Electricity

The safe usage and protection of electrical equipment and cabling is a priority. Working with untagged electrical items is against the law. Real Journeys Ltd takes a strong stance on electrical safety and may inspect any item brought into our venues for commercial use or as hire equipment.

### 4.4 Electrical Isolation

Only the on site electrician can isolate the electrical supply on the main switchboards and must have authorization from Real Journeys Ltd management.

Main switches, circuit breakers or fuses must be tagged using approved Lock-Out-Tag-Out system, which states reasons for isolation and is signed by an authorised and suitably qualified person i.e. onsite electrician.

### 4.5 Residual Current devices (RCD)

Any portable electrical device, to be used at our venues MUST be protected by a RCD. All portable RCD's shall comply and be tested in accordance with AS3190 – Approval and Test specification – Residual Current Devices (current operated earth leak devices).

### 4.6 Electrical Testing and Tagging

All electrical equipment used at our venues for commercial use must be tested and tagged in accordance with AS/NZS3760:2010 before being used. Untagged equipment may not be used and must either be tested and tagged by a suitably qualified person or it will be removed.

### 4.7 Hazardous Substances

The Hirer/Contractor shall provide a list of all hazardous substances that they will bring to the venue. The list shall identify the name and quantity of the substances in addition to the Materials Safety Data Sheets (MSDS). Hazardous substances may require an Approved Handler and are to be noted in the Risk Management Plan.

### 4.8 Plant and Equipment

All plant and equipment brought on-site must be approved by Real Journeys Ltd venue management. All plant and equipment must be maintained and current certificates of fitness available if required. Basic instructions must be available for each piece of plant and equipment to be used (whether hired, on loan or owned).

## 4.9 Working at Heights

Falls from height are a significant problem in New Zealand resulting in serious injury or even death. All work at height should be subject to detailed risk planning and assessments.

As part of the risk planning / assessment consideration must be given to:

- Edge protection, guards or railings
- Scaffolding erected by a licensed, competent company complying with Worksafe publications for scaffolding and have the appropriate certification
- An elevated work platform to be operated by a person with suitable qualifications
- An industrial fall arrest system and device and anchorage that complies to NZS 5811 1981 Safety belts and harnesses
- Suitable training and supervision
- Only ladders designed in accordance with New Zealand standards NZS/AS 1657:1992 Fixed platforms, walkways, stairways and ladders should be used in our venues.
- All rigging and suspended load work must be subject to a detailed risk plan/assessment approved by Real Journeys Ltd management. The venue rigs all top points.

## 4.10 Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) is often the first choice in reducing risk of exposure to a hazard but it really should be considered a last resort for the following reasons:

- The use of PPE does not reduce the hazard at the source
- If the PPE fails and the failure is not detected, the risk increases significantly
- People may fail to wear PPE particularly for that "one off, quick job"
- People feel safer when wearing PPE and may place themselves at a higher risk
- Choosing PPE as the first option inappropriately shifts the responsibility from the employer to the employee

Best practice for the use of PPE involves:

- Choosing PPE that is appropriate to the task and level of risk
- Using PPE in every situation where the need has been identified
- Ensuring that all PPE complies with the relevant New Zealand standards
- Selecting and fitting PPE to each individual user

Typical PPE used includes items such as hi viz vests, hardhats, eyewear, gloves and fall arrest harnesses.

## 4.11 Slips, Trips and Falls

In order to prevent slips, trips and falls, the following rules apply:

- Regular inspections of areas to ensure its clear of loose debris and rubbish
- Warning signs placed where appropriate (e.g. wet floor)
- Barriers/cones used to block off any hazard areas as required
- Adequate lighting to be used in work areas

## 4.12 Crowd Control

To ensure safety when large numbers of people are present at an event, the following guidelines should be assessed and applied as required.

- Directional signage to be used
- Ensure all pathways are clear
- Engage qualified security company to assist in patron guidance
- All staff to be briefed on the layout of the venue, nature of the crowd and entry and exit procedures

## 4.13 Additional Risks

Whilst this book is a valuable tool it is not exhaustive. There are many other workplace risks that may be specific to the work being carried out. These will become evident during the planning of the work.

The Hirer/Contractor must make sure that they and their staff are aware of all the risks and the specific controls being put in place to manage the risks associated with the work being carried out.