

WAIMARINO' S SAFETY MANAGEMENT SYSTEM

Tier One
Fundamental Principles



Tier Two
SOP/Operational Manual



Tier Three
Activity Management Plans

Safety comes first at Waimarino. We believe in fostering a strong conservative safety culture with all significant risks highlighted so that they can be learned from and avoided. The following is a breakdown of our comprehensive 3 tier safety management system, designed to be user friendly, Informative and in accordance with the following legislations:

- Health and safety at work general risk & workplace management regulations 2016
- Health and Safety at work Adventure Activities Regulations 2016
- Bay of Plenty Regional Navigational safety bylaw 2017.
- Ministry of social development - approvals framework (Level 3)
- New Zealand transport Agency – Land Transport act 1998
- Land Transport (Road User) Amendment Rule [2013] (Child restraints)
- Ministry of education – Education outside the classroom Guidelines
- Injury Prevention, Rehabilitation, and Compensation Act 2001



Waimarino is proud to be accredited with Qualworx

Our Safety Management System is broken down into 3 tiers

➤ Tier One

Fundamental Principles: A generic document outlining our key fundamental safety principles
(Available on request)

➤ Tier Two

Safety Management System Manual: This is our central document our “Safety Management System” (SMS) in support of this document are our Standard Operating Procedures (SOP’s).
(Available on request)

➤ Tier Three

Activity Management Plans (AMP): A detailed look into each activity with real insight into hazards and strategies to avoid or manage these hazards, (replacing the old RAMS forms)
(See below)

On site school programme AMP's

- Adventure park & on point AMP
- Adventure Based Learning
- Behaviour/medical
- Water trampoline
- Warm pool slip n Slide
- Kayak & mat slide
- Low ropes course
- The Blob
- Mothers Nightmare
- Climbing wall
- Pedallos
- Te Waka - daytime

Offsite school AMP's

- Open water kayaking Daytime
- Waimarino river safety programme (River Hop)
- Wairoa River kayak Trip
- Sea kayaking
- Vehicle Driving
- Whitewater kayaking – Aniwhenua
- Whitewater kayaking – Tarawera
- Stand Up Paddleboarding

ACTIVITY MANAGEMENT PLAN- WAIMARINO- ADVENTURE BASED LEARNING

Activity Description	Adventure Based Learning
Location/ Trip	Waimarino Adventure Park
Access Permission Required	N/A
Access to Water	Yes
Toilets	Yes, at Waimarino Adventure Park
Other Resources and Notes	Refer to ABLs SOPs, and adventure park SOPs and AMP.
Instructor Requirements	16 yrs. & over, current first aid, knowledge of SMP, SOPs, AMPs, and competency sign off
Client Competencies	Moderate level of fitness and mobility
Specific Policies	Clients must sign customer declaration, swim test for all children, buddy system for younger children, 8yrs & under actively supervised by an adult of 18 years old, buoyancy aids correctly fitted, no running in the park, promote sun safe behaviour
Equipment	Megaphone, Rescue tube & Radio. Refer to park and ABL SOP's for dry activities equipment list
Emergency Response	Use radio to summon help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency
Previous Incidents	(cuts & bruises) due to client's lack of attention & overenthusiasm. Slipping over due to running. Suspected spinal while attempting to complete electric fence.
Staff Client Ratios	Recommended 1:6 Secondary, 1:4 Primary. 2 instructors needed, 3rd instructor added for 40 students, 4th instructor added for 80 students. 5 th Instructor added for group size of more than 100 students (instructors can count in adult ratios)
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- ADVENTURE BASED LEARNING

Activity Description	Management Strategy Colour classifies hazards level of potential harm – Green is low , orange moderate , Red is High
Slippery and uneven surfaces	Adventure park rules are no running in the park due to the possibility that wet surfaces may be slippery, Rules to be enforced by staff and parent/teacher supervisors. Daily morning park and activities inspection completed.
Sun burn/heatstroke	Clients briefed to wear a hat & skin covering clothing. Staff to ensure that clients make use of shaded areas and are aware of availability of water on site. Staff to encourage the use of sunscreen for all participants. Staff to rotate off the activity periodically.
Lost participant	Ensure all students/clients are in groups. During morning briefing ensure boundaries are clearly communicated and head counts are completed before and after activities begin and finish.
Allergic reactions/wasp or bee stings	All students coming through the adventure park with a school programme are to have information provided by the teacher of any medical conditions. All other clients must sign customer declaration and inform staff of any medical conditions. Clients informed to bring epi-pen or adrenaline with them to activity if they have a severe allergy to wasp or bee stings. Staff to monitor the presence of wasps or bees in the vicinity of the climbing wall, & to halt activity & inform the operations manager so that nests can be removed. Weekly inspection of known nest sites at top of climbing wall during the summer season.
Tides swift currents	Ensure all clients are briefed on water safety requirements and Waimarino activity guidelines, ensure correctly fitted buoyancy aids are used on required activities and with weaker or less confident swimmers. Ensure all participants wanting to complete water activities have successfully completed the swim test against the current first. If tide/current is too strong ie; it takes an object less than 10 secs to travel from water front ladder to ladder do not operate water front activities. For more information Refer to PARK AMPS, ABL and adventure park SOPs
Misuse of activities	Instructor or supervisor to manage teams' decisions and stop activity if clients are in danger of injury. staff to be stationed at 3 main places 1. point supervising water activities, 2. rockwall operating the rock wall, 3. green area. all 3 areas have high risk activities involving either water or height.
Drowning	ensure correctly fitted buoyancy aids are used on required activities and with weaker or less confident swimmers. Ensure all participants wanting to complete water activities have successfully completed the swim test against the current first. If tide/current is too strong ie; it takes an object less than 10 secs to travel from water front ladder to ladder do not operate water front activities. Instructor at the water front to be vigilant of all activities. See adventure park SOP and AMP for more information.
Hypothermia	No cotton to be worn when in the water, Wetsuits to be offered to students and encouraged to be used on cold wet days or during the winter season. Instructors to monitor participants within their area and utilise the warm pool if needed.

Flooding	Operations manager to check weather and liaise with guides at least 24 hours prior to trip using (windy, met service, met vuw. Etc) If high risk of flooding is evident due to weather forecast, colour of water or speed of current do not operate activity or do not operate water activities.		
Change in weather conditions	Operations manager to check weather and liaise with guides at least 24 hours prior to trip using (windy, met service, met vuw. Etc) cancellation or postponement of tour if risk is too high. weather is closely monitored by the operations manager and open channels of communication with the guides is encouraged when discussing weather conditions and making weather calls.		
Approved by: Blair Anderson	Date: 27/06/2025 (V3.1)	Review in one year from date of approval	

ACTIVITY MANAGEMENT PLAN- WAIMARINO - ADVENTURE PARK

Activity Description	Adventure park 'On Point', Tarzan swing, high & low dive, gladiator pole, swimming.
Location/ Trip	Waimarino Adventure Park
Access Permission Required	N/A
Access to Water	Yes
Toilets	Yes, at Waimarino Adventure Park
Other Resources and Notes	Refer to Life Guard, Adventure park and Mothers nightmare SOPs, Kayak and mat slide, warm pool and slip n slide, low ropes, UFO water trampoline, pedallos and mothers nightmare AMPs
Instructor Requirements	16 yrs. & over, current first aid, knowledge of SMP, SOPs, AMPs, and competency sign off
Client Competencies	Moderate to Good swimming ability and fitness level
Specific Policies	Swim test for all children within school programmes, buddy system for younger children, 8yrs & under actively supervised (in the water with them) and children under the age of 15yrs must also be supervised by an adult of 18 years old, buoyancy aids must be correctly fitted, no running in the park, promote sun safe behaviour, be aware that the upstream side of the blob, UFO and Mothers nightmare are out of sight at times. During busy periods when the blob is closed, a second point of supervision may be needed, member of staff is to be positioned on the inflatables dock or in a kayak on the water.
Equipment	Megaphone, rescue tube & radio, rescue kayak
Emergency Response	Use radio to summon for help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency.
Previous Incidents	Clients from kayak slide colliding with clients in the water, Clients swinging back towards land on the Tarzan swing, falling due to slippery surfaces, falling from the gladiator platform, Clients landing 'flat' from the high dive, Kayak pushed over the top of the kayak slide & falling into reception area, clients being washed up against upstream side of UFO. clients missing the Tarzan swing get out due to current.
Staff Client Ratios	N/A
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- ADVENTURE PARK

Activity Description	Management Strategy Colour classifies hazards level of potential harm – Green is low, orange moderate, Red is High
Trips slips and falls.	Enforce the 'no running' rule.
Sun burn/heatstroke	Ensure that all clients are aware of the risk & have sunblock to hand.
Minor cuts and abrasions	Check the wooden fences by the water front and the activities to make sure that there aren't any sharp surfaces or nails, do this as part of the close down weekly procedures. Enforce the no running rule.
Tides/swift currents	Be aware at all times of the tide, keep all freedom hire craft upstream of the kayak dock at all times, use megaphone in a polite manner as required. Be aware that lighter clients could be washed up against the upstream side of the UFO or the climb and glide during a strong outgoing tide. If both inflatables are at maximum use and the blob is not open an on-water rescue kayaker will be sent out to assist with supervision. if tides are strong object takes less than 10 secs to go from ladder to ladder, close the slide and tarzan swing.
Misuse of activities	Ensure clients are happy with the safety techniques before they start the activity. Talk to the clients if they are using the activities incorrectly.
Collisions between participants	Use the stop and go sign on the kayak slide, make sure area is clear before clients slides. Keep an eye on mother's nightmare to make sure it's not over crowded.
Participants not following rules/instructions	3 strike system - 1 friendly reminder of the rules above. 2. reinstate the rules and mention if they are spoken to again they will be removed. 3. if you have to talk to the same person 3 times they will be removed from the activity.
Aggressive or un safe guest behaviour	3 strike system - 1 Friendly reminder to respect staff and the rules of the park. 2 reinstate the rules and mention if they are spoken to again they will be removed, speak to a manager and inform them of the situation. 3. if you have to talk to the same person 3 times they will be removed from the activity.
Injury from high impact activity	The high impact activities include, Mother's Nightmare, the Blob, the kayak Slide. Ensure that there are confident and competent staff observing these activities to ensure that the clients are using the correct safe techniques at all times. Staff member to use stop and go sign for the kayak slide, ensuring that the landing zone is clear before the client slides. - refer to blob, mother's nightmare, kayak slide AMPs.
Change in weather conditions	Monitor the weather regularly, monitor the conditions of the river and remove clients from the water if flooding likely. If cold and rainy days wetsuits can be offered to client, authorised by the managers.
Flooding	Monitor the weather regularly, monitor the conditions of the river and remove clients from the water if flooding likely. Begin flood prep if signs off flooding predicted.
Electrical hazards	All electrical devices to be kept well away from the water, the radios are waterproof and will be properly secured at all times. If staff member entering the water for a swimmer rescue, remove the radio. Lockers are provided to staff and clients to encourage electronic devices are kept away from the waters edge.

Entrapment or impact from submerged river debris	Person of responsibility on the water to keep vigilant for floating debris moving on the river and close to the park bank. Person of responsibility to constantly monitor the safety of the clients on the water and can quickly communicate to other staff members, via radio, to assist with any rescues. Safety remove or dislodge as necessary. Morning checks to be completed by park staff during open up process.		
Hypothermia	Wetsuits can be offered if clients are getting cold, If symptoms or signs of hypothermia continue hot chocolate, towels, fleeces can be used in serious cases. Remove the client from the water and outside environment if possible (e.g move them into the warmer office buildings)		
Drowning/near drowning	Instruct all clients that they must be able to swim to enter the water, use swim test to assess children's swimming ability, B.A.'s to be worn at all times for required activities (UFO, mother's nightmare, kayaks, SUPs, pedalos, and if participants are not confident swimmers. person of responsibility to stay on point keep vigilant of clients on and around the water. On busy days ensure that there is a person of responsibility in a kayak or standing on the inflatables dock by mother's nightmare.		
Approved by: Blair Anderson	Date: 27/06/2025 (V3.1)	Review in one year from date of approval	

ACTIVITY MANAGEMENT PLAN- WAIMARINO- BEHAVIOUR MEDICAL

Activity Description	Behaviour Medical Issues
Location/ Trip	Waimarino Adventure Park
Access Permission Required	N/A
Access to Water	Yes
Toilets	Yes, at Waimarino Adventure Park
Other Resources and Notes	NA
Instructor Requirements	16 yrs. & over, current first aid, Life guard & Spine Board Training knowledge of SMP, SOPs, AMPs, and competency sign off
Client Competencies	Moderate level of fitness and mobility, Good swimming level
Specific Policies	N/A
Equipment	N/A
Emergency Response	Use radio to summon help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency
Previous Incidents	Clients/students with medical issues that Waimarino have not been informed about such as allergy to bees/wasp etc. Behavioural issue with students not listening/disregarding Adventure park rules and instructor directions, leading to a flipped pedallo, and other students getting upset.
Staff Client Ratios	N/A
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- BEHAVIOUR/MEDICAL ISSUES

Activity Description	Management Strategy Colour classifies hazards level of potential harm – Green is low, orange moderate, Red is High		
Personal Medical Issues	When a programme is booked clients are to receive information regarding our terms and conditions, this includes asking them to notify us of any medical issues prior to arrival. We can staff accordingly, give extra instructors/specific instructors to specific groups, or adapt/change the programme to suit the needs of the individuals/groups, to ensure the programme is run safely.		
Learning or behaviour issues	When a programme is booked clients are to receive information regarding our terms and conditions, this includes asking them to notify us of any learning or behavioural issues prior to arrival. We can staff accordingly, give extra instructors/specific instructors to specific groups, or adapt/change the programme to suit the needs of the individuals/groups, to ensure the programme is run safely. It is the responsibility of the accompanying adult/teacher to ensure behaviour of students/clients is respectful and appropriate.		
Inappropriate / aggressive behaviour	3 strike system - 1 Friendly reminder to respect staff and the rules of the park. 2 reinstate the rules and mention if they are spoken to again they will be removed, speak to a manager and inform them of the situation. 3. if you have to talk to the same person 3 times they will be removed from the activity or the park.		
Students / Clients disregarding rules and instructions	3 strike system - 1 friendly reminder of the rules above. 2. reinstate the rules and mention if they are spoken to again they will be removed. 3. if you have to talk to the same person 3 times they will be removed from the activity.		
Un notified Allergic Reaction	Cease activity and attempt to get a better understand of the severity of the reaction from them/accompanying adult/teacher. Depending on severity perform first aid, if Student/client has EPY pen use it, call 111/ take to emergency room.		
Un notified recent injuries	Ensure during all briefings instructors mention which activities are high impact activities (Blob and Hydro slide) and if they have had any recent injuries (concussions, broken bones, fractures or dislocations) they should avoid these activities.		
Approved by: Blair Anderson	Date: 10/09/2025 (V3.1)	Review in one year from date of approval	

ACTIVITY MANAGEMENT PLAN- WAIMARINO- BIG KANU

Activity Description	Big Kanu
Location/ Trip	Wairoa River, Lake McLaren, Lake Rotoiti
Access Permission Required	McLaren's falls park (after hours access organised with TCC), Lake Rotoiti boat ramp and Wairoa river boat ramp no access issues. Lake McLaren Park Ranger - Beau - 027 200 3670 / 07 543 3382
Access to Water	Yes
Toilets	Yes, at Waimarino Adventure Park, McLaren's Falls park, Lake Rotoiti boat ramp
Other Resources and Notes	refer to: Big Kanu SOP & SLMKT SOP, SLRKT SOP, open water kayaking night operating procedure - electric outboard engine procedures. Thunder and lightning protocol
Instructor Requirements	Lead guide 18yrs & over, second 16yrs & over, Current first aid, big kanu rescue training, Knowledge of Waimarino SMS, policies & competencies, Big kanu competency signed off, P licence (as required), assessed as safe to drive & tow.
Client Competencies	Moderate level of fitness and mobility
Specific Policies	Ensure buoyancy aids correctly fitted, demonstrate correct entry & exit technique, promote sun safe behaviour, correct and safe driving and trailer towing. Correct and safe use of electric engine.
Equipment	kanu with paddles, buoyancy aids, jackets, fleeces, blankets, waterproof trousers. Guide specific: Buoyancy aid with knife, throw bag (50m), whistle, 1st aid kit, 1 other means of communication, lights, headtorch, spare paddles. Snap gate carabiner, iPad for client details, chocolates for the clients.
Emergency Response	Carry Client - guide incapacitated flow chart & refer to SOP. 2 guides on kanu for tours. call 111. radio for assistance if on site or on Wairoa river. Radios can be used to contact other Waimarino tours in close proximity to help with response that is needed. Nearest AED's - SLRKT West Rotoiti Fire station Dial 111, Lake Rotoiti holiday park, dial 07 362 4860 SLMKT - Lake McLaren Park Information centre, Dial 07 577 7000.
Previous Incidents	Kanu caught in high winds (Lake Rotoiti), possible collision with kayaks while exiting the canyon by power station (lake McLaren), lost paddles.
Staff Client Ratios	Always 2 guides per Kanu. Max -2 guides 18 clients 1 Instructor to 20 children for school programmes
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- ACTIVITY

Activity Description	Management Strategy
	Colour classifies hazards level of potential harm – Green is low , orange moderate , Red is High
Failure of equipment	Kanu's and tours gear (fleeces, jackets and safety gear get checked monthly. All broken gear gets labelled and pulled out of rotation. (Rotorua specific: 1 Rotorua lead guide to be in charge of managing all Rotorua gear this includes stock takes, equipment checks and cleanliness of vehicles. Then report to operations Manager)
Sun Burn Heatstroke	Clients briefed to wear a hat & skin covering clothing. guides to provide sunscreen and sun hat (water bottles on SLRKT). Staff to supervise client behaviour throughout the activity. Guides to make use of natural shade where available, and encourage the use of sun safe behaviour and drinking of water
Collision	Guides will use radios and lights to communicate to other tours and public when they are leaving the canyon or caves to reduce likelihood of collisions. When leaving the power station speed will be reduced.
Injury from paddle T grips	Guides will ensure a good quality safety brief has been communicated with the clients, making sure to specially mention the T grips and how to use the paddle correctly.
Lightning	Operations manager to check weather and liaise with guides at least 24 hours prior to trip using (windy, met service, Metvuw. Etc) cancellation or postponement of tour if risk is too high. Guide to establish distance from area of operation and direction weather is moving (3 secs between lightning and thunder is 1km). Guide to monitor conditions if moving away from area. lightening closer than 1 km and moving towards area of operation is considered too dangerous for this tour.
Power station (Lake McLaren Only)	Check SLMKT SOP and Big Kanu SOP for how to minimise any risk when passing the power station. Guides are trained on how to move the kanu past the power station and into the canyon.
Floods (Lake McLaren Only)	Operations manager to check weather and liaise with guides at least 24 hours prior to trip using (windy, met service, Metvuw. Etc) contact with Manawa energy operations room if necessary. Postponement or cancellation of tour if risk of flooding it too high.
Marine Traffic (Rotorua Only)	Always where possible follow safe boating rules. Keep group together at all times and ensure clear communication to clients regarding directions to ensure adequate distance between other water crafts
Slips trips and falls	Guides to monitor the state of launching and exit points clearing debris and removing bird waste as necessary. Clients briefed to take special care when entering and exiting the kanu as the ground may be slippery. Ensure clients have sufficient lighting during evenings to safely walk and see where they are going. When in the Kanu highly encourage the clients to stay seated and not to stand up and move themselves around the kanu.
Weather changes (high winds)	Operations manager to check weather and liaise with guides at least 24 hours prior to trip using (windy, met service, met vuw. Etc) cancellation or postponement of tour if risk is too high. weather is closely monitored by the operations manager and open channels of communication with the guides is encouraged when discussing weather conditions and making weather calls. In strong winds hug the bays close to shore, Consistent wind gusts of 25Kts are considered too strong for this tour. Guides to provide a at time assessment of conditions and communicate to ops manager of the day about plan in adverse conditions with justification as to why.

Sudden medical Emergency	Medical information is gathered during booking process or before activity commences, first aid kits are carried by guides on every tour, all guides are first aid trained, and guides all have forms of communication.		
Damaged or malfunctioning engine	All guides training in the safe and correct use of the engine, ensure the battery always goes back on charge during pack down of equipment, either day of or the next morning. Ensure that the motor is lifted out of the water if going through shallow waters. Ensure paddles are always taken.		
Capsize of Kanu	Operations manager to check weather and liaise with guides at least 24 hours prior to trip using (windy, met service, met vuw. Etc) Consistent wind gusts of 25Kts are considered too strong for this tour. cancellation or postponement of tour if risk is too high. weather is closely monitored by the operations manager and open channels of communication with the guides is encouraged when discussing weather conditions and making weather calls. In strong winds hug the bays close to shore. All guides trained on how to right way Kanu and deal with situation.		
Entry & Exit of Kanu, Limb Entrapment	Ensure a good brief to the clients, mention for them to take their time getting in and out of the kanu, use lighting to illuminate the immediate area and the path back to the vehicles. Take time load or unload clients, the ground can be slippery. On lake ROTOITI guides should sit on the dock with feet inside the kanu to stabilize as clients enter.		
Hypothermia	Clients must wear suitable clothing for an outdoor water based activity (no jeans or heavy cotton pants, hoodies or jackets) Clients to be provided with equipment minimise risk of hypothermia, Guides to carry spare fleeces with them on Rotoiti tours. On dry trips guides will provide blankets, on wet trips guides will be provide water proof trousers for all clients. Guides to monitor client's behaviour throughout tour and encourage clients to use all equipment provided on cold wet days.		
Drowning	Mandatory correctly fitted PFDs for all guides and clients, pre-trip briefing to completed clearly and prise		
Loss of Client	Guides to perform head count when entering and exiting the water and continually throughout the tour ensuring all clients are visible. This should be done every time you change direction or pass a landmark as a minimum		
Approved by: Blair Anderson	Date: 07/08/2025 (V3.1)	Review in one year from date of approval	

ACTIVITY MANAGEMENT PLAN- WAIMARINO- BLOB

Activity Description	The Blob
Location/ Trip	Waimarino Adventure Park
Access Permission Required	N/A
Access to Water	Yes
Toilets	Yes, at Waimarino Adventure Park
Other Resources and Notes	Refer to: Blob SOP's, Adventure park SOP's and Life Guard SOP's
Instructor Requirements	18 yrs. & over, life guard & spine board training, current first aid, knowledge of SMP, SOPs, AMPs, and competency sign off
Client Competencies	Good swimming and fitness level MINIMUM AGE IS 8 YEARS OLD
Specific Policies	Jumping technique explained & demonstrated to clients before jumping, x2 jumps with wrong technique disqualifies client, specific buoyancy aids & helmets correctly fitted. Promote sun safe behaviour, watch for client falling between blob & stabiliser, monitor activity on upstream side of UFO. Clients must demonstrate correct blobbing and landing techniques before increasing the weight differences between clients. Staff to check every client landing with a thumbs up which should be communicated back from the client if they are safe.
Equipment	Client: Impact vest buoyancy aid, Helmet with ear protection. Staff: buoyancy aid, radio, life guard rescue tube.
Emergency Response	Use radio to summon help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency.
Previous Incidents	Back Injuries due to weight mismatch between jumpers & blobbers, Jumpers landing on each other due to poor technique & failure to follow instructions, Slipping on Blob tower, Broken nose due to jumpers colliding, Jumpers sprained/broken joints from poor landings due to poor technique & failure to follow instructions, client falling between the blob & the stabilising float
Staff Client Ratios	1 staff member opens alternatively to climbing wall
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- BLOB

Activity Description	Management Strategy Colour classifies hazards level of potential harm – Green is low, orange moderate, Red is High		
Slippery water Ladders	Caution clients prior to blobbing. Ladder must be cleaned every week.		
Kayaks, water craft and swimmers	Instructor is to ensure that landing area is clear prior to blobbing taking place.		
Water Surface	Minimise impact by ensuring there isn't a large weight difference between blobber & jumper. Ensure clients wear impact vest BA's & helmets with ear protection, brief clients to try and break the water surface with limbs rather than torso.		
Floating Debris	Paddle around the blob & dislodge and remove any logs morning checks, sticks or other debris. Keep a lookout for debris floating towards the blob at all times during operation.		
Unsupervised children	minimum age for participants is 8 years old. As children under 8 years old must be actively supervised by an adult of 18 years old which mean they must be in the water with them and this is not possible with the blob. Blob is also closed off with 2 gates to stop unsupervised access		
Landing on the blob	Brief clients to land "on their bum or back not their feet, arms in front of them not behind". Inform them that if they get this wrong twice they will not be allowed to continue.		
Double Jumpers	Ensure clients are well trained to step off tower together at the same time, ensure that weight restrictions are observed. Only allow double blobbing for clients who have demonstrated good technique on previous blobs.		
Impact Injury - Water	Instructors to ensure all clients using the blob are wearing a correctly fitted Blob impact vest buoyancy aid and a helmet with ear protection to minimise the risk of water slapping the water, concussions, burst ear drums. Correct PPE must be used. Staff to check every client landing with a thumbs up which should be communicated back from the client if they are safe.		
Impact Injury - Landing on Blob	Staff are to be thoroughly trained and signed off as competent to operate the blob. Clients are given a 2 strike warning as they must be confident when jumping on to the blob and must have the correct technique. If there is any doubt in the staff members mind the client will not jump correctly or confidently they are to turn that client away. Staff to check every client landing with a thumbs up which should be communicated back from the client if they are safe.		
Entrapment	Monitor clients on the blob to ensure that they do not fall off the side & slip between the blob & the stabilising floats		
Drowning	Instructors to ensure that all clients using the Blob are wearing a correctly sized and correctly fitting buoyancy aid and helmet.		
Approved by: Blair Anderson	Date: 11/08/2025 (V3.1)	Review in one year from date of approval	

ACTIVITY MANAGEMENT PLAN- WAIMARINO- KAYAK AND MAT SLIDE

Activity Description	Kayak and Mat Slide
Location/ Trip	Waimarino Adventure Park
Access Permission Required	N/A
Access to Water	Yes
Toilets	Yes, at Waimarino Adventure Park
Other Resources and Notes	Refer to: Adventure park SOP and Life Guard SOP.
Instructor Requirements	16 yrs. & over, current first aid, Life guard & spine board training, knowledge of SMP, SOPs, AMPs, and competency sign off
Client Competencies	Good level of fitness and swimming
Specific Policies	Swim test for all children within school groups, buddy system for younger children, 8yrs & under, actively supervised by an adult of 18 years old, buoyancy aids correctly fitted, no running in the park, promote sun safe behaviour.
Equipment	Client equipment: Slide kayak or mat, buoyancy aid. Instructor equipment: rescue tube, radio, stop and Go sign
Emergency Response	Use radio to summon help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency
Previous Incidents	Clients colliding with swimmers in the water, Sprains from holding on to mat when entering water, Back injuries from leaning back in the kayak, cuts & scrapes to hands from holding on to the sides of the slide. Kayak pushed over the back of the slide & falling downhill into reception area.
Staff Client Ratios	Na
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- KAYAK AND MAT SLIDE

Activity Description	Management Strategy Colour classifies hazards level of potential harm – Green is low, orange moderate, Red is High		
Water Traffic	When slide is in operation ensure all water, traffic is well clear of landing zone. Staff member stationed at bottom of hydro slide during busy park days. Ensure clear commands are being used, use stop go sign.		
Distractions	Ensure that supervising adult is focussed solely on slide safety & not on other activities.		
Sun burn, heatstroke	Clients briefed to wear a hat & skin covering clothing. Staff to ensure that clients make use of shaded areas and are aware of availability of water on site. Staff to rotate off the activity periodically		
Tide Current	Be aware of tide direction relating to safe exit from the water, i.e. if the tide is strong outgoing, avoid using the kayak & use the downstream ladder for mat sliders. Current is too strong if an object takes less than 10 secs to go from ladder to ladder at the water front.		
Clients Holding onto the slide	signage in place to educate clients, ensure briefings are clear DO NOT HOLD ONTO THE SLIDE. Smooth off all sharp edges and ensure pipe edge is facing the correct way in case someone does grab the side.		
Impact on Water	Kayak is only used on the slide when the water level is above the allocated point on the bottom pole. Ensure all clients have watched the park safety briefing and understand that the hydro slide is a high impact activity. Sit up and lean forward to avoid back compression and back slap.		
Kayakers	When tahi/kayak programmes are going out or coming in ensure the slide is closed. Only operate slide when the coast is clear and there are no water craft in the area.		
Landing Area	Supervise landing area - ensure it is clear before clients start sliding, with clear signalling. Enforce no swimming in front of the slide. Enforce all water craft up stream.		
Drowning	Instruct all clients that they must be able to swim to enter the water, conduct swim test with children for school groups. Water slide to be actively supervised by responsible adult or a staff member at all times. Point person ensure they are focused and doing the 10 sec scan 20 sec help.		
Drowning - Kayaks	Staff are to ensure that all clients in a kayak are wearing a correctly fitted buoyancy aid before commencing the activity.		
Approved by: Blair Anderson	Date: 11/08/2025 (V3.1)	Review in one year from date of approval	

ACTIVITY MANAGEMENT PLAN- WAIMARINO- LOW ROPES

Activity Description	Low Ropes
Location/ Trip	Waimarino Adventure Park
Access Permission Required	N/A
Access to Water	Yes
Toilets	Yes, at Waimarino Adventure Park
Other Resources and Notes	Refer to Adventure Park SOP's
Instructor Requirements	16 yrs. & over, current first aid, knowledge of SMP, SOPs, AMPs, and competency sign off
Client Competencies	Moderate level of fitness and mobility
Specific Policies	Weight restriction applies (for use by customers < 90kg), explain/demonstrate 'spotting' technique, promote sun smart behaviour
Equipment	Client: Appropriate clothing, Instructor: radio
Emergency Response	Use radio to summon help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency
Previous Incidents	Broken arm, kid fell off top of cargo net on to ground, bumps and bruises from slipping off elements
Staff Client Ratios	1 person on any obstacle at a time, 2 person waiting on any platform at a time, one member of staff or school staff supervising
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- LOW ROPES

Activity Description	Management Strategy		
	Colour classifies hazards level of potential harm – Green is low, orange moderate, Red is High		
Overloading	follow policies listed above		
Falling off activities	Brief clients on correct spotting techniques		
Failing equipment	Low ropes course is checked over monthly for stability and ware of equipment.		
Sunburn, Heatstroke	Clients briefed to wear a hat & skin covering clothing. Staff to ensure that clients make use of shaded areas and are aware of availability of water on site. Staff to rotate off the activity periodically.		
Wasp & Bee stings (anaphylaxis)	Clients informed to bring epi-pen or adrenaline with them to activity if they have a severe allergy to wasp or bee stings. Staff to monitor the presence of wasps or bees in the vicinity of the climbing wall, & to halt activity & inform the operations manager so that nests can be removed. Weekly inspection of known nest sites at top of climbing wall during the summer season.		
clients not following rules/instructions	3 strike system - 1 friendly reminder of the rules above. 2. reinstate the rules and mention if they are spoken to again they will be removed. 3. if you have to talk to the same person 3 times they will be removed from the activity.		
Approved by: Blair Anderson	Date: 10/09/2025 (V3.1)	Review in one year from date of approval	

ACTIVITY MANAGEMENT PLAN- WAIMARINO- MOTHER'S NIGHTMARE

Activity Description	Mother's Nightmare
Location/ Trip	Waimarino Adventure Park
Access Permission Required	N/A
Access to Water	Yes
Toilets	Yes, at Waimarino Adventure Park
Other Resources and Notes	Refer to: Adventure park SOP and Life Guarding SOP
Instructor Requirements	16 yrs. & over, current first aid, Life guard & spine board training, knowledge of SMP, SOPs, AMPs, and competency sign off
Client Competencies	Ability to swim, good level of fitness and mobility. MINIMUM AGE REQUIREMENT IS 8 YEARS OLD
Specific Policies	4 people max on the top at any given time. 2 people max climbing at any given time. 1 person per slide at any given time.
Equipment	Instructor: Megaphone, PFD, Radio, Rescue tube, clients must be wearing buoyancy aids.
Emergency Response	Use radio to summon help in the first instance, provide first aid as needed. Refer to safety Management System emergency management plan in the event of a major emergency
Previous Incidents	Friction on the slide caused friction burns when the slide was dry. Clients jumping off the top.
Staff Client Ratios	This activity is supervised in a combination of 3 places: On point, On water safety kayaker, Blob tower. There needs to be 2 people supervising the inflatables if they are at maximum use for example: either the Blob and on point or On point and on water rescue kayak.
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- MOTHERS NIGHTMARE

Activity Description	Management Strategy Colour classifies hazards level of potential harm – Green is low, orange moderate, Red is High		
Exceeding Maximum requirements	Signage of activity rules are shown clear near activity. 2 members of staff are supervising the inflatable at any given time when activity is in heavy use. See client ratios above. No waiting at the top of the slide. Signage also at the top of the slide.		
Floating Debris	Paddle around the inflatable & dislodge and remove any logs, sticks or other debris. Keep a lookout for debris floating towards the water tramp at all times during operation. Morning debris check.		
Dry Slide Material	There is bucket and rope so that clients can lift up water from the river to wet the slide material before sliding down. This is only used on quieter days when there is less activity keeping the slide surfaces wet.		
Kayaks, water craft and swimmers	Instructor is to ensure that the area around the inflatables is clear, water craft are not to come within 5m. No water craft are to launch from the pedallo dock.		
Clients swimming under Inflatables	Instruct clients to not swim under inflatable, they may get jumped on and it's hard to supervise them, once in the water swim to the side. During busy periods an extra point position on the blob tower is to be manned, when the inflatables are at maximum use and there is no one on the blob an on-water rescue kayaker will assist with supervising the inflatable. signage that states do not swim under inflatables.		
Head knock on water impact	Clients are to only go down the slide on the bum or back with feet facing down. Signage states this, supervising staff to enforce		
Fall from Height	clients waiting to climb are not to wait directly under the climbing mat. (Do not stand/wait under climbers) signage to state this and supervising staff to enforce.		
Drowning and impact injury	staff to ensure that all clients using the Climb and glide are wearing a correctly fitting buoyancy aid.		
Unsupervised access	There are 3 supervision points 2 of which must be stationed when busy, all children under the age of 15 must be supervised by someone over the age of 18 and no-one younger then 8 years of age can use Mothers nightmare.		
Approved by: Blair Anderson	Date: 10/09/2025 (V3.1)	Review in one year from date of approval	

ACTIVITY MANAGEMENT PLAN- WAIMARINO- OPEN WATER KAYAKING DAY

Activity Description	Open water Kayaking day time SLRKT, SLMKT, Big Kanu
Location/ Trip	Lake McLaren and Lake Rotoiti
Access Permission Required	Access granted through Tauranga city council for Lake McLaren – Park Ranger Beau 027 200 3670 / 07543 3382 No access issues for Lake Rotoiti – Otaramarae boat ramp.
Access to Water	Yes – at Otaramarae boat ramp and at McLaren’s falls park
Toilets	Yes – at Otaramarae boat ramp, at McLaren’s falls park and at Rotoiti Hot Pools.
Other Resources and Notes	Refer to: SLRKT SOP, SLMKT SOP, Big Kanu SOP, Lake Rotoiti cancelation Policy, Thunder/lighting Protocol, Electric outboard operating procedure.
Instructor Requirements	Lead Guide 18 years or older, seconds 16 years & over, current first aid, knowledge of SMP, SOPs, AMPs, and competency sign off. (P licence if required)
Client Competencies	Moderate level of fitness and mobility
Specific Policies	Ensure clients have suitable clothing for the prevailing conditions, buoyancy aids are correctly fitted, spraydeck release has been practised (if used), weather has been checked, client declaration signed
Equipment	Instructor: B.A. with knife, whistle & tow line, 1st aid kit, Paddle float, pump, cell phone in waterproof case 1 other form of communication. (split paddle for Rotoiti tours) (Throw bag for Kanu tours)
Emergency Response	Carry Client - guide incapacitated flow chart & Refer to SOP. Nearest AED's - SLRKT West Rotoiti Fire station Dial 111, Lake Rotoiti holiday park, dial 07 362 4860 SLMKT - Lake McLaren Park Information centre, Dial 07 577 7000.
Previous Incidents	Guide capsizes, Clients capsizes (leaning on a rock that wasn't there) Distress caused by darkness & confined space in canyon. Clients ending up in front of the power station. Client falling over due to slippery boat ramp and darkness exiting kayak.
Staff Client Ratios	1:10 for all kayak tours – All Big Kanu tours operating during the day have 1 staff and seat up to 14 pax or 18 pax depending on what Kanu is used.
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- OPEN WATER KAYAK DAY

Activity Description	Management Strategy Colour classifies hazards level of potential harm – Green is low , orange moderate , Red is High
Failure of equipment	Kayaks, Kanu's and tours gear (fleeces, jackets, spray skirts and safety gear get checked monthly. All broken gear gets labelled and pulled out of rotation. (Rotorua specific: 1 Rotorua lead guide to be in charge of managing all Rotorua gear this includes stock takes, equipment checks and cleanliness of vehicles. Then report to operations Manager)
Capsize	Any tours over close to safety operational cut off, discussions are had with operations and guides to ensure clients and guides do not operate tours in dangerous conditions. All guides are trained in solo and double rescues. Guides have a great knowledge on the use of rescue equipment and are signed off before guiding. Guides to operate tours in such a way that will minimise the risk of Capsize see Big Kanu SOP, SLMKT SOP and SLRKT SOP for more information
Slips, trips or falls	Guides to monitor the state of launching & exit points clearing debris & removing bird waste as necessary. (McLaren's falls park specific broom located in the cleaning section in the hanger) Clients briefed to take special care when entering & exiting watercrafts as the ground may be slippery. Guides to place kayaks on shore away from slippery areas and assist clients when entering and exiting water crafts
Sun burn, heatstroke	Clients briefed to wear a hat & skin covering clothing. guides to provide sunscreen and sun hat (water bottles on SLRKT). Staff to supervise client behaviour throughout the activity. Guides to make use of natural shade where available, and encourage the use of sun safe behaviour and drinking of water.
Floods (SLMKT ONLY)	Operations manager to check weather and liaise with guides at least 24 hours prior to trip using (windy, metervice, metvuw. Etc) contact with Manawa energy operations room if necessary. Postponement or cancellation of tour if risk of flooding it too high.
Dehydration (SLRKT ONLY)	Ensure all clients take water provided and are seen drinking, remind them to stay hydrated and be aware of how long they are spending in the hot pools.
Marine Traffic (SLRKT ONLY)	Always where possible follow safe boating rules. Keep group together at all times and ensure clear communication to clients regarding directions to ensure adequate distance between other water crafts.
Lightning	Operations manager to check weather and liaise with guides at least 24 hours prior to trip using (windy, metervice, metvuw. Etc) cancellation or postponement of tour if risk is too high. Guide to establish distance from area of operation and direction weather is moving (3 secs between lightning and thunder is 1km). Guide to monitor conditions if moving away from area. lightening closer than 1 km and moving towards area of operation is considered too dangerous for this tour.
Power station (SLMKT ONLY)	Check SLMKT SOP and Big Kanu SOP for how to minimise any risk when passing the power station. Guides are trained on how to tow client rafts up past the power station.
Sudden medical emergency	Medical information is gathered during booking process or before activity commences, first aid kits are carried by guides on every tour, all guides are first aid trained, and guides all have forms of communication.

Weather Changes (high winds)	Operations manager to check weather and liaise with guides at least 24 hours prior to trip using (windy, met service, met vuw. Etc) cancellation or postponement of tour if risk is too high. weather is closely monitored by the operations manager and open channels of communication with the guides is encouraged when discussing weather conditions and making weather calls. In strong winds hug the bays close to shore, Consistent wind gusts of 30Kts are considered too strong for this tour. Guides to provide a at time assessment of conditions and communicate to ops manager of the day about plan in adverse conditions with justification as to why. e.g. group has demonstrated a high-level proficiency getting to the first story spot in bay, are going to continue with the 20 knot winds. Have briefed clients on what it is going to be like and they are keen. e.g. group has struggled to paddle first story spot, will continue around to next bay and reassess may only do the glow worm cave.		
Capsize of Kanu (Big Kanu tours ONLY)	Operations manager to check weather and liaise with guides at least 24 hours prior to trip using (windy, met service, met vuw. Etc) Consistent wind gusts of 25Kts are considered too strong for this tour. cancellation or postponement of tour if risk is too high. weather is closely monitored by the operations manager and open channels of communication with the guides is encouraged when discussing weather conditions and making weather calls. In strong winds hug the bays close to shore. All guides trained on how to right way Kanu and deal with situation.		
Loss of Client	Guides to perform head count when entering and exiting the water and continually throughout the tour ensuring all kayaks are visible. This should be done every time you re group, change direction or pass a landmark as a minimum		
Hypothermia	Clients must wear suitable clothing for an outdoor kayaking activity (no jeans or heavy cotton pants, hoodies or jackets) Clients to be provided with equipment minimise risk of hypothermia, Guides to carry spare fleeces with them on Rotoiti tours. Guides to monitor client's behaviour throughout tour and encourage clients to use all equipment provided on cold wet days.		
Entrapment (kayak tours ONLY)	Ensure all clients are capable and confident with releasing of spray deck and have practiced this before activity begins. Guides to conduct activity in a manner that will minimise the risk of capsize considering actual conditions.		
Drowning	Mandatory correctly fitted PFDs for all guides and clients, pre-trip briefing to completed clearly and prise.		
Approved by: Blair Anderson	Date: 13/06/2025 (V3.1)	Review in one year from date of approval	

ACTIVITY MANAGEMENT PLAN- WAIMARINO- OPEN WATER KAYAK NIGHT

Activity Description	Open water Kayaking Night time SLRKT, SLMKT, Big Kanu
Location/ Trip	Lake McLaren and Lake Rotoiti
Access Permission Required	Access granted through Tauranga city council for Lake McLaren – Park Ranger Beau 027 200 3670 / 07543 3382 No access issues for Lake Rotoiti – Otaramarae boat ramp.
Access to Water	Yes – at Otaramarae boat ramp and at McLaren’s falls park
Toilets	Yes – at Otaramarae boat ramp, at McLaren’s falls park and at Rotoiti Hot Pools.
Other Resources and Notes	Refer to: SLRKT SOP, SLMKT SOP, Big Kanu SOP, Lake Rotoiti cancelation Policy, Thunder/lighting Protocol, Electric outboard operating procedure.
Instructor Requirements	Lead Guide 18 years or older, seconds 16 years & over, current first aid, knowledge of SMP, SOPs, AMPs, and competency sign off. (P licence if required)
Client Competencies	Moderate level of fitness and mobility
Specific Policies	Ensure clients have suitable clothing for the prevailing conditions, correct visibility lights are used, buoyancy aids are correctly fitted, spraydeck release has been practised (if used), weather has been checked, client declaration signed
Equipment	Instructor: B.A. with knife, whistle & tow line, 1st aid kit, Paddle float, pump, head torch, red light, cell phone in waterproof case 1 other form of communication. (split paddle for Rotoiti tours)(Throw bag for Kanu tours)
Emergency Response	Carry Client - guide incapacitated flow chart & Refer to SOP. Nearest AED's - SLRKT West Rotoiti Fire station Dial 111, Lake Rotoiti holiday park, dial 07 362 4860 SLMKT - Lake McLaren Park Information centre, Dial 07 577 7000.
Previous Incidents	Guide capsized, Clients capsized (leaning on a rock that wasn't there) Distress caused by darkness & confined space in canyon. Clients ending up in front of the power station. Client falling over due to slippery boat ramp and darkness exiting kayak.
Staff Client Ratios	1:7 for all kayak tours – All Big Kanu tours operating at night have 2 staff and seat up to 14 or 18 depending on which Big Kanu is used.
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- OPEN WATER KAYAK NIGHT

Activity Description	Management Strategy Colour classifies hazards level of potential harm – Green is low , orange moderate , Red is High
Failure of equipment	Kayaks, Kanu's and tours gear (fleeces, jackets, spray skirts and safety gear get checked monthly. All broken gear gets labelled and pulled out of rotation. (Rotorua specific: 1 Rotorua lead guide to be in charge of managing all Rotorua gear this includes stock takes, equipment checks and cleanliness of vehicles. Then report to operations Manager)
Capsize	Any tours over close to safety operational cut off, discussions are had with operations and guides to ensure clients and guides do not operate tours in dangerous conditions. All guides are trained in solo and double rescues. Guides have a great knowledge on the use of rescue equipment and are signed off before guiding. Guides to operate tours in such a way that will minimise the risk of Capsize see Big Kanu SOP, SLMKT SOP and SLRKT SOP for more information
Slips, trips or falls	Guides to monitor the state of launching & exit points clearing debris & removing bird waste as necessary (Broom located at the hanger cleaning station. Clients briefed to take special care when entering & exiting watercrafts as the ground may be slippery. Guides to place kayaks on shore away from slippery areas and assist clients when entering and exiting water crafts
Poor visibility (Darkness, fog)	Maximise use of night vision by avoiding the use of white lights to see use of red lights on Lake McLaren tours so everyone can be seen and located without using white lights use of white lights at the rear of kayaks and Kanus for Rotoiti tours to maximise guides and client's ability to use their night vision. Head lights, vehicle lights and dock lights to be used when exiting water. (Rotorua specific: 1 Rotorua lead guide to be in charge of managing all Rotorua gear this includes stock takes, equipment checks and cleanliness of vehicles. Then report to operations Manager)
Floods (SLMKT ONLY)	Operations manager to check weather and liaise with guides at least 24 hours prior to trip using (windy, metervice, metvuw. Etc) contact with Manawa energy operations room if necessary. Postponement or cancellation of tour if risk of flooding it to high.
Marine Traffic (SLRKT ONLY)	Use of white 360 visibility lights for both kayak and Kanu tours on lake Rotoiti, always where possible follow safe boating rules. Keep group together at all times and ensure clear communication to clients regarding directions to ensure adequate distance between other water crafts.
Dehydration (SLRKT ONLY)	Ensure all clients take water provided and are seen drinking, remind them to stay hydrated and be aware of how long they are spending in the hot pools.
Lightning	Operations manager to check weather and liaise with guides at least 24 hours prior to trip using (windy, metervice, metvuw. Etc) cancellation or postponement of tour if risk is too high. Guide to establish distance from area of operation and direction weather is moving (3 secs between lightning and thunder is 1km). Guide to

	monitor conditions if moving away from area. lightening closer than 1 km and moving towards area of operation is considered too dangerous for this tour.
Power station (SLMKT ONLY)	Check SLMKT SOP and Big Kanu SOP for how to minimise any risk when passing the power station. Guides are trained on how to tow client rafts up past the power station.
Sudden medical emergency	Medical information is gathered during booking process or before activity commences, first aid kits are carried by guides on every tour, all guides are first aid trained, and guides all have forms of communication.
Weather Changes (high winds)	Operations manager to check weather and liaise with guides at least 24 hours prior to trip using (windy, metservice, met vuw. Etc) cancellation or postponement of tour if risk is too high. weather is closely monitored by the operations manager and open channels of communication with the guides is encouraged when discussing weather conditions and making weather calls. In strong winds hug the bays close to shore, Consistent wind gusts of 30Kts are considered too strong for this tour. Guides to provide a at time assessment of conditions and communicate to ops manager of the day about plan in adverse conditions with justification as to why. e.g. group has demonstrated a high-level proficiency getting to the first story spot in bay, are going to continue with the 20 knot winds. Have briefed clients on what it is going to be like and they are keen. e.g. group has struggled to paddle first story spot, will continue around to next bay and reassess may only do the glow worm cave.
Capsize of Kanu (Big Kanu tours ONLY)	Operations manager to check weather and liaise with guides at least 24 hours prior to trip using (windy, metservice, met vuw. Etc) Consistent wind gusts of 25Kts are considered too strong for this tour. cancellation or postponement of tour if risk is too high. weather is closely monitored by the operations manager and open channels of communication with the guides is encouraged when discussing weather conditions and making weather calls. In strong winds hug the bays close to shore. All guides trained on how to right way Kanu and deal with situation.
Loss of Client	Guides to perform head count when entering and exiting the water and continually throughout the tour ensuring all kayaks and lights are visible. This should be done every time you re group, change direction or pass a landmark as a minimum
Hypothermia	Clients must wear suitable clothing for an outdoor kayaking activity (no jeans or heavy cotton pants, hoodies or jackets) Clients to be provided with equipment minimise risk of hypothermia, Guides to carry spare fleeces with them on Rotoiti tours. Guides to monitor client's behaviour throughout tour and encourage clients to use all equipment provided on cold wet nights.
Entrapment (kayak tours ONLY)	Ensure all clients are capable and confident with releasing of spray deck and have practiced this before activity begins. Guides to conduct activity in a manner that will minimise the risk of capsize considering actual conditions.
Drowning	Mandatory correctly fitted PFDs for all guides and clients, pre-trip briefing to completed clearly and prise.

Approved by: Blair Anderson	Date: 13/06/2025 (V3.1)	Review in one year from date of approval	
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ACTIVITY MANAGEMENT PLAN- WAIMARINO- PEDALLOS

Activity Description	Pedallos
Location/ Trip	Waimarino Adventure Park
Access Permission Required	N/A
Access to Water	Yes
Toilets	Yes, at Waimarino Adventure Park
Other Resources and Notes	Refer to: Adventure Park SOP's, Life Guarding SOP's and adventure park AMP's
Instructor Requirements	16 yrs. & over, current first aid, knowledge of SMP, SOPs, AMPs, and competency sign off
Client Competencies	Moderate level of fitness and mobility
Specific Policies	Ensure buoyancy aids are worn & correctly fitted, Max 4 adults or 6 children per pedallo, encourage swapping around every 10-15 mins during busy periods. Max 4 adults or 6 children per pedallo
Equipment	Client: Buoyancy aid & pedallo, Staff: megaphone, radio
Emergency Response	Use radio to summon help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency
Previous Incidents	Clients drifting away from the pedallo, clients flipping the pedallo, clients having fingers stuck between the pedallo and the dock.
Staff Client Ratios	Na
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- PEDALLOS

Activity Description	Management Strategy Colour classifies hazards level of potential harm – Green is low, orange moderate, Red is High		
Tide / wind	Ensure clients are upstream of pontoon unless with an instructor if clients are struggling due to strong current or wind, return the pedallos to the dock and close activity until the current and or wind slows.		
Boat traffic	Brief clients on boat traffic and keep an eye out for boats, report fast traffic over 5 knots to harbour master 0800 55 66 87		
Limb entrapment	Brief clients to keep hands & feet away from the edges of the Pedallo's when coming alongside the pontoons and other boats/kayaks		
Kayak slide & jumping zones	Keep recreational kayaks & pedalo's clear of kayak slide & jumping zones at all times must stay up stream of the kayak dock.		
over loading pedallo	Always abide by maximum as stated above unless clients are overweight then staff discretions must be used as the pedallo must be kept stable and not be sinking.		
Collision	Ensure clients are supervised and any crashing into or towing of other crafts are addressed instantly through a staff member stationed there or over the mega phone.		
Flipping pedallo	Ensure clients are supervised and any rocking or over loading is addressed instantly through a staff member stationed there or over the mega phone. instruct participants to keep pedallo stable. Morning check on pedallos to ensure they are not taking on water.		
Blob & water trampoline clients	Keep clients & students well clear of both zones when they are in use. Pedallos must be kept away from the inflatables.		
Drowning	All Clients are to wear a properly fitting buoyancy aid at all times.		
Approved by: Blair Anderson	Date: 10/09/2025 (V3.1)	Review in one year from date of approval	

ACTIVITY MANAGEMENT PLAN- WAIMARINO- SEA KAYAKING

Activity Description	Sea kayaking
Location/ Trip	Sea Kayak in Tauranga harbour
Access Permission Required	Many private land owners around Harbour, stay below high tide mark
Access to Water	Yes
Toilets	Yes, at Waimarino Adventure Park and various other public access points within the harbour
Other Resources and Notes	Refer to: Sea kayaking SOP
Instructor Requirements	Lead guide 18 yrs & over, second 16 yrs & over, Current 1st aid, Knowledge of SMS, policies & competencies / local harbour knowledge, P endorsement as required & assessed as safe to drive & tow, VHF cert when working within port.
Client Competencies	Moderate level of fitness and mobility
Specific Policies	Be prepared to change plans if situation changes, keep clients & Waimarino informed of any changes, err on the side of caution in decision making. Call Waimarino when 'off water' at end of tour
Equipment	B.A. with knife, whistle & tow line, waterproof map, 1st aid kit, spare paddle, paddle float, pump, repair items, VHF radio & waterproof case, cell phone in waterproof case, spare clothing, & drink, emergency shelter.
Emergency Response	Carry client 'incapacitated guide' card, refer to tour map for contact no.s & grid refs
Previous Incidents	Sunburnt clients, blisters on hands, be aware of the outgoing tides pull towards the exit channel at Anzac Bay, Bowentown & position groups sufficiently far away to ensure they are not pulled towards the channel.
Staff Client Ratios	Minimum group size: 2 clients, Staff/client ratio 1:10 (5 x double kayaks)
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- SEA KAYAKING

Activity Description	Management Strategy Colour classifies hazards level of potential harm – Green is low, orange moderate, Red is High
Capsize	Any tours over close to safety operational cut off, discussions are had with operations and guides to ensure clients and guides do not operate tours in dangerous conditions. All guides are trained in solo and double rescues. Guides have a great knowledge on the use of rescue equipment and are signed off before guiding. Guides to operate tours in such a way that will minimise the risk of Capsize
Failure of equipment	Kayaks and tours gear (fleeces, jackets, spray skirts and safety gear get checked monthly. All broken gear gets labelled and pulled out of rotation.
Slips, trips or falls	Guides to monitor the state of launching & exit points clearing debris & removing bird waste as necessary. Clients briefed to take special care when entering & exiting watercrafts as the ground may be slippery. Guides to place kayaks on shore away from slippery areas and assist clients when entering and exiting water crafts
Sun burn, heatstroke	Clients briefed to wear a hat & skin covering clothing. guides to provide sunscreen and sun hat. Staff to supervise client behaviour throughout the activity. Guides to make use of natural shade where available, and encourage the use of sun safe behaviour and drinking of water.
Lightning	Operations manager to check weather and liaise with guides at least 24 hours prior to trip using (windy, metervice, metvuw. Etc) cancellation or postponement of tour if risk is too high. Guide to establish distance from area of operation and direction weather is moving (3 secs between lightning and thunder is 1km). Guide to monitor conditions if moving away from area. lightening closer than 1 km and moving towards area of operation is considered too dangerous for this tour.
Tide	Ensure clients are well aware of the direction, timing and effect of the strong currents in the harbour, Stay clear of all harbour entrances. Ensure the tides are always checked and taken into consideration when making operational or safety calls.
Marine Traffic	Always where possible follow safe boating rules. Keep group together at all times and ensure clear communication to clients regarding directions to ensure adequate distance between other water crafts.
Dehydration	Ensure all clients take water provided and are seen drinking, remind them to stay hydrated
Sudden medical emergency	Medical information is gathered during booking process or before activity commences, first aid kits are carried by guides on every tour, all guides are first aid trained, and guides all have forms of communication.

Weather Changes (high winds)	Operations manager to check weather and liaise with guides at least 24 hours prior to trip using (windy, met service, met vuw. Etc) cancellation or postponement of tour if risk is too high. weather is closely monitored by the operations manager and open channels of communication with the guides is encouraged when discussing weather conditions and making weather calls. In strong winds hug the bays close to shore, Consistent wind gusts of 30Kts are considered too strong for this tour. Guides to provide a at time assessment of conditions and communicate to ops manager of the day about plan in adverse conditions with justification as to why. e.g. group has demonstrated a high-level proficiency getting to the first story spot in bay, are going to continue with the 20 knot winds. Have briefed clients on what it is going to be like and they are keen.		
Hypothermia	Clients must wear suitable clothing for an outdoor kayaking activity (no jeans or heavy cotton pants, hoodies or jackets) Clients to be provided with equipment minimise risk of hypothermia, Guides to carry spare fleeces with them on Rotoiti tours. Guides to monitor client's behaviour throughout tour and encourage clients to use all equipment provided on cold wet days.		
Entrapment	Ensure all clients are capable and confident with releasing of spray deck and have practiced this before activity begins. Guides to conduct activity in a manner that will minimise the risk of capsize considering actual conditions.		
Loss of Client	Guides to perform head count when entering and exiting the water and continually throughout the tour ensuring all kayaks are visible. This should be done every time you re group, change direction or pass a landmark as a minimum		
Operating within the port	Ensure ship movements have been checked and crossing time has been adjusted to ensure no ships will be entering or exiting. Always stay well away from operational areas 200m and well away from ships 200m		
Drowning	Mandatory correctly fitted PFDs for all guides and clients, pre-trip briefing to completed clearly and prise.		
Approved by: Blair Anderson	Date: 19/09/2025 (V3.1)	Review in one year from date of approval	

ACTIVITY MANAGEMENT PLAN- WAIMARINO- STAND UP PADDLE BOARDING

Activity Description	Stand up paddle boarding
Location/ Trip	Waimarino Adventure Park/rowing club
Access Permission Required	Rowing club (06 838 4485)
Access to Water	Yes
Toilets	Yes, but only at Waimarino Adventure Park
Other Resources and Notes	Refer to: adventure park SOP and stand up paddle boarding SOP, Life guarding SOP.
Instructor Requirements	Lead Guide 18 years or over, 2nd 16 years an older, Current 1st aid, Knowledge of Waimarino SMS, policies & competencies, Paddleboard competency signed off, P licence (as required), Assessed as safe to drive & t
Client Competencies	Moderate level of fitness and mobility
Specific Policies	Ensure: boards are correctly inflated & paddles correctly adjusted, BA's correctly fitted & adjusted, Boards are to be carried not dragged, store out of direct sunlight, consider deflating boards slightly for long drives in hot sun.
Equipment	Stand Up Paddleboards, paddles, buoyancy aids, appropriate clothing for weather, games equipment for school groups. Guide specific: Buoyancy aid with knife, throw bag (50m), whistle 1st aid kit, communications, inflation pump.
Emergency Response	Make call to base (07) 576 4233, 0800 456 4233 minimum of 2 instructors, therefore instructors are never alone.
Previous Incidents	Students getting cold
Staff Client Ratios	2 instructors to 32 students (min 2 Waimarino instructors per group) extra instructor joins for more than 32 students, school staff & parent helpers in kayaks are also used to maintain recommended ratios 1:4 adult to child ratio Primary 1:6 secondary.
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- ACTIVITY

Activity Description	Management Strategy		
	Colour classifies hazards level of potential harm – Green is low, orange moderate, Red is High		
Muddy/slippery banks	Ensure clients are aware of the slippery terrain and not to exit the river (except in an emergency) until they reach the rowing club or the last pontoon at Waimarino, assist clients with launching & recovering paddleboards.		
Take out at waimarino pontoon	Ensure paddleboards are carried directly to the kayak shed after getting off the water. ensure when launching and landing all participants drop top their knees for more stability.		
Shallow rocks or debris	Guide is to point out known hazards & to identify new ones to clients, guide is to position His/herself between participants and hazards where possible.		
Environmental/weather changes	Operations to check weather forecast for upcoming weather events and make call accordingly. Always operate the trip paddling with the tide. Guide to double weather forecast day of and liaise with operations. Using websites such as met service, Metvuw and windy		
Tides/strong currents	Always check the tides and be aware of what the tides/current is doing always paddle/ work with the tide/current.		
Boats traffic	Brief clients on boat traffic and keep an eye out for boats, report fast traffic over 5 knots to harbour master 0800 55 66 87		
Road traffic, crossing SH29	Indicate & slow down prior to crossing SH29, tap brakes & use hand signals if required for following traffic		
Floods	Operations to check weather forecast for upcoming weather events and make call accordingly, also check what the flow of the Wairoa river is at if in flood or high risk do not operate. Always operate the trip paddling with the tide. Guide to double check flow and weather forecast day of and liaise with operations. Using websites such as met service, Metvuw and windy		
Loss of Client	minimum requirement of guides/instructors is 2 so that there is always one at the front and one at the back this is to ensure no gets left behind. Recount group every raft up/ regroup.		
Hypothermia	Ensure all students have wetsuits in order to keep them warm. Whether they are their own or waimarino education trust.		
Drowning	All participants to wear correctly fitted buoyancy aids. Swim test to be done with children (school groups only). Children under 8 or younger to be actively supervised by an adult of 18 years old.		
Approved by: Blair Anderson	Date: 10/09/2025 (V3.1)	Review in one year from date of approval	

ACTIVITY MANAGEMENT PLAN- WAIMARINO- TOP ROPE CLIMBING

Activity Description	Top rope climbing
Location/ Trip	Waimarino Adventure Park
Access Permission Required	N/A Waimarino Adventure park
Access to Water	Yes, at waimarino adventure park
Toilets	Yes, at Waimarino Adventure Park
Other Resources and Notes	Refer to: Top rope climbing SOP & Adventure park SOP
Instructor Requirements	16 yrs. & over, current first aid, knowledge of SMP, SOPs, AMPs, and competency sign off
Client Competencies	Moderate level of fitness and mobility
Specific Policies	Staff are to check correct fitting of harnesses, attachment to rope end, correct setup of anchor system & GriGri, instruct clients of safe climbing for each climber. Complete gear check & fill out open up and close down use logs, promote sun safe behaviour.
Equipment	Rope, GriGri, 2 x steel triple movement (rope end) 1 x steel triple movement, 1 x steel pair & Sling (ground anchor) 1 x snap link & short sling (staff attachment), 2 x prussiks, Harnesses for staff & clients, scissors, angle wings, Radio
Emergency Response	Use radio to summon help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency
Previous Incidents	Client freezing and wall and not wanting to let go.
Staff Client Ratios	Maximum group size – 8 clients per instructor Belaying – 1 staff member per rope.
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- TOP ROPE CLIMBING

Activity Description	Management Strategy
	Colour classifies hazards level of potential harm – Green is low , orange moderate , Red is High
Pendulum	There is little to no risk of side to side pendulum as there are 4 climbing walls and 4 belay stations all of which set up in the centre of each wall eliminating the risk of sideways Pendulum. The blue and green walls do have an over hung aspect to them so pendulum is a risk to minimise this Clients are instructed to start with the easier walls and work their way up to the more difficult walls. Participants are instructed to keep feet up if they fall in order to reduce impact should they pendulum on the blue or green walls.
Slips or trips.	Keep ground area tidy ensure rope is on rope mat.
Sunburn/sun stroke	Clients briefed to wear a hat & skin covering clothing. Staff to ensure that clients make use of shaded areas and are aware of availability of water on site. Staff to rotate off the activity periodically
Participant panic/anxiety	If possible attempt to talk the client into pushing off the wall or down climbing. If the participant is physically stuck call for help and have another person climb and assist with client, staff are trained in managing anxious participants
fatigue	Ensure all climbers are receiving breaks between climbing that allow them to recover between climbs. Ensure the belayer has sufficient energy to run a full climbing session 1-hour belaying. Bring water bottle to site.
isolation	Climbing wall can be completely set up and taken down from the ground without needing to work at heights so risk of isolation is eliminated.
Suspension trauma	Clients are only able to climb up to 2 walls per turn there for the maximum time someone may spend suspended in a harness is 20 mins this massively reduces the risk of suspension trauma
Communication	Climbing wall SOP clearly states the correct communication to use when communicating with participants. If assistance is needed all staff operating the rock wall use radios and can call for assistance at any time.
Uncontrolled slip	Regular inspection and maintenance of climbing wall. Pre-use visual inspection of climbing wall before use. Tools kept on hand to tighten loose holds.
Earthquake	In instance of an Earthquake, lock off dead rope and wait for earth quake to cease, instruct climber to go lower position. Once earthquake has ceased bring climber to the ground and call for management/operations to assess for damage before continuing to operate activity.
Weather conditions	If raining climbing wall will not be operating to ensure no damage to rope or no slippage in belay equipment. If high winds operating the rock wall will be assessed by manager onsite.
Lightning	If Lightning is present do not operate the Climbing wall.
Hair/clothing entrapment	Staff to ensure any long hair is tied back or controlled under a hat. Staff to ensure loose clothing is secured or removed. Clients are briefed to keep their hands clear of potential pinch points
WASP/bee stings	Clients informed to bring epi-pen or adrenaline with them to activity if they have a severe allergy to wasp or bee stings. Staff to monitor the presence of wasps or bees in the vicinity of the climbing wall, & to halt activity &

	inform the operations manager so that nests can be removed. Weekly inspection of known nest sites at top of climbing wall during the summer season.		
Damaged equipment	All ropes and equipment are checked during set up and are thoroughly checked monthly. Equipment is also retired when required as per manufacture regulations of individual items. All damaged equipment is taken out of use and Top management is notified.		
Equipment failure	All climbing equipment must be CE rated. All climbing equipment must be fit for purpose and properly maintained. All ropes and equipment are checked during set up and are thoroughly checked monthly.		
Anchor and structure Failure	The anchors and climbing wall structure it self is a rated building with code of compliance and is checked monthly by waimarino and Annually by a structural engineer.		
Unsupervised access	There is a barrier fence and a padlocked gate when not in use this closes off access to the climbing wall there are also closed signage that is up when not in use. This minimises the risk of unsupervised access to the climbing wall. All ropes and equipment is in a pad locked shed when not in use.		
Fall from Height	All climbing equipment must be CE rated. All climbing equipment must be fit for purpose and properly maintained. All harnesses must be correctly fitted. Ground underneath climbing wall is soft padded area with tyres and sawdust, for a soft landing. Staff to be trained & assessed as competent belayers before working with clients. Use of GriGri belay devices to reduce the likelihood of an uncontrolled descent. No clients to belay.		
Working at heights	If any work is required to be done at the top of the climbing wall there are 2 anchor points at the top of the		
Incorrectly tied knots	Staff are trained and signed off as competent before being able to set up climbing wall, double checks of the set up and knots is done before each climbing session. Check training records and Top rope climbing SOP for more information.		
Incapacitation of belayer	Waimarino uses petzl Grigri belay devices that attach to an anchor at the base of the wall so even if the belayer were to go unconscious the belay device will lock off.		
Approved by: Blair Anderson	Date: 13/06/2025 (V3.1)	Review in one year from date of approval	

ACTIVITY MANAGEMENT PLAN- WAIMARINO- UFO

Activity Description	UFO
Location/ Trip	Waimarino Adventure Park
Access Permission Required	N/A
Access to Water	Yes
Toilets	Yes, at Waimarino Adventure Park
Other Resources and Notes	Refer to: Adventure Park and life guarding SOP's and AMPs
Instructor Requirements	16 yrs. & over, current first aid, knowledge of SMP, SOPs, AMPs, and competency sign off
Client Competencies	Moderate level of fitness and mobility
Specific Policies	6 persons maximum on activity at all times
Equipment	Instructor: Megaphone, PFD, Radio, Rescue tube. Client: Buoyancy aid
Emergency Response	Use radio to summon help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency
Previous Incidents	Sliding off the blob and going under the tramp, getting stuck on upstream side of UFO & out of sight of point, bouyancy aids loose or not worn.
Staff Client Ratios	This activity is supervised in a combination of 3 places: On point, On water safety kayaker, Blob tower. There needs to be 2 people supervising the inflatables if they are at maximum use for example: either the Blob and on point or On point and on water rescue kayak.
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- UFO

Activity Description	Management Strategy		
	Colour classifies hazards level of potential harm – Green is low, orange moderate, Red is High		
exceeding maximum requirements	Signage of activity rules are shown clear near activity. 2 members of staff are supervising the inflatable at any given time when activity is in heavy use. See client ratios above.		
Slippery water ladders	Caution clients before they use the water tramp. Ladder can be difficult to use to get onto UFO. Instruct clients to use their legs when climbing.		
Exposed trampoline springs	Trampoline mat is attached to the out rim of the tramp to minimise the risk and this mat is visually checked daily		
Clients swimming under tramp	Instruct clients to not swim under tramp, they may get jumped on and it's hard to supervise them, use grab lines on side of tramp. During busy periods an extra point position on the blob tower is to be manned, when the inflatables are at maximum use and there is no one on the blob and on water rescue kayaker will be supervising the water trampoline. signage that states do not swim under inflatables.		
Floating debris	Paddle around the water tramp & dislodge and remove any logs , sticks or other debris. Keep a lookout for debris floating towards the water tramp at all times during operation. Morning debris check.		
Kayaks, water craft and swimmers	Instructor is to ensure that the area around the water tramp is clear, water craft are not to come within 5m.		
Drowning	Guides to ensure that all clients using the water trampoline are wearing a correctly fitting buoyancy aid.		
Impact injury	As there is a height difference this risk can not be eliminated but can be watched for a the risks lessened by the correct use of buoyancy aids.		
Approved by: Blair Anderson	Date: 10/09/2025(V3.1)	Review in one year from date of approval	

ACTIVITY MANAGEMENT PLAN- WAIMARINO- WAIROA RIVER SAFETY PROGRAMME

Activity Description	Wairoa River Safety Programme
Location/ Trip	Poripori swimming hole – Wairoa river
Access Permission Required	Call Jeanette Miller for Land access to mid-way point 1549 SH29 - ph: 07 543 1092 / 021 767 759 (only for upper section)
Access to Water	Yes
Toilets	Yes, at waimarino and at McLaren's falls and at Poripori swimming hole.
Other Resources and Notes	Wairoa River safety Programme SOP.
Instructor Requirements	Lead guide 18yrs & over, second 16 yrs. & over, Current first aid, Knowledge of SMS, policies & competencies, competency sign off.
Client Competencies	Good swimming, fitness and mobility
Specific Policies	Check the day before trip to make sure there will be no dam release. Call 07 574 7958 Operations room. Cancel or rearrange trip if a release is planned for the next day.
Equipment	Client: Helmet, wetsuit (shorts over top), poly pro's, Buoyancy Aids. Instructor: Backpack, 1st aid kit, Throw bag, B.A with knife & whistle, Cell phone (waterproof), Warm clothing, High energy snacks, thermos with hot drink
Emergency Response	Carry Client - guide incapacitated flow chart & Refer to SOP. Nearest AED's - Lake McLaren Park Information centre, Dial 07 577 7000. Refer to tour map for contact No's & grid refs.
Previous Incidents	Burst eardrum from flip off rock, Cold clients due to inappropriate gear/slow trips/cold weather, Bumps & scratches from slippery surfaces.
Staff Client Ratios	2:32, minimum of 2 Waimarino instructors per group. 3rd instructor added for 33 - 45. 4th instructor added for 46+ recommended adult to child ratio 1:4 primary 1:6 for secondary. If the client numbers are 10 and under then exceptions can be made to use 1 senior guide, the decision to be made by the Operations Manager.
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- WAIROA RIVER SAFETY PROGRAMME

Activity Description	Management Strategy Colour classifies hazards level of potential harm – Green is low, orange moderate, Red is High		
Rural environment	Ensure all valuables are hidden away in the vehicles and all vehicles are locked		
Slippery surfaces	Ensure all participants are aware of different terrain and appropriate ways of dealing with them to avoid falling over, check suitability of footwear.		
Floods	Lead instructor is to ensure that the pre-trip checklist is completed & signed off, including a full weather and rainfall assessment - river levels go to: https://envdata.boprc.govt.nz/Data/DataSet/Summary/Location/CO884445/DataSet/Stage/Primary/Interval/Latest Trip not to be run on release dates or if levels are above 800mm.		
Canyon environment	Don't spend too much time in the shade, be aware of your exits at all times - see activity map for emergency exits.		
Submerged rocks debris	All jumping points are checked for depth and obstructions by an instructor before students are allowed to jump.		
Impact injury	helmet and wetsuit must be worn to minimise the risk of head injury or impact injury on the body.		
Drowning	Guides to ensure that all clients are wearing a correctly fitting buoyancy aid & helmet.		
Foot entrapment	Ensure students are briefed and understand defensive white-water position, and when to use it. Have instructors stationed at high risk areas.		
Separation	Lead instructor to keep in contact with instructor or adults at rear of group, head count made after each obstacle. Always have an instructor at the back and at the front to ensure no one's gets left behind. And to keep groups together.		
Cold environment/Hypothermia	Keep group moving and active, ensure all participants are wearing adequate appropriate clothing, all participants must be wearing wetsuits. carry extra warm clothing. (No cotton) (no wet suit no trip) carry warm drinks with you in a flask. Instructors to be aware of exit points and turn around points.		
Approved by: Blair Anderson	Date: 18/09/2025 (V3.1)	Review in one year from date of approval	

ACTIVITY MANAGEMENT PLAN- WAIMARINO- VEHICLE DRIVING

Activity Description	Vehicle Driving
Location/ Trip	Waimarino Adventure Park
Access Permission Required	Permission may be required to access private lands
Access to Water	NA
Toilets	NA
Other Resources and Notes	refer to: vehicle Driving SOP's, NZ road code
Instructor Requirements	Current first aid, knowledge of SMS, policies & competencies, valid appropriate drivers' licence, P endorsement or class 2,4 (as required), assessed as safe to drive & tow
Client Competencies	Passengers under 15yrs must wear a seat belt & use child/booster seat if applicable. Passengers over 15 must be advised to wear a seatbelt at all time when the vehicle is moving.
Specific Policies	Check the following before driving EVERY time: Boats properly tied on to roof racks & trailers, trailers properly attached to tow bar with electrics & safety chain attached, towing attachment firmly attached to trailer draw bar, trailer/roof rack structure is sound & free of defects, complete daily vehicle checks - inform Operations if oil or coolant needs filling
Equipment	Drivers licence, endorsement ID card, Log book (as required), 1st aid kit, motion sickness kit for long journeys child & booster seats if required, Cargo straps, trailer spare wheel, Incapacitated driver chart in vehicle
Emergency Response	Pullover & stop the vehicle, assist passengers to exit the vehicle & move to a place of safety, provide any immediate first aid required, contact emergency services & Waimarino as required, collect information from any other drivers involved & witnesses, provide own & Waimarino's details. DO NOT ACCEPT LIABILITY AT THE SCENE OF AN INCIDENT
Previous Incidents	Reversing into other vehicles and permanent structures, fender benders, losing boats & other large items from trailers & roof rack, mis-fuelling, not retracting jockey wheel, trailer unhitching (hitch not properly attached).
Staff Client Ratios	Maximum number of passengers for each vehicle must not be exceeded
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- VEHICLE DRIVING

Activity Description	Management Strategy Colour classifies hazards level of potential harm – Green is low, orange moderate, Red is High		
Busy park area	Drive at walking pace, be ready to stop at any time, drive slowly down the hill.		
Long / heavy vehicles	Driver must be trained & signed off to tow trailers, keep extra distance between yourself & other vehicles when towing. Large passenger vehicle drivers hold current and valid licences for vehicles and have driver training significant to the vehicle (ie class 2, 4, passenger endorsement)		
Other road users	Driver to be aware of other road user's behaviour & try to anticipate their actions.		
Extreme weather	Always drive below the speed limit and adjust for Extreme weather and poor road conditions		
Excessive speed	Always drive below the speed limit and adjust for Extreme weather and poor road conditions		
Mechanical Failure	Vehicles are to be kept in good working order with current relevant W.O.F or C.O.F, REGO. and defects are to be reported to management immediately. Vehicles are thoroughly checked every month.		
Over loading	Driver to ensure that vehicles do not carry more passengers or cargo than stated limits allow & that all loads are securely fastened		
Loss of control	Driver is to focus on one thing only, DRIVING, not the passengers in the vehicle or passing scenery, pull over to deal with issues that may arise.		
Driver Fatigue	All staff hours are monitored through means of the pay roll system to ensure fatigue is not a factor. open channels of communication are encouraged with operations manager. Passenger licence drivers' hours are monitored through means of log books. Trailer Driving/working hours are monitored through Operations Manager. All staff to be open and forward if they are feeling fatigued.		
Injury due to not wearing a seatbelt	Driver is to ensure that all passengers under 15 wear a seatbelt & use approved child or booster seat if applicable. Passengers 15 & over are recommended to wear a seatbelt at all times when vehicle is moving.		
Approved by: Blair Anderson	Date: 18/09/2025 (V3.1)	Review in one year from date of approval	

ACTIVITY MANAGEMENT PLAN- WAIMARINO- WAIROA RIVER TOUR

Activity Description	Wairoa River Tour
Location/ Trip	Waimarino Adventure Park
Access Permission Required	On the left past Belk Rd (SH29). The meeting point is around the corner Just past the Omanawa stream bridge. No permission required
Access to Water	Yes
Toilets	Only at Waimarino Adventure Park
Other Resources and Notes	Open water kayak day AMP. thunder and lightning protocol. Tidal information. Wairoa River Tour SOP.
Instructor Requirements	Lead Guide 18 years old and older, second 16 yrs. & over, current first aid, knowledge of SMP, SOPs, AMPs, and competency sign off
Client Competencies	Moderate level of fitness and mobility
Specific Policies	Before departure ensure full paddle, briefing given, buoyancy aids correctly fitted, clients are aware of emergency contact info on tour map & methods of contacting Waimarino, promote sun safe behaviour, check all elements on the WRT checklist are packed
Equipment	Kayak & paddles, Cell phone in waterproof case, B.A. Paddle float, Split paddle, Bilge pump, Appropriate clothing for weather, Spray decks & paddle jackets only in wet & cold weather. Tour map
Emergency Response	Carry client 'incapacitated guide' card, refer to tour map for contact no's & grid refs.
Previous Incidents	Capsize at pontoon when exiting, Waiting at end of trip for assistance, fatigued clients
Staff Client Ratios	1:10 for guided tours only
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- WAIROA RIVER TOUR

Activity Description	Management Strategy Colour classifies hazards level of potential harm – Green is low, orange moderate, Red is High		
Take out pontoon at waimarino	Tour arrivals take precedence over school group clients, ensure guides are keeping an eye out for arrival of clients.		
Muddy slippery banks	Ensure clients are aware of the slippery terrain and not to exit the river (except in an emergency) until they reach the rowing club (06 838 4485) or the last pontoon at Waimarino, assist clients with entry into kayaks at put in.		
Capsize	If guide is on tour all guides are trained to perform rescues. Clients are only put into stable double and single sea kayaks. Wairoa river tour only occurs when the tide is flow out to ensure current is assisting with the direction of paddling. at all times clients are within 10 meters of the side so they can get to the side should a capsize occur.		
Boat traffic	Brief clients about, and inform harbour master of fast traffic over 5 knots. 0800 55 66 87		
collision	Clients briefed to stay with the group at all times. Guides to monitor group & ensure adequate clearance from other water craft. Guides to ensure that groups give adequate clearance to known hazards.		
Bridge maintenance	Guides to manage hazard and follow instructions of the bridge maintenance staff. Follow rules and signed routes when passing under or through constructions zone.		
High winds	In strong winds hug the bays close to shore, Consistent wind gusts of 30Kts are considered too strong for this tour. Weather is closely monitored by the operations manager and open channels of communication with the guides is encouraged when discussing weather conditions and making weather calls.		
Lightening	Operations Manager to check weather and liaise with guides at least 24 hours prior to trip using (windy, met service, Metvuw. Etc). Guide to establish distance from current position and direction weather is moving (3 secs between lightning and thunder is 1km). Guide to monitor conditions if moving away from area. lightening closer than 1 km and moving towards area of operation is considered too dangerous for this tour.		
Entrapment	Guides to ensure clients practice spray skirt release before activity begins. Guides are proficient in rescue techniques for capsized kayaks. Guides to conduct activity in a manner that will minimise risk of capsize.		
Hypothermia	Provide clients with suitable clothing and gear for the conditions. Clients to kayak in very stable double sea kayaks Staff to supervise client behaviour throughout the activity.		
Drowning	Clients to wear correctly fitting buoyancy aids at all times when on the water, Clients to kayak in very stable double sea kayaks, Staff to supervise client behaviour throughout the activity.		
Approved by: Blair Anderson	Date: 18/09/2025 (V3.1)	Review in one year from date of approval	

ACTIVITY MANAGEMENT PLAN- WAIMARINO- WARM POOL AND SLIP N SLIDE

Activity Description	Warm Pool and Slip n Slide
Location/ Trip	Waimarino Adventure Park
Access Permission Required	N/A
Access to Water	Yes
Toilets	Yes, at Waimarino Adventure Park
Other Resources and Notes	Refer to: Adventure park SOP, Life Guarding SOP.
Instructor Requirements	16 yrs. & over, current first aid, knowledge of SMP, SOPs, AMPs, and competency sign off
Client Competencies	Moderate level of fitness and mobility
Specific Policies	No standing on Slip N Slide, no whirlpools in warm pool, children under 8yrs to be directly supervised by adult of 18 years old. 1 staff member to supervise both activities positioned by warm pool, plus additional teacher / parent supervision during busy periods.
Equipment	Radio, sunscreen, sunhat
Emergency Response	Use radio to summon help in the first instance, provide first aid as needed. Refer to Safety Management System emergency management plan in the event of a major emergency
Previous Incidents	Kids colliding on slide, falling while running, Stubbed toes, Dislocated shoulder from standing on slide, front teeth knocked out due to standing on slide, head injury from falling over.
Staff Client Ratios	Max 15 clients at any time in pool
Safety Management	Staff are to assess environmental & weather conditions prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff

HAZARD REGISTER- WAIMARINO- WARM POOL AND SLIP N SLIDE

Activity Description	Management Strategy Colour classifies hazards level of potential harm – Green is low, orange moderate, Red is High		
Poor Behaviour	Staff to periodically check warm pool area.		
Sunburn, Heatstroke	Staff to ensure that clients make use of shaded areas periodically and are aware of availability of water on site. Staff to remind all participants to apply sunscreen. Staff to rotate off the activity periodically.		
Slips, trips and falls	One person on the slide at a time, exit slide immediately and walk up path NOT SLIDE		
Missing child under water	No whirlpools in the warm pool, Ensure all children under the age of 8 years old are actively supervised by adult of 18 years old when in pool area .		
Head knocks	Enforce no standing/running rule on slip n slide, staff to periodically supervise slip n slide, ensure supervising parents/teachers understand rules. Kayak/barrier in place to stop/restrict standing/running down slip n slide.		
Drowning	Staff are to clearly brief clients on what is and is not permissible when using the warm pool & hydro slide. Staff/ guardians to supervise client behaviour throughout the activity & enforce safe behaviour. Staff to ensure no whirlpools or bombs pool is to be used for 'soaking' only. Staff to ensure only one person at a time on the slip n slide & that each person exits the slide.		
Approved by: Blair Anderson	Date: 10/09/2025 (V3.1)	Review in one year from date of approval	

Activity Management Plan - Waimarino					
Activity Description:	Grade 2 White Water Kayaking	Location/Trip:	Aniwhenua River / Grade 2		
		Water:	Camp ground and put in	Toilets:	At power station put in and camp ground
Access Permission Required?	Public access, don't park past the power station gate. Lock all vehicles and hide valuables	Instructor requirements:	Kayak 1 or relevant industry experience/quals, lead guide 18yrs & over, second 16yrs & over, current first aid cert, Knowledge of Waimarino SMS, policies & competencies, WW competency signed off, Pllicence (as required), assessed as safe to drive & tow		
Other resources and notes:	Refer to: White water kayaking SOP's	Client competencies:	Must have completed a minimum of a full day of basic river safety with basic kayaking skills		
Equipment:	Bouyancy aids, kayaks, helmets, paddles, spray decks. Guide specific: bouyancy aid with knife, whistle & cows tail, spare paddle, tour map, repair kit, first aid kit, communications, spare clothing, head torch, emergency food & drink	Specific Policies:	ensure clients have suitable clothing for the prevailing conditions, bouyancy aids are correctly fitted,spraydeck release has been practised, river level & weather has been checked, river signals explained promote sun smart behaviour		
Emergency Response:	Refer to Safety Management System, Carry Client - guide incapacitated flow chart. Refer to tour map for contact No.s & grid refs.				
Previous Incidents:	Cold clients				
Staff Client ratios	Guide /client ratio 1-4, Maximum group size – negotiable with client, Minimum number of staff –2				
Safety Management					
Guide/s are to assess environmental & weather conditions as well as river flow prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff					
Hazard (Potential for serious harm in bold)	MITIGATING MEASURES (Minimising strategies unless otherwise specified)				
Drowning	All participants to be wearing correctly fitting white water bouyancy aid at all times when in river situation. Participants to do not enter river/water without instructor instructions/supervision.				
Sound of river/distance	All participants to understand river signals to be used as communication when needed.				
Strainers	Instructors manage these hazards closely and when practical stay between the hazard and the clients. Clients briefed on both avoidance and what to do if you come up against a strainer.				
Cold Water/hypothermia	Ensure all paddlers are dressed appropriately for the conditions, paddlers without kayak roll should wear a wetsuit or dry suit, spare warm clothing kept at take out (no cotton)				
Separation	Instructors must stay in sight of clients at all times, ensuring all paddlers are accounted for at the end of each rapid				
Entrapment	Paddlers are briefed on river safety, including the white water float position, throw bag rescue techniques and to never stand up in the river				
Head knock/submerrged rocks	All participants to wear white water helmet while in or around the river.				
Sliping/falling over	Ensure all particpants are wearing suitable footware and moving along banks in an appropriate manner. Instructors carry through bags when exiting kayaks.				
Power station	Staff to manage students entering the water and ensure they are kept well away from the powerstation paddle up stream towards the water fall. Have at least 1 staff member on the water and 1 assisting with clients getting into their boats.				

Floods		Check River flows before activity via online gauges and check upcoming weather to determine whether flooding might accure.						
Mental trauma		Build participant up slowly with simple tasks/moves build water confidence/confiedence being upsiade down in kayak. Instructor to constantly check in with participant throughout activity.						
River Access		ensure clients work in 2s to bring boats and gear down to launch site.						
Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed	

Activity Management Plan - Waimarino					
Activity Description:	White Water Kayaking Course	Location/Trip:	Tarawera River (Kawerau) / Grade 2		
		Water:	Firmin Lodge	Toilets:	Public Toilets - Firmin Field
Access Permission Required?	Public access at Waterhouse Street. Lock all vehicles and hide valuables. ACCESS TO GATE VIA Kawerau info centre	Instructor requirements:	Kayak 1 or relevant industry experience/quals, lead guide 18yrs & over, second 16yrs & over, current first aid cert, Knowledge of Waimarino SMS, policies & competencies, WW competency signed off, Pllicence (as required), assessed as safe to drive & tow		
Other resources and notes:	Refer to: White water kayaking SOP	Client competencies:	Must have completed a minimum of a full day of basic river safety with basic kayaking skills		
Equipment:	Bouyancy aids, kayaks, helmets, paddles, spray decks. Guide specific: bouyancy aid with knife, whistle & cows tail, spare paddle, tour map, repair kit, first aid kit, communications, spare clothing, head torch, emergency food & drink	Specific Policies:	ensure clients have suitable clothing for the prevailing conditions, bouyancy aids are correctly fitted,spraydeck release has been practised, river level & weather has been checked, river signals explained promote sun smart behaviour		
Emergency Response:	Refer to Safety Management System, Carry Client - guide incapacitated flow chart. Refer to tour map for contact No.s & grid refs.				
Previous Incidents:	Cold clients				
Staff Client ratios	Guide /client ratio 1-4, Maximum group size – negotiable with client, Minimum number of staff –2				
Safety Management					
Guide/s are to assess Environmental & weather conditions as well as river flow prior to and throughout the activity, dynamically assessing the hazards and modifying or cancelling the activity if changes in hazards will put clients & staff at risk. All Staff specifically have the authority to halt the activity at any time if they consider there is a risk of harm to clients or staff					
Hazard (Potential for serious harm in bold)		MITIGATING MEASURES (Minimising strategies unless otherwise specified)			
Drowning		All participants to be wearing correctly fitting white water bouyancy aid at all times when in river situation. Participants to do not enter river/water without instructor instructions/supervision.			
Sound of river/distance		All participants to understand river signals to be used as communication when needed.			
Strainers		Instructors manage these hazards closely and when practical stay between the hazard and the clients. Clients briefed on both avoidance and what to do if you come up against a strainer.			
Cold Water/hypothermia		Ensure all paddlers are dressed appropriately for the conditions, paddlers without kayak roll should wear a wetsuit or dry suit, spare warm clothing kept at take out (no cotton)			
Separation		Instructors must stay in sight of clients at all times, ensuring all paddlers are accounted for at the end of each rapid			
Entrapment		Paddlers are briefed on river safety, including the white water float position, throw bag rescue techniques and to never stand up in the river			
Head knock/submerrged rocks		All participants to wear white water helmet while in or around the river.			
Sliping/falling over		Ensure all particpants are wearing suitable footware and moving along banks in an appropriate manner. Instructors carry through bags when exiting kayaks.			
Floods		Check River flows before activity via online gauges and check upcoming weather to determine whether flooding might accure.			

Mental trauma		Build participant up slowly with simple tasks/moves build water confidence/confidence being upside down in kayak. Instructor to constantly check in with participant throughout activity.					
River Access		clients to wear river gear while walking down steep bank					
Approved by	Blair Anderson	date	31.07.2024 (V3.0)	Review in	1 year	from date of approval	Signed 

