

RISK ANALYSIS AND MANAGEMENT SYSTEM

ACTIVITY/SITUATION: Glowworm and Aranui Caves

Analysis	Description		
UNDESIREDEVENT(S) Accident, injury, other forms of damage	Road Accident Injury to persons by falling Drowning Claustrophobia - general distress		
CAUSALFACTORS	People	Equipment	Environment
	Wide range of client ability. Ability of guides Ratio of guides to clients and adults to students Existing medical conditions/ medication	Footwear Lighting failure Boats	Dark Slippery Flooding Unfamiliar environment Uneven terrain and low overhangs
RISKMANAGEMENTSTRATEGIES	Normal Operations		
	Effective behavioural management by teachers/guides to keep noise levels low and to keep students on the clearly defined pathways. Full risk disclosure by guides and appropriate safety measures adhered to. Guides hold current 1st Aid Cert. Guide to client ratio: Glowworm 1:50 Aranui 1:20 Guides undergo high water training for the boats. Students should move from the carpark to the cave entrance via the road underpass.	Boats, Torches and Regular lighting checks. Emergency lighting systems available. Regular maintenance of stairs and railings. 1st Aid kits available.	Guide training to identify slippery areas, low overhangs, boating safety and to communicate safety strategies effectively. Regular guide assessment of the environment. Continual monitoring of water gauges and CO ₂ levels.
	Emergency		
	Follow emergency procedures as outlined by the Cave guides		

RELEVANTINDUSTRYSTANDARDSAPPLICABLE	ATTO tour attraction guiding units.
POLICIES ANDGUIDELINESRECOMMENDED	Guide to accompany foreign language trips with interpreters Courses for guides as stated below Guide/client ratios adhered to. School adult:student ratio adhered. (eg 1 competent/ adult supervisor to 9 year 3 students) Ensure that students are assigned to an appropriate adult who they remain close to throughout the cave tour and when they return to their vehicles.
SKILLS REQUIRED BY STAFF	All guides have current First Aid certificates PATA Language course training Emergency evacuation training Ongoing guide assessment Training courses.