

OUR SAFETY MANAGEMENT SYSTEM – OUR *TIKANGA ĀRAI HAUATA*

- TIER 1 –
FUNDAMENTAL PRINCIPLES

- TIER 2 –
INSTRUCTOR HANDBOOK

- TIER 3 –
ACTIVITY MANAGEMENT PLANS

TIER 1 – Fundamental Principles of Safety Management at Hillary Outdoors

ASPIRATIONAL GOAL - no harm will occur to anyone while involved in Hillary Outdoors activities

Management	<ul style="list-style-type: none"> • Active systems • Legal • Hazards • Access • Staff 	<ul style="list-style-type: none"> - All safety documentation and processes at Hillary Outdoors must be reviewed regularly to ensure they are relevant and adequate. - Hillary Outdoors will comply with all relevant legal and compliance requirements and stay informed of legislative changes. - Hazards and risks must be identified and managed conservatively. - Land owners or manager permission must be sought; any conditions that are specified must be adhered to. - Management will maintain a programme to support staff physical and mental well-being.
Employees	<ul style="list-style-type: none"> • Attitude • Compliance • Fit to work • Skills • Stop • Commitment • Input 	<ul style="list-style-type: none"> - Staff show a commitment to safety management that leads to constant improvement in our systems. - Staff must comply with all Hillary Outdoors policies, in particular the SMS and its Tier 1, Tier 2 and Tier 3 requirements. - Staff are physically and mentally fit to perform their duties, and do not work under the influence of drugs or alcohol. - Staff have the necessary skills and experience to ensure the safety of self and participants. - Staff have the responsibility to call a stop if they feel that safety will be compromised. - Staff commit to reporting all Health and Safety incidents including “near misses”. - All staff have a say on matters that may affect their or others’ health and safety.
Clients	<ul style="list-style-type: none"> • Two-way communication and informed consent • Equipped 	<ul style="list-style-type: none"> - Clients have a duty to inform Hillary Outdoors of information needed to ensure their safety; Hillary Outdoors must seek this information prior to activity; - Clients must be informed of the risks and nature of the activity, and the expected behaviours to ensure safety. - Clients have the right to refuse participation. - Clients have the right to view Hillary Outdoors safety management systems; - Clients must have clothing and equipment to ensure comfort and safety for the conditions expected.
Environment	<ul style="list-style-type: none"> • Operational Area • Weather 	<ul style="list-style-type: none"> - Staff must only operate in locations where detailed information is available. - Forecasts must be monitored frequently, activities modified according to conditions.
Activities	<ul style="list-style-type: none"> • Planning • Communication • Control • Critical incident 	<ul style="list-style-type: none"> - Activities must: be covered by Instructor Handbook or/an Activity Management Plan; be appropriate to client group and have written objectives to satisfy any stake holder; be approved by a Duty Manager. - Activities must have a plan to communicate with Hillary Outdoors Base or external agencies, and clients must be instructed on processes if the instructor is incapacitated. - Instructors must maintain control of self and clients in the environment, or be able to easily resolve any outcome. - When multiple instructors are working with one group, a lead instructor must be nominated. - All activities must have an effective rescue plan; - Accompanying staff and/or parents must be kept informed during the management of critical incidents.
Equipment	<ul style="list-style-type: none"> • Fit for purpose • Use and care 	<ul style="list-style-type: none"> - Equipment is designed for the task and inspected to ensure it continues to meet design standards. - Equipment must be used when required and in accordance with its design. - Equipment must be maintained in a safe condition.

Graham Seatter



CHIEF EXECUTIVE

Jono Maxwell



CENTRE MANAGER TONGARIRO

Gemma Parkin



CENTRE MANAGER GREAT BARRIER

Darren Ashmore



EVENTS MANAGER

Mark Copeland



CHAIR

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