

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, in staff meetings and incident registers. - 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 an activity; - Clients must be informed of the risks and nature of the activity, and the expected behaviours to ensure safety through a range of communication methodologies: verbal, written consents, visual signage. - Clients have the right to refuse participation. - Clients have the right to view Hillary Outdoors Safety Management Systems (SMS). - Clients must have appropriate 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, and activities must be 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 (AMP). be appropriate to client group and have written objectives to satisfy any stake holder, and be approved by the Duty Manager or Centre Manager. - Activities must have a plan to communicate with Hillary Outdoors Base or approved 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. The Centre Manager or Event Manager must inform the General Manager, and the General Manager must inform the Chair of any 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 the technical standards. - Equipment must be used when required and in accordance with its design. - Equipment must be maintained in a safe condition.

Hillary Campbell



CHIEF EXECUTIVE

Jono Maxwell



CENTRE MANAGER, TONGARIRO

Luke Middleton



SAFETY MANAGER

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CENTRE MANAGER, AOTEA

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