



SCHOOLS / GROUPS

# HAZARDS & RISK ASSESSMENTS

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# INTRODUCTION

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**Our ski area provides a natural playground for individuals, families, and groups alike to enjoy the alpine environment and engage in recreational snow sports.**

However, there are inherent risks associated with recreational snow sports that need to be understood to have fun and to remain safe in an alpine environment.

NZSki strives to make its ski areas as safe as reasonably practicable through their terrain hazard management system, accident and emergency response plans and access road management systems. A summary of these systems and plans is provided in this document. Please review it carefully.





## TERRAIN HAZARD MANAGEMENT

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Under the New Zealand Health & Safety at Work Act 2015, NZSki must ensure so far as is reasonably practicable that its employees and guests remain safe whilst visiting our ski areas. In the winter months Coronet Peak, The Remarkables and Mt Hutt ski areas employ professional Ski Patrollers who specialise in assessing ski area terrain and deploying signage, fencing, and padding as needed to reduce the risk of identified hazards to users of the ski area. Patrollers follow a set of established protocols to ensure that hazards have been properly assessed.

At the end of the day, Patrollers will sweep through the ski area to ensure that all guests are safely clear of the ski area prior to allowing grooming machinery out onto the slopes.

## ACCESS ROAD MANAGEMENT

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NZSki employs road crews who are charged with ensuring safe and efficient conditions for vehicles travelling on our access roads. Our road crews are responsible for the continual monitoring of road surface and weather conditions and adjusting the corresponding chain call and spreading grit to improve traction. The road crews may also assist drivers in distress and oversee driver behaviour. Always refer to our website for current road conditions.

### **CORONET PEAK**

[coronetpeak.co.nz/weather-report](https://coronetpeak.co.nz/weather-report)

### **MT HUTT**

[mthutt.co.nz/weather-report](https://mthutt.co.nz/weather-report)

### **THE REMARKABLES**

[theremarkables.co.nz/weather-report](https://theremarkables.co.nz/weather-report)



## ACCIDENT & EMERGENCY RESPONSE

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Our Patrol teams are responsible for being the first responders to any accident that occurs within the ski area boundary.

## OUR MEDICAL FACILITIES

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Each NZSki Ski Areas has a fully stocked and equipped First Aid and medical room.

During the ski season, our medical rooms are staffed by one to two nurse(s) and/or one doctor who specialise in providing pre-hospital emergency care. Our patrol staff are also highly trained to provide first aid and patient evacuation.

### CORONET PEAK & THE REMARKABLES

In Queenstown, transportation of injured persons can be carried out by St John's Ambulance from the Ski Area Base Buildings. Where road transportation is likely to aggravate an injury, patients may be evacuated by air rescue helicopter to Frankton Hospital or, for more serious cases, to Dunedin or Invercargill Hospitals.

### MT HUTT

In Methven, Mt Hutt is serviced by the local response ambulance team. Transportation of injured skiers can be carried out by the Mount Hutt Ambulance or by St John's Ambulance from the beginning of the sealed road. Serious injuries will be evacuated by air ambulance helicopter to Christchurch Hospital.



# SNOW RESPONSIBILITY CODE

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NZSki Snow Responsibility Code is designed to keep you and your family and friends safe whilst skiing / riding on our mountains.

To the right are the four signs for our snow responsibility code that you will see located on our mountains when you arrive.

Please make yourself and your group aware of these and abide by the code.



## SLOW DOWN

Limit your speed in busy areas. Match your speed to surrounding skiers and riders. Be prepared for others to make sudden changes in direction or speed.



## GIVE SPACE

Stay 5m away from others. If less than 5m from others you must slow down. The faster you go the more space you must give others.



## GIVE WAY

Give way to those downhill. Look before you leap. Snowboarders: take care turning onto your heel edge.



## STAY VISIBLE

Only stop where you can be seen from above. Always look uphill before moving again. Only stop on the edge of trails or beside fixed objects.



# TRAIL INFORMATION & BOUNDARY SIGNAGE

## TRAIL MARKINGS

Our ski fields use the international signage symbols below for trail marking.

These provide guidelines for snow users to differentiate between the perceived difficulty and suitability of trails within the ski area boundary.



### GREEN CIRCLE

Signifies easiest terrain, most suitable for beginners



### BLUE SQUARE

Signifies more difficult terrain, more suitable for intermediate users



### RED SQUARE

Signifies more difficult terrain, more suitable for advanced intermediate users



### BLACK DIAMOND

Signifies challenging terrain, more suitable for advanced users



### DOUBLE BLACK DIAMOND

Signifies extreme terrain, not suitable for most recreational users



### ORANGE OVAL

Freestyle Terrain

## BOUNDARY SIGNAGE

At key exit points, the use of large visible Ski Area Boundary signs are placed to warn users of the ski area limits. The safety signs and banners are used to alert snow users to potential hazards and no-go areas.

Where appropriate, international symbols are used to denote advisory, warning or danger signs and these have yellow, orange or red background with black writing.

Examples of these types of signs are depicted below.



### YELLOW BACKGROUND

Advisory Signage



### ORANGE BACKGROUND

Warning Signage



### RED BACKGROUND

Danger Signage



# INSTRUCTOR QUALIFICATIONS

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As part of your itinerary, all students will take part in Ski and Snowboarding lessons to maximise their safety and learning.

All of NZSki's Snowsports Schools are recognised Schools from the NZSIA and follow the NZSIA teaching progression and methodology. NZSki's Snowsports schools at Coronet Peak, The Remarkables and Mt Hutt ski areas are active members of NZSIA and many of our staff achieve and maintain their qualifications through them.

We pride ourselves on employing the world's best instructors, all of whom are certified by a broad section of ISIA member organisations, bringing a global perspective to our lessons.

Our instructors are qualified, many to the highest levels and many have supplemented their certification with specialist accreditations in the areas of Children's Instruction, Race, and Free-Ride, including F.I.S. licenses and credentials.



# SAFETY

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All schools must provide NZSki with a copy of their School Hazard & Risk Register and health and safety-related plans and documents prior to visiting our mountains. Accident costs: most accident costs are covered by ACC in NZ. On the mountain medical may charge a consultation fee.

Helmets are mandatory for all students and are highly recommended for all teachers / supervisors / volunteers.

# HAZARD & RISK ASSESSMENT

Although each school will conduct its own risk assessment, below there are some common risks that most groups may encounter:

<b>Causal factors</b> What hazards and risks exist?	<b>Risks</b> What accidents or injuries could be caused by the causal factors?	<b>Risk management strategies</b> What will you do to reduce the risk?
<b>People</b> Age, abilities, ratios, skills	<b>Risk of getting separated from the group</b>	Ensure students know where Administration is located in the event they are required to make an announcement  Ensure all students are always supervised.  Ensure teachers know where Guest Services is should they need to stop a student pass  Ratio: 1 Teacher/4+Students
	<b>Inexperience</b>	Ensure all students submit their ability prior to arrival on the ski area so that they can be grouped accordingly  Ensure students/teachers know what to do if a student is in the wrong group
	<b>Falling whilst skiing or snowboarding</b>	Ensure that all students participate in lessons to develop skills and understand where suitable terrain is located.  Familiarise students with the location of the Medical Centre at each mountain  Familiarise students with the Snow Responsibility Code  Ensure students know how to contact ski patrol  All students to wear a helmet at ALL times whilst skiing or snowboarding
	<b>Collision</b>	Follow the Snow Responsibility Code and stop where you can be seen from above and on the side of the run
<b>Equipment</b> Transport, gear, shelter, clothing	<b>Falling while carrying skis/boards</b>	Use caution and care whilst on the stairs  Use correct technique for carrying equipment
<b>Transport</b>	<b>Walking around maneuvering vehicles</b>	Ensure students keep to designated walkways  Children may not approach the bus until the driver has advised it is safe to do so
	<b>Items falling from bus overhead storage</b>	Do not store hard items in overhead luggage trays
<b>Environment</b> weather, terrain, season	<b>Falling off chairlifts</b>	Follow chairlift policy  Use caution and care whilst sitting on the chairlift.  Advise students to always lower the safety bar whilst riding chairlifts

# HAZARD & RISK ASSESSMENT CONT.

Causal factors What hazards and risks exist?	Risks What accidents or injuries could be caused by the causal factors?	Risk management strategies What will you do to reduce the risk?
Risk of personal injury	Sun exposure	Risk of sunburn  Ensure that all students apply a high SPF sunscreen before starting the day's activities Reapplication of SPF during the day Ensure all students have goggles and/or sunglasses available to use
Prolonged exposure to alpine weather cold, wind, snow, wet conditions	Risk of dehydration	Ensure that all students drink water regularly to stay hydrated at altitude  Check weather report before departure Ensure that all students have the correct clothing for the day's weather
Slippery surfaces	Risk of slipping on ice/snow whilst walking around the ski area	Risk of developing hypothermia  Make students aware of hazards Observe signage which advises where ice may occur Slow down whilst walking with ski/snowboard boots
Unpredictable snow pack	Risk of being caught in an avalanche	Respect ski area signage Students not permitted in 'closed' areas

# HAZARD & RISK ASSESSMENT: PLANNING

## PLANNING

### PREPARE PARTICIPANTS

**Check for long term weather forecast:**

<http://www.metservice.com/national/home>

**Review by teachers and students:**

THE NZSKI SNOW RESPONSIBILITY CODE

**Play Smart Principle resources:**

<https://accsportsmart.co.nz/assets/Uploads/SportSmart-Reference-resource.pdf>

**Teach about the correct clothing and equipment:**

Ski jacket, ski pants, gloves, helmets (compulsory), goggles, sunglasses

**Teach the reason why it's important to wear protective equipment:**

Wrist guards reduce the risk of broken wrists

Helmets reduce the risk of head injuries.

**Review suitable food and drink:**

HotTipsForParents.doc

**Aware of the cancellation policy:**

Read the School Group terms and conditions

**Trail maps:**

<https://www.coronetpeak.co.nz/mountain>

<https://www.themarkables.co.nz/mountain>

<https://www.mthutt.co.nz/mountain/>

**Check the Snow & Roads report, available from 6:30 am each day:**

<https://www.coronetpeak.co.nz/weather-report/>

<https://www.themarkables.co.nz/weather-report/>

<https://www.mthutt.co.nz/weather-report/>

# HAZARD & RISK ASSESSMENT: CHECKLIST

## CHECKLIST

ON THE DAY

**Check participants for the correct use of clothing and equipment:**

Ski jacket, ski pants, gloves, helmet, goggles, sunglasses

**Check that students are wearing protective equipment:**

Snowboard wrist guards reduce the risk of broken wrists

Helmets reduce the risk of head injuries.

**Check participants have suitable food and drink:**

HotTipsForParents.doc

**Where to meet for lunch and what time:**

Meeting at ..... at .....

**What time and where to meet the instructors:**

Time..... at .....

**Review Trail map with the students after lesson for safe skiing/riding for the afternoon.**

**Green Trails? Blue Trails? Black Trails?**

<https://www.nzski.com/queenstown/the-mountains/coronet-peak/coronet-peak-weather-report>

<https://www.nzski.com/queenstown/the-mountains/the-remarkables/the-remarkables-weather-report>

<https://www.nzski.com/mt-hutt/mt-hutt-weather-report>

**What to do if a student is separated from the group?**

We meet at .....

**Where to meet at the end of the lesson:**

We meet at ..... Time.....

**What to do in case of sickness or injury and who to call mobile #**

Call ..... # .....

**What time and where to meet and at the end of the day:**

We meet at ..... at .....

**Reflect, review, or debrief at the end of the trip:**

What worked ..... What didn't.....

**Your Emergency Plan:**

We meet at ..... in case emergency.



# KEY CONTACT LIST

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## NZSKI RESERVATIONS

NZ: 0800 697 547    AU: 0800 365 696

## CORONET PEAK

**ADMINISTRATION**  
(03) 441 1508

**SCHOOLS & GROUPS COORDINATOR**

## THE REMARKABLES

**ADMINISTRATION**  
(03) 442 4615

**SCHOOLS & GROUPS COORDINATOR**  
TBC

## MT HUTT

**ADMINISTRATION**  
(03) 307 6299

**SCHOOLS & GROUPS COORDINATOR**  
(03) 307 6315 | 027 625 4477

**METHVEN OFFICE**  
(03) 302 9310

## EMERGENCY SERVICES

### AMBULANCE

Emergency: 111  
Queenstown: (03) 441 4555  
Methven: (03) 302 8798

### FIRE

Emergency: 111  
Queenstown: (03) 442 7666  
Methven: (03) 302 8501

### POLICE

Emergency: 111  
Queenstown: (03) 441 1600  
Methven: (03) 302 8200

Other Agencies

### MEDICAL CENTRES

Queenstown Medical Centre: (03) 441 0500  
Wakatipu Medical Centre: (03) 442 2288  
Methven Medical Centre: (03) 302 8105

### DISTRICT HOSPITALS

Kew Hospital Invercargill: (03) 218 1949  
Public Hospital Dunedin: (03) 474 0999  
Public Hospital Christchurch: (03) 364 0640



# DOCUMENT CONTROL BOX

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Revision	Issue Date	Section	Revision Detail	Owner	Approver
A	2021	New	Document creation	Maire Schmidt QT GS HOD	Jennifer Tod MH GS HOD
B	NOV 2022	Various	Overall update and included Snow Responsibility code & Chairlift policy	Maire Schmidt QT GS HOD	Jennifer Tod MH GS HOD
C	MAR 2023	Full	Overall look and feel update	Becky Slimming QT GS HOD	Jennifer Tod MH GS HOD

# APPENDIX: NZSKI PUBLIC LIABILITY INSURANCE

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QBE Insurance (Australia) Limited  
ABN 78 003 191 035 - Incorporated in Australia  
PO Box 44, Auckland 1140  
T: 64 9 366 9920 F: 64 9 366 9930 [www.qbe.co.nz](http://www.qbe.co.nz)

## Certificate of Insurance

QBE Insurance confirms insurance cover is in force as follows:

<b>Insured</b>	:	NZSki
<b>Policy Number</b>	:	800040563PUL
<b>QBE Line</b>	:	100.00%
<b>Period of Insurance</b>	:	From 1 December 2022 at 4pm to 1 December 2023 at 4pm
<b>Risk Type</b>	:	Public Liability
<b>Wording</b>	:	General Liability GEL1122
<b>Limit of Indemnity</b>	:	Public Liability: NZD 10,000,000 any one Occurrence Products Liability: NZD 10,000,000 in the aggregate any one Period of Insurance
<b>Policy Territory</b>	:	Worldwide including North American Countries

Cover is subject to the terms and conditions of the policy as issued. For a full description of the coverage please refer to the policy document.

Issued and signed by QBE's authorised representative

A handwritten signature in black ink, appearing to be 'John J. ...', written over a horizontal line.

Dated: 30 November 2022

# APPENDIX: NZSKI CHILDREN ON CHAIRLIFTS



## NZski CHILDREN ON CHAIR LIFTS

### 1. OBJECTIVE

NZSki Ltd (PCBU), is committed to providing safe operations for our guests, which includes loading children safely onto our chairlifts.

NZSki requires all children <130cm in height, measured at the lift (in their ski/ride gear if applicable), to ride the chairlift with an adult.

This policy applies for all children who use the chairlifts for skiing, snowboarding and sightseeing across Coronet Peak, Remarkables and Mount Hutt Ski Fields. It includes children in snowsports lessons or in events or competitions. It does not apply to children in gondola cabins.

By implementing this policy, it is the aim of NZSki to be a leader in the promotion of safety awareness and safe behaviour on our ski areas. NZSki Ltd are committed to ensuring that all guests involved in skiing, riding or sightseeing at our ski areas comply with this policy.

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<b>Issued by</b>	GM Technical Operations		
<b>Last updated:</b>	24/05/2022		
<b>Distribution:</b>	NZSki Intranet, All NZSki Staff		
<b>Change History:</b>	<b>Updated By:</b>	<b>Approved by:</b>	<b>Changes made:</b>
24/05/2022	GM Team	Louise McQuillan	Document Creation – New Policy

# APPENDIX: NZSKI CHILDREN ON CHAIRLIFTS CONT.

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## 2. POLICY

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### Guest Requirements

To promote the safety of children riding chairlifts at Coronet Peak, Remarkable and Mount Hutt Ski fields the following requirements apply:

- All children <130cm at the lift (in ski / ride gear), will be asked to ride the chairlift with an adult.
  - Note that this corresponds to approximately 120cm barefoot height when considering helmets, ski/board boots and skis/boards.
  - This will also apply to any children sightseeing in winter <130cm - refer to Foot Passenger Policy HSMS 3.14.
  - Height will be assessed at the lift, when at the gates, in the queue or loading.
- 1 adult can accompany a maximum of 2 children under <130cm by placing one child on either side, with one on the outside of the chair so the lift attendant can assist.
- Babies in Packs: Baby packs to be removed and sat next to the parent, utilising one seat. Maximum of one baby pack per caregiver.
- Children are to sit still with their back of their knees against the leading edge of the seat.
- **The safety bar is to be pulled down as soon as possible.**
- All children (regardless of height) to load the lift on the outside next to the lift operator, wherever practicable, so the Lift Operator can assist.
- Children taking lessons and any children riding together in groups (regardless of height) may be asked to ride with another adult guest, so they can assist with the safety bar or in an emergency. Confirm with the adult if they are comfortable to assist prior to loading a child next to them.
- This policy does not apply to gondola cabins or surface lifts.

### Additional Requirements

- **Any issues get the attention of the lift operator to stop or slow the lift – speak up loudly & immediately.**
- Lift standard operating procedures must allow for staff to view chairs/guests exiting the station loaded safely
- Lift loading and unloading height from ground to seat should be less than 550mm wherever practicable. Safety in design to be considered for upgrades or new installations.

## 3. TRAINING

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This Policy will be discussed with all applicable staff during their Health & Safety induction and reiterated throughout the season. It will also be communicated on our website.

## 4. REFERENCE DOCUMENTS

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NZSki Snow Responsibility Code, Crew Handbook 2022, NZSki Department Training documents – Lifts, Snowsports and Guest Services.