

# WAIMARINO' S SAFETY MANAGEMENT SYSTEM



**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. (Hazard register)

## **Tours AMP's**


- Big Kanu
- Open water kayaking Daytime
- Wairoa River kayak Trip
- Sea kayaking
- Vehicle Driving
- Stand Up Paddleboarding
- Open Water Night time

### ACTIVITY MANAGEMENT PLAN- WAIMARINO- BIG KANU

<b>Activity Description</b>	Big Kanu
<b>Location/ Trip</b>	Wairoa River, Lake McLaren, Lake Rotoiti
<b>Access Permission Required</b>	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
<b>Access to Water</b>	Yes
<b>Toilets</b>	Yes, at Waimarino Adventure Park, McLaren's Falls park, Lake Rotoiti boat ramp
<b>Other Resources and Notes</b>	refer to: Big Kanu SOP & SLMKT SOP, SLRKT SOP, open water kayaking night operating procedure - electric outboard engine procedures. Thunder and lightning protocol
<b>Instructor Requirements</b>	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.
<b>Client Competencies</b>	Moderate level of fitness and mobility
<b>Specific Policies</b>	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.
<b>Equipment</b>	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.
<b>Emergency Response</b>	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.
<b>Previous Incidents</b>	Kanu caught in high winds (Lake Rotoiti), possible collision with kayaks while exiting the canyon by power station (lake McLaren), lost paddles.
<b>Staff Client Ratios</b>	Always 2 guides per Kanu. Max -2 guides 18 clients 1 Instructor to 20 children for school programmes.
<b>Safety Management</b>	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. <b>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</b>

## HAZARD REGISTER- WAIMARINO- ACTIVITY

Activity Description	<b>Management Strategy</b> Colour classifies hazards level of potential harm – <b>Green is low</b> , <b>orange moderate</b> , <b>Red is High</b>
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. lightning closer than 1 km and moving towards area of operation is considered too dangerous for this tour. See adventure park SOP and AMP for more specific information.
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. See adventure park SOP and AMP for more specific information.		
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 30Kts SLMKT 20 SLRKT 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: 07/05/2026 (V3.2)	Review in one year from date of approval	


**ACTIVITY MANAGEMENT PLAN- WAIMARINO- OPEN WATER KAYAKING DAY**

<b>Activity Description</b>	<b>Open water Kayaking day time SLRKT, SLMKT, Big Kanu</b>
<b>Location/ Trip</b>	Lake McLaren and Lake Rotoiti
<b>Access Permission Required</b>	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.
<b>Access to Water</b>	Yes – at Otaramarae boat ramp and at McLaren’s falls park
<b>Toilets</b>	Yes – at Otaramarae boat ramp, at McLaren’s falls park and at Rotoiti Hot Pools.
<b>Other Resources and Notes</b>	Refer to: SLRKT SOP, SLMKT SOP, Big Kanu SOP, Lake Rotoiti cancelation Policy, Thunder/lighting Protocol, Electric outboard operating procedure.
<b>Instructor Requirements</b>	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)
<b>Client Competencies</b>	Moderate level of fitness and mobility
<b>Specific Policies</b>	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
<b>Equipment</b>	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)
<b>Emergency Response</b>	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.
<b>Previous Incidents</b>	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. Non-functional rudder system.
<b>Staff Client Ratios</b>	1:10 for all kayak tours
<b>Safety Management</b>	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. <b>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</b>

## 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, metservice, 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, metservice, 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). Using this rule see SLMKT and SLRKT SOP and more specific information and cut offs
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)	<p>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.</p> <p>In strong winds hug the bays close to shore.</p> <p>Consistent wind gusts of 40Kts are considered too strong for this tour. (SLMKT Specific)  Consistent wind gusts of 30Kts are considered too strong for this tour. (SLRKT Specific)</p> <p>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.</p> <p>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.</p> <p>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.  See SLRKT and SLMKT SOP more specific information and guidelines.</p>
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	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 capsizing 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: 07/05/2025 (V3.2)	Review in one year from date of approval	
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**ACTIVITY MANAGEMENT PLAN- WAIMARINO- OPEN WATER KAYAK NIGHT**

<b>Activity Description</b>	<b>Open water Kayaking Night time SLRKT, SLMKT, Big Kanu</b>
<b>Location/ Trip</b>	Lake McLaren and Lake Rotoiti
<b>Access Permission Required</b>	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.
<b>Access to Water</b>	Yes – at Otaramarae boat ramp and at McLaren’s falls park
<b>Toilets</b>	Yes – at Otaramarae boat ramp, at McLaren’s falls park and at Rotoiti Hot Pools.
<b>Other Resources and Notes</b>	Refer to: SLRKT SOP, SLMKT SOP, Big Kanu SOP, Lake Rotoiti cancelation Policy, Thunder/lighting Protocol, Electric outboard operating procedure.
<b>Instructor Requirements</b>	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)
<b>Client Competencies</b>	Moderate level of fitness and mobility
<b>Specific Policies</b>	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
<b>Equipment</b>	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)
<b>Emergency Response</b>	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.
<b>Previous Incidents</b>	Guide capsize, Clients capsize (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.
<b>Staff Client Ratios</b>	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.
<b>Safety Management</b>	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. <b>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</b>

## 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. See SOP and AMP for more specific information.
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 SLRKT and 40Kts SLMKT 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. SOP and AMP for more specific information.
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: 07/05/2026 (V3.2)	Review in one year from date of approval	
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**ACTIVITY MANAGEMENT PLAN- WAIMARINO- SEA KAYAKING**

<b>Activity Description</b>	Sea kayaking
<b>Location/ Trip</b>	Sea Kayak in Tauranga harbour
<b>Access Permission Required</b>	Many private land owners around Harbour, stay below high tide mark
<b>Access to Water</b>	Yes
<b>Toilets</b>	Yes, at Waimarino Adventure Park and various other public access points within the harbour
<b>Other Resources and Notes</b>	Refer to: Sea kayaking SOP
<b>Instructor Requirements</b>	Lead guide 18 yrs & over, second 16yrs & 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.
<b>Client Competencies</b>	Moderate level of fitness and mobility
<b>Specific Policies</b>	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
<b>Equipment</b>	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.
<b>Emergency Response</b>	Carry client 'incapacitated guide' card, refer to tour map for contact no.s & grid refs
<b>Previous Incidents</b>	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.
<b>Staff Client Ratios</b>	Minimum group size: 2 clients, Staff/client ratio 1:10 (5 x double kayaks)
<b>Safety Management</b>	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. <b>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</b>

## 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, metservice, 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). Using this as a guide see Sea kayak SOP more specific information.
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, metservice, met vuw. Etc) cancellation or postponement of tour if risk is too high. weather is closely monitored

	<p>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.  see Sea kayaking SOP.</p>		
Hypothermia	<p>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.</p>		
Entrapment	<p>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.</p>		
Loss of Client	<p>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</p>		
Operating within the port	<p>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</p>		
Drowning	<p>Mandatory correctly fitted PFDs for all guides and clients, pre-trip briefing to completed clearly and prise.</p>		
Approved by: Blair Anderson	Date: 07/05/2026 (V3.2)	Review in one year from date of approval	

**ACTIVITY MANAGEMENT PLAN- WAIMARINO- STAND UP PADDLE BOARDING**

<b>Activity Description</b>	Stand up paddle boarding
<b>Location/ Trip</b>	Waimarino Adventure Park/rowing club, Lake McLaren
<b>Access Permission Required</b>	Rowing club (06 838 4485)
<b>Access to Water</b>	Yes
<b>Toilets</b>	Yes, but only at Waimarino Adventure Park
<b>Other Resources and Notes</b>	Refer to: adventure park SOP and stand up paddle boarding SOP, Life guarding SOP.
<b>Instructor Requirements</b>	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
<b>Client Competencies</b>	Moderate level of fitness and mobility
<b>Specific Policies</b>	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.
<b>Equipment</b>	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.
<b>Emergency Response</b>	Make call to base (07) 576 4233, 0800 456 4233 minimum of 2 instructors, therefore instructors are never alone.
<b>Previous Incidents</b>	Students getting cold
<b>Staff Client Ratios</b>	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.
<b>Safety Management</b>	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. <b>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</b>


**HAZARD REGISTER- WAIMARINO- ACTIVITY**

Activity Description	Management Strategy Colour classifies hazards level of potential harm – Green is low, orange moderate, Red is High		
Muddy/slippy banks	Ensure clients are aware of the slippy 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. SOP and AMP for more specific information.		
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: 07/05/2026 (V3.2)	Review in one year from date of approval	

### ACTIVITY MANAGEMENT PLAN- WAIMARINO- VEHICLE DRIVING

<b>Activity Description</b>	Vehicle Driving
<b>Location/ Trip</b>	Waimarino Adventure Park
<b>Access Permission Required</b>	Permission may be required to access private lands
<b>Access to Water</b>	NA
<b>Toilets</b>	NA
<b>Other Resources and Notes</b>	refer to: vehicle Driving SOP's, NZ road code
<b>Instructor Requirements</b>	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
<b>Client Competencies</b>	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.
<b>Specific Policies</b>	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
<b>Equipment</b>	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
<b>Emergency Response</b>	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. <b>DO NOT ACCEPT LIABILITY AT THE SCENE OF AN INCIDENT</b>
<b>Previous Incidents</b>	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).
<b>Staff Client Ratios</b>	Maximum number of passengers for each vehicle must not be exceeded
<b>Safety Management</b>	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. <b>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</b>

## 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.		
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**ACTIVITY MANAGEMENT PLAN- WAIMARINO- WAIROA RIVER TOUR**

<b>Activity Description</b>	Wairoa River Tour
<b>Location/ Trip</b>	Waimarino Adventure Park
<b>Access Permission Required</b>	On the left past Belk Rd (SH29). The meeting point is around the corner Just past the Omanawa stream bridge. No permission required
<b>Access to Water</b>	Yes
<b>Toilets</b>	Only at Waimarino Adventure Park
<b>Other Resources and Notes</b>	Open water kayak day AMP. thunder and lightning protocol. Tidal information. Wairoa River Tour SOP.
<b>Instructor Requirements</b>	Lead Guide 18 years old and older, second 16 yrs. & over, current first aid, knowledge of SMP, SOPs, AMPs, and competency sign off
<b>Client Competencies</b>	Moderate level of fitness and mobility
<b>Specific Policies</b>	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
<b>Equipment</b>	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
<b>Emergency Response</b>	Carry client 'incapacitated guide' card, refer to tour map for contact no's & grid refs.
<b>Previous Incidents</b>	Capsize at pontoon when exiting, Waiting at end of trip for assistance, fatigued clients
<b>Staff Client Ratios</b>	1:10 for guided tours only
<b>Safety Management</b>	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. <b>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</b>

**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.
Tides	Operations to check tides for scheduled tours and ensure the tour is at a time that will result in the clients paddling with the tide.
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. SOP and AMP for more specific information.
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. SOP and AMP for more specific information.
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.

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