



SCHOOLS / GROUPS

# HAZARDS & RISK ASSESSMENTS

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# INTRODUCTION

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**A 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 undertakes 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 and further information can be made available upon request.





## 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.

*Please be advised chains are required by law in all vehicles at all times.*

## 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(s) for current road conditions.***

**You should always** carry snow chains with you, even when the sun is shining. Before you head up the mountain, make sure you've tested your snow chains and know how to put them on safely should fitting be required. Only fit chains in our designated chain bays.

Conditions change quickly and you may require chains to leave the mountain safely, even if you didn't need them going up.



## ON-MOUNTAIN MEDICAL FACILITIES

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Each of NZSki's Ski Areas has a fully equipped medical facility including pre-hospital emergency care equipment and general first aid supplies.

During the ski season, our medical rooms are staffed by both nurses and doctors 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 via the Westpac Air Ambulance helicopter subject to weather conditions, typically to Christchurch Hospital.

## ACCIDENT & EMERGENCY RESPONSE

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Our Patrol teams are our first responders to all incidents which occur within the ski area boundary.



# SNOW RESPONSIBILITY CODE

The NZSki Snow Responsibility Code is designed to keep you and your family and friends safe whilst skiing / riding on our mountains. Below are the four signs for our snow responsibility code that you will see located on our mountains when you arrive. Please make yourself aware of these and abide by the code.

Full information is available at [www.coronetpeak.co.nz/footermountain-safety/](http://www.coronetpeak.co.nz/footermountain-safety/)



## 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 internationally recognised 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 exit points, 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 or Snowboarding lessons to maximise their safety and learning.

All 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 organizations, 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 facilities may charge a consultation fee.

Helmets are mandatory for all students and all teacher/supervisors/volunteers.



# CHAIRLIFT SAFETY

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We always strive for our mountains to be as safe and fun as possible. You can submit feedback, or report an incident, hazard or event that happened at one of our mountains by submitting this form:

[Mountain Safety Feedback Form](#)

We are committed to providing safe operations for our guests, which includes loading children safely onto our chairlifts.

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

Babies in Packs: Baby packs need to be removed and sat next to the parent, utilising one seat. Maximum of one baby pack per caregiver.

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 applies for all children who use the chairlifts for skiing, snowboarding, and sightseeing.

Lift incidents are almost always avoidable. It's important (and part of Your Responsibility Code) to know how to load, ride and unload all lifts safely.





# CHAIRLIFT LOADING

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- Remove pole straps from wrists and hold in one hand. Remove backpacks and hold in your lap. Remove back foot from snowboard binding.
- Be lined up with other guests and prepared to load before moving forward from the “wait Here” area.
- After the chair in front passes, move from the “Wait Here” area to the “Load Here” area.
- At the “Load Here” area, look back and grab the part of the chair that is easiest for you,
- typically a side bar or backrest.
- If you need assistance or there is a problem, SPEAK UP, and tell a lift operator.

## RIDING

- Balance the chair and try to all sit in the middle.
- When a restraint bar is available, tell others and lower the bar when you can do so safely.
- Sit back and remain seated.
- Do not swing on the chair and ride respectively with other guests.
- Never jump from the chair.



## UNLOADING

- Check for loose clothing / bags that nothing will get caught.
- Do not unload the chair until it is safe to do say. This is the area that specifies “unload here”.
- When you are close, lift the safety bar up, keep tips up and ski/ride off the chair in a straight
- line. Move away from the unload ramp as quickly as possible.
- If you require the chair to be slowed – yell to the lift operator “slow chair”.

# HAZARD & RISK ASSESSMENT

Although each school will conduct its own risk assessment, below there are some common risks that most groups may encounter, specifically to our ski areas and how you may look to reduce these risks.

We have also included an Adventure Based Learning Activities Planning Template as recommended by the Ministry of Education for additional factors to consider ahead of your visit to our ski area(s).

<b>Hazard</b>	<b>Casual factors</b> What hazards and risks exist?	<b>Risk</b> What accidents or injuries could be caused by the casual factors?	<b>Controls</b> What will you do to reduce the risk?
People (Age, abilities, rations, skills, etc.)	Risk of getting separated from the group.	Risk or personal injury or emotional distress	<ul style="list-style-type: none"> <li>• Ensure students know where Administration is if they are required to make an announcement.</li> <li>• Ensure all students are always supervised by an adult or teacher when not in Snowsports lessons.</li> <li>• Ensure teachers know where Guest Services is should they need to suspend a student pass.</li> <li>• Suggested Ratio: 1 Teacher/5+Students</li> </ul>
	Inexperience	Risk of personal injury	<ul style="list-style-type: none"> <li>• Ensure that all students participate in lessons to develop skills and understand where suitable terrain is located.</li> <li>• Familiarise students with the location of the Medical Centre at each mountain.</li> <li>• Familiarize students with the Snow Responsibility Code</li> <li>• Ensure students know how to contact ski patrol.</li> <li>• All students and supervising adults are required to wear a helmet whilst skiing or snowboarding</li> </ul>
	Falling whilst skiing or snowboarding	Risk of personal injury	<ul style="list-style-type: none"> <li>• Ensure that all students participate in lessons to develop skills and understand where suitable terrain is located.</li> <li>• Familiarise students with the location of the Medical Centre at each mountain.</li> <li>• Familiarize students with the Snow Responsibility Code</li> <li>• Ensure students know how to contact ski patrol.</li> <li>• All students and supervising adults are required to wear a helmet whilst skiing or snowboarding</li> </ul>
	Collision	Risk of personal injury or causing injury to others	<ul style="list-style-type: none"> <li>• Follow NZSKi's Snow Responsibility Code</li> </ul>

# HAZARD & RISK ASSESSMENT CONT.

Hazard	Casual factors What hazards and risks exist?	Risk What accidents or injuries could be caused by the casual factors?	Controls What will you do to reduce the risk?
			<ul style="list-style-type: none"> <li>Limit your speed in busy areas. Match your speed with surrounding skiers and riders and be prepared for them to make a sudden change of direction or speed.</li> <li>Stay a minimum of 5m away from other skiers and riders. If closer than 5m, you need to slow down.</li> <li>Stop where you can be seen from above and always look uphill before starting off again.</li> <li>You should only stop on the side of the run or next to a fixed object on the slopes</li> </ul>
	Falling while carrying equipment	Risk or personal injury	<ul style="list-style-type: none"> <li>Use caution and care whilst on the stairs.</li> <li>Use correct technique for carrying equipment</li> </ul>
Transport	Being hit by a moving chair/ carrier at lift stations	Risk or personal injury	<ul style="list-style-type: none"> <li>Do not enter roped off areas within the lift areas.</li> <li>Listen carefully to staff direction around the lift stations and if you are uncomfortable or feel like you are at risk, speak up and alert a staff member immediately.</li> </ul>
	Walking around manoeuvring vehicles	Risk or personal injury	<ul style="list-style-type: none"> <li>Ensure students keep to designated walkways.</li> <li>Children may not approach the bus until the driver has advised it is safe to do so.</li> </ul>
Environmental (Weather, terrain, season, etc.)	Items falling from bus overhead storage	Risk or personal injury	<ul style="list-style-type: none"> <li>Do not store hard and heavy items in overhead luggage trays.</li> <li>Store ski boots under the seat in front of you or in storage lockers under the bus where possible.</li> </ul>
	Falling off the chairlift	Risk or personal injury	<ul style="list-style-type: none"> <li>Refer to chairlift use policy.</li> <li>Use caution and care whilst sitting on the chairlift.</li> <li>Advise students to always lower the safety bar whilst riding chairlifts.</li> </ul>
	Sun exposure	Risk of sunburn or snow blindness	<ul style="list-style-type: none"> <li>Ensure that all students apply a high SPF sunscreen before starting the day's activities.</li> <li>Reapplication of SPF during the day</li> <li>Ensure all students have goggles and/ or sunglasses available to use</li> </ul>

# HAZARD & RISK ASSESSMENT CONT.

Hazard	Casual factors What hazards and risks exist?	Risk What accidents or injuries could be caused by the casual factors?	Controls What will you do to reduce the risk?
	Prolonged exposure to alpine weather	Risk of dehydration	<ul style="list-style-type: none"> <li>Ensure that all students drink water regularly to stay hydrated at altitude</li> </ul>
		Risk of developing hypothermia	<ul style="list-style-type: none"> <li>Check the weather report before departure.</li> <li>Ensure that all students have the correct clothing for the day's weather.</li> <li>Ensure all students are wearing a weather waterproof jacket and pants in order to ensure they stay warm and dry.</li> </ul>
	Slippery Surfaces	Risk of personal injury	<ul style="list-style-type: none"> <li>Make sure all students are aware of hazards.</li> <li>Observe all signage advising of where ice buildup may occur.</li> <li>Slow down whilst walking with ski or snowboard boots.</li> </ul>
	Unpredictable snowpack	Avalanche	<ul style="list-style-type: none"> <li>Respect ski area signage and do not enter closed areas.</li> <li>Recommendation that students don't access areas beyond the ski area boundary.</li> </ul>

## ADDITIONAL PLANNING RESOURCES

For external transport providers, we recommend that they abide by the Alpine Code of Practice as outlined by Bus & Coach New Zealand.

[Microsoft Word - BCA Alpine CODE Revision 2022 FINAL \(busandcoach.co.nz\)](https://www.busandcoach.co.nz/)

[Microsoft Word - Alpine code Fact sheet V1 \(busandcoach.co.nz\)](https://www.busandcoach.co.nz/)

# LEADERSHIP AND SUPERVISION PLAN

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Supervision Requirements  Who is in charge of the activity? (the leader)  Who are assisting the leader?	Consider the staff required to manage this activity safely	Contact details
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Staff Competency  
Full Names

Are there any designated roles based on skills/competency (e.g., first aider, driver etc)?

**Group members requiring specific management strategies:** Provide specific management strategies for participants requiring special attention:

**HEALTH** (e.g., asthma, allergies, medical conditions, current injury)

**BEHAVIOUR** (e.g., poor listeners, ADHD, socially inept, short tempers, disobedience/untrustworthy)

**CAPABILITIES** (e.g., skiing/snowboarding ability, physical disability)

**Staffing and Supervision Structure:** Specifically describe the supervision structure required for the event:

Supervision structure (includes allocation of roles and allocation of students to supervisors) (e.g., Number of groups and size, number of supervisors/leaders per group, leaders not directly supervising a group and their role).

# SCHOOL PLANNING: PREPARING PARTICIPANTS

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## [Check for long term weather forecast](#)

Check for Snow & Road Report for the mountain you are visiting. These will be available from 6:30am every day of operation and are available on our websites:

[Coronet Peak](#)

[The Remarkables](#)

[Mt Hutt](#)

All teachers and students to review NZSki's [Snow Responsibility Code](#)

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

- Warm, waterproof jacket and pants
- Waterproof gloves
- Helmets (compulsory)
- Wrist guards for snowboarders
- Goggles or sunglasses

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

- Wrist guards reduce the risk of broken wrists (for snowboarders).
- Warm, waterproof clothing prevents exposure to cold temperatures and can reduce the risk of hypothermia or similar.
- Helmets reduce the risk of head injuries.
- Use of goggles or sunglasses reduces the risk of eye injury and risk of snow blindness.
- Review suitable food and drink requirements for students on the day.
- Aware of the [cancellation policy](#):
- Read NZSki's Terms and Conditions.
- Specific Terms and Conditions relating to your school's visit will be provided by NZSki's Schools & Groups Coordinator.

## **Trail maps:**

[Coronet Peak Ski Area - Coronet Peak | Ski New Zealand](#)

[The Remarkables Ski Field - The Remarkables | Ski New Zealand](#)

[Mt Hutt Ski Field - Mt Hutt | Ski New Zealand](#)

# SCHOOL PLANNING: ON THE DAY CHECKLIST

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

Warm and waterproof jacket and pants, waterproof gloves, goggles or sunglasses.

**Check that students have been issued with protective equipment and it fits correctly:**

Wrist guards reduce the risk of broken wrists (for snowboarders).

Helmets reduce the risk of head injuries.

**Check that all students and supervising adults are aware of the location of the onsite medical facilities and the location of our Guest Services and Administration teams.**

Provide all medical information to the ski area's onsite medical team in case of requirements to administer medication or first aid during the visit. This should include the contact's name and phone number for the group's leader.

**Check participants have suitable food and drink and have been advised where to meet for lunch and what time.**

**Establish the time and location of where students are required to meet for lessons and establish a meet point and time for completion of the lesson.**

**Review Trail map with the students after lesson for safe skiing/riding following their lessons.**

**Establish your Emergency Plan and meet point for when a student is separated from the group.**

**Nominate a person to call in case of sickness or injury and the appropriate contact number to reach this person on. We recommend that this person not be participating in snow sports activities and remain in a designated spot on the mountain.**

**Establish the time and location of where students are required to meet at the end of the day.**

**Reflect, review, or debrief at the end of the trip to establish what went well and what didn't. Document your findings for use in future visits.**

**Establish roles and responsibilities for supervising adults, including expectations of behaviour.**



# KEY CONTACT LIST

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## CORONET PEAK

### ADMINISTRATION

(03) 441 1508

### GUEST SERVICES

(03) 442 4674

## THE REMARKABLES

### ADMINISTRATION

(03) 442 4615

### GUEST SERVICES

(03) 442 4908

## MT HUTT

### ADMINISTRATION

(03) 308 5074

### SCHOOLS & GROUPS COORDINATOR

(03) 307 6315

### GUEST SERVICES

(03) 308 5074

## OTHER AGENCIES

### AMBULANCE

Emergency: 111

Methven: (03) 302 8798

Queenstown: (03) 441 4555

### FIRE

Emergency: 111

Methven: (03) 302 8501

Queenstown: (03) 442 7666

### POLICE

Emergency: 111

Methven: (03) 302 8200

Queenstown: (03) 441 1600

### MEDICAL CENTRES

Methven MC: (03) 302 8105

Queenstown MC (03) 441 0500

Wakatipu MC (03) 442 2288

### 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
C	NOV 2023	Full	Overall update, including ABL risk assessment and redesign.	Ceri Jones MH GS HOD	Marie Schmidt QT 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 2023 at 4pm to 1 December 2024 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 'A. J. ...', written over a horizontal line.

Dated: 1 December 2023