



# Emergency

## MANAGEMENT PROCEDURE

**Trustpower Arena &**

**Baypark Stadium**

81 Truman Lane  
Mount Maunganui  
Tauranga 3175  
**PH: 07 577 8560**

*Please ensure you advise Arena Reception of any* 00  
Bay Venues or 07 577 8560



**Dial 1 to get an outside line.**



**Customer Version**

HEALTH & SAFETY MANUAL			
SECTION	VERSION	ISSUE DATE	REVIEW DATE
HS7-21	1.0	1/10/16	1/10/18
Approved By	BP Manager & HSQE Advisor		

# EVACUATION PROCEDURE

## UPON HEARING THE FIRE ALARM OR ON INSTRUCTION

- Evacuate the building IMMEDIATELY via the nearest fire exit – unless instructed otherwise.
- Take your belongings only if they are in reach. Do not go back to get personal items.
- Follow the instructions of the Wardens at all times – assist people with disabilities if asked.
- If anyone refuses to evacuate, leave them behind & report them to the Chief Fire Warden.
- Move quickly and calmly – keep noise to a minimum.
- DO NOT carry food or drink.
- Assemble at designated assembly point.
- Advise a Warden if anyone you know is unaccounted for.
- DO NOT re-enter the building until the ALL CLEAR has been given by the Chief Fire Warden & Fire Service.

## ALL BUILDING OCCUPANTS MUST:

- Be prepared to act as a Warden.
- Know the location of the nearest fire alarm call point, emergency exit, and fire alarm panel and assembly areas.
- Check their area/ floor is clear and report to the assembly point to await the arrival of the Emergency Services.

## ALL CLEAR

- Remain at the Assembly Area until the ALL CLEAR is announced by the Emergency Services or the Chief Fire Warden.
- **If the Fire Alarm stops, it does not mean the emergency is over.**
- Normal routine may resume once the ALL CLEAR is received.

Do NOT  
use the lifts.  
Use the  
stairs only.

# TORNADO

## IF CAUGHT OUTSIDE

- Avoid areas with many trees.
- Lie down flat in a nearby gully, ditch or low spot on the ground. Tornadoes cause a lot of debris to be blown at very high speeds. Dangerous flying debris can be blown under overpasses and bridges, and the structures themselves could be destroyed. You will be safer lying flat in a low-lying area where the wind and debris will blow over you.

## IF CAUGHT INSIDE

- For added protection, get under something sturdy such as a heavy table or workbench; & protect your head with your hands.
- Stay away from windows and exterior doors.
- Evacuate any rooms that are on the top floor.
- Stay away from windows and get to the lowest level of the building.
- If there is no time to get to a lower level, try to get under a door frame or get up against something that will support or deflect falling debris.
- **Do not use elevators** during or after tornadoes.

## AFTER A TORNADO

- Taking care of yourself first will allow you to help others safely until emergency responders arrive.
- Turn on the radio or call your local emergency services to get the latest emergency information.
- Do not touch downed power lines or objects in contact with downed power lines.
- Be aware of hazards from exposed nails and broken glass.

## IF CAUGHT IN A VEHICLE

- Do not try to outrun a tornado in your car. Instead, leave it immediately.
- Do not get under your vehicle.
- Follow instructions above for 'outside'.

**If you see a funnel nearby, take shelter immediately.**

**If you spot a tornado that is far away, help alert others.**

# UTILITY FAILURE. LOSS OF POWER.

## **MINOR FAILURE** **MINOR DISRUPTION TO ROUTINE**

Contact Arena Reception.



## **MAJOR FAILURE** **MAJOR DISRUPTION TO ROUTINE**

### **IF THERE IS POWER OR WATER FAILURE WITHIN THE BUILDING**

1. Contact Arena Reception.
2. Ensure that any equipment and taps being used at the time of the outage are turned off and/or disconnected.



# VEHICLE COLLISIONS

**Call 111** (Ambulance).

**Follow instructions from the ambulance call taker.**

**If there are other people to help**, send them down the road to wave at traffic to slow them down. Remind them to be safe, especially on fast moving roads.

**Check the scene is safe before approaching the vehicle/s.**

If power lines are down & the vehicle is touching them, DO NOT approach the vehicle.

The people inside the vehicle are safe from electrocution as the vehicle's tyres are grounding the vehicle.

If you touch the vehicle, there is the possibility (if lines are live) that you will be electrocuted.

Advise the ambulance call taker of the situation. They will organise the power to be switched off.

**Look for other signs of danger to ensure your safety.**

**Switch off engines.**

**NO SMOKING.**

**Keep children at a safe distance.**

DEFIB  
Available at  
Arena Reception  
and in the  
Stadium Lounge.

**Assess injuries:** The quiet casualties are probably the worst injured. Reassure the noisy ones that help is on the way.

**Don't move casualties:** You may cause further injury. (Only move casualties if their life is in danger or to perform effective CPR).

**Check for breathing:** If the casualty is **not breathing**, clear the mouth (false teeth, chewing gum etc.). Preferably have someone first aid trained begin CPR.

**Stop bleeding:** Firm pressure on a wound will stem bleeding. DO NOT remove foreign bodies if embedded in the wound.

**Don't give casualties anything to eat or drink:** This can cause complications for medics and delay lifesaving treatment.

# FIRE

## IF YOU HEAR THE FIRE ALARM SOUNDING:

1. Walk, **do not run**, to the nearest fire exit.
2. Do not push.
3. Do not carry food or drinks.
4. Proceed to designated Assembly Area.
5. **Follow instructions from Wardens at all times.**

Do **NOT**  
use the lifts.  
Use the  
stairs only.

## IF SAFE TO DO SO:

1. Rescue/remove people in immediate danger.
2. Contain the fire in an area by closing doors after exiting.
3. Use fire extinguisher to contain fire.

**IF CAUGHT IN SMOKE:** Drop to your hands and knees and crawl to the exit. Stay low to the floor as smoke will rise to the ceiling. Hold your breath as much as possible. Breathe shallowly through nose and use dry clothing (shirt, jacket, etc.) as a filter.

**IF TRAPPED IN A ROOM:** Place cloth material around or under door to prevent smoke from entering. Close as many doors as possible between you and the fire. Be prepared to signal from a window but do not break the window unless absolutely necessary.

**IF FORCED TO ADVANCE THROUGH THE FLAMES:** Hold your breath and move quickly. Cover head and hair. Keep your head down and eyes closed.



## IF CLOTHING CATCHES FIRE, IMMEDIATELY:



# ACTIVE SHOOTER

## IF THE SHOOTER IS INSIDE YOUR BUILDING - ESCAPE

Escape by the nearest exit or window. Notify anyone you encounter to exit the building immediately.

Evacuate to a safe area away from danger, and take protective cover. If you get out of the building and do not see a Police Officer, **phone 111 immediately.**

## IF YOU ARE UNABLE TO ESCAPE THE BUILDING – HIDE

Move out of hallways & into an office or room & lock the door. Close the blinds. If the door will not lock, barricade it with whatever is available. Turn off the lights. Stay away from the doors & windows. **If possible, call 111.** Silence cellphones. Wait for the Police to come & find you. Do not answer the door or respond to commands until you are certain they are issued by a Police Officer.

## IF THE SHOOTER ENTERS YOUR OFFICE OR ROOM – NEGOTIATE/ FIGHT

**If possible, call 111.** If you cannot speak, leave the line open so Police can hear what's going on. If you are hiding & fight is impossible, attempts to negotiate with the offender may be successful. Playing dead is also a consideration. Attempting to overcome the offender with force is a last resort, but could be used in extreme circumstances.

## IF YOU ARE OUTSIDE WHEN A SHOOTING OCCURS

Drop to the ground immediately, face down as flat as possible. If within a few metres of a safe place or cover, duck & run to it. Move or crawl away from gunfire, trying to utilise any obstructions between you and the gunfire. When you reach a place of relative safety, stay down & do not move.

**If possible, call 111.** Wait & listen for directions from Police.





# EARTHQUAKE

## IF YOU ARE INSIDE:

**DROP** down on the floor. Take **COVER** under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall or doorway and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects, temporary partitions, tall furniture. If you take cover under a sturdy piece of furniture, **HOLD** on to it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move. Do not run outdoors. Do not use elevators. Follow directions of Wardens.

## IF YOU ARE OUTSIDE:

Move to an open clear area if safe to do so. Avoid falling hazards. Drop, Cover and Hold. Protect your head and neck. Follow directions of emergency personnel.

## IF YOU ARE IN A VEHICLE:

Pull over and stop in clear area. Avoid overpasses, power lines and structural hazards. Stay in your vehicle.



# TSUNAMI

## Baypark Stadium is a Tsunami Evacuation Zone.

Visit [www.tauranga.govt.nz/tsunami](http://www.tauranga.govt.nz/tsunami) for more information.

## How will I know a tsunami is coming?

- If an earthquake lasts **LONGER** than a minute,
- Is **STRONG** enough to knock you off your feet,
- Then **GO**, move inland or to higher ground.
- Loud or strange noises, sudden changes in the sea level or ocean drawing away from the shore can also be signs of a tsunami.



# MISSING CHILD

## LOST CHILD

Please bring the child to the Arena Reception to locate the parent/caregiver.

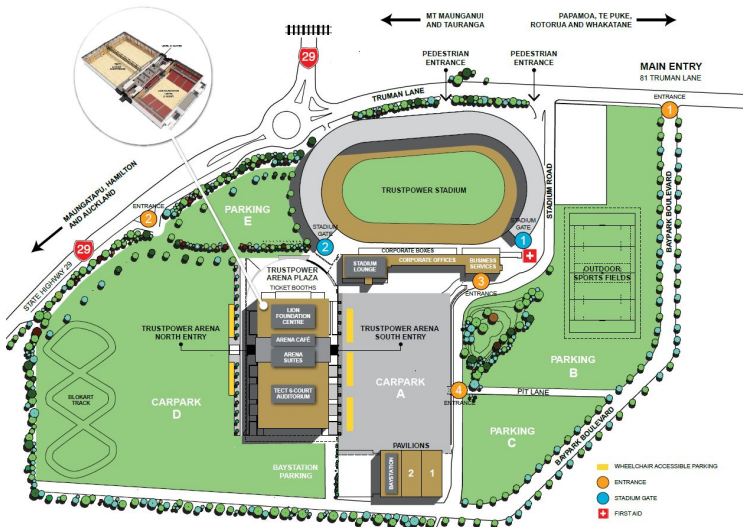
## MISSING CHILD

Go to Arena Reception.

# CHILD ABDUCTION

If child abduction is suspected, **Call Police immediately on**

**111.** Advise Arena Reception ASAP.





## Trustpower Arena Risk Register

Ref. No.	Hazard	Potential Harm	Risk Assessment (Raw)			Controls	Risk Assessment (Residual)			Risk Change	Monitoring of controls
			Likelihood	Consequence.	Risk Rating		Likelihood	Consequence.	Risk Rating		
G1	Vulnerable Customers (Elderly, very young, sick, impaired).	1. Fatality 2. Medical event. (Age related).	Possible	Disastrous	22	1. Monitoring the elderly. 2. Speak to customers, develop relationship with regular users about medication, health issues. 3. Remind customers to keep hydrated.	Unlikely	Disastrous	19	13.6%	1. Training recorded in 'Time & Attendance' & alerted when up for renewal.
G2	Vehicles moving on site (personal/company vehicles, scissor lifts etc.)	1. Fatality 2. Impact injuries.	Likely	Disastrous	24	1. Walkways. 2. Curbing. 3. Horns. 4. Lights. 5. Speed bumps. 6. Speed limit signs. 7. Directional traffic flows. 8. Drivers licences. 9. Cones to isolate a site when using scissor lift.	Unlikely	Disastrous	19	20.8%	1. Monthly inspections form. 2. Trained/Inducted staff on duty.
G3	Lone Workers	1. Fatality 2. Personal injuries.	Possible	Disastrous	22	1. Communication. 2. Operator monitoring. 3. Lighting. 4. SOP. 4. Contract agreement.	Unlikely	Disastrous	19	13.6%	PCBU Management.
G4	Unattended children	1. Fatality. 2. Personal injuries.	Likely	Disastrous	24	1. SOP. 2. Emergency Management Plan.	Unlikely	Disastrous	19	20.8%	1. Incident/Near Miss reviewed. 2. EMP training & competency test.
G5	Exercising	1. Fatality. 2. Medical complications. 3. Physical exhaustion 4. Personal injuries.	Possible	Disastrous	22	1. Maintenance checks. 2. Equipment specifications. 3. Signage asking customers to disclose an health or medical problems. 4. Communication between customers and staff especially with regular customers. 5. Water available for sale or from water fountains or taps.	Unlikely	Disastrous	19	13.6%	1. Staff & First Aid training recorded in 'Time & Attendance' & alerted when up for renewal.

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G6	Fatigue	1. Fatality. 2. Personal injuries.	Possible	Disastrous	22	1. Roster Management. 2. Supervision of staff. 3. Scheduled breaks. 4. Staff culture. 5. OCP. 6. "Got ya back" H&S slogan and company values..	Unlikely	Disastrous	19	13.6%	1. Counselling. 2. Fatigue Management Plan. 3. Payroll reports to monitor hours worked.
G7	Environmental Disaster/Natural Disaster	1. Fatality. 2. Personal injuries.	Unlikely	Disastrous	19	1. Emergency Management Procedure. 2. Staff training. 3. Civil Defence updates.	Unlikely	Disastrous	19	0.0%	1. Training recorded in 'Time & Attendance' & alerted when up for renewal. 2. Emergency Management Procedure Competency Tests
G8	Lost/Abducted Child	1. Fatality. 2. Personal injuries.	Possible	Disastrous	22	1. Emergency Management Procedure. 2. Training for staff. 3. Police vetting for staff. 4. Police Trespass Notice. 5. Parents to advise if protection orders in effect. 6. Staff and parental supervision.	Unlikely	Disastrous	19	13.6%	1. Training recorded in 'Time & Attendance' & alerted when up for renewal. 2. Emergency Management Procedure Competency Tests
G9	Aggressive/anti social people	1. Fatality. 2. Personal injuries. 3. Mental injuries E.g. stress, anxiety.	Possible	Disastrous	22	1. Trained Staff/Inducted Staff in dealing with difficult people. 2. Intoxicated people refused entry. 3. Police/security on call. 4. First Aid Trained Staff/Inducted Staff. 5. Power to trespass.	Unlikely	Disastrous	19	13.6%	1. Incident/Near Miss reviewed. 2. Training recorded in 'Time & Attendance' & alerted when up for renewal.
	Overhead work	1. Fatality 2. Personal injuries.	Possible	Disastrous	22	1. Most overhead work will be completed by the time pack in is underway. 2. Avoid the area. 3. Abide by any signage/stay out of cordons where they have been erected. 4. Suitably Trained/Qualified Staff. 5. All safety equipment checked regularly. 6. Doors need swipe access to enter.	Unlikely	Disastrous	19	13.6%	1. Near Miss/Incident reviewed. 2. Trained Staff/Qualified Staff on duty.

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G10	Robbery/Theft of Money/Valuables on site.	1. Serious injuries.	Likely	Major	21	1. Money kept in a safe, out of sight. (SOP). 2. Minimal cash kept in cash drawers. (SOP). 3. Security contractor conduct daily cash collections. 4. EMP. 5. Staff training (aggressive customers &EMP). 6. Visible security cameras. 7. Staff to be vigilant of customers' actions. 8. Staff don't work alone.	Possible	Major	18	14.3%	1. Emergency management plan & aggressive customer training inducted. 2. Incident/Near Miss reviewed.
G11	Slippery floor due to spilled water.	1. Slip, trips, falls. 2. Personal injuries.	Almost Certain	Moderate	20	1. Non slip mats. 2. Signage. 3. Lighting. 4. Drainage. 5. Keeping things tidy 5. Hand rails. 6. Clear walkways. 7. Routine cleaning and maintenance.	Likely	Moderate	17	15.0%	1. Incident/Near Miss reviewed. 2. Changing room cleaning check list sign off every 2-3 hours. 3. Customer feedback.
G12	All Sporting Activities	1. Personal injuries. 2. Physical exhaustion.	Likely	Moderate	17	1. Conducted under supervision by coach or person responsible for team/s. 2. Staff supervision. 3. Other team mates.	Likely	Moderate	17	0.0%	1. Monthly inspections form. 2. Incident/Near Miss reviewed. 3. Trained lifeguards on duty as per Pool Safe regulations.
G13	Bomb Threat/Explosion	1. Fatality. 2. Personal Injuries	Extremely Unlikely	Disastrous	15	1. Staff training. 2. Evacuation procedures.	Extremely unlikely	Disastrous	15	0.0%	1. Emergency management plans in place.
G14	Electrical Equipment	1. Fatality. 2. Personal Injuries	Possible	Disastrous	22	1. Lock Out Tag Out System. 2. PAT. 3. Qualified contractors. 4. SOP. 5. Report any issues to venue staff immediately for remedial action. 6. RCDs are to be used in all circumstances. 7. Do not overload plug points. 8. All electrical equipment to have current 'test and tag'.	Extremely unlikely	Disastrous	15	31.8%	1. Monthly inspections form. 2. Pre-qualified & authorized contractors. 3. PAT schedule.

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G15	Storage of hazardous materials. E.g.. Chemicals, paints, liquids, gas.	1. Fatality. 2. Explosion/fire. (Burns, hearing loss etc.) 3. Chemical exposure (ingesting, breathing in, getting in to eyes or on skin).	Possible	Disastrous	22	1. Trained Staff/Inducted Staff. 2. Enclosed/labelled containers. 3. PPE. 4. Stored correctly.  8. Maximum limit on amount stored. 9. SOP.	Extremely unlikely	Disastrous	15	31.8%	1. Monthly inspections form. 2. Incident/Near Miss reviewed. 3. Trained Staff/Inducted Staff. 4. Training recorded in 'Time & Attendance' & alerted when up for renewal.
G16	Fire	1. Fatality. 2. Personal injuries (burns). 6. Stored chemicals catching fire.	Possible	Disastrous	22	1. Heat/smoke detectors. 2. Emergency Lighting. 3. Emergency Evacuation Plan. 4. Trial evacuations. 5. Maintenance of equipment. 6. Limit amount of chemicals stored & ensured stored correctly. 7. Emergency exits clearly visible.	Extremely unlikely	Disastrous	15	31.8%	1. Emergency management plans in place. 2. Incident/Near Miss reviewed. 3. Trial evacuation records & debriefs. 4. Monthly inspections form.
G17	Confined Spaces	1. Fatality. 2. Personal Injuries	Possible	Disastrous	22	1. Confined space qualification required. 2. Signage. ("Confined Space, No entry without permit"). 3. Permit to work. 4. PPE. 5. SOP.	Extremely unlikely	Disastrous	15	31.8%	1. Monthly inspections form. 2. Confined Space Training recorded in 'Time & Attendance' & alerted when up for renewal.
G18	Heights	1. Fatality. 2. Impact injuries.	Possible	Disastrous	22	1. Railing. 2. Non slip. 3. Lighting. 4. Trained Staff/Inducted Staff only. 5. Permit to work at height. 6. PPE (as applicable). 7. Signage (restricted access). 8. SOP.	Extremely unlikely	Disastrous	15	31.8%	1. Monthly inspections form. 2. Working at height training recorded in 'Time & Attendance' & alerted when up for renewal.
G19	Hot Work	1. Fatality. 2. Personal injuries due to explosion/fire. (Burns, hearing loss, eye injuries etc.)	Possible	Disastrous	22	1. Suitable tools. 2. Welding in controlled environment. 3. PPE. 4. SOP. 4. Trained Staff/Inducted Staff only.	Extremely unlikely	Disastrous	15	31.8%	1. Incident/Near Miss reviewed. 2. Job specific contractor safety work. E.g.. JSAs, hazard register & assets management info & training competencies. 3. Contractor safety observation forms.

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G20	Poor contract management.	1. Fatality. 2. Personal injuries.	Possible	Disastrous	22	1. Signage. 2. Area cordoned off. 3. All workers to be trained in use of tools, signed in and safety checked. 4. Unacceptable noisy work to be done when facility closed/appropriate controls in place. 5. Ear plugs offered to customers and staff if acceptable noisy work is to progress. 6. Hazard board displayed. <b>7. All contractors will be pre-qualified.</b> 8. PCBU & Event Management Procedures. 9. SOP.	Extremely unlikely	Disastrous	15	31.8%	1. Job specific contractor safe work. E.g. JSAs, hazard register. Assets management & training competencies. 2. Incident/Near Miss reviewed. 3. Customer feedback. 4. Contractor safety observation form.
G21	Access to plant room/safety sensitive areas left unsecured.	1. Fatality. 2. Personal injuries.	Possible	Disastrous	22	1. Ensure plant room door is secure when not in use. 2. Signage. (Restricted Access). 3. Pin to door is not written next to lock.	Extremely unlikely	Disastrous	15	31.8%	1. Staff on duty. 2. Monthly inspections form. 3. Daily walk around.
G22	Pandemic	1. Fatality. 2. Illness.	Extremely Unlikely	Disastrous	15	1. Emergency Management Procedure. 2. Stay at home if you are sick. 3. BOPDHB advise what to do/take control.	Extremely unlikely	Disastrous	15	0.0%	Monitor DHB/MOH Alerts
G23	Active Shooter	1. Fatality. 2. Personal injuries.	Extremely Unlikely	Disastrous	15	1. Emergency Management Procedure. 2. Training for staff.	Extremely Unlikely	Disastrous	15	0.0%	1. Training recorded in 'Time & Attendance' & alerted when up for renewal. 2. Emergency Management Procedure
	Retractable seating	1. Fatality 2. Personal injuries.	Unlikely	Disastrous	19	1. Suitably Trained Staff/Inducted Staff. 2. SOP. 3. Pre start checks. 4. Check all fixings before public use. 5. Check underneath before retracting.	Extremely unlikely	Disastrous	15	21.1%	1. Trained Staff/Inducted Staff on duty. 2. Training recorded in 'Time & Attendance' & alerted when up for renewal. 3. Near Miss/Incident reviewed.

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G24	Storage/use of heavy/cumbersome equipment.	1. Manual handling injury. 2. Slip, trips, falls. 3. Impact injuries. 4. Repetitive strain.	Likely	Major	21	1. Use of lifting devices. E.g.. Trolleys, pallet jack, gantry, spinal board with person on it. 2. Two person lift. 3. Layout/work space ergonomically designed. 4. Keeping things tidy.	Unlikely	Major	14	33.3%	1. Monthly inspections form. 2. Manual training recorded in 'Time & Attendance' & alerted when up for renewal.
G25	Manual Handling	1. Sprains & strains. 2. Slip, trips, falls. 3. Impact injuries. 4. Repetitive strain.	Likely	Major	21	1. Use of lifting devices. E.g.. Trolleys, pallet jack, gantry, spinal board with person on it. 2. Two person lift. 3. Layout/work space ergonomically designed. 4. Keeping things tidy.	Unlikely	Major	14	33.3%	1. Monthly inspections form. 2. Manual training recorded in 'Time & Attendance' & alerted when up for renewal.
G26	Contamination from bio hazards.	1. Infection. 2. Contracting disease.	Possible	Major	18	1. Ensuring staff are current in First Aid training. 2. PPE. 3. Staff telling parents/caregivers. 4. Regular checks and monitoring. 5. Cleaning of changing rooms. 6. Customers often advise staff. 7. Appropriate cleaning equipment, chlorine, disinfectant, hose etc. 8. SOPs.	Extremely unlikely	Major	10	44.4%	1. Trained Staff/Inducted Staff on duty. 2. Training recorded in 'Time & Attendance' & alerted when up for renewal.
G27	Chemical Handling	1. Chemical exposure (ingesting, breathing in, getting in to eyes or on skin).	Likely	Major	21	1. Trained Staff/Inducted Staff. 2. Enclosed/labelled containers. 3. PPE. 4. Stored correctly. 5. Adequate handling equipment. 6. SOP.	Extremely unlikely	Major	10	52.4%	1. Monthly inspections form. 2. Training recorded in 'Time & Attendance' & alerted when up for renewal.
G28	Working with ladders	1. Slips, trips, falls. 2. Impact injury.	Possible	Major	18	1. Use of cherry picker and harness instead of ladder. 2. Trained Staff/Inducted Staff only. 3. Compliance checks. 4. PPE. 5. SOP. 6. Routine maintenance.	Extremely unlikely	Major	10	44.4%	1. Monthly inspections form. 2. Incident/Near Miss reviewed.
G29	Poor ergonomics	1. Personal injuries.	Possible	Moderate	13	1. Equipment suitable and fit for task. 2. Layout of work area/task is smart & efficient. 3. SOP. 4. Early report of discomfort form.	Unlikely	Moderate	9	30.8%	1. ACC 'Habit at Work" website self assessment. 2. Incident/Near Miss reviewed.



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G30	Slips Trips and Falls	1. Impact injuries.	Possible	Moderate	13	1. Ensure raised surfaces are clearly marked with Hi Viz tape. 2. Non-slip mats. 3. Signage. 4. Site rules. 5. Keeping things tidy. 6. Lighting. 7. Non slip paint. 8. Mats that are no longer fit for purpose (frayed) to be repaired or replaced with new ones.	Unlikely	Moderate	9	30.8%	1. Monthly inspections form. 2. Incident/Near Miss reviewed. 3. Trained Staff/Inducted Staff on duty.
G31	Poor Building Management	1. Personal injuries.	Likely	Moderate	17	1. Monthly Hazard Inspections. 2. BWOFF and inspections. 3. Staff to report hazards or anything broken. E.g.. Door closer missing screws. 4. Customer feedback. 5. Daily walk arounds.	Unlikely	Moderate	9	47.1%	1. Incident/Near Miss reviewed. 2. Trained Staff/Inducted Staff on duty.
G32	Bullying & Harassment	1. Fatality. 2. Stress. 3. Absenteeism. 4. Personal injuries. 5. Self Harm. 6. Depression	Likely	Disastrous	19	1. Company safety culture. 2. Reporting bullying/harassment. 3. OCP - Counselling. 4. Leadership training. 5. HR Team. 6. Policy/procedures. 7. Managers monitoring staff/teams.	Unlikely	Moderate	9	52.6%	1. Reported incidents. 2. Training recorded in 'Time & Attendance' & alerted when up for renewal.
	Portable signage	1. Personal injuries.	Possible	Moderate	13	1. Store in appropriate places. 2. Use trollies or appropriate equipment for moving.	Unlikely	Moderate	9	30.8%	1. Near Miss/Incident reviewed. 2. Trained Staff/Inducted Staff on duty.
G33	Steps (slip, trip, fall).	1. Personal injuries.	Likely	Minor	12	1. Non slip paint, carpet. 2. Edges painted a different colour.	Possible	Minor	8	33.3%	1. Monthly inspections form. 2. Incident/Near Miss reviewed. 3. Trained Staff/Inducted Staff on duty.
G34	Unauthorized access	1. Unauthorised access to hazardous area.	Possible	Moderate	13	1. Signage. 2. Keep locked. 3. SOP.	Extremely unlikely	Moderate	6	53.8%	1. Monthly inspections form. 2. Incident/Near Miss reviewed. 3. Trained Staff/Inducted Staff on duty.

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G35	Under the influence of drugs and alcohol	1. Personal injury. 2. Stress.	Unlikely	Moderate	9	1. Company policy on alcohol and drug use at work. 2. Staff and manager to look out for one another. 3. Site rules. 4. Dealing with aggressive people course.	Extremely unlikely	Moderate	6	33.3%	1. Random alcohol & drug testing. 2. Counselling. 3. Disciplinary actions.
G36	Inadequately trained/qualified or not yet competent staff	1. Fatality. 2. Personal Injuries.	Possible	Disastrous	22	1. Training and experience required clearly communicated and managed. 2. Performance reviews. 3. Staff training held monthly. 4. Shadow shifts (induction). 5. Staff ratios. 6. SOP.	Extremely unlikely	Moderate	6	72.7%	1. Training recorded in 'Time & Attendance' & alerted when up for renewal. 2. Incident/Near Miss reviewed.
G37	Pest Management Rodents, insects.	1. Personal injuries/illness.	Unlikely	Moderate	9	1. Pest Control called for swarms/infestations. 2. Routine pest management 3. Personal medication held by people allergic. 4. Cordon off area.	Extremely unlikely	Moderate	6	33.3%	1. Incident/Near Miss reviewed.
	Bay 4 steps	1. Personal injuries	Possible	Moderate	13	Safety barriers must be used for low light events.	Extremely unlikely	Moderate	6	53.8%	1. Near Miss/Incident reviewed. 2. Trained Staff/Inducted Staff on duty.
	Equipment Set up and pack down	Personal injuries.	Unlikely	Moderate	9	1. Equipment to be set up and packed down by Trained Staff/Inducted Staff members only 2. All staff are to follow SOP procedures for setting up and packing down of equipment 3. All venue equipment must have an SOP to operate safely - any new equipment must have an SOP written before being put to use 4. Weekly checks undertaken by to ensure gear is safe for user groups 5. All gear not fit for use should be isolated and signposted while awaiting repair or disposal	Extremely unlikely	Moderate	6	33.3%	1. Near Miss/Incident reviewed. 2. Inducted/Qualified Staff on duty.

Ref. No.	Hazard	Potential Harm	Risk Assessment (Raw)			Controls	Risk Assessment (Residual)			Risk Change	Monitoring of controls
			Likelihood	Consequence.	Risk Rating		Likelihood	Consequence.	Risk Rating		
G38	Overcrowding	1. Overcrowding. 2. Inadequate supervision. 3. Not being able to evacuate on time.	Almost Certain	Major	23	1. Set maximum attendance. 3. Supervision by Trained Staff/Inducted Staff. 4. First aid training and equipment. 5. Security/Police on call. 6. SOP. 7. Event Emergency Evacuation Plan	Unlikely	Minor	5	78.3%	1. Emergency Management Plan with competency test. 2. Incident/Near Miss reviewed. 3. Trained Staff/Inducted Staff on duty.
	Glassed areas	Personal injuries.	Possible	Moderate	13	All glassed areas are frosted to warn that glass is there.	Unlikely	Minor	5	61.5%	1. Near Miss/Incident reviewed.
G39	Cooking/Food preparation in staff lunchroom	1. Personal injuries.	Possible	Moderate	13	1. Signage for zips or continuous hot water. 2. Maintenance of equipment. 3. Staff to report all faulty equipment. 4. Fire extinguisher/fire blanket. 5. Clean and tidy. 6. Soap and water. 7. Hygiene signage.	Unlikely	Insignificant	2	84.6%	1. Monthly inspections form. 2. Incident/Near Miss reviewed.
	Water Blasting	1. Personal injuries	Unlikely	Minor	5	1. Limit power of blaster used. 2. PPE.	Extremely unlikely	Insignificant	1	80.0%	1. Near Miss/Incident reviewed. 2. Trained Staff/Inducted Staff on duty.