

Risk Assessment & Management Plan

This document is provided to assist school teachers and group leaders to plan an educational group visit to Puzzling World



The purpose of the RAMP form is:

- a) to identify all possible hazards
- b) to identify measures that will prevent, minimize or isolate all possible hazards
- c) in the event of harm befalling anyone, to identify the action to control and minimise the extent of an injury.

All Puzzling World staff working with Education group visits hold a valid First Aid Certificate, and are trained to provide a response in case of emergency.

Hazard identification	Prevention, isolation and minimisation	Action to take if hazards occurs
<p>Group arriving at PUZZLING WORLD: Tour buses and Customer vehicles arriving/departing</p>	<p>Group should be supervised by school teachers/ accompanying adults/ leaders at all times</p> <p>PUZZLING WORLD staff to be available to welcome & brief group either on the bus, in the foyer or on the lawn on the group's arrival</p> <p>Tour buses are to offload in appropriate drop-off zone and park in designated coach parks</p>	<p>Group leader to take responsibility for arising problems</p> <p>Inform PUZZLING WORLD staff ASAP</p> <p>For <u>minor injuries</u>: proceed with First Aid training instructions</p> <p>For <u>major injuries</u>: * Phone 9 111 for ambulance or 9 03 443 7811 for Wanaka Medical Centre * adult to take injured person to the nearest Medical Centre: 23 Cardrona Valley Road, Wanaka, phone 9 03 443 7811</p>



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Student specific ailment	<p>School teacher/group leader are to disclose any medical ailment of individual students prior to the visit</p> <p>School teacher/ group leader are to be solely responsible for students and their medical needs during PUZZLING WORLD visit, and to ensure that medical aid is on hand</p>	<p>School teacher/ group leader are to administer medication according to the student's individual medical needs</p> <p>For physical disabilities: PUZZLING WORLD staff will advise alternative access points within the business.</p> <p>In case of emergency, notify PUZZLING WORLD staff ASAP, who will contact emergency services</p>
Minor accidents (i.e. cuts, bruising, burns etc)	PUZZLING WORLD staff are to disclose any risks associated with the activities planned for the visit and advise where caution is required	In case of a minor accident, First Aid will be administered on site. A record of Accidents form must be completed and handed over to the PUZZLING WORLD staff member or Duty manager
Fire, earthquakes, etc	<p>PUZZLING WORLD staff are to give instructions and adequate explanation of emergency exits and procedures</p> <p>PUZZLING WORLD staff are fully trained in Emergency Evacuation Procedures and Fire extinguisher training</p> <p>School teacher/ group leader are to bring a list with the name of all participants to the visit (children +adults), so they can ensure that all group members are accounted for after an emergency</p>	<p>PUZZLING WORLD staff will take responsibility for safe and calm evacuation of all visitors</p> <p>School teacher/group leader to take responsibility over supervision of the group, and following instructions given by any PUZZLING WORLD staff member</p> <p>School teacher/group leader are to check that all group participants are accounted for</p>



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Getting lost or exposed to members of the public	<p>School teacher/ group leader are to inform group participants of the likelihood of the presence of other school groups and members of the public at the time of the visit</p> <p>School teacher/ group leader are to be solely responsible for the overall safety of the participants. Any participant leaving the main group (i.e. going to the toilet) is to inform the group leader of their whereabouts</p>	<p>For missing students: Inform PUZZLING WORLD staff ASAP, who will conduct an initial search of the immediate area.</p> <p>PUZZLING WORLD staff will ensure the appropriate action is taken, such as informing General/Duty Manager to initiate security response.</p>
Power failure and security arrangements	PUZZLING WORLD Facilities manager & contractors to ensure all systems are regularly checked and maintained	<p>Safety lighting will activate automatically</p> <p>PUZZLING WORLD staff to evacuate Illusion Rooms, first 2 rooms first (as darkest)</p> <p>PUZZLING WORLD staff to contact PUZZLING WORLD Facilities Manager/appropriate contractor for advice regarding troubleshooting and maintenance procedures</p>
Stairways	<p>All stairways have handrails.</p> <p>School teacher/group leader to take responsibility over supervision of the group, and follow instructions given by any PUZZLING WORLD staff member</p>	<p>For <u>minor injuries</u>: proceed with First Aid training instructions and First Aid kit</p> <p>For <u>major injuries</u>:</p> <ul style="list-style-type: none"> * Phone 9 111 for ambulance, or 9 03 443 7811for Wanaka Medical Centre * adult to take injured person to the nearest Medical Centre: 23 Cardrona Valley Road, Wanaka, phone 9 03 443 7811



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<p>Hazards during activities in: Great Maze: icy, slippery steps</p> <p>Possible exposed nails or screws in maze boards</p>	<p>PUZZLING WORLD staff are to ensure all participants have received instructions regarding obstacles and hazards in the area</p> <p>Clear signage to be displayed at entrance and other outdoor areas warning of ice</p> <p>All stairways and overhead bridges have handrails</p> <p>Grit to be spread on worst affected areas</p> <p>Daily Maze checks undertaken to check maze boards and other hazards</p>	<p>To inform any PUZZLING WORLD staff of potential hazard</p> <p>PUZZLING WORLD staff to fix/remove any hazard as required and advise Duty Manager</p> <p><u>For minor injuries:</u> proceed with First Aid training instructions and First Aid kit</p> <p><u>For major injuries:</u> * Phone 9 111 for ambulance, or 9 03 443 7811 for Wanaka Medical Centre * adult to take injured person to the nearest Medical Centre: 23 Cardrona Valley Road, Wanaka, phone 9 03 443 7811</p>
<p>Hazards during activities in: Hologram Hall: reduced lighting in gallery</p> <p>Electric shock via Plasma Wall</p>	<p>PUZZLING WORLD staff are to undertake regular checks through all rooms to ensure no obstacles are present and lighting is operational</p> <p>A one-way flow is encouraged through room design to mitigate flow issues</p> <p>Clear signage is displayed directing safe usage. Any metal objects nearby are safe-coated</p>	<p>To inform any PUZZLING WORLD staff of potential hazard</p> <p>PUZZLING WORLD staff to fix/remove any hazard as required and advise Duty Manager</p> <p><u>For minor injuries:</u> proceed with First Aid training instructions and First Aid kit</p> <p><u>For major injuries:</u> * Phone 9 111 for ambulance, or 9 03 443 7811 for Wanaka Medical Centre * adult to take injured person to the nearest Medical Centre: 23 Cardrona Valley Road, Wanaka, phone 9 03 443 7811</p>



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<p>Hazards during activities in: Tilted House: sloped floor leading to walls, rolling chair on a rail</p> <p>General balance issues</p>	<p>PUZZLING WORLD staff are to ensure all participants have received instructions regarding obstacles and hazards in the area</p> <p>Clear signage is displayed at entrance and other indoor warning of CCTV presence, medical impairment advice and supervision rules</p> <p>Handrails and carpeted (soft) end wall are included in the room</p> <p>A by-pass gate is available to skip room</p> <p>School teacher/group leader to take responsibility over supervision of the group, and follow instructions given by any PUZZLING WORLD staff member</p>	<p>Inform PUZZLING WORLD staff of any incident or inappropriate behaviour by students or other visitors</p> <p>For <u>minor injuries</u>: proceed with First Aid training instructions and First Aid kit</p> <p>For <u>major injuries</u>: * Phone 9 111 for ambulance, or 9 03 443 7811 for Wanaka Medical Centre * adult to take injured person to the nearest Medical Centre: 23 Cardrona Valley Road, Wanaka, phone 9 03 443 7811</p>
<p>Hazards during activities in: Sculptillusion Gallery: pool of water at base of Tap sculpture</p> <p>Trapped arm/finger in rotating sculptures</p>	<p>School teacher/group leader to take responsibility over supervision of the group, and following instructions given by any PUZZLING WORLD staff member</p> <p>Rotating sculptures fitted with automated stop function if resistance felt, emergency stop buttons in place adjacent to sculptures</p>	<p>For <u>minor injuries</u>: proceed with First Aid training instructions and First Aid kit.</p> <p>For <u>major injuries</u>: * Phone 9 111 for ambulance, or 9 03 443 7811 for Wanaka Medical Centre * adult to take injured person to the nearest Medical Centre: 23 Cardrona Valley Road, Wanaka, phone 9 03 443 7811</p>



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PUZZLING WORLD RISK ASSESSMENT AND MANAGEMENT PLAN

Personnel involved with Educational group visits:

- * Duty Manager
- * Puzzling World Staff
- * Operations Manager (for guided tours)

Please note that Puzzling World carries out ongoing assessment of potential hazards. In addition, there is continuous training of Puzzling World staff in risk management.

Risk Assessment form completed by:.....

From (name of establishment):

Signed:.....

Date:

For further enquiries, please contact:

Duncan Spear

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