



Health And Safety Guidance Booklet

This is a guidance document only; however it covers the key elements of a Health and Safety Manual.

A Club may be considered a PCBU (person carrying out a business or undertaking). It is in this context that a club would therefore be required to have an implemented health and Safety program/process.

This booklet is not designed for the use of Club members in their own PCBU activities.

Do not replicate this booklet except for that purpose.

Contact NZ Safety Brokers New Zealand Limited on 0800 4 SAFE NZ

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Every endeavor is made to ensure accuracy of this document. The continuing changes to WorkSafe legislation may affect this document. If unsure refer to WorkSafe NZ guidelines.

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1. About Queenstown Mountain Bike Club

The Queenstown Mountain Bike Club (QMTBC) was formed in 2003 with the express purpose of facilitating the development of mountain bike trails and biking areas within the Queenstown area in a coordinated, safe and legal manner. The QMTBC is involved in building and maintaining a trail network in the Queenstown area. The QMTBC also manages events such as races, jumping competitions and general group rides.

QMTBC are committed to the safety of all our volunteers, members and contractors and have put in place leading management to ensure your safety and health whilst you are in our environs. We're committed to the prevention of notifiable events and serious risks to health and safety.

We are guided by the Health and Safety at Work Act 2015 and its regulations including Standards and Codes of Practice. We endeavour to keep up to date with the regulations by monitoring the WorkSafe website and subscribing to their email updates. If any regulation changes occur we will amend our H&S documents to ensure we comply with the latest requirements.

For your convenience, a copy of this Health and Safety Guidance Booklet and our Incident Report Form can be accessed via our website <https://www.queenstownmtb.co.nz/about-us> or can be requested from the QMTBC committee using the email: bikers@queenstownmtb.co.nz. We advise that you are required to follow any written safety rules or instructions or given to you verbally for your protection.

We have a system which evaluates our worksites/events for hazards and assists us in the management of those hazards and risks. Should you, whilst you are on any of our many worksites/events, discover any issue which may affect you or any other persons' safety or, receive any injury or, cause or notice any damage to property we would ask that you advise us immediately. We request that you follow any safety or advisory signs which have been erected and inform us of any damage you may discover so we can replace them.

We advise you there are hazards and risks in and around the worksites/events and these hazards and their risks may be dangerous and harmful to your safety and wellbeing. We advise caution. We will require you to wear and use Personal Protection Equipment (PPE) whilst undertaking designated tasks within the worksites/events. Use of PPE is mandatory.

This manual is an evolving document to ensure the continual improvement of our health and safety plan which is reviewed annually. This annual renewal is the responsibility of the QMTBC Administrator and it is their responsibility to ensure this booklet is regularly updated and audited every three years by an external party.

Approved by:



Club President

Fraser Gordon

Terminology:

- Trails - mountain bike trails or riding areas managed by Queenstown Mountain Bike Club.
- Events/ race - generally fundraising activity based around mountain biking or trails.
- Workplace may also read as clubrooms or event location
- Employee is someone paid (in any form) to undertake a 'task' by the Club/organisation
- Manager/supervisor may also mean club official/officer
- The club means the Queenstown Mountain Bike Club Inc.
- Risk is the chance or probability that a person will be harmed or experience an adverse health effect if exposed to a hazard
- Hazard is a potential source of harm or adverse health effect on a person or persons
- Incident is an occurrence, condition, or situation arising that resulted in or could have resulted in injuries, illnesses or damage to health.
- Notifiable Incident refers to a serious and dangerous incident where someone's health or safety has or could have been seriously endangered.

2. Goals and Objectives

Our ultimate goal is to prevent injuries, illnesses, and deaths at all QMTBC events, scheduled trail building work and maintenance activities. We want everyone to get home safe every time they are involved with any activity relating to the QMTBC. Some of our other goals include:

- We work to ensure all of our H&S systems are compliant and are up to date with the current regulations
- We want to help create a H&S culture within the club and the wider community by opening up communication channels and encouraging members and the wider community to get in touch with the club committee and/or H&S representatives if they identify anything that is unsafe.
- We aim to continually improve our H&S systems to make them more practical and effective by regularly reviewing our systems in place.
- We aim to ensure accurate and timely reporting, recording and investigating of all incidents so we can learn from them and better adapt our systems in the future
- We aim to regularly review all PPE clothing and equipment (as a minimum on an annual basis) to ensure they are kept in good working order and we can replace the items that need replacing.

At our monthly committee meetings we ensure H&S is always on the agenda and we discuss any updates, incidents, reports or information we have received in the previous month and ensure they are recorded in the meeting minutes. The QMTBC committee and H&S representatives will continually work toward achieving the goals and objectives listed above.

Events and trails Risk Assessment Policy Procedure

The QMTBC committee is dedicated to monitoring hazards at any of its event or trail sites and then working to eliminate or minimise the risk of near misses and incidents.

2.1 Monitoring hazards/incidents

QMTBC has produced a hazard register for trail building and one for events. These include all known hazards for the specific worksite. Copies of these can be requested from the QMTBC committee using the email: bikers@queenstownmtb.co.nz

The QMTBC Committee H&S representatives are the President, Treasurer and Secretary. If not present at a worksite or event an appropriate health and safety representative will be appointed.

Before starting work on a new trail or event, the nominated H&S representative must:

1. Familiarise themselves with the hazards stated on the hazard register
2. Assess the worksite for any hazards not included on the register and add to the register if any additional hazards are found
3. Communicate the hazards to all volunteers/contractors working on the site
4. Monitor the worksite throughout the work period for any new hazards
5. In the case of any near misses or incidents the H&S representative must communicate full details to the QMTBC committee using the QMTBC incident form and by emailing it to: bikers@queenstownmtb.co.nz

The committee will assess any near misses or incidents immediately to identify what action is to be taken. The committee must determine:

1. Whether the site is safe to return to
2. What action (if any) must be taken to ensure the site is safe
3. What action must be taken to ensure the near miss or incident does not reoccur
4. Whether they need to communicate any changes in policy/procedures to all volunteers/contractors on the worksite
5. If an update of the Hazard register/health and safety policy document is required
6. If Worksafe needs to be notified
7. That there is an appropriate record the incident in the minutes of the following committee meeting

3. Health and Safety Policy

QMTBC will actively practise and pursue safety for employees, clients, subcontractors, volunteers and the general public who may, from time to time, come into contact with our Club.

We are fully committed to a safe and healthy environment for any employees, subcontractors and club members and will strive to ensure that no harm will happen to any person as a result of our workplace activities.

We will comply with all relevant legislation, regulations, codes of practice, and safe operating procedures, and will operate with a commitment of continuous improvement, seeking excellence in Health and Safety practices.

To achieve these ideals we will:

- Identify, assess, control and manage hazards, continually seeking to reduce the risks to the lowest safest possible level.
- Consult with employees, club members, committees, managers, subcontractors, suppliers, clients and external experts, as appropriate, to encourage participation in contributing to making a safer workplace.
- Require all contractors to have comprehensive, audited Health and Safety Plans.
- Require contractors and volunteers to follow safe work practices at all times.
- Encourage a “stop activity programme” for unsafe practices.
- Provide resources to ensure that safety remains the primary objective.
- Require the timely and accurate reporting of all incidents, accidents, unsafe conditions and near misses and regularly review this policy on an annual basis

4. Safety Training Policy

While the club has no staff or employees, the club will carry out safety briefings at all trail working sites and club events. Depending on the nature of the work and events the club may directly employ professionals and/or specialist contractors from time to time to carry out the work on trails or at events.

4.1 Contractors

All contractors must provide QMTBC with a copy of their H&S policy and qualification certificates before commencing operations and will keep the copies in the club's Google Drive for reference. Contractors are responsible for assessing the task at hand and ensuring the individuals carrying out the work have the required level of competence and skills to carry out the work safely or are supervised by someone with the required level of competency to monitor and ensure the work is carried out safely. Contractors are responsible for their worksite and induction of workers on their sites. Only certified contractors will be approved to use power tools and machinery on site such as chainsaws and diggers.

4.2 Volunteers

All volunteers will be inducted on to the worksite by way of a worksite briefing. This is covered more comprehensively in section 11 Site Safety and Rules.

We will ensure we fulfil this obligation by:

- Discuss skills and experience with volunteers to identify what tasks they are confident in performing. Can ask volunteers to demonstrate their knowledge of performing tasks to ensure competency in performing tasks safely.
- Providing onsite instruction which may assist in their personal development in gaining new skills appropriate to their position or role.
- Monitoring volunteers why they carry out the work and provide further assistance and training/guidance where necessary
- Considering further training requests relevant to the role.

5. Personal Protective Equipment Policy

We recognise we have a “Duty of Care” requirement to contractors, volunteers, visitors and the public in maintaining a Safe Working Environment and who may be exposed to workplace hazards which cannot be eliminated or isolated.

5.1 Volunteers

To fulfil this requirement, we will supply all volunteers with appropriate Personal Protective Equipment and Clothing (PPE), train them in its use and provide adequate maintenance and storage facilities.

All volunteers will be provided with High Vis vests before entering a worksite or while working on a QMTBC event.

Every volunteer will be responsible for ensuring that PPE remains fit for purpose, and is maintained and used as intended at all times. If any item of PPE becomes unfit for purpose it must be communicated immediately to the committee or appointed H&S representative.

Where the activity involved may result in personal injury or health related issues, and that hazard cannot be eliminated or isolated, all persons will use the appropriate PPE which will act as a barrier to their exposure to that hazard.

The failure to wear or use PPE or use it as intended will be considered serious misconduct and may result in disciplinary action. In a voluntary situation this may result in the volunteer being asked to leave the site.

At QMTBC races all participants are required to wear a NZ compliant helmet and have a bike which is generally suitable for the purpose. If not they will be asked not to race and be refunded the entry fee.

5.2 Contractors

Contractors will be required to provide their own PPE as part of their own health and safety practice.

The usage, storage and maintenance of contractors PPE is the sole responsibility of the contractor. Information regarding this shall be found in the contractor Health and Safety Policy.

6. Drug and Alcohol Policy

We are fully committed to creating a safe working environment free from alcohol and drugs for our volunteers, contractors and any other person who may come in contact with our workplaces.

Being under the influence of drugs or alcohol while on a worksite or at an event can lead to injury, serious harm or death and therefore will not be tolerated.

Working, volunteering or racing under the influence of drugs and/or alcohol is unacceptable behaviour which will result in being stood down immediately and asked to leave the worksite or event.

7. Smoke Free Policy

Everyone is entitled to a smoke free environment in their place of work.

We are committed to everyone, who comes into contact with risks that may arise in the Workplace.

The inhalation of second-hand smoke is a known health risk and has been determined as being able to affect a person's state of health.

Employees who do not smoke, or who do not wish to smoke in their workplace, will be protected from tobacco smoke, as far as is practical, whilst they are in our workplaces so we can, as a responsible employer, comply with the Smoke-free Environments Act 1990.

All employees, volunteers, contractors, customers and visitors are required to respect and support our smoke free policy.

Smoking is not permitted in any workplace controlled by our Club.

Employees and visitors to our sites are responsible for complying with the Smoke Free Policy at all times.

8. Stop Work Authority Policy

As a responsible employer/organisation we will actively practice and pursue safety for employees, clients and subcontractors and the general public who may, from time to time, come into contact with our workplaces by:

- Actively encouraging a "Stop Activity Program" for our employees/volunteers/contractors where there are unsafe work practices.
- Assisting and supporting our trained Safety Representatives who may be required to formally direct activity to cease where it is deemed unsafe.
- Documenting, investigating and assisting our trained Safety Representatives in carrying out an assessment of a workplace or practices deemed unsafe to determine corrective actions.
- Formally referring incidents to the club Committee for follow up.

Nothing in this Policy will affect work continuing in any other area of the workplace not being directly affected by the unsafe workplace practice.

9. Bullying and Harassment Policy

We consider harassment and bullying unacceptable forms of behaviour which will not be tolerated under any circumstances.

This policy reflects the belief that all employees should be able to work in an environment free of intimidation and harassment. However, this must not be confused with legitimate instruction by supervisory expectations and/or other duties as required.

As a club we are fully committed to providing an environment that is safe for all our employees, volunteers and contractors and we subscribe to the principles set out in the Harassment Act 1997, and the best practice guidelines around preventing and responding to workplace bullying.

- We will ensure that all employees, volunteers and contractors are treated equitably and are not subjected to harassment or bullying.
- We will also ensure people who make complaints or witnesses are not victimized.
- Any reports of harassment or bullying will be treated seriously and investigated promptly, confidentially and impartially.

9.1 Bullying

Bullying is repeated and unreasonable behaviour directed towards a worker/person or a group of workers/people that creates a risk to health and safety.

Repeated behaviour is persistent and can involve a range of actions over time.

Unreasonable behaviour means actions that a reasonable person in the same circumstances would see as unreasonable. It includes victimising, humiliating, or threatening a person and includes behaviour identified below.

9.2 Harassment

Harassment is any form of repeated behaviour that:

- Is not wanted, not asked for and not returned; and
- Humiliates, offends or intimidates someone; and
- Is based on their race, sex, pregnancy, disability, age, marital status, homosexuality, transgender
- or that of a relative or associate; and
- Includes physical abuse and psychological abuse.

Whilst violent behaviour is highly objectionable, harassment can also be manifested in more subtle ways that impact on the health and well-being of the victims.

10. Safe Driving Policy

QMTBC does not currently own or provide any vehicles for the worksites/events. If in the future this changes we will follow this policy.

As the person conducting the Business undertaking we recognise the vehicle/s we provide for the purposes of work, is a place of work, and we will take all reasonable steps to ensure those vehicles are as safe as possible and will not require Club members/staff to drive under conditions that are unsafe and/or likely to create an unsafe environment, or fatigue.

We will ensure all vehicles are well maintained and that the equipment promotes driver, operator and safety by:

- Servicing the vehicles according to manufacturer's recommendations.
- Setting up procedures where employees check vehicles oil, water, tyre pressures and general cleanliness on a monthly basis, then record the inspections.
- Following the maintenance schedules in the vehicles manuals.

We will encourage safe driving behaviour by:

- Forbidding the use of mobile phones in vehicles when driving.
- Encouraging regular breaks while driving.

Every driver of a Club vehicle will:

- Ensure they hold a current drivers' license for the class of vehicle they are driving and this license is carried with them when driving a Club vehicle.
- Immediately notify the Club Manager, if their drivers' license has been suspended or cancelled, or has had limitations placed upon it.
- Be responsible and accountable for their actions when operating a Club vehicle or driving for the purposes of work.
- Display the highest level of professional conduct when driving a Club vehicle.
- Regularly check the oil, tyre pressures, radiator and battery levels of the Club vehicles they regularly use.
- Comply with traffic legislation when driving.
- Drive within the legal speed limits and to the conditions.
- Wear a safety belt at all times.
- Never drive under the influence of alcohol and/or drugs, including prescription and over the counter medication if they cause drowsiness – to do so will merit disciplinary measures.
- Avoid distraction when driving such as the hand held use of a cell phone or laptop.
- Report any near-hits, crashes and scrapes to their manager, including those that do not result in injury.
- Report infringements to the manager at the earliest opportunity.
- Report vehicle defects to a manager before the next vehicle use.

11. Site Safety Rules & Expectations

11.1 Trail Building

11.1.1. First Aid

A QMTBC committee member or appointed H&S representative to bring a QMTBC backpack with first aid kit, fire extinguisher and fire blanket and the QMTBC PPE to all dig nights. If any trained first aider on site this is to be communicated to the H&S representative.

11.1.2 Briefings

Onsite briefings will be held at all volunteer trail building events.

As guidelines to the adoption of safe practices, the following are safety rules, which must be followed by everyone including contractors:

- i. Explain the nature of the tasks.
- ii. All visitors must have authorisation to enter any area where the public is excluded.
- iii. Where required or designated, approved safety equipment must be used.
- iv. Machinery must not be operated without guards, or with damaged guards.
- v. Safety devices must not be tampered with.
- vi. Inspect equipment for safety and hazards before use.
- vii. Be aware of moving hazards such as vehicles and mobile equipment.
- viii. Maintain visuals with operators of equipment and vehicles at all times when in close proximity.
- ix. Keep clear of moving equipment at all times.
- x. Motorised equipment that is being maintained should be locked out and danger tagged.
- xi. Follow recommended procedures for handling hazardous materials.
- xii. Keep aisles, exits, driveways and fire-extinguisher accesses clear.
- xiii. Before entering any area observe safety signs and rules.
- xiv. Apply appropriate safe lifting practices - manual or with equipment.
- xv. Report all unsafe acts or imminent dangers to the safety committee.
- xvi. Report all accidents and incidents, including near misses.
- xvii. Before starting any new project, look for and discuss safety issues and hazards
- xviii. Plant and equipment must only be operated by suitably skilled persons (certified)
- xix. Be fully aware of evacuation and emergency procedures.
- xx. Maintain an appropriate standard of housekeeping and general hygiene.
- xxi. Vehicles may only be driven by qualified and authorised personnel.

11.2 Events

11.2.1 First Aid

A fully qualified medic must be on site at all QMTBC events for the length of the event.

All events are required to have first aid supplies on hand, these can be found in the events trailer. The first aider must be positioned in an appropriate place where they have easy access to any participant that may need assistance. The first aider must have a mobile phone and or radio for communication with the event organisers/marshals. In the case of an incident the race must be stopped until the incident is cleared. In the case of an incident the QMTBC Event Crisis Management Plan (attached) must be followed.

11.2.2. Briefings

All events must be prefaced with a briefing by the committee or the appointed H&S Representative.

The briefing must include all participants and volunteers assisting.

The briefing must include, but is not limited to the following:

- i. The nature of the event.
- ii. The requirements of the QMTBC Health and Safety Policy
- iii. Any hazards identified as per the Hazard Register.
- iv. Procedures for any Health and Safety incidents.
- v. Identification of the appointed Health and Safety Representative.
- vi. Muster locations.
- vii. Marshall duties and responsibilities.

Any near misses or incidents must be reported to the general committee as soon as possible.

12. General Safety Information

- i. When with our organisation you must observe our stated policies on health and safety, and comply with all safety rules. All personnel must follow our safety procedures, plant operating manuals and instructions, both verbal and written. Safety shall be an essential element of everything that you do and must not be compromised for increased output. The Health and Safety Manual will be used as a guide for health and safety in our Environs.
- ii. All Club members/staff have the authority to recommend stopping the activity process if there is an immediate danger to life or health and to liaise with others over hazards and their responsibilities in the working environment.
- iii. In the event that QMTBC volunteers are working on a site with a contractor, the contractors Health and Safety Policy will be the governing document.
- iv. Use of safety equipment, including personal protection as prescribed for the task at hand is mandatory.
- v. Before starting any new type of activity, full consideration will be given to all matters of safety associated with the work to be undertaken.
- vi. Before using any new plant or equipment a hazard analysis must be completed to identify any potential hazards.
- vii. “Skylarking” is not allowed as it often distracts people and can easily result in injury.
- viii. Aggressive behaviour will not be tolerated as it can lead to accidents.
- ix. All hand tools and portable power tools must be kept in a serviceable and sound condition and stored away when not in use. Any tools owned by Club members/staff must be maintained in a safe condition at all times.
- x. Observe all safety signs posted in our building/s and at job sites. They are for your protection and will inform you both of safety equipment requirements and hazards that you may encounter.

- xi. Alcoholic liquor and/or unauthorised drugs must not be brought onto or consumed on any site without management approval. Any person reporting for work under the influence of either drugs or alcohol will not be allowed to commence work. Failure to comply with this rule will lead to disciplinary action.
- xii. You must report a hazardous situation as soon as practicable and may need to cease work activity when that work is considered dangerous or likely to cause harm or damage.
- xiii. You must be familiar with the procedures for stopping all items of equipment and machinery, in the event of an incident with that item or of a general emergency.

13. Club Members Responsibilities

All Club Members are:

- i. - responsible for their own Health and Safety while at events
- ii. - responsible for the Health & Safety of others
- iii. - to take responsibility for members of the public or visitors, and warn them of hazards
- iv. - responsible for reporting accidents to their supervisor so that these may be recorded
- v. - responsible for wearing protective clothing and for using protective equipment that is provided for any hazardous work
- vi. - responsible for helping executive club members to identify hazards in the workplace, and to help develop procedures for emergencies
- vii. - responsible for reporting any imminent dangers to a supervisor or manager
- viii. - responsible for undertaking appropriate training in the use of safety gear, plant, equipment and hazardous substances
- ix. - responsible for helping develop emergency procedures
- x. - responsible for good standards of housekeeping

14. Club Members/Volunteer Rights

All Club Members have the right to;

- i. - have a safe place and to expect that all practical steps will be taken to ensure that this happens.
- ii. - have adequate and appropriate safety training.
- iii. - be consulted in the preparation of safety procedures.
- iv. - have access to necessary personal protective equipment and be given instruction on how to use it and maintain it properly.
- v. - know the results of any monitoring of hazards in the workplace and their personal results.
- vi. - adequate and appropriate information about emergencies, hazard management and safety procedures.
- vii. - be given immediate medical care in the event of an accident.
- viii. - access to relevant codes of practice relating to their work.
- ix. - a copy of the current safety regulations.
- x. - adequate facilities whilst at work.
- xi. - remain silent if questioned by an Inspector from WorkSafe NZ, where this could lead to self-incrimination.

15. Participation in Health and Safety Management

15.1 Purpose

The purpose of this procedure is to outline our Club's commitment to involve and engage participation in Health and Safety matters in the workplace which might affect them or the Club, and which also meets the spirit and intent of the ACC requirements.

They are Club Members appointed as an individual or as a member of a health and safety committee or both, to represent the views of Club Members/employees in relation to health and safety at work.

15.2 Health and Safety Committee

15.2.1 QMTBC Committee Appointed Health and Safety Representatives are

Fraser Gordon - QMTBC President
Bruce McLeod - QMTBC Treasurer
Courtenay Jamieson - QMTBC Secretary

15.2.2 Reporting

Once a month, all club committee members will participate in a health and safety meeting which will discuss any hazards, near misses, incidents or issues of Health and safety. This is best achieved in a Club by having an agenda "standing item" at committee meetings.

If any near misses or incidents have occurred during the month these will be communicated to the committee via email in advance of the meeting and then discussed in detail at the meeting to determine best course of action. This will include assessing corrective or preventive actions and amendments to the Health and Safety Policy where necessary.

Incidents and actions must be recorded in the minutes of the meeting. Any actions to be revisited at the next committee meeting to confirm they are complete.

All committee members communicate if they are aware of any other incidents and provide details. If there are no incidents this must be recorded in the minutes of the meeting. Minutes of the meeting will be available to all Club Members.

15.3 Functions and Duties of Safety Representatives

- i. - To promote the effective implementation of our Health & Safety Policy, our Site Safety Rules, our Specific Site Safety Rules and all other aspects of our Health & Safety Management System
- ii. - To have a problem solving role regarding Health and Safety requirements and to seek improvements to our procedures
- iii. - To see that all notifiable, serious accidents or harms are immediately reported to the QMTBC committee appointed Health and Safety representatives for investigation
- iv. - To be responsible for investigating recordable minor accidents. To see that near misses are reported, recorded and investigated.

15.4 Complaints

Complaints regarding the clubs procedures or compliance with the QMTBC Health and Safety Policy are to be directed to the Health and Safety Representatives noted above. Complaints will be tabled at the monthly committee meeting to establish a suitable response and corrective or preventive measures.

All complaints will be confidential unless requested otherwise.

A record of the nature of the complaint will be noted in the minutes of the meeting.

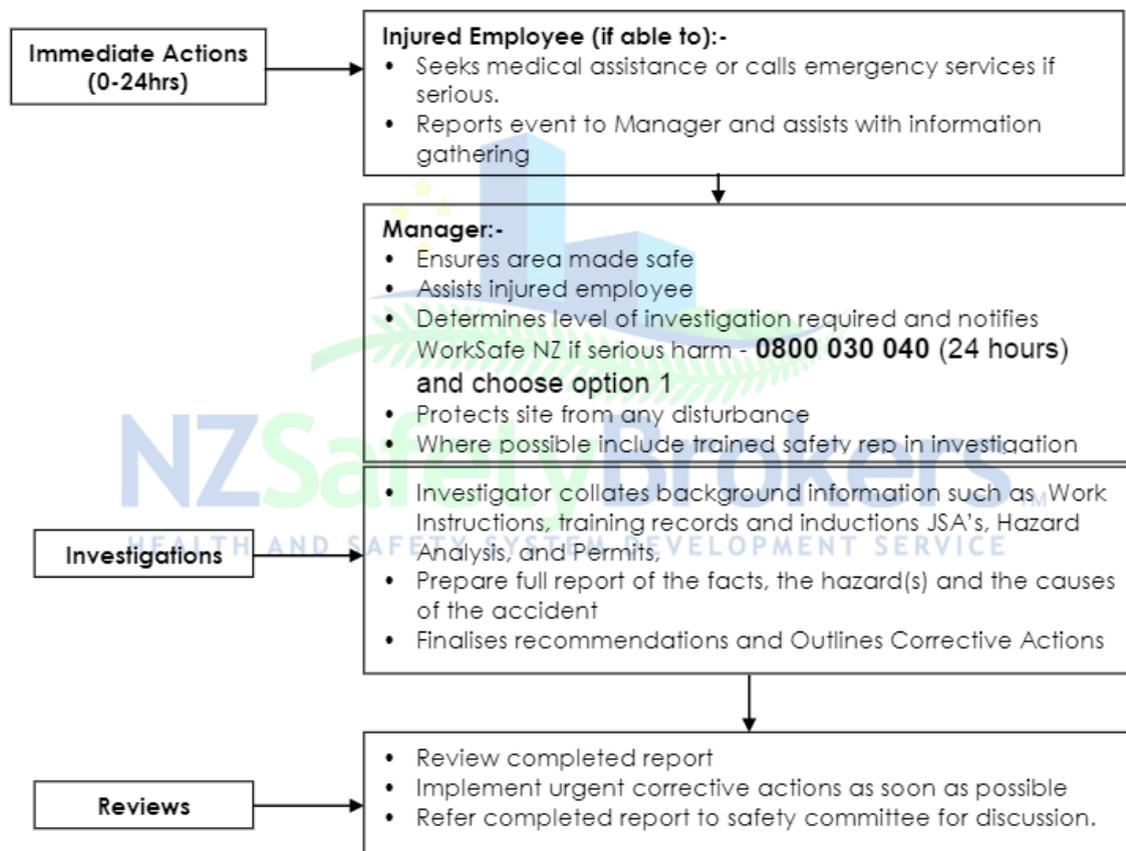
15.5 Accident Procedures

Any incident which did or could have resulted in injury shall be reported and documented on the day that it occurs and wherever possible, before leaving the site for the day.

The manner for investigating, designating actions and recommendations, and closing out incidents, will be determined by the manager taking into account the seriousness of the event.

We may consult with NZ Safety Brokers (0800 4 SAFE NZ/0800 7233 69) for all serious incidents which occur.

An incident report shall be completed and submitted to QMTBC's appointed Health and Safety representatives.



15.6 Incidents

15.6.1 Introduction

This section is about reporting, recording, and investigating incidents. The intent of an incident process is to identify improvements that can be made to prevent a recurrence. There may also be a legislative requirement.

15.6.2 Incident policies

Incident is defined as: Any unplanned event resulting in, or having a potential for injury, ill health, damage or other loss.

Accident is defined as: An event that (a) causes any person to be harmed; or (b) in different circumstances, might have caused any person to be harmed.

Near miss is defined as: A Near Miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so

All Incidents will be reported and recorded in the incident form (attached) and an accident/incident register will be maintained.

All incidents/accidents of Grade 6 (Incident Scale) or higher require investigation and the underlying causes identified. Notifiable incidents and notifiable events will prompt a review of the H&S Policy.

Incidents resulting in a notifiable event will be reported to WorkSafe NZ as soon as possible by the QMTBC appointed Health and Safety representatives.

The Health and Safety representatives will annually review all incidents recorded in the accident register to identify any trends.

15.6.3 Incident Process

1. An incident form is completed and classified for the actual or potential harm caused, for the following situations:
 - Incident or Accident requiring medical treatment, either by staff or medical practitioner
 - Near miss that could have caused serious harm
 - Safety complaints and as otherwise required
2. Copy of the incident form are forwarded to the appointed Health and Safety representatives for review using the email **bikers@queenstownmtb.co.nz**
3. All accidents status 6 or above (Incident scale) require an investigation to be completed.
4. The depth of the investigation is scaled against the severity of the injury. Only the appointed Health and Safety representatives will conduct the investigation using in-house processes or in cases of severe injury, using the Duty Holders Investigation Review Sheet found on the Worksafe Website:

<https://www.worksafe.govt.nz/the-toolshed/tools/duty-holder-review/about-duty-holder-reviews/>

5. At the conclusion of any investigation, the appointed Health and Safety representatives will conduct a review of the Health & Safety Policy.
6. ALL reports are entered into the accident/Incident register and reviewed monthly by the appointed Health and Safety representatives and QMTBC committee to determine trends or reoccurring issues and opportunities for improvement.
7. Where possible accident and incident statistics will be reviewed against similar operations, both domestic and international.

15.6.4 Incident Scale

SEVERITY RANKING	IMPACT ON PARTICIPATION	INJURY	ILLNESS	SOCIAL/ PSYCHOLOGICAL DAMAGE	SEVERITY RANKING	EQUIPMENT DAMAGE	ENVIRONMENTAL DAMAGE
1	MINOR/SHORT TERM IMPACT on individual/s that doesn't have large effect on participation in activity /programme.	Splinters, insect bites, stings	Minor irritant	Temporary stress or embarrassment	1	Minor cost	Littering
2		Sunburn, scrapes, bruises, minor cuts	Minor cold, infection, mild allergy	Temporary stress or embarrassment with peers	2	>\$50	Minor damage to environment that will quickly recover
3		Blisters, minor sprain, minor dislocation Cold/heat stress	Minor asthma, cold, upset stomach, etc	Stressed. Beyond comfort level. Shown up in front of group.	3	>\$100	Scorched campsite, plant damage
4	MEDIUM IMPACT on individual/s that may prevent participation in the activity / programme for a day or two.	Minor Lacerations, frostnip, minor burns, mild concussion mild hypo/ hyperthermia	Mild flu, migraine	Stressed, wants to leave activity, a lot of work to bring back in.	4	>\$500	Burnt shrubs, cut live branches, washed group dishes in stream, etc
5		Sprains & hyper-extensions, minor fracture i.e. finger	Flu, food/hygiene related diarrhoea/ vomiting	Distressed, freezes on activity, requires 'emotional rescue', does not want to participate again.	5	>\$2,000	Walked through sensitive ecological area destroying some plant life, toileting close to water course
<i>Any workplace incidents at grade 6 may meet requirements to report as Notifiable Injury to Worksafe</i>							
6	MAJOR IMPACT on individual/s that means they cannot continue with large parts of the activity/ trip/programme.	Admitted to hospital, fractures, dislocations, frostbite, major burn, concussion, surgery, breathing difficulties moderate hypo/ hyperthermia	Medical treatment required, hospital stay < 12 hours eg., serious asthma attack, serious infection, anaphylactic reaction	Very distressed, leaves activity and requires on site counselling, unwilling to participate in activity ever again.	6	>\$8,000	Destroyed/ killed some example of flora/fauna
7		Admitted to Hospital, arterial bleeding, severe hypo/ hyperthermia, loss of consciousness	Hospital stay > 12 hours eg, infection or illness causing loss of consciousness, serious medical emergency	Therapy/ counselling required by professional	7	>\$20,000	Killed, destroyed or polluted small area of environment
8	LIFE CHANGING effect on individual/s or death.	Major injury requiring hospitalisation e.g. Spinal damage, head injury	Major illness requiring hospitalisation e.g., heart attack	Long term counselling/ therapy required after incident	8	>\$50,000	Killed example of protected species
9		Single death	Single death	Post-traumatic stress disorder, changed profession because of incident,	9	>\$250,000	Fire or pollution etc resulting in area of wilderness being destroyed
10		Multiple fatality	Multiple fatality	Suicide because of incident	10	>\$1,000,000	Major fire or pollution causing serious loss of environment or life

15.7 Notifiable Injury

You MUST notify Worksafe if someone:

- suffers a notifiable injury **as a result of work** (see [What is a notifiable injury](#) below for more information), or
- suffers an injury that requires or would usually require them to be admitted to hospital for immediate treatment, or
- is injured through exposure to a substance which requires, or would normally require, them to receive medical treatment within 48 hours of the injury occurring.

For the purposes of the table below:

- 'Medical treatment' is considered to be treatment by a registered medical practitioner e.g. a doctor.
- 'Immediate treatment' is urgent treatment, and includes treatment by a registered medical practitioner, registered nurse or paramedic.
- If immediate treatment is not readily available (e.g. because the person became seriously ill at a remote site), the notification must still be made.

TRIGGER	EXAMPLES
An injury that requires or would usually require someone to be admitted to hospital for immediate treatment	<p>'Admitted to hospital' means being admitted to hospital as an in-patient for any length of time.</p> <p>Being admitted to hospital doesn't include being taken to hospital for out-patient treatment by the hospital's A&E department, or for corrective surgery at a later time, such as straightening a broken nose.</p>
The amputation of any part of the body that requires immediate treatment other than first aid	<p>This would include amputation of:</p> <ul style="list-style-type: none"> ● a limb (e.g. an arm or leg) ● other parts of the body (e.g. hand, foot, finger, toe, nose, ear)

<p>A serious head injury that requires immediate treatment, other than first aid</p>	<ul style="list-style-type: none"> ● fractured skull ● head injury that results in losing consciousness ● blood clot or brain bleed ● damage to the skull that may affect organ or facial function ● temporary or permanent memory loss from a head injury.
<p>A serious eye injury that requires immediate treatment, other than first aid</p>	<ul style="list-style-type: none"> ● injury that results in, or is likely to result in, the loss of an eye or vision - total or partial ● injury caused by an object entering the eye (e.g. metal fragment or wood chip) ● contact with any substance that could cause serious eye damage. <p>Does not include:</p> <ul style="list-style-type: none"> ● exposure to a substance or object that only causes discomfort to the eye.
<p>A serious burn that requires immediate treatment, other than first aid</p>	<p>A burn that needs intensive or critical care such as a compression garment or skin graft.</p> <p>Does not include:</p> <ul style="list-style-type: none"> ● a burn treatable by washing the wound and applying a dressing.

<p>A spinal injury that requires immediate treatment, other than first aid</p>	<ul style="list-style-type: none"> ● injury to the cervical, thoracic, lumbar or sacral vertebrae, including discs and spinal cord. <p>Does not include:</p> <ul style="list-style-type: none"> ● back strain or bruising.
<p>Loss of a bodily function that requires immediate treatment, other than first aid (e.g., through electric shock or acute reaction to a substance used at work)</p>	<p>Loss of:</p> <ul style="list-style-type: none"> ● consciousness (includes fainting due to a work-related cause e.g. from exposure to a harmful substance or heat) ● speech ● movement of a limb (e.g. long bone fractures) ● function of an internal organ ● senses (e.g. smell, touch, taste, sight or hearing). <p>Does not include:</p> <ul style="list-style-type: none"> ● fainting not due to a work-related cause ● a sprain, strain or fracture that does not require hospitalisation (except for skull and spinal fractures).

<p>Serious lacerations that require immediate treatment, other than first aid</p>	<ul style="list-style-type: none"> ● serious deep cuts that cause muscle, tendon, nerve or blood vessel damage, or permanent impairment ● tears to flesh or tissue - this may include stitching or other treatment to prevent loss of blood or bodily function and/or the wound getting infected. <p>Does not include:</p> <ul style="list-style-type: none"> ● superficial cuts treatable by cleaning the wound and applying a dressing ● lacerations that only require a few stitches a GP ● minor tears to flesh or tissue.
<p>Skin separating from an underlying tissue (degloving or scalping) that requires immediate treatment, other than first aid</p>	<ul style="list-style-type: none"> ● Skin separating from underlying tissue where the tendons, bones, or muscles are exposed.
<p>An illness or injury declared in regulations to be a notifiable injury or illness</p>	<ul style="list-style-type: none"> ● Any illness or injury listed in Schedule 5 of the Health and Safety at Work (Mining Operations and Quarrying Operations) Regulations 2016.

16. Event Crisis Management Plan

Queenstown Mountain Bike Club (QMTBC) has established a policy for dealing with an Emergency Situation by developing a plan that addresses most aspects of the situation. These steps are followed by the voluntary event organisers at all QMTBC club events.

Race Day Procedures

Pre-Race Set Up

1. Volunteer marshals to be briefed by event organiser on emergency procedures and radio usage.
2. All marshals to be given high-vis vests so they are easily identifiable on course
3. Marshals to be situated evenly spaced down the track.
4. Event organisers to identify any high risk areas and ensure a marshal with a radio in these spots.
5. Trained first aider/medic with radio and mobile phone to be on hand at all times while the race track is in use.
6. All marshals to be given medic and event organisers mobile phone number in case radio communication is not possible.
7. Radio frequency to be kept clear at all times except for race communication.

In case of an incident - Marshals

If a racer has an accident; Marshalls to follow the following procedure -

Step 1

Make communication with the rider to establish if they are:

- a) OK
- b) injured/conscious/needing medical attention

If answer is A - please make sure the course is clear for the next rider to come down - act fast.

If answer is B - Step 2

Step 2

Ensure your own safety first. Ask any nearby spectators to warn any riders that might be following to slow down & proceed past the accident scene with caution. Close course if necessary & notify start & finish teams that that course is closed etc.

Step 3

Communicate incident via radio to event organiser and medic.

- Speak clearly
- Does the race need to be stopped?
- Is the medic required immediately?

- Where exactly is the incident located?

Step 4

Stay with the injured rider and make sure they are comfortable until the medic arrives on scene. Do not attempt to move the rider.

Step 5

Once the medic has arrived on scene, give them space to do what they need to and keep spectators at a distance unless the medic asks for assistance.

Step 6

When the medic has dealt with the incident and the rider is off course, ensure the track is clear of spectators and radio the event organiser to let them know the race can continue. If any racers had their run interrupted please send them back to the start as they will be allowed a re-run.

Step 7

If the rider's bike/helmet/gear has been left behind after the incident please either bring it to the finish line after the sweeper has been through at the end of the race or radio for one of the event organisers to come and collect it.

In the event of a serious injury, missing person or death:

Emergency Incident Initial Information Sheet

Complete this Sheet (kept on hand at the finish line & also in QMTBC event trailer) as information comes in

Emergency Procedures

Follow situation procedures as per the **Emergency Incident Initial Information Sheet**

- Contact emergency services etc (dial 111)
- If necessary ask for Fire (difficult evacuation point) Police (Missing person / death)

Notification

- 1. Make sure all QMTBC volunteers/staff on site are aware of the situation. Marshals, Organisers, Timing Team etc**

Reporting

With assistance from the Marshals, Event Organisers or anyone on the scene.

Record as much information about the incident as possible, as soon as possible.

Write it down as this information may be critical to an investigation at a later stage

- 1. Contact QMTBC President & Committee Members**

They may be in the vicinity & able to help. Try cell phones or last known whereabouts.

Leave messages on both their cell phones if no answer, informing them of the situation.

Fraser Gordon (President): 027 648 3783

Bruce McLeod (Treasurer): 027 418 2104

Courtenay Jamieson (Club Secretary): 027 346 0478

Media enquiries

In the event of a serious injury, accident or death, the media will know as soon as the emergency services have been contacted & more than likely, they will arrive on the scene before the emergency services do.

Contact Scope media immediately with information regarding the serious incident:
They will be our official QMTBC media spokesperson.

CELIA CROSBIE

E: celia@scopemedia.co.nz

T: 021 816 812

ALEXA FORBES

E: alexa@scopemedia.co.nz

T: 021 296 4255

Until an official QMTBC spokesperson is available; ALWAYS reply to any media with this statement:

“Yes, an incident has occurred, we do not have all the information at this point in time but we will release a statement as soon as possible”.

NB Do not answer any questions, provide any info, or talk to the media

Only the club spokesperson / PR representative may do this.

1. Victims’ relatives and friends

- Contact these people if possible. Find them on site if at the event, contact phone numbers from the entry form if possible.
- After emergency situation has been contained, contact Victim Support if required to meet with volunteers / race crew

Victim Support contact: 441 1608

17. Hazards and Risks Identified in our Workplace

The following are examples of hazards that may be found in and around our environs:

ENVIRONMENT HAZARDS	Hazards such as noise, dust, sunburn, wind and rain
EQUIPMENT HAZARDS	Hazards that relate to any electrical appliance
VEHICLES/MACHINERY	Cars, trucks, equipment
PHYSICAL HAZARDS	Hazards that can cause injury such as slips, cuts, burns, falling, crushing
CHEMICAL HAZARDS	Chemicals, and sprays used for Agricultural spraying
BIOLOGICAL HAZARDS	Infection, hepatitis, allergies, exposure to Covid 19
PSYCHO-SOCIAL HAZARDS	Stress, fatigue
ERGONOMIC HAZARDS	Manual handling, posture, occupational overuse syndrome (RSI)

Please refer QMTBC hazard registers for trail building and QMTBC events – these can be requested from the QMTBC committee at bikers@queenstownmtb.co.nz

18. Management of this document

1. This document is stored as a live document on the QMTBC Google Drive.
2. The live document is accessible by members of the QMTBC Committee only.
3. This document is not to be amended without approval of the QMTBC Committee
4. A printable version of this document and the incident report form can be found on the QMTBC website: <https://www.queenstownmtb.co.nz/about-us>
5. Review of this document will occur annually as per section 15, or as prompted by an incident.
6. External review of this document is required on a 3 year basis by an accredited auditor. Based on the feedback and recommendations from the auditor, changes will be made to this document to ensure it meets the latest requirements.
7. To give feedback on this Health and Safety Booklet or lodge a complaint, please get in contact with the QMTBC committee directly at bikers@queenstownmtb.co.nz