



TOURS

Wētā Workshop Experiences

School Visit Handbook

VENUE NAME	Wētā Workshop Experiences
LOCATION	1 Weka Street, Miramar, Wellington, 6022
EMAIL	bookings@wetaworkshop.co.nz
WEB	https://tours.wetaworkshop.com/wellington
PHONE	04 909 4035

1. Welcome to Wētā Workshop Experiences

We are excited and honoured that you have chosen Wētā Workshop as an Education Outside the Classroom (EOTC) location for your ākongā.

We highly value a hands-on learning environment, and we love watching people get as excited about our experiences as we do and cannot wait to share the magic of Wētā Workshop with your group. We request that you read and understand this document before you bring your ākongā to visit us – we want to ensure the best experience and outcomes for your visit and to do this we need to ensure that all PCBUs involved in the visit are fulfilling their obligations to the Health & Safety at Work Act 2015 (HASWA).

At Wētā Workshop we are passionate about ensuring our environments create positive and healthy learning experiences and so are actively managing how we use our spaces for school groups.

Because of this we want to detail our expectations for your visit.

2. Shared responsibilities:

Under the Health and Safety at Work Act 2015, the board of trustees, as an entity, is a Person Conducting Business or Undertaking (PCBU) and has the primary duty of care. As a PCBU, the Board's specific obligations are (so far as is reasonably practicable):

- Providing and maintaining a work environment, plant and systems of work that are without risks to health and safety.
- Risks are managed to prevent serious harm during EOTC events.
- Equipment is safe to use during the event.
- Students are supervised by competent staff.
- Emergency procedures are planned and followed.

Wētā Workshop Hosts are trained to provide emergency evacuation procedures. There are qualified First Aiders on site at all times of operation. First aid kits are readily accessible at the venue.

3. We promise you:

- Copies of our risk assessments for your group visiting our site – allowing for collaboration and transparency around the risks your ākongā will be exposed to.
- Copies of our emergency management plans if requested.
- Full transparency, if you have any questions or concerns, please ask us in advance – we want to accommodate you as best we can.
- Inclusion for any people with accessibility issues. If you let us know in advance, we can ensure all your group get the best experience, regardless of their needs.
- A safety briefing on site prior to your tour – respecting the fact that each person on the tour needs to hear what to expect and what is allowed or not allowed.
- First Aid trained staff available on site at all times during your visit.

4. We require of you:

- All your students to have full permission from their guardians to attend our site and take part in our experience. This should be available to us upon request.
- Important information must be collected in line with the privacy act 2020 from and about all the people involved in the EOTC event, including the students, parents, teachers, volunteer helpers, and contracted providers.
- Complete your own risk assessment prior to visiting our site, we have attached a copy of ours below.
- **1:10** caregiver/teacher to child ratio.
- Minimum of two Supervisors per tour group regardless of group size (this does not include our tour guides). Two Supervisors allows room for comfort/toilet breaks for your group without disrupting the tour.
- Active behaviour management and supervision of the group. If our team report any issues, we expect them to be managed by the school.

Risk ID	Which Site	Risk Description	Inherent Risk	Controls	Residual Risk	Responsible Person
1	Auckland	<p>"Horror" Section in tour space</p> <ul style="list-style-type: none"> *Claustrophobia *Phobias *Allergies due to materials used / special effects *Low light *Change in floor pitch / height 	Medium	<ul style="list-style-type: none"> *Clear warning signage to inform patrons of what to expect in this section and use of latex *Tour guides to warn patrons of the specifics of this section of the tour and to clearly show patrons an alternative route if they do not want to pass through this section * No entry if patrons need any physical assistance * No phones in this space * No infants (being carried or pram). 	Low	Facilities Technician Tour Guides
2	Both	<p>Act of Terror *Entrapment *Life Changing Injuries *Psychological harm *Death</p>	High	<ul style="list-style-type: none"> *New Zealand is currently at a LOW alert level for terror attacks- alert levels can be found at www.nzsis.govt.nz/our-work/countering-violent-extremism-and-terrorism/national-terrorism-threat-level/ *Ensure government advice is easily accessible and followed if an act of terror occurs: The three words for people to remember in an event of an attack are: ESCAPE(Move quickly and quietly away from danger; but only if it is safe to do so) HIDE (Stay out of sight 	Low	All Staff All contractors and subcontractors

				and silence your mobile phone) TELL (Call 111 when it is safe to do so).		
3	Both	Overcrowding *Injuries to public from crushing and panic *General physical and mental discomfort	High	*Plans outlining total capacity of spaces. *Ticketed tours with capacity limits. *Measures in place to control capacity and to ensure crowd have space for viewing, comfort, and dispersal. *Tours are precisely timed to reduce crowd intensity in specific areas.	Medium	Facilities Technician Head of Tourism Auckland Head of Tourism Wellington
4	Both	Access and Egress of Patrons *Confusion *Frustration *Delays *Overcrowding of exits under normal conditions *Bodily Injury *Deaths	Medium	*Emergency exits should be evenly spread throughout the venue. *All applicable standard exits able to be opened by managers responsible for each exit. *Emergency lighting to be regularly tested. * Warden bands to identify wardens.	Low	Facilities Technician Head of Tourism Auckland Head of Tourism Wellington
5	Both	Missing Persons *Trauma for those directly involved	High	*Staff trained in a procedure for missing persons and in how to escalate to the Police if necessary * All tour guides have radios for contact * Advise guests that leaving early that they are responsible for their own safety, * Tour guides to keep regular and accurate counts of the groups.	Medium	All Staff Tour Guides

6	Both	Patron's queuing prior to a tour *Dehydration *Bodily injury *Disruption and violence	Medium	*Queue areas to be taken into account during operational planning / venue design *Queue paths to be clear of and not interrupt passing pedestrian traffic on adjacent streets. *Queues to be well clear of active carriageways. *Toilets and catering facilities to be available to suit the need.	Low	Head of Tourism Auckland Head of Tourism Wellington Facilities Technician
7	Both	Attendees arriving at the sites for their tours *Anxiety *Frustration *General physical and mental discomfort	Medium	*Marketing, publicity for the attractions, and confirmation email to include details of public transport, road closures, car parking, drop off and pick up points, bus services, appropriate attire. *Where possible street furniture, barricading and building works in the immediate vicinity of the venue that may cause obstruction to crowds during access and egress should be removed from main pedestrian flows and contingency routes. *Visible and accurate signage.	Low	Head of Tourism Auckland Head of Tourism Wellington Facilities Technician
8	Both	Staff and contractors without necessary experience and training *Injuries *Discomfort *Death	High	*Site safety induction process, in which all risks are covered, to be adhered to for all staff and contractors for the	Low	Head of Tourism Auckland Head of Tourism Wellington Facilities Technician All contractors

				<p>tourism spaces. *Staff and contractors hired according to skills being suitable to requirements. *Relevant training by contractors for particular roles and responsibilities. *Records of inductions, training and qualifications are kept. *Staff and contractors are supervised by management. *Contractors are responsible for ensuring all their staff are adequately inducted into the particular role they are undertaking.</p>	
9	Wellington	<p>Adjacent active carriageways *Vehicle accidents *Bodily injury to patrons and staff</p>	High	<p>*All public areas will be, as far as practicable free from vehicles. *Tow away and no standing zones on the public roadways to be respected by all staff, visitors, and tour operators. *Tour guides will monitor public located near to and walking along active carriageways. *Bus bay to be monitored and clear of patrons and staff.</p>	<p>Low</p> <p>Head of Tourism Wellington Tourism Operators All Staff Tour Guides</p>
10	Both	<p>Transport of public and patrons *Negative environmental impact *Pollution *Traffic congestion</p>	Low	<p>*Where possible public (bulk) transport will be the suggested preference and will be made to be more convenient than private</p>	<p>Low</p> <p>Head of Tourism Auckland Head of Tourism Wellington Tourism Operators Tour Guides</p>

				vehicle use. Tourism Operators to organise safe and appropriate pick up / drop off locations.		
11	Wellington	Transport of public and patrons *Vehicle Collision *Injury to patrons *Injury to driver *Drivers without sufficient competencies *Damage to vehicles *Poor Maintenance	High	*Licence checks for drivers-check for infringements and Passenger endorsements. *Regular maintenance of vehicles. *Up to date servicing and service records on file. *Current registrations and WOFs for vehicles. *Drivers briefed to help passengers on and off the buses safely. *Damage and hazards regarding the vehicles to be reported. *Drivers to be aware of road closures and road works on their regular routes. *Performance management plans in place for drivers based on conduct. *Regular quality checking of drivers. *Dashcam provided and installed for driver and public safety.	Medium	Tourism Area Manager Wellington
12	Both	Bomb Threat *Trauma and injury to staff and public	Medium	*Police assisted by staff (where appropriate) to manage the threat if it occurs. *Bomb threat checklist and relevant training to be instigated at all high-risk incoming call points.	Low	Head of Tourism Auckland Head of Tourism Wellington Facilities Technician

				*Housekeeping to be at a high level to minimise unknown articles and improve time of sweep if required. *Ensure communications are training is in place which will enable the alarm to be raised immediately at management level.		
13	Both	Disasters *Potential injuries to public and staff	High	*Refer to Government Disaster Plan. *Risk management procedures and regular inspections of the site. *Safety and Emergency Plans in place. *Public and staff knowledge of safety zones for natural disasters *Grab and go bag installed and briefed.	Low	Facilities Technician
14	Both	Medical Emergency *Poor access for emergency vehicles *Potential injuries to public and staff	High	*Strategically placed First Aid stations in accessible locations. *First Aid Staff on site & in radio contact. *Designated emergency access routes. *Trained mental health first aiders available. *Awareness of nearest AED if there are none on site.	Low	Head of Tourism Auckland Head of Tourism Wellington Facilities Technician All staff
15	Both	Emergency Exit from venue *Overcrowding of exits *Failure to exit crowd in an emergency	High	*Staff to be trained to evacuate via primary routes wherever possible during emergencies. *Staff assist with evacuations as per pre	Low	All Staff Facilities Technician

				organised arrangements. *All applicable standard and emergency exits able to be opened by personnel responsible for each exit. *No easily moveable objects which may become obstructions during emergency egress to be in the vicinity of exits. *Ensure muster / gathering locations are communicated and understood should evacuation be required.		
16	Both	Emergency service route obstruction	High	*Dedicated emergency routes to be a minimum of 4 meters in width and to allow additional width in corners and changes in direction according to requirements for Fire Brigade and Ambulance. *Emergency route to be free of overhead restrictions such as wires and structures.	Low	Building owners / managers
17	Both	External Emergency *Potential injuries to public and staff members	Medium	*Adequate communication systems in place to allow alarm to be raised by an outside source. *Ability to communicate with and retain patrons in event sites until the threat has passed if required. *Manage threat as per emergency plans.	Low	Head of Tourism Auckland Head of Tourism Wellington Facilities Technician

18	Both	Strobe lighting and lasers *Bodily injury *Panic *Triggering existing health issues	High	*General public are alerted to lighting effects. *Approved strobe lighting to be used in a responsible manner. *Direction and timing of lighting effects to be planned and programmed. *Lasers to be used within operating regulations.	Low	Facilities Technician
19	Both	Alcohol and Drugs *Disruptive behaviour *Bodily Injury *Death or injury due to driving under the influence.	High	*Alcohol and drug management policy for workers. *Management plans devised in accordance with the demographic of visitors. *Patrons arriving for a tour visibly intoxicated or drug affected will be refused entry. *No staff or contractors to be under the influence of drugs or alcohol while working. *Staff understand how to escalate concerns about disruptive guests. *Emergency codes for radio communications to be understood by all staff. *Follow event procedures as prescribed by Auckland Venue PCBU (for Auckland).	Medium	Head of Tourism Auckland Head of Tourism Wellington Facilities Technician Tour Guides All Staff
20	Both	Insect stings & bites *Allergic Reaction *Anaphylaxis	High	*Workers and patrons with known allergies should have medication with them. *Call 111 in case of an emergency.	Low	All Staff All contractors and subcontractors

21	Both	Fatigue *Loss of concentration and memory *Slower reaction times *Poor mood *Reduced hand-eye coordination	Medium	*Work schedules are designed to eliminate fatigue. *Regular breaks for workers. *Welfare areas and amenities. Supervision of staff by management.	Low	Head of Tourism Auckland Head of Tourism Wellington
22	Both	Slip, Trip, Fall and Knock *Bodily injury to public, participants or staff	High	*Site safety induction completed. *Staff trained to recognise and prevent trip hazards. *Cables flown overhead where possible. *Rubber mats / yellow jacket over cables on the floor. *Barrier placed around protruding equipment. *Pits fenced during work phases. *Changes in heights and edges marked. *Handrails on stairs and treads. *Slippery surfaces treated or isolated. *Additional lighting in dark areas. *Spills isolated, warnings signs placed and cleaned as soon as possible. *Cables are placed away from access points and stairways. *House lights on before and post event.	Medium	Head of Tourism Auckland Head of Tourism Wellington Facilities Technician
23	Auckland	Trip hazard- The Trolls *Bodily injury to patrons	High	*Signage on the Trolls bases to say "Mind your Step" *Yellow taped area on the floor to highlight the hazard.	Low	Head of Tourism Auckland Facilities Technician

24	Auckland	Trip hazard- Throne steps *Bodily injury to patrons	High	*Signage on the Throne steps to say "Mind your Step" *Yellow taped area on the floor to highlight the hazard. Guides instructed to advise guest to "mind the step" when accessing the Throne, via the steps.	Low	Head of Tourism Auckland Facilities Technician Tour Guides
25	Both	Public climbing on infrastructure / installations. *Fall from heights *Bodily injuries	High	*Warning signage installed at risk areas. *Tour guides empowered to be firm with patrons climbing / touching things they shouldn't be.	Low	Tour Guides All Staff
26	Both	Live electrical wires or faulty equipment *Electrocution	Medium	*All electrics to be installed in accordance with building regulations and with AS/NZ 3000:2000 (amended) Wiring Rules and the Code of Practice temporary installation on building and construction sites. *All electrical installations to be carried out by registered electricians and approved by an authorised electrical authority. *Leads and appliances to be tested and tagged. *Earth leakage protection (RCD) to be fitted and tested. *Switchboards are to be identified with signage "Danger- High Voltage". *Switchboards to be mounted off the ground	Low	Facilities Technician

				and inaccessible to the public. *Temporary installations to run overhead where possible. *Regular inspections by electricians. *Emergency and alternative lighting to be installed as required.		
27	Auckland	Substation or generator failure *Panic and Injury	Medium	*Emergency lighting installed and tested as required. *Alternate power sources used to supply lighting across the venue. *Illuminated exit signage installed where required.	Low	Facilities Technician
28	Wellington	Substation or generator failure *Panic and Injury	Medium	*Emergency lighting installed and tested as required. *Tour guides to carry torches with working batteries at all times. *Illuminated exit signage installed where required.	Low	Facilities Technician
29	Both	Impromptu events, protests, rallies, etc. *Disruption of business activities	Medium	*News and political atmosphere to be constantly monitored and communicated. *Monitor potential issues.	Low	Head of Tourism Auckland Head of Tourism Wellington
30	Both	Violence and Assault *Trauma for people directly involved *Injury	High	*Workers trained to escalate issues to supervisors / leadership or the police if required. *First aid available on site at all times. *Workers or guests engaging in this behaviour will be removed	Low	Head of Tourism Auckland Head of Tourism Wellington Facilities Technician Tour Guides All Staff

				from site. *Mental health first aiders available. *Referral to EAP or other counselling services. *Details for helplines available.		
31	Both	Due Diligence	High	*Request SWMS & RAs and other safety documentation from suppliers to review and analyse. *SWMS and Ras requested and reviewed for school groups. *Consult, Coordinate and communicate prior to commencing work with other PCBU workers who may be working in the same space.	Low	Head of Tourism Auckland Head of Tourism Wellington Facilities Technician
32	Both	Public Liability *Payouts as a result of claims made against all concerned and involved.	Medium	*All contractors and suppliers to have acceptable levels of effective public liability insurance in place as required and to provide evidence when requested.	Low	Head of Tourism Auckland Head of Tourism Wellington Facilities Technician
33	Both	Accessibility for those with accessibility requirements *Unable to see in low light *Unable to hear or lip read *Unable to read information and instructions *Unable to read warnings *Language barriers *Bodily injury *Anxiety	Medium	*Ensure venues are accessibility friendly according to the human rights commission. *Use large clear fonts for signage and information. *Accessibility parking is to be advertised and available where possible. *Accessible toilets to be available. *Create pathways with accessibility in mind	Low	Head of Tourism Auckland Head of Tourism Wellington Facilities Technician Building owner / manager

				(1200mm) for wheelchairs and prams. *Minimum door width is 850mm. *Ramp gradients 1 in 14 and built to AS1428. *Communication with patrons with accessibility needs.		
34	Both	Noise *Noise induced hearing loss *Unpleasant surroundings causing aggravation *Noise pollution	High	*Sound levels should not exceed 72dB(A) outside nearby residences and 55dB(A) inside nearby residences. *Staff to be provided with appropriate hearing protection if required. *With any noise above 94dB(A) hearing protection is required at all times. *The WorkSafe recommendation of 85dB(A) over 8 hours must be adhered to. *Professionally monitor and record sound levels for future reference if required.	Low	Head of Tourism Auckland Head of Tourism Wellington Facilities Technician Audio Provider
35	Wellington	Tsunami *Slip, Trip or Fall *Struck by falling objects *Falling from height *Entrapment *Life changing injuries *Death	High	*Understand who the chief warden and tourism warden is at each venue. *Ensure muster / gathering locations are communicated and understood should evacuation be required. *If people attempt to leave the building / area understand and respect that decision- do not attempt	Medium	All Staff Head of Tourism Wellington All Contractors Tour Operators

				to stop them leaving. *Ensure each site's evacuation procedures are communicated and understood by all staff. *Ensure if it's long and strong get gone messaging is communicated and understood. *Ensure local defence shelter locations are known.	
36	Both	Earthquake *Slip, Trip or Fall *Struck by falling objects *Falling from height *Entrapment *Life changing injuries *Death	High	*Understand who the chief warden and tourism warden is at each venue. *Ensure muster / gathering locations are communicated and understood should evacuation be required. *If people attempt to leave the building / area understand and respect that decision- do not attempt to stop them leaving. *Ensure each site's evacuation procedures are communicated and understood by all staff. *Ensure Drop, Cover, Hold messaging is communicated and understood. *Ensure local defence shelter locations are known.	Medium All Staff Head of Tourism Auckland Head of Tourism Wellington All Contractors Tour Operators

37	Both	Litter *Pollution of waterways *Litter in green spaces *Litter in surrounding residential streets	Medium	*Cleaning staff on regular shifts to minimise time litter is on the ground. *Recycling facilities available for separation of rubbish.	Low	Cleaning Contractor
38	Both	Broken Glass, Litter *Potential cuts and lacerations.	Medium	*Cleaning staff on regular shifts to minimise time litter is on the ground. *Immediately clean broken glass *Trained first aid staff on site during opening hours.	Low	Cleaning Contractor
39	Both	Criminal Activity *Robbery *Bodily Injury *Trauma	Medium	*Staff liaise with patrons to foster communication of any issues quickly. *Limited cash on site- in locked tills *Security cameras in all public spaces *Additional Lighting in darker areas of the venues. *Staff trained to raise issues to the police if required. *SC security on hand for immediate support (Auckland only).	Low	All Staff Building owners / managers
40	Both	Contagion *Contagious disease *Short term illness *Long term illness *Death	High	*People testing positive for COVID-19 are highly recommended to follow government advice. *People who are unwell are encouraged to stay at home. *Masks can be worn if that is personal preference without prejudice. *If individual clients or venues or sites	Low	All Staff All contractors and subcontractors

				(when working elsewhere) require additional mitigations these can be accommodated where / when appropriate. *Biohazard/sharps disposal provided.		
41	Both	Emergency at any of the sites *Bodily injury *Negative publicity	High	*Daily and area checks to be completed to reduce risks. *Staff briefed in guiding emergency services to the scene and evacuation of patrons from affected areas.	Low	All Staff
42	Both	Prohibited items coming into the sites.	High	*Signage at entry points and n T&Cs in the websites regarding prohibited items and behaviours. *Communication with guests regarding prohibited items and behaviours during tour briefings. *Lockers available to store personal items.	Low	Head of Tourism Auckland Head of Tourism Wellington Facilities Technician Tour Guides
43	Both	Weather Temperature Extremes *Cold / heat induced illness *Dehydration	Medium	*All tours are inside and can be temperature controlled. *Wellington involves some external travel. *Sunscreen to be available to staff at all sites. *Weather to be monitored. *Drinking water available to all staff, contractors, and patrons at all times. *Appropriate clothing and attire for the weather.	Low	Head of Tourism Auckland Head of Tourism Wellington Facilities Technician

44	Both	Biological agents, needles, blood and vomit and faecal matter *Potential injuries and illness *Biological hazards	High	*Vigilant cleaning *Cleaners in contact with management. *Leadership/supervisors notified immediately. *Cleaning supplies supplied and accessible to all staff- Weta Staff have had briefings to call cleaning staff when they are on duty rather than attempt to clean up themselves. *When cleaning staff are not available- if possible and practicable spills should be isolated. *If there is no alternative Weta Staff can clean- but PPE is available.	Low	Head of Tourism Auckland Head of Tourism Wellington Facilities Technician Cleaning contractors
45	Both	Toilet Facilities *Anxiety *Frustration *Injury and illness *Negative publicity	Medium	*Adequate public and staff toilet facilities are to be available at all times. *Accessible toilets are to be available at all times. *Baby changing facilities to be available at all times. *Prominent way finding signage to be displayed directing patrons to the nearest facilities. *Toilets to be cleaned and maintained regularly.	Low	Building owners / managers Head of Tourism Auckland Head of Tourism Wellington Cleaning Contractors.
46	Both	Workers in costume interacting with the public / other workers *Psycho-social	High	*Interactions with the public to be invited, consensual and not forced or “surprise”. *Any	Low	Head of Tourism Auckland Head of

		*Anxiety *Fear *Embarrassment *Cultural awareness		touching to be consented to by all parties. *Permission to be given for photos or filming		Tourism Wellington Costume actors
47	Both	Animals *Anxiety *Assistant animals *Allergy, illness and/or injury *Damage	Medium	*All general public animals must be leashed while on premises. *Adhere to dog policy *Only legally registered service animals allowed in tour space	Medium	Head of Tourism Auckland Head of Tourism Wellington Facilities Technician All Staff
48	Both	School Visits *Missing Students *Lack of supervision *Inappropriate interactions with guides *Behaviour management *Damage to assets and property	High	*Due diligence to be exchanged between schools and Weta Workshop- allowing transparency and collaboration- this includes sharing risk assessments and expectations as a minimum. *Supervision ratios to be advised by Weta Workshop early and adhered to. *School employees / volunteers are responsible for behaviour management of students. *Rules regarding touching and interacting with displays and equipment to be clearly communicated and understood by all involved. *Guides understand how to escalate issues in an appropriate and timely manner.	Medium	Head of Tourism Auckland Head of Tourism Wellington All Staff School management School Representatives
49	Both	School Visits *Damage to assets and property	High	*Due diligence to be exchanged between schools	Medium	Head of Tourism Auckland Head of Tourism

				and Weta Workshop- allowing transparency and collaboration- this includes sharing risk assessments and expectations as a minimum. *Supervision ratios to be advised by Weta Workshop early and adhered to. *School employees / volunteers are responsible for behaviour management of students. *Rules regarding touching and interacting with displays and equipment to be clearly communicated and understood by all involved. *Insurance for both parties to be up to date. *Incidents to be recorded and reported as soon as practicable.		Wellington All Staff School management School Representatives
50	Wellington	Photos, Videos and Other Images *Copyright infringements *Reputational damage	High	*Rules on photography and images to be clearly explained at each briefing for all guests. *'Consequences' to be explained to all guests- including if they are seen to be taking images, they will be asked to delete them	Medium	Head of Tourism Wellington All Staff