

## Contents

## Contents

Our safety goal .....	2
1. Risk Matrix Settings.....	3
1. Risk Matrix.....	5
2. Risk tolerance .....	6
3. Identified Risks .....	7
2. Operational Risks.....	8
3. People related risks .....	21
4. Sources of harm from elsewhere.....	24
Cultural Safety.....	25
Staff acknowledgement .....	27

### Our safety goal

### “Nobody gets harmed while doing work with us”

This document is designed to identify all hazards that might apply to staff or volunteers in their restoration work. It is not site specific as our work takes place in varied, challenging and changeable environments and it is designed to be a workable response to these constantly evolving scenarios. Safety must come first in all we do and constantly assessing the risks of the environment, conditions and people we are working with must underpin all of our work.

This process classifies hazards by both their consequence and likelihood, giving a matrix of their level of risk. All hazards that may occur during the course of restoration and pest control work by RHB staff and volunteers are identified and allocated a risk severity between low and extreme. Actions to eliminate or mitigate the hazard are detailed and the subsequent severity level noted.

For all sites, this must be reviewed every time a site is visited as environmental conditions and personnel may change. The practical outcome of this is that any activity that does not achieve a low risk rating must not be undertaken by staff or volunteers under any circumstance. Risk is part of every action and cannot be removed entirely; however all practical steps to mitigate or eliminate risk must be taken.

## Volunteer Risk Management Matrix

### 1. Risk Matrix Settings

Risk Matrix Settings			
Likelihood		Consequence	
<b>1 Rare</b>	Highly unlikely, but may occur in exceptional circumstances	<b>1 Insignificant</b>	Injury requires first aid treatment or pain and discomfort requiring intervention e.g. workstation assessment.
<b>2 Unlikely</b>	Not expected, but some possibility it could occur at some time	<b>2 Minor</b>	Injury or illness requires medical treatment or other registered practitioner.
<b>3 Possible</b>	Might occur at some time – similar occurrences are known to have happened	<b>3 Moderate</b>	Injury or illness results in time lost from work for one day/shift or more. Notice is issued by regulator or Health and Safety Representative.
<b>4 Likely</b>	Will probably occur at some time in most circumstances	<b>4 Major</b>	Injury or illness results in 30 days lost time, or a permanent disability. Organisational breaches law resulting in prosecution and penalties.
<b>5 Almost Certain</b>	Expected to occur in most circumstances	<b>5 Extreme</b>	One or more fatalities. Considerable penalties and prosecutions, multiple law suits and jail terms.

The Risk Matrix Settings above are used to calculate the level of risk on the Risk Matrix below. The steps are:

1. Identify the Hazard (e.g. [lifting and moving heavy items](#))
2. If no controls were in place (creates a level playing field) - What is the likelihood of an injury? What is the potential Consequence?

## Volunteer Risk Management Matrix

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E.g. Likelihood = 3 Possible, and Consequence = 3 Moderate. This intersects on the Risk Matrix as a Moderate-Risk (Orange).

3. Once Controls are put in place (e.g. more than one person lifting, trolleys and wheelbarrows to move loads, drop load off at planting point), re-assess the risk. E.g. Likelihood = 2 Unlikely, and Consequence = 2 Minor. This intersects on the Risk Matrix as a Low-Risk (Green).

If the Controls come out at Moderate or higher, the risk Controls need to be reviewed (better controls) or excluded.

## Volunteer Risk Management Matrix

### 1. Risk Matrix

Risk Matrix						
Consequences	5 Extreme	Moderate	High	High	Extreme	Extreme
	4 Major	Moderate	Moderate	High	High	Extreme
	3 Moderate	Low	Moderate	Moderate	High	High
	2 Minor	Low	Low	Moderate	Moderate	Moderate
	1 Insignificant	Low	Low	Low	Moderate	Moderate
		1 Rare	2 Unlikely	3 Possible	4 Likely	5 Almost Certain
		Likelihood				

## Volunteer Risk Management Matrix

### 2. Risk tolerance

Risk Tolerance and Actions				
Risk Rating	Risk Tolerance	Approval	Actions/Mitigations	Monitoring Review
<b>Low</b>	<b>Tolerable risk with current controls measures</b>	Trained staff member	Proceed and monitor if there are no other potential control measures that may be practicable to reduce the risk further. Monitor to ensure the effectiveness of taking corrective action where necessary.	Annually or if activity/action changes.
<b>Moderate</b>	<b>Risk can be tolerated in exceptional circumstances</b>	Manager	Review risk assessment and introduce further controls to reduce risk to acceptable level. Manager to sign off. Controls to be actively monitored to ensure effectiveness.	Quarterly or if activity/action changes.
<b>High</b>	<b>Undesirable risk</b>	Manager/Chair	Stop task and reassess activity immediately. Control measures are in place to lower risk to acceptable level. Detailed risk assessment with further controls to be approved by Manager or Chair. Controls to be actively monitored to ensure effectiveness.	Monthly or if activity/action changes.
<b>Extreme</b>	<b>Unacceptable risk</b>	Manager/Chairperson	Stop task and reassess activity immediately. Detailed risk assessment with further controls to be developed. Activity can only resume when <b>approved</b> by Chair under advice from the Steering Group. Control measures to be actively monitored to ensure effectiveness.	Monthly or if activity/action changes

### 3. Identified Risks

The following table identifies hazards and suggests ways to reduce the risk of an incident occurring. It also outlines how to be prepared in the event of an incident. Some significant hazards require strict rules to be followed.

#### Hazard Register

1. Review / score the Risk Level **Before Controls** and **After Controls** from the Risk Assessment Matrix (separate document) for each of the Hazards below.
2. E = Eliminate, M = Minimise (in this order **1. Substitute**, **2. Isolate**, **3. Engineering Controls**, **4. Administrative Controls**, **5. Personal Protective Equipment**).

## Volunteer Risk Management Matrix

### 2. Operational Risks

HAZARD/RISK	RISK LEVEL BEFORE CONTROLS	ACTION E / M	CONTROLS	APPLICABLE TO SITE?	RISK LEVEL AFTER CONTROLS
Bites and stings – spider, insect stings, allergic reactions	M	M	<ul style="list-style-type: none"> <li>Identify those with allergies prior to event</li> <li>Ensure that all participants are appropriately dressed, e.g. long sleeves and trousers, sturdy footwear, thick socks</li> <li>Insect repellent to be carried in first aid kits at all times – anyone working in reserves or bush areas should use insect repellent</li> </ul> <ol style="list-style-type: none"> <li>Conduct a visual inspection of the work site to identify and flag high-risk areas, e.g. wasp nests</li> <li>Alert others if a wasp nest is found and minimise disturbance to the nest</li> </ol>		L



## Volunteer Risk Management Matrix

Lone worker – getting lost, harassment, attack, accident	M	M	<ol style="list-style-type: none"> <li>3. Encourage people to buddy up</li> <li>4. Log all work in shared calendar for safety</li> <li>5. Make sure children are not working alone</li> <li>6. Always carry a fully charged cell phone to call for help</li> <li>7. If you are a tenant of the property, make sure you let your landlord know about any works on site</li> <li>8. If harassed, stay calm and do not engage in a debate</li> <li>9. Leave vicinity if feel unsafe and notify Restore H&amp;B staff immediately, or dial 111 if you deem necessary</li> <li>10. Notice signs of human activity, i.e. tents, shelters, rubbish piles, etc – avoid these areas where possible and inform landowner or land management</li> <li>11. Make sure you define and understand the site boundaries (for larger sites GPS is recommended)</li> <li>12. Exclude tasks too difficult or dangerous to be carried out by a lone worker</li> <li>13. Carry personal first aid kit</li> <li>14. Add PLB/EPIRB for remote areas</li> </ol>	L
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## Volunteer Risk Management Matrix

		<ul style="list-style-type: none"> <li>• Toxin application techniques (i.e. placing and removing) and potential hazards will be discussed with volunteers before commencing work</li> <li>• Any person not trained in the application/handling of toxins should not be in the vicinity of the operation</li> <li>• Warning signs will be displayed at points of public access; signs should follow national guidelines and can be supplied by Auckland Council</li> <li>• Ensure written permission is secured from private landowners and written health and safety guidelines are provided</li> <li>• Store bait in a securely closed labelled sturdy pail or bucket with a lid</li> <li>• Use lockable stations</li> <li>• If laying bait/spraying chemicals, the appropriate training and approvals is required.</li> <li>• Ensure bait stations are tied to a shrub or a tree in the case of heavy rain or flooding; avoid placing within several metres of a stream</li> </ul> <p>Require that volunteers:</p>		
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## Volunteer Risk Management Matrix

Infection from animal carcasses	M	M	<ol style="list-style-type: none"> <li>15. Wear rubber or nitrile gloves when handling corpses</li> <li>16. Use antibacterial wipes/gel if required</li> <li>17. Don't consume food or drink while checking traps or stations; avoid putting hands near mouth or eyes</li> <li>18. Do not store food items in same bag/compartment as trapping tools, gloves, etc</li> <li>19. Wash and dry hands</li> <li>20. Wash protecting clothing before storage or reuse</li> <li>21. Bury carcasses deeply in the garden/bush or wrap in newspaper, double plastic bag and put out in the general rubbish collection</li> </ol>	L
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## Volunteer Risk Management Matrix

Handling animal traps – crush injuries to fingers, wrists; severe cuts; risk to third parties	H	M	<ul style="list-style-type: none"> <li>• Ensure all handlers are competent (must demonstrate)</li> <li>• All workers should attend a training session or a live demonstration by a Restore H&amp;B staff member or trained and experienced volunteer</li> <li>• Develop and follow set routine</li> <li>• Use buddy system or register time out alone</li> <li>• Ensure signage is installed at all entrances to public land to warn public</li> <li>• Ensure written permission is secured from private landowners and written health and safety guidelines are provided</li> <li>• Maintain traps so they function smoothly</li> <li>• Wear gloves when handling traps, bait and carcasses</li> <li>• Ensure DOC traps are screwed closed (locked) and traps are positioned out of sight</li> <li>• Pay full attention when dealing with traps</li> <li>• Stop work when ill or fatigued</li> </ul>	L
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## Volunteer Risk Management Matrix

Hand tools, such as saws and spades – potential for injury to self or others	H	M	<ul style="list-style-type: none"> <li>Sharp-edged instruments must be sheathed when not in use</li> <li>Store in a place out of the way where there is less risk of being stood on or tripped over</li> <li>Always cut away from your body and keep at least 2m distance between you and other workers</li> <li>Place spades upright in the ground when not in use.</li> <li>Do not lie tools on the ground</li> <li>Do not carry tools over your shoulder</li> </ul>		L
Tree felling	H	M/E	<ul style="list-style-type: none"> <li>Often felling is less preferable to a pest tree being killed standing by drill and fill or ring barking</li> <li>Caution should be used when felling pest trees - volunteers should receive appropriate safety training</li> <li>Volunteers may not use chainsaws on public land</li> <li>Use of chainsaws on private land requires appropriate qualifications and training</li> <li>Due to safety concerns, felling, drilling or ring barking of trees in reserves is restricted to trees under 4m high (without consent) and less than 1.5x the height of the tree from a public track/space</li> </ul>		L

## Volunteer Risk Management Matrix

Slips, trips, falls and steep areas	H	M	<ul style="list-style-type: none"> <li>Remove trip hazards from the work site by filling holes, removing unnecessary objects, etc, or clearly mark out the trip hazard</li> <li>Identify areas that are “no-go” areas with regards to unstable areas above work site</li> <li>Exercise additional caution when walking downhill, e.g. walk across the slope, have a strong leader control walking speed</li> <li>Assess steep areas if an alternative access can be made</li> <li>Identify, and closely supervise, workers with pre-existing back, knee or ankle injuries</li> <li>Exclude works/tasks too dangerous to be carried out by non-qualified volunteers</li> <li>Avoid obvious hazards, such as slippery logs, loose rocks, steep embankments, etc</li> <li>Ensure that suitable footwear is firmly laced</li> <li>Don't install pest control tools in difficult areas – choose somewhere close to intended location that is more secure</li> <li>Avoid carrying heavy or awkward-sized objects on uneven ground</li> <li>Stop work if having difficulty walking without slipping or falling over</li> <li>Ensure that no one is directly below on steep sites (notably on sites with loose rocks)</li> <li>Be aware of slope, avoid approaching steep cliffs, and</li> </ul>	L
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## Volunteer Risk Management Matrix

Working in hot conditions – dehydration, heat exhaustion, sunburn, poor decision making	M	M	<ul style="list-style-type: none"> <li>• Maintain hydration by providing adequate water and regular drink breaks</li> <li>• Schedule or reschedule work to avoid heavy exertion during the most intense heat of the day (start works early as possible)</li> <li>• Reinforce the need for long trousers and long sleeves, broad brimmed hats and sunglasses</li> <li>• Provide and encourage the regular use of sunscreen on any exposed skin</li> <li>• Take advantage of or create shaded work areas</li> <li>• Monitor volunteers for signs of fatigue</li> </ul>		L
Working in cold conditions – hypothermia, loss of dexterity	M		<ul style="list-style-type: none"> <li>• Make ample foods and fluids available, including warm drinks if possible</li> <li>• Structure work to avoid the coldest times of the day</li> <li>• Encourage volunteers to wear layered clothing that provides insulation, including a warm hat</li> </ul>		L

## Volunteer Risk Management Matrix

Severe Weather, risk of tree fall	H	M	<ul style="list-style-type: none"> <li>• All organised field activity will be cancelled if the MetService issues a severe weather warning.</li> <li>• The RHB project lead will monitor MetService (<a href="http://www.metservice.com">www.metservice.com</a>) or equivalent prior to field activity and notify volunteers accordingly.</li> <li>• Avoid sites with tall trees in high wind conditions, especially sites with exotic trees which are more likely to fall</li> <li>• Check sites when safe to do so after severe weather for new hazards eg slips, track washouts, tree fall</li> </ul>		L
Working near water – drowning, illness from water borne disease or pollution exposure	H	M	<ul style="list-style-type: none"> <li>• Maintain ample distance from water that may be dangerous because of depth, current, murkiness, turbulence, difficulty of escape, etc</li> <li>• Supervise children around water</li> <li>• Refrain from working on steep, slippery, or unstable banks; do not place tools in these areas</li> <li>• Ensure access to adequate washing facilities, e.g. soap and clean water</li> <li>• Alert all volunteers to the safety issues and to avoid</li> <li>• Monitor safety at all times</li> </ul>		L



## Volunteer Risk Management Matrix

Injury from sharp vegetation - Eyes	M	M	<p>22. Wear eye protection from sharp sticks</p> <p>23. Wear long sleeve clothing, full length trousers and appropriate footwear</p> <p>24. Scan ahead to check for vegetation that may cause injury</p>		L
Working near roadsides –	H	M	<ul style="list-style-type: none"> <li>Follow worksafe guidelines for working near roadsides <a href="https://www.worksafe.govt.nz/dmsdocument/53539-keeping-healthy-and-safe-while-working-on-the-road-or-roadside/latest">https://www.worksafe.govt.nz/dmsdocument/53539-keeping-healthy-and-safe-while-working-on-the-road-or-roadside/latest</a></li> <li>Volunteers cannot work any closer than 3 metres to the edge of the road seal</li> <li>Wear high visibility vests</li> <li>Cones and signage can be used by the group as an added precaution, however these will need to be provided by the volunteers and should not be used to divert traffic. They can only be used along the shoulder out of the main road channel to indicate that work is happening on the other side of them.</li> </ul>		L

## Volunteer Risk Management Matrix

General Vehicle use for transportation (may result in vehicle accidents and/or injury)	H	M	<ul style="list-style-type: none"> <li>Drive defensively and indicate intentions clearly before making a manoeuvre.</li> <li>Be familiar with width and length of the vehicle being driven (e.g. trailer attached).</li> <li>Check distance license, WOF and registrations are up-to-date.</li> <li>Park vehicle in safe place and ensure pedestrians can safely pass.</li> <li>When reversing, ensure obstacles are moved or guide the driver.</li> </ul>		L
Unidentified and Uncontrolled <b>Overhead Services</b> such as <b>Power, Data</b>	H	M	<ul style="list-style-type: none"> <li>Identify services.</li> <li>Maintain safe approach distance.</li> <li>Isolate services (call the appropriate provider to isolate).</li> <li>Stop work if there if any risk is identified</li> </ul>		L
<b>Unauthorised Access</b> (may result in equipment theft or injury)	M	M	<ul style="list-style-type: none"> <li>Discuss access requirements with Property Owner (e.g. Council or Farmer).</li> <li>Authorised personnel only and signage if needed.</li> <li>Identify “no go” zones and enforce.</li> </ul>		L

## Volunteer Risk Management Matrix

<b>Manual Handling</b> (resulting in strains or sprains, carrying sharp tools)	M	M	<ul style="list-style-type: none"> <li>• Ensure any loads are dropped-off close to point of use (e.g. plants).</li> <li>• Wear safety footwear suitable for the environment.</li> <li>• Identify and clear the route of travel making any hazards safe (e.g. ditches, fences).</li> <li>• Use safe lifting techniques or more than one person to move.</li> <li>• Use a wheelbarrow or similar.</li> <li>• Keep work areas/walking paths clear.</li> <li>• Ensure you are fit to move the item(s).</li> <li>• Store heavy objects above mid thigh height</li> <li>• Ask for assistance if in doubt (in particular spray knapsacks)</li> <li>• Bend your knees, keep back straight, when picking up from the ground</li> <li>• Carry tools sharp edges down</li> </ul>		L
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## Volunteer Risk Management Matrix

Using Herbicide (poisoning)	H	M	<ul style="list-style-type: none"> <li>Volunteers must be Grow Safe accredited to use herbicides (exception is gel applicators).</li> <li>Food and drink not to be consumed in areas where herbicide is used or handled.</li> <li>Surplus herbicide scheduled for storage will be securely contained and labelled.</li> <li>Remove all protective clothing and equipment and wash hands/arms/face thoroughly before eating, drinking, smoking and using the toilet.</li> <li>Any person not assisting in the application/handling of herbicide should not be in the vicinity of the operation.</li> <li>Signs warning of the dangers of herbicide shall be in place in areas where poison is used/handled.</li> </ul>		L
Repetitive Strain Injury	M	M	<ul style="list-style-type: none"> <li>All staff must work at work areas that ergonomically fit them.</li> <li>Staff must maintain good posture while working at the computer</li> <li>Take regular breaks for long repetitive computer tasks, especially those using the mouse</li> <li>Take stretch breaks during the day</li> </ul>		L

## Volunteer Risk Management Matrix

### 3. People related risks

HAZARD/RISK	RISK LEVEL BEFORE CONTROLS	ACTION E / M	CONTROLS	APPLICABLE TO SITE?	RISK LEVEL AFTER CONTROLS
Existing Health Conditions	H	M	<ul style="list-style-type: none"> <li>Significant health conditions which may cause problems during or be exacerbated by a working event should be revealed in confidence to the team leader of the day. Examples include angina, asthma, heart failure, serious sting allergy.</li> <li>Identify pertinent pre-existing conditions prior to starting work.</li> <li>A clear action plan should be in place for these medical conditions.</li> <li>Some health conditions will preclude some activities</li> <li>Emergency contact details of participants should be known to the team leader</li> </ul>		L
Risk of severe infection	H	M	<ul style="list-style-type: none"> <li>Covid risk is still present</li> <li>The risk is significantly higher for those over 65 and with preexisting health conditions</li> <li>Vaccination and mask wearing should be encouraged for those at risk</li> </ul>		L

## Volunteer Risk Management Matrix

Language barriers	M	M	<ul style="list-style-type: none"> <li>• Volunteers need to fully understand risks of using sharp equipment, traps and chemicals</li> <li>• Identify a spokesperson who can translate any safety or job instructions effectively to people who struggle to understand English.</li> <li>• Demonstrate use of tools.</li> <li>• Actively monitor and communicate how they are doing.</li> <li>• Use interpreters or multi language signage</li> <li>• Do not proceed with activity unless 100% confident the instructions and risks are understood.</li> </ul>		L
Working with groups of Children (who may need active supervision)	M	M	<ul style="list-style-type: none"> <li>• All children must be actively supervised by a suitable number of parents or care-givers.</li> <li>• Volunteers must not be responsible for children.</li> </ul>		L

## Volunteer Risk Management Matrix

Volunteers arriving under the influence of drugs or alcohol	<b>H</b>	<b>M</b>	<ul style="list-style-type: none"> <li>• Team leader to conduct visual assessments of volunteers upon arrival.</li> <li>• Enforce a zero tolerance policy for volunteers arriving under the influence of drugs or alcohol at volunteer events.</li> <li>• If appropriate, request that the volunteer leave.</li> <li>• If it is not considered safe to engage with the volunteer, the event will be cancelled with no justification needed to be given at the time.</li> <li>• Report incident to RHB Manager.</li> </ul>		<b>L</b>

## Volunteer Risk Management Matrix

### 4. Sources of harm from elsewhere

HAZARD/RISK	RISK LEVEL BEFORE CONTROLS	ACTION E / M	CONTROLS	APPLICABLE TO SITE?	RISK LEVEL AFTER CONTROLS
Dog bite or other animal attacks	M	M	25. Avoid approaching unleashed dogs 26. Remain calm if approached by a dog; do not run away from a dog 27. Do not aggravate – slowly walk away and attempt to isolate yourself from the animal 28. Climb a tree, where possible, if an animal charges you 29. Call police on 111 if attacked		L



## Volunteer Risk Management Matrix

### Cultural Safety

RHB acknowledge and honour Maori people as the traditional custodians of this land, recognising their enduring connection, knowledge and rich heritage with the land. We pay our respects to the past, present, and future generations of Maori, acknowledging their unique and invaluable role in preserving and shaping the cultural and natural landscape of the Hibiscus and Bays.

HAZARD/RISK	RISK LEVEL BEFORE CONTROLS	ACTION / M	CONTROLS	APPLICABLE TO SITE?	RISK LEVEL AFTER CONTROLS
Insufficient engagement with appropriate Iwi	M	M	<ul style="list-style-type: none"> <li>Ensure engagement with iwi and traditional stakeholders is appropriate and timely when planning new projects and initiatives in new areas to allow for meaningful and material inclusion in the decision-making process.</li> <li>Establish clear and open communication channels that are meaningful for all parties involved to avoid miscommunication.</li> <li>Develop long term relationships with Maori stakeholders based on trust and mutual respect.</li> </ul>		L

## Volunteer Risk Management Matrix

Tokenism or cultural appropriation (superficial inclusion of maori elements without genuine respect or understanding)	M	M	<ul style="list-style-type: none"> <li>Foster an environment of cultural awareness and authentic collaboration and where cultural appropriation is not accepted.</li> <li>Ensure all staff have attended a cultural induction with local Iwi or stakeholders</li> </ul>		L
Insufficient/inadequate cultural safety training	M	M	<ul style="list-style-type: none"> <li>Ensure cultural safety is included in safety briefings, including respectful protocols regarding accidental discovery of taonga or suspected taonga.</li> <li>Where possible, allow volunteers to attend training directly with local iwi.</li> </ul>		L

## Volunteer Risk Management Matrix

### Staff acknowledgement

We have read and understood this safety plan and will make every effort to manage and identify hazards and risks:

Name	Signed

## Volunteer Risk Management Matrix

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