

COACH PARK POLICY

MINIMUM HEALTH AND SAFETY REQUIREMENTS FOR PASSENGER AND COMMERCIAL VEHICLES OPERATING WITHIN MILFORD SOUND VISITOR TERMINAL - COACH PARK

Background

Milford Sound Tourism Limited (“MSTL”) holds a licence with the Department of Conservation for the coach park area adjacent to the Visitor Terminal at Milford Sound (“Licensed Area”) (DOC Licence 14-06-129, “the DOC Licence”). Under the DOC Licence, MSTL is authorised to set terms and conditions for the use of passenger and commercial transport vehicles in the Licensed Area.

The Licensed Area is not exclusive and is used by all visitors to Milford Sound, including a range of passenger and commercial vehicle operators, and other visitors to Milford Sound, including a large number of foreign tourists. This creates a much wider health and safety obligation for Milford Sound Tourism Limited and tourism operators.

For the purposes of these Minimum Health and Safety Requirements (“MHSR”), the Licensed Area is a ‘road’ as defined in the Land Transport Amendment Act 2017 being a place that the public have access, whether as of right or not.

Statement of Purpose

The Health and Safety of visitors and staff in Milford Sound is paramount to MSTL and forms part of its obligations under the Health and Safety at Work Act 2015 (“HSWA”) and associated regulations.

The purpose of these MHSR is to promote the:

- safe and efficient passenger and commercial transport operations in the Licensed Area;
- the health, safety and protection of passengers, pedestrians and other users of the Licensed Area; and
- elimination or minimisation of identified hazards and risks within the Licensed Area.

Application

The MHSR are mandatory and apply to all passenger and commercial transport vehicles and operators that wish to utilise the Licensed Area (indicated in appendix 1). Passenger and commercial transport operators who do not comply with the MHSR may be issued with a breach notice and or have their vehicles clamped, drivers or relevant company representatives may have trespass proceedings carried out (refer to ‘Enforcement’ below for detail).

By entering into the Licensed Area, the user is subject to the full terms and conditions of the MHSR for all users.

Attached is an outline of the Licensed Area to which the MHSR applies.

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Review and monitoring

MSTL will review these MHSR annually after each summer season and will notify passenger and commercial transport vehicle operators of the findings of its review, including any amendments to these MHSR following each annual review.

Prior to annual reviews, MSTL may amend these MHSR from time to time and such variations shall be effective upon MSTL distributing via email to the passenger and commercial transport vehicle operators.

Minimum Requirements

The Minimum Health and Safety Requirements for the Licensed Area are as follows:

1. **Forward in, reverse out parking only:** All vehicles parking within the Licensed Area must park in designated parking spaces in a forward in, reverse out manner, in accordance with the design of the Licensed Area. Reversing into parking bays creates an unacceptable risk to passengers disembarking coaches and vehicles within coach park, entering the coach-park, therefore is not permitted.
2. **Reversing cameras:** Reversing cameras shall be fitted and used by all vehicles when reversing anywhere within the Licensed Area.
3. Where an operator wishes to use a vehicle in the Licensed Area that is not fitted with a reversing camera:
 - a. the operator shall seek consent from MSTL in advance;
 - b. if MSTL grants its consent, the vehicle driver must ensure that a spotter is in place when reversing the vehicle by standing to the rear of the vehicle with clear line in sight of the driver's rear vision mirror, to ensure that it is safe to reverse;
 - c. A high-visibility vest/jacket shall be worn by the spotter when the carrying out this task;
 - d. Pre-agreed hand signals between the driver and the spotter shall be used when undertaking the task of reversing a vehicle.
4. **Designated parks to be used:** If a designated coach park is available within the Licensed Area, it must be used before any other part of the Licensed Area is used to park a vehicle. Drivers must not park in front of the Milford Sound Visitor Terminal to disembark passengers unless there are no designated coach parks available; and with the permission of the MSTL safety staff.
5. **3 minute maximum parking in front of Visitor Terminal:** Where there is no designated coach parks available, the coach operator shall park adjacent to the extend-a-gate barrier for a maximum of 3 minutes, then move off to find alternative parking.
6. **Passenger direction:** Operators and drivers shall ensure that passengers disembarking their coaches and vehicles proceed directly to the covered walkways adjacent to the designated parking area. Drivers or guides shall open the gate to the walkway and indicate to their passengers the safest pedestrian route and ensure their passengers do not enter the coach park main area at any time. The coach operator or driver shall ensure the gate to the walkway is closed once all of their passengers have passed through.

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- a. Coaches with mid-mounted doors shall have in place a process to ensure passengers entering and exiting the mid door are prevented from entering the main coach park area at all times.
 - b. If required/requested by MSTL, operators shall use road cones, guidance ropes/lines and other appropriate safety equipment to facilitate passenger disembarkation in a forward direction towards the covered walkways; The safety equipment detailed above shall be provided by the coach operators, not MSTL.
7. **Speed limits:** Milford Sound has a maximum speed limit of 30 kilometres per hour south of the airport entrance terminating at the entrance of the coach park. The coach park, including the top loop road back to State Highway 94 has a maximum speed limit of **15 kilometres per hour**. Speed limits must be complied with at all times.
8. **Large/Small coach sections:** The designated coach park within the Licensed Area is separated into two distinct areas and must be used as follows during the summer season between 1 October and 30 April:
 - a. *Main Coach Park:* The main coach park is to be used for large coaches (25 seats and above) only;
 - b. *Secondary Coach Park:* The secondary coach park is accessed through the Main Coach Park, driving past the pedestrian crossing, turn right and is on the immediate right beside the hydro shed. It is to be used for small coaches (less than 25 seats), minivans and limousines. Vehicles are to be parked two per park, one behind the other.

Outside the summer season (between 1 May and 30 September), the two coach park areas should be used as follows:

- a. *Main Coach Park:* The main coach park should be used by large coaches (25 seats and above) in the first instance;
- b. *Secondary Coach Park:* The secondary coach park should be used for small coaches (less than 25 seats), minivans and limousines, in the first instance (with vehicles to be parked two per park, one behind the other).

Large coaches may park in the Secondary Coach Park and small coaches; minivans and limousines may park in the Main Coach Park if their designated parking areas are fully occupied.

9. **Overnight cruise passengers** in private vehicles will not be permitted to park in the coach park prior to 1530 each day, unless by prior arrangement with MSTL.
10. **Safety Staff:** MSTL safety staff may be on duty during the peak season. Operators and drivers must follow the instructions and directions of all MSTL safety staff. Disputes or verbal abuse, gestures or threatening behaviour will not be tolerated toward any MSTL staff members or other visitor terminal staff. Enforcement will be applied, as per the steps indicated at 'Enforcement' below.
11. **Reporting of incidents, accidents or near misses:** All Incidents, Accidents or Near Misses within the Licensed Area must be reported by operators to MSTL (in the form attached at Appendix 2) as soon as practicable and prior to leaving site on the day that the event occurred. All Operators shall provide reasonable assistance to MSTL in relation to

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the investigation and/or response to any Incident, Accident or Near Miss occurring within the Licensed Area.

12. **CCTV monitoring:** The Licensed Area will be monitored by close circuit television cameras (CCTV) and MSTL will use any data from these cameras for the purposes of monitoring compliance with the MHSR. The information and data gathered shall be made available when making complaints to relevant regulatory authorities such as the New Zealand Police, to assist with an investigation or prosecution or for any other matter regarding the health and safety of operators, passengers and the public.
13. **Compliance with laws:** Operators and drivers shall at all times comply with all applicable laws relating to the Licensed Area, including the Land Transport Act 1998 and associated regulations. The requirements set out in these MHSR are not in substitution for other operator standards set out in the Land Transport Amendment Act 2017 or associated regulations, or any conduct concerning the safety of passengers and members of the public using the Licensed Area.

Enforcement

MSTL will not tolerate or accept any breach of these MHSR. This includes any abuse or unacceptable behaviour directed toward any MSTL staff. Without prejudice to all of MSTL's rights under the DOC Licence and at law, any breach of these MHSR could result in MSTL taking any of the following steps:

1. Issuing a breach of contract notice, up to \$750 per violation. This process is managed by Stellar Ltd who are a parking management entity engaged by MSTL;
2. Denying or restricting access to the Licensed Area to an operator or driver(s) by way of a trespass notice under the Trespass Act 1980;
3. Making a formal complaint to the New Zealand Police, including concerning operator behaviour and/or conduct;
4. Bringing civil proceedings for recovery of any damage to property;
5. Making a complaint or notification to Worksafe under the Health and Safety at Work Act 2015 and associated regulations;
6. Assisting the New Zealand Police, Worksafe, New Zealand Transport Agency Waka Kotahi or any other relevant regulatory authority in relation to an operator's behaviour or conduct.

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Definitions

In these MHSR, the following words have the following meanings:

Incident: is an instance of something happening – an event or occurrence in breach of the MHSR or which is an offence under the Land Transport Act 1998 and regulations or Health and Safety at Work Act 2015 or associated regulations.

Accident: is an incident that happens unexpectedly and unintentionally typically resulting in damage or injury.

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

Issued: 4 September 2023

Updated: 4 December 2023

Updated: 30 September 2024

Updated: 10 October 2024

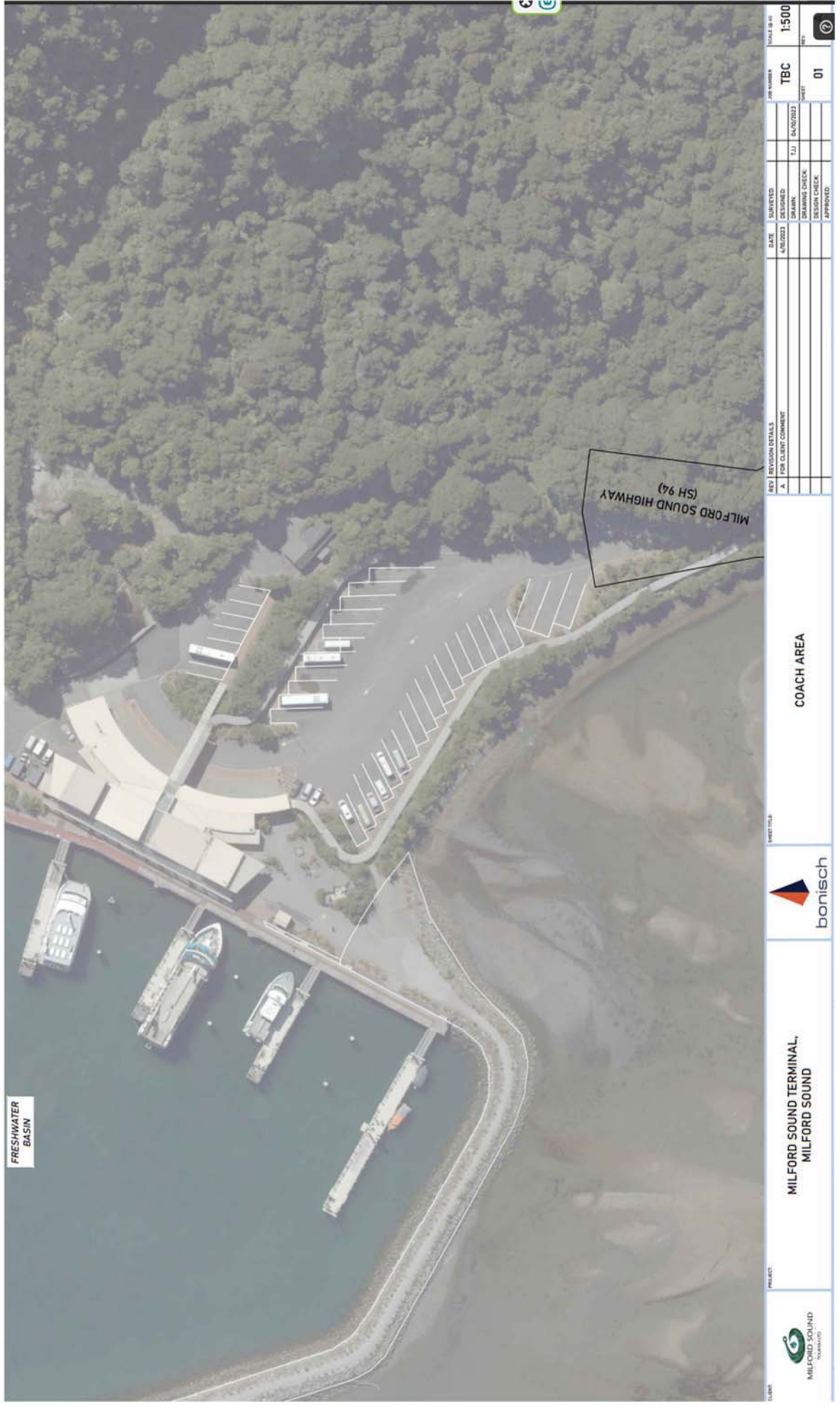
Milford Sound Tourism Limited

Contact details:

admin@milfordsoundtourism.nz

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Appendix 1



INCIDENT REPORT FORM - Milford Sound

MSTL Coach Park



Please complete this form within 24 hours of an incident occurring.

Incident Date and Time

Date: Time: Date Reported:

Incident Type

- | | | | | |
|------------------------------------|--|---|---|--------------------------------|
| <input type="checkbox"/> Collision | <input type="checkbox"/> Injury | <input type="checkbox"/> Mechanical Failure | <input type="checkbox"/> Vandalism | <input type="checkbox"/> Other |
| <input type="checkbox"/> Fire | <input type="checkbox"/> Anti-social Behaviour | <input type="checkbox"/> Spill | <input type="checkbox"/> Security/Theft | |

Driver Details

Name: Licence Number: Contact Number:

Company Details

Company Name,
Address and
Contact
Number:

Incident Title (summary of the incident)

Detailed Description of Incident (please attach photos if available)

Location at the Site (eg. southern end coach park)

Task Being Undertaken (what was the task being undertaken at the time of the incident?)

Unplanned Event (what happened unexpectedly?)

Immediate Action Taken

Contributing Factors

Incident Cause

Treatment and Injury Details (only in case of injury)

Treatment Given:

☐ None ☐ Doctor ☐ Hospital ☐ First Aid

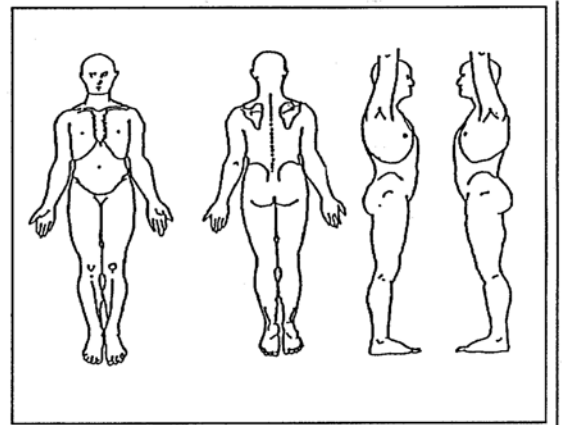
Treated By

Injury Location:

☐ Head/Face ☐ Leg/Knee ☐ Internal ☐ Back/Trunk
☐ Neck/Shoulder ☐ Eye ☐ Ankle ☐ Hand/Finger
☐ Arm/Wrist ☐ Foot/Toe

Injury Type:

☐ Fracture ☐ Burn ☐ Amputation ☐ Abrasion
☐ Strain/Sprain ☐ Concussion ☐ Illness ☐ Multiple
☐ Dislocation ☐ Laceration ☐ Foreign Body ☐ Confusion
☐ Other.....



Witnesses Details

Name:	<input type="text"/>	Company	<input type="text"/>
Position:	<input type="text"/>	Contact No.	<input type="text"/>
Name:	<input type="text"/>	Company	<input type="text"/>
Position:	<input type="text"/>	Contact No.	<input type="text"/>

Form Completed By:

<input type="text" value="Name"/>	<input type="text" value="Signature"/>	<input type="text" value="Date"/>
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Completed Form Received By: (MSTL Duty Manager)

<input type="text" value="Name"/>	<input type="text" value="Signature"/>	<input type="text" value="Date"/>
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Notification (to be completed by MSTL Duty Manager)

- ☐ MSTL Operations Manager ☐ MSTL CEO
- ☐ Coach Company Operations Manager (notified by MSTL Duty Manager)