

# **Risk Assessments in practice**

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**What is a Risk?**

**What is a Risk Assessment?**

# Risk Assessments

These can be done on **several levels** –

- **Country Specific Risks**– everything about that country, including political, climate, medical, geo hazards, security
- **Tour Specific Risks** – to include all destinations visited / services on the tour
- **Service Specific Risks** – Hotel / vehicle/ vessel / staff
- **Activity Specific Risks** – these would be where there is a high risk activity

# Putting together a risk assessment

- Before we visit any country we first **identify** the risks with the help of the following **sources**:



Once we identify the risks, we put a measure in place to prevent or minimise the likelihood of this risk resulting in an incident.

At Explore we call these **control measures**:

- *To give a safety brief / brief on cultural sensitivities*
- *To check the equipment*
- *To avoid visiting certain places*
- *To recommend use of official transport*
- *To avoid visit at specific time of the year (i.e. monsoons/hurricanes)*
- *To complete a Standard Operating check or risk assessment (Course 3)*
- *Use a particular 3rd party provider that has been risk assessed*

## What if something goes wrong?

Always have a plan in place on what to do. At Explore we call these **reactive measures**:

- Every risk assessment must have an Emergency Preparedness Plan: number for the emergency services /who to call – Agent /police/ambulance/fire brigade, etc.
- Give first aid / Arrange medical help
- Rearrange / cancel part of the itinerary

# Can we take this risk?

How do we define if a risk is high / medium or low this?

Often we would say it was common sense but the following factors need to be looked at:

- Volume of customers affected – All or just one
- Accident record– how often does an accident happen?
- Outcome – small medical issue covered by first aid / customer ending up with life changing injuries

Balloon rides: ALL the group can be affected, accidents are common and Outcome is life changing injuries - Explore stopped doing this – risk too high even with all the risk management in place – **AVOID**

Horse riding: 1 member of the group can be hurt, accidents are common and Outcome is life changing injuries - **MANAGE** the risk/incident/outcome (helmets, healthy trained horses, and competent trained staff) - **ACCEPT**

# Record your findings

<u>Type of Risk</u>	<u>Actual Risk</u>	<u>Risk details</u>	<u>Control measures in place</u>	<u>Reactive measures</u>
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- Type of risk – political / commercial / activity supplier
- List the risks – theft, hurricane, snorkeling, trekking, diving etc.
- Detail - here you can put specific details such as thefts occur on the metro or hurricane season runs September to October
- Control measures – details of how you manage the risk
- Reactive measures – what to do if something goes wrong.



## When is your Risk Assessment Complete?

- Every time you amend or create a new itinerary you must start again from the identify the risk stage.
- Keep this up to date as new risks may arise!
- Make sure everyone involved in the responsibility chain has an up to date Risk Assessment

## Next stage

- Keep a record of any extra risk assessments made i.e. Activity specific / Standard Operating Procedures that have been filled in (Course 3)
- Create an Emergency Preparedness Plan (EPP) – includes numbers for Police, ambulance, fire brigade, embassies and hospital as well as putting together back up plans / alternative itineraries. (to be discussed in Course 4)