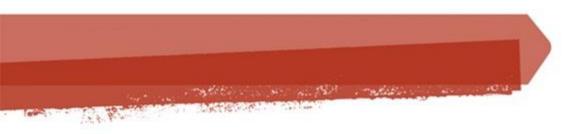
Risk Assessments in practice

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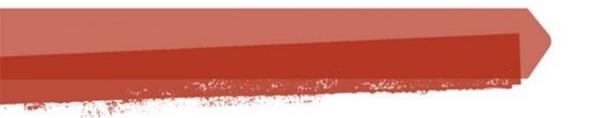




What is a Risk?

What is a Risk Assessment?







Risk Assessments

These can be done on several levels –

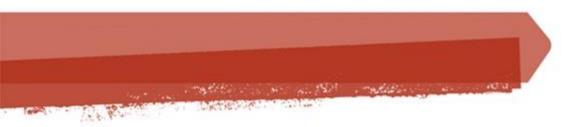
- Country Specific Risks everything about that country, including political, climate, medical, geo hazards, security
- Tour Specific Risks to include all destinations visited / services on the tour
- Service Specific Risks Hotel / vehicle/ vessel / staff
- Activity Specific Risks these would be where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



Putting together a risk assessment

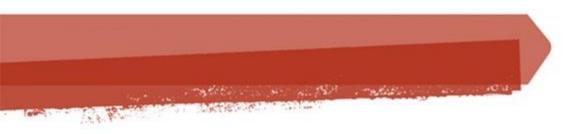
 Before we visit any country we first <u>identify</u> the risks with the help of the following **sources**:







- 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

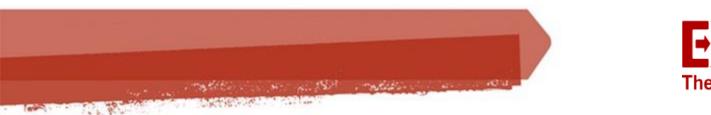




What if something goes wrong?

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

<u>Balloon rides</u>: 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

<u>Horse riding</u>: 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

Type of Risk Actual Risk

Risk details Control measures in place

Reactive measures

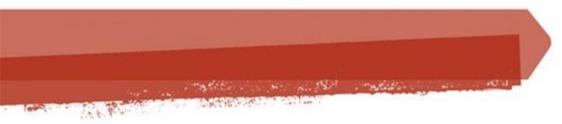
- Type of risk political / commercial / activity supplier
- List the risks theft, hurricane, snorkeling, trekking, diving etc.
- Detail here you can put specific details such as thefts occur on the metro or hurricane season runs September to October
- Control measures details of how you manage the risk
- 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 form 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)