

RISK ASSESSMENTS GUIDANCE & SAMPLES

Sample risk
assessments
inside.

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Introduction

To assist you with your risk assessments, we have taken the following steps to provide reassurance that the safety of your tour has been considered.

- We have audited safety management systems and quality management systems to assure you that processes are in place for the management, control and implementation of quality and safety systems
- We offer financial protection in the form of ATOL 3215 and ABTA V4053
- We offer, free of charge, 2 nights' bed and breakfast for two persons at, or near, their booked accommodation. This will enable you to carry out your risk assessments for the hotel, excursions and visits and allow for familiarisation of these venues in advance of your visit. The offer applies to group leaders who have confirmed a booking to a specific destination

- We provide 24 hour emergency assistance
- We provide travel insurance
- We carry out safety audits on accommodation and coach suppliers
- We assess the level of risk to our groups on visits and excursions

Despite all of the above, there are still areas that you should consider for your risk assessments.

RISK ASSESSMENT PROCESS

Risk assessment is the process of managing your group safely around the 'obstacles' that a visit, accommodation unit or mode of transport present.

To start this process off you should consider the general hazards and then the group specific hazards.

General hazards can be factors such as:

- Children getting lost or split from the group
- Behaviour of the group members
- Inappropriate attention from strangers
- Petty theft
- Minor incidents, such as trips or slips
- Traffic flow
- Unfamiliar environment

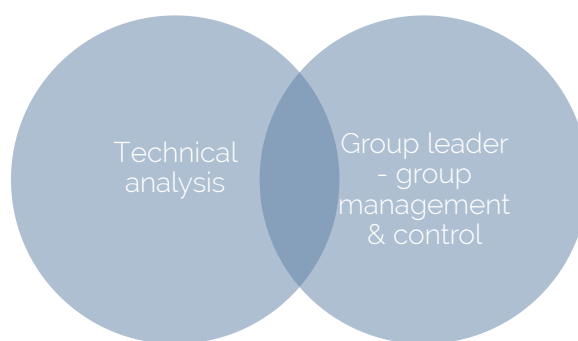
Group specific hazards could be:

- Children
 - Age
 - Gender mix
 - Experience
 - Additional needs
 - Medical needs
 - Specific behavioural issues
- Adults
 - Ratios
 - Gender mix
 - Experience
 - Special skills including first aid and life saving
 - Relationship to group
 - Medical needs

We will audit the technical aspects of the provision on your behalf, through auditing and excursion risk categorisation with trained and qualified personnel, leaving you to focus on the general and group specific hazards for your group.

You are the best person to focus on the general and group specific hazards for your group as you are trained in your establishment/employer's safety policies and guidelines for taking school trips, and you also have knowledge or experience of the group specific information outlined above. We do not have this knowledge and therefore are not in the best position to draw up a suitable and sufficient risk assessment.

Please refer to the example risk assessments further on in this publication for more information and guidance. The generic information provided can be adapted to suit your specific group and itinerary.



WHAT WE HAVE DONE

We have carried out safety audits of your accommodation and transport and we will inform you, via your itinerary, of anything you may need to know in advance of your trip.

ACCOMMODATION

Accommodation units have undergone audits covering the following areas of safety and welfare:

- fire safety (including alarm systems, detection, exit routes and signage)
- security
- food hygiene
- swimming pools
- balconies
- electrics
- gas-fired appliances
- general/domestic hazards

TRANSPORT

Any coach supplier used by our groups is subject to a safety audit. The audits will look at the following safety aspects of a supplier:

- insurances and operating licences
- vehicle age
- smoking and mobile phone policies
- suitability of drivers for working with young people
- driving licences
- breakdown cover
- vehicle maintenance
- seat belts

EXCURSIONS

All visits and excursions are assigned a risk category:

- For **category 1 visits** (such as museums & art galleries), we will:
 - Review of historical accident, incident and near miss records
 - Monitor customer feedback
 - Monitor staff IV feedback
- For **category 2 visits** (such as ice rinks and pleasure boat trips), we will:
 - Ensure supplier completes a visit questionnaire form which confirms supplier conforms to local laws and regulations
- For **category 3 visits** (water immersion such as swimming pools and waterparks), we will:
 - Ensure supplier completes a pool safety questionnaire form
- For **category 4 visits** (adventurous activities), we will gain the following evidence and submit it to an approved technical advisor for review:
 - Safety management system
 - Safety record
 - Suitability for the planned user
 - Location
 - Equipment
 - Staffing ratios
 - Staff competence
 - Recruitment and monitoring
 - First aid and emergency provision
 - Communications

RISK ASSESSMENTS SAMPLES APPENDICES

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EXAMPLE CODE OF CONDUCT

As detailed in our terms and conditions, group leaders and/or other adults accompanying the party agree to act 'in loco parentis' at all times and will adequately supervise all members of the group. The following points further amplify our requirements and we would be grateful if group leaders would ensure that their group complies with this code of conduct.

- Students should not enter accommodation occupied by other guests or areas designated as private or out of bounds
- General conduct should be considerate to other guests. Excessive noise and unruly behaviour should be avoided. Noise in hotels is generally not permitted after 2200 hours
- Please respect any hotel rules that are brought to your attention
- Accommodation, coaches, visit venues and equipment provided should be treated with due care and attention. The group may be liable for any damage
- Members of the group must not behave in a way that places either themselves or any other persons at risk
- Members of the group must not behave in an anti-social fashion
- Continental drinking laws are more relaxed than the UK and alcohol may be unwittingly sold to people under the age of 18. No group member under 18 should consume alcoholic beverages without prior written consent of the parent/guardian
- Smoking is strictly prohibited on coaches, in any accommodation, in any smoke-free places or any location where doing so may present a fire hazard. Whilst on tour, group leaders are requested to determine their own policies whilst taking any hotel rules and local laws into consideration
- Any unlawful activities will be reported to the relevant authorities
- All group members should wear the seat belts provided for all journeys by coach. However, please be aware that this may not always be applicable to coaches sourced overseas

Pre-trip planning risk assessment

HAZARD	WHO MAY BE HARMED	SUGGESTED CONTROL MEASURE	COMMENTS
Group leader competence and readiness	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • EVC liaison • Group management plan (risk assessment) • Permissions obtained • Compliance with employing authorities guidelines 	
Accompanying adult competence, readiness and understanding	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Briefing meetings • Clearly assigned tasks • Mix of experience • Special skills covered • Suitable gender mix • Accompanying adults have received appropriate clearance from the Disclosure and Barring Service or Disclosure Scotland, where applicable • Agreed communication plans 	
Pupil readiness, understanding and discipline	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • School's code of conduct agreed • Special needs identified • Medical needs identified and whether the destination, climate or altitude will exacerbate them • Advised about special clothing/equipment • Advised about cash and valuables 	
Parent understanding and consent	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Parents' evening • Consent forms • Code of conduct to include consequences • Advised about special clothing/equipment • Advised about cash and valuables 	
Dietary Requirements, food allergies and food intolerances	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Even though European Study Tours has made every effort to inform the hotel and restaurants of any dietary requirements notified to us in advance of the trip, the group leader(s) on tour will still need to satisfy themselves, that at every point of food service, the food being supplied is suitable and meets the dietary requirements of the group. • Buffets pose slightly different risks due to potential cross-contamination of serving utensils from other diners, and cannot be controlled by the food supplier themselves. Group leader should check buffets in advanced of their group self-serving and any concerns to be raised with the food supplier. • This list is not exhaustive, but food service points can include, hotels, restaurants, fast food outlets, public transport (flights, ferries and rail), packed lunches, food purchased by individuals during the trip. • All group leaders to carry written details of individuals who have dietary. As an example, these could be detailed on a credit card sized piece of paper that can easily be carried by the group leaders for reference during the trip 	

Generic risk assessment (for all UK and overseas trips)

HAZARD	WHO MAY BE HARMED	SUGGESTED CONTROL MEASURE	COMMENTS
Weather	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Consider any weather critical visits and plan a wet weather alternative in advance • Consider potential for sunburn • Plan trip accordingly to minimise the risk • Plan appropriate clothing lists 	
Natural disasters	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • In the very rare occurrence of a natural disaster, monitor local news and media reports and follow any advice and instructions issued by local authorities 	
Participants becoming lost or separated from the group	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Ensure supervising staff are competent and understand their role • Brief participants on itinerary and arrangements • Ratios in line with employers guidelines • Provide participants with information on what to do in the event of becoming lost or getting separated • Implement a buddy system • Head counts • Accommodation address cards • Mobile phones (consider non UK use) 	
Illness or injury	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • If your employer or risk assessment deem it appropriate, ensure a leader is trained in first aid and a first aid kit is carried • Knowledge of local emergency numbers • Ensure supervising staff are aware of your emergency procedure and emergency contacts 	

Generic risk assessment (for all UK and overseas trips continued...)

HAZARD	WHO MAY BE HARMED	SUGGESTED CONTROL MEASURE	COMMENTS
Safeguarding / inappropriate attention	Participants	<ul style="list-style-type: none"> • Brief all participants on appropriate interaction with the general public • Adhere to your employer's guidelines on remote supervision 	
Indirect or remote supervision	Participants	<ul style="list-style-type: none"> • Ensure all participants are briefed and that this mode of supervision is suitable • Clear time and meeting points agreed • All participants are aware of how to contact supervising staff • Implement a buddy system 	
Incidents and emergencies	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Ensure you are familiar with your employers emergency plans • Ensure you have contacts of your employers nominated emergency person • Ensure you have our emergency telephone number 	
Security alerts and threats	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • In the very rare occurrence of security alert or threat, monitor local news and media reports and follow any advice and instructions issued by local authorities • Contact EST's 24-hour support if additional assistance is required • Check the government website for foreign travel advice before travelling to cities or areas that may have security alerts - https://www.gov.uk/foreign-travel-advice. You can use the advice they provide in your risk assessment; • EST will not send groups to destinations where travel warnings are issued 	
Drug and alcohol consumption	Participants	<ul style="list-style-type: none"> • Monitor purchases for alcohol, tobacco and dangerous objects • Ensure participants understand your policy on this 	
Vehicle movements	Participants	<ul style="list-style-type: none"> • Ensure participants are briefed on direction of traffic when overseas 	

Transportation risk assessment

HAZARD	WHO MAY BE HARMED	SUGGESTED CONTROL MEASURE	COMMENTS
By foot	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Pre-plan any routes you intend to take • Avoid fast roads where possible • Plan and brief all participants on how you will cross roads 	
By coach	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Head counts once everyone is sat down on seats before departure • Check coach is empty when disembarking • Minimise any movement in coach during journey • Be aware that overseas coaches do not always have seat belts • Plan for potential travel sickness 	
By public transport	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Carry out regular head counts • Ensure all staff and participants are aware of the destination and what to do if they get separated • Consider that a member of staff is with participants in each carriage or deck of bus 	
By air	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Plan your supervision, such as buddy systems, for when in the terminal • Regular head counts 	

Transportation risk assessment (continued...)

HAZARD	WHO MAY BE HARMED	SUGGESTED CONTROL MEASURE	COMMENTS
By ferry	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Brief staff and participants on deck number and stairway to return by • Remind group of traffic movement on vehicle decks • Ensure group listen to safety announcement after embarkation • Identify a fixed base in seating area with staff on duty • Regular staff patrols of ship (if allowing participants to roam unsupervised) • Monitor for purchases of alcohol and tobacco • Restrict the group's movement to below decks only • Inform group to take care if walking around ship • Ensure all of group return to fixed base • Buddy system implemented to assist with the above 	
Boat trips	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Ensure group listen to safety announcement after embarkation and the location of emergency meeting points and life jackets in the event of an emergency 	
Service station and rest areas	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Allow sufficient time • Ensure a designated meeting point is assigned and that all group members are aware of its location and the time to be back there by • Reminder about traffic flow • Monitor for purchases of tobacco and alcohol 	

Accommodation risk assessment

HAZARD	WHO MAY BE HARMED	SUGGESTED CONTROL MEASURE	COMMENTS
Fire	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Establish a no smoking rule • Familiarise yourself with the emergency exit routes and a safe place to meet in case of fire or emergency • Do not rely on hotels to carry out a roll call in the event of a fire alarm. Ensure you have your own rooming list and account for all group members outside of the hotel • Ensure emergency exit routes and doors are free from obstructions • Read the action in case of fire notices, including where the fire assembly point will be, and brief the group on the procedure 	
Safeguarding	Participants	<ul style="list-style-type: none"> • Identify 'no go' areas and ensure they are known to the group • School/establishment code of conduct is established and applied • Draw up a staff duty rota and advise pupils • Check external windows and doors are secure against intrusion • Regular corridor patrols • It is not always possible to accommodate groups on the same floor. Where this is the case a teacher's room will be located in close proximity to ensure supervision can be maintained 	

Accommodation risk assessment (continued...)

HAZARD	WHO MAY BE HARMED	SUGGESTED CONTROL MEASURE	COMMENTS
Domestic hazards	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Check bedroom windows for restricted opening and where appropriate agree a code of conduct for their use. This can be due to local fire regulations requiring the window to fully open in order for the fire brigade to access for rescue • Check if balconies are present. Climbing on or over balconies should be strictly forbidden. Agree a code of conduct with pupils prior to trip • Be wary of full length glass panels such as those found in patio type doors. These can be difficult to see. This may be due to lighting levels or sunlight. Running in the hotel should be discouraged • Check hotel grounds and immediate surroundings and brief participants on any hazards • Agree rules for the use of lifts 	
Hotel swimming pools	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Apply your employer's rules regarding the use of swimming pools • Remind group about your employer's rules regarding the use of swimming pools • Often, hotel swimming pools do not provide lifeguards and when they do they are for the safety of all guests not just your group. Ensure you follow your employer's guidelines for swimming sessions and that adequate supervision is provided 	

Generic visit risk assessment (museums, tourist attractions, art galleries, etc.)

HAZARD	WHO MAY BE HARMED	SUGGESTED CONTROL MEASURE	COMMENTS
Fire	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Familiarise yourself with the emergency exit routes and a safe place to meet in case of fire or emergency • Read any information displayed at the venue regarding what to do in the event of an emergency and brief your group on the procedure • In the event of an alarm, carry out a head count once outside 	
Safeguarding	Participants	<ul style="list-style-type: none"> • Identify 'no go' areas and ensure they are known to the group • School/establishment code of conduct is established and applied 	
Domestic hazards	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Implement a code of conduct for the safe use of stairs, lifts or escalators if present at venues 	
Swimming pools and water edge work	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Apply your employer's rules regarding the use of swimming pools • Gradient of swimming pool or beach to be checked on arrival to ensure no sudden drops • All accompanying staff to be aware of non-swimmers • Designate a distance from the water's edge at which non-swimmers are not allowed to pass, and also do the same for able swimmers • Check pool or beach information boards to see if lifeguards are present 	
Self-arranged visits or excursions arranged whilst out in resort	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • These visits have not been arranged by us and are not included as part of the package. You must satisfy yourself that the visit or excursion meets your safety requirements and your employing authorities' guidelines 	

Geography risk assessment (Iceland)

HAZARD	WHO MAY BE HARMED	SUGGESTED CONTROL MEASURE	COMMENTS
Proximity to water (rivers)	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Plan good supervision to ensure sensible behaviour • If entering rivers for your studies, follow your employer's guidelines on this 	
Ice and snow	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Tread carefully • Test snow depth with a pole • Follow Local Guide in open areas 	
Coastal areas	Participants, staff and other adult helpers	<ul style="list-style-type: none"> • Obtain weather forecasts and assess conditions on the actual day • Freak waves can occur at any time and without warning. Groups are advised to keep away from the water's edge at least 20 metres. In some countries, such as Iceland, this is a local requirement • Brief group on beach hazards (e.g. glass, sharp surfaces and slippery surfaces) • Define activity area and exit route and brief participants and staff on this • Consider the risk of falling debris from cliff tops and remain a safe distance away 	

Geography risk assessment (Iceland continued...)

HAZARD	WHO MAY BE HARMED	SUGGESTED CONTROL MEASURE	COMMENTS
Uneven terrain/ footpaths	Participants, staff and other adult helpers	<ul style="list-style-type: none"> Many of the areas that are regularly frequented by tourists have constructed footpaths and boardwalks along with steps and handrails Where footpaths are roped, these can be used as a support whilst walking 	
Adverse weather conditions	Participants, staff and other adult helpers	<ul style="list-style-type: none"> Obtain weather forecasts and assess conditions on the actual day Appropriate clothing should be worn 	
Geothermal spas and hot springs	Participants, staff and other adult helpers	<ul style="list-style-type: none"> The water in geothermal spas can reach 37-39°C (98-102°F). Please be aware of this when entering the water at venues such as the Blue Lagoon Refer to section on excursions for risks to consider involving water immersion activities 	
Geographic features such as waterfalls and geysers	Participants, staff and other adult helpers	<ul style="list-style-type: none"> Stay within any roped/fenced areas Keep a safe distance away from active geysers Consider the risk of falling debris from waterfalls, cliff tops and ice features such as icicles and remain a safe distance away Steam vents, mud pots and hot springs can typically be found in this environment. Follow the guide's instructions at all times and remain a safe distance away from them 	
Glacier snouts	Participants, staff and other adult helpers	<ul style="list-style-type: none"> Glacier snouts experience frequent and dangerous ice collapses. Please do not go near the snout/mouth of a glacier, not even to touch or step onto. Observations of glaciers and their structure can be made from the land beside them 	
Self-led trips	Participants, staff and other adult helpers	<ul style="list-style-type: none"> Ensure your staff are competent to lead the trip in relation to the environment and terrain Obtain employer approval for all activities you plan to do 	

Geography risk assessment (Italy)

HAZARD	WHO MAY BE HARMED	SUGGESTED CONTROL MEASURE	COMMENTS
Proximity to water (rivers)	Participants, staff and other adult helpers	<ul style="list-style-type: none"> Plan good supervision to ensure sensible behaviour If entering rivers for your studies, follow your employer's guidelines on this 	
Coastal areas	Participants, staff and other adult helpers	<ul style="list-style-type: none"> Obtain weather forecasts and assess conditions on the actual day Freak waves can occur at any time and without warning. Groups are advised to keep away from the water's edge at least 20 metres Brief group on beach hazards (e.g. glass, sharp surfaces and slippery surfaces) Define activity area and exit route and brief participants and staff on this Consider the risk of falling debris from cliff tops and remain a safe distance away 	
Cliff tops	Participants, staff and other adult helpers	<ul style="list-style-type: none"> Stay back from edge Brief group on hazards Stay in fenced and cordoned areas 	
Uneven terrain/ footpaths	Participants, staff and other adult helpers	<ul style="list-style-type: none"> Many of the areas that are regularly frequented by tourists have constructed footpaths and boardwalks along with steps and handrails Where footpaths are roped, these can be used as a support whilst walking 	

Geography risk assessment (Italy continued...)

HAZARD	WHO MAY BE HARMED	SUGGESTED CONTROL MEASURE	COMMENTS
Adverse weather conditions	Participants, staff and other adult helpers	<ul style="list-style-type: none"> Obtain weather forecasts and assess conditions on the actual day Appropriate clothing should be worn 	
Hot gases emitted via fumaroles	Participants, staff and other adult helpers	<ul style="list-style-type: none"> At no time should anybody attempt to touch the mud or fumaroles Stay within any roped/fenced areas, and do not cross any perimeter fences Brief group of hazard in advance of encountering this feature Carry a first aid kit 	
Tectonic activity (such as blasts of hot water, steam, mud, bubbling mud, earth movement and volcanic eruption)	Participants, staff and other adult helpers	<ul style="list-style-type: none"> If any extreme movement is detected follow the information provided by Local Guides and authorities. The sites around the area are under continuous surveillance and at the time of publication are classified as dormant 	
Boat trips in Capri and Pertoza caves	Participants, staff and other adult helpers	<ul style="list-style-type: none"> Follow instructions of boat personnel Stay seated at all times 	
Self-led trips	Participants, staff and other adult helpers	<ul style="list-style-type: none"> Ensure your staff are competent to lead the trip in relation to the environment and terrain Obtain employer approval for all activities you plan to do 	