LEARNING ACTIVITY FORUM: SAMPLE HAZARD IDENTIFIED BY VARIOUS TOURISM OPERATORS

The blank Table will be completed and uploaded to the forum as specified in the learning activity.

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| Hazard Identified | Is it Significant (Yor N) | Can it be Eliminated, Isolated or Minimised (E, I, or M) | Action Required to Mitigate Risk(Depending on E, I or M) |
| Visitors tripping or slipping on steps/icy decks/ride brakes. |  |  | Close ride if conditions are too wet.Sharp edges are marked or removed.Stairs are kept clean, and grips/treads are used on walkways.Mark trip hazards. |
| Customers not informing staff of previous injuries or accurate fitness levels. |  |  | Passengers are to sign a waiver to reveal previous injury information. |
| Riders feeling faint/claustrophobic. |  |  | All staff are to be first aid trained. |
| Visitors entering danger/staff-only zones. |  |  | Use physical barriers as well as signage to warn passengers. Consider other languages and visual imagery on signage to make it more universally understood. |
| Heavy rain reduces visibility.Poor weather reduces enjoyment and safety on board a vessel. |  |  | Close ride if conditions are too bad. |
| Visitors not following instructions. |  |  | Carefully explain all aspects of the operation and ensure comprehensionVerbal AND practical demonstration of instructions.Customer to repeat. |
| Grabbing the driver’s/guide’s arm. |  |  | Seat most confident visitor near guide. |
| Disorientation and stumbling down the final ramp. |  |  | Anticipate jelly legs after the ride and guide visitors back to the lobby. |
| Visitors trapped in cave squeeze. |  |  | Protect clients if exposed to areas of high risk.Visitors are to sign waivers about physical fitness before activity.Guides fully trained to deal with first aid and emergencies.Avoid loose clothing, baggage, and jewellery in the cave. |
| Distress to animals. |  |  | Include instructions about visitor behaviour and animal care code.Visitors are to be briefed on animal behaviour. |
| Injury to visitors from dangerous terrain or tracks or animal attack. |  |  | Marked tracks and walkways.Guides to watch animal behaviour. |
| Fatigue/ snow blindness. |  |  | Adequate food and fluid intake monitored for passengers and crew.Check the weather forecast and snow report.All staff First Aid trained.All participants are to use sunblock and protective eyewear. |
| Severe cold/ hypothermia. |  |  | Check the weather forecast and snow report.All staff First Aid trained. |
| Unsafe terrain/avalanche risk. |  |  | Check the weather forecast and snow report.Sign and cordon areas of danger or instability. |
| Groups split off /wander into unsafe areas or miss safety briefings. |  |  | Active management of group safety during activity. |