

## Risk Management Plan - EXAMPLE

Adapted from materials produced by the Australian Tourism Accreditation Program

NAME OF BUSINESS			Date of Plan		Date to be Reviewed
Bob's Accommodation and Canoe Hire			18 November 2008		20 November 2009
Potential Risk/Hazard	Likelihood of Risk	Action to be taken to reduce and prepare for risk	When	Who	Proof of Action
Premises are inaccessible because of fire/flood.	MEDIUM RISK	<ul style="list-style-type: none"> <li>Staff to be trained in health and safety procedures</li> <li>Conduct regular maintenance of plumbing &amp; electrical goods</li> <li>Identify an alternative site where business could operate from/set up agreement with relevant agent</li> <li>Establish arrangements with other businesses to refer customers to them</li> </ul>	Ongoing Ongoing By March 2010 By March 2010	Manager Maintenance Manager Manager	See Operations Manual See maintenance schedules in Operations Manual See Business Continuity Plan See Business Continuity Plan
Canoes capsize, customers fall into water	HIGH RISK	<ul style="list-style-type: none"> <li>Water Safety procedures to be documented and explained to each customer</li> <li>Safety and flotation devices supplied to meet standards</li> <li>Canoes checked for damage after every trip</li> <li>Guides must have lifesaving qualifications and emergency procedures</li> </ul>	Ongoing December 2009 Ongoing Ongoing	Canoe guide Maintenance Canoe guide Manager	Pre-tour handout to customer, also in Operations Manual See invoices for equipment Maintenance schedule Personnel files + training program + Operations Manual
Customers or staff may injure themselves on the property	HIGH RISK	<ul style="list-style-type: none"> <li>Emergency procedures to be followed, incident report completed, first aid kit used or doctor/hospital contacted</li> <li>Cleaning and maintenance schedules to be kept to ensure regular inspection of property</li> <li>Customers to be verbally warned of slippery paths</li> <li>Staff induction to cover safe practices and safe handling</li> <li>Non-slip mats to be installed in bath, and on steps; handrail at entrance</li> </ul>	Ongoing Ongoing Ongoing Ongoing December 2009	Manager Maintenance / Housekeeping Reception Manager Maintenance	See Operations Manual See cleaning schedules in Operations Manual See Greeting Procedures See Staff induction procedures in Operations Manual Installed 18/9/08, invoices on file

