SOP

Managing risks to visitors on Public Conservation Land and Waters SOP

About this document

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Department of Conservation
Te Papa Atawhai

Policy
Standard Operating Procedure
Guideline

New Zealand Government

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1. Background

1.1 Purpose and scope

The purpose of this Standard Operating Procedure (SOP) is to describe the process for identifying, assessing and managing hazards and associated risks to visitors on public conservation land and waters (pcl&w).

Following the procedure will ensure that risks to visitors associated with new and existing hazards can be identified, evaluated, managed, monitored and communicated so that visitors can safely enjoy pcl&w.

This SOP is intended for 'business-as-usual' management of risk from hazards that may be encountered on pcl&w. It is not intended for management in an emergency.

The Visitor Risk Management (VRM) tool supports the process described in this SOP.

1.2 Overview

This SOP describes what is required and the process to be followed so that hazards to visitors are identified, properly assessed and adequately responded to. The benefit that this SOP provides is to support systematic and routine identification and management of hazards to visitors.

This SOP supports the delivery and implementation of the VRM Policy

1.3 Compliance

Managers, or higher levels of management, are authorised to approve variation from the SOP requirements and are accountable for those decisions. They are required to use their professional judgement and to seek advice, or to escalate when in doubt. All decisions should be documented. It is expected that variations from requirements in this SOP will be the exception rather than the norm, and that legal (i.e. legislation and judge-made laws) and health and safety requirements are compulsory. Common sense should prevail in the case of exceptional or emergency field situations.

1.4 Terms and definitions

Term	Definition
AMIS	The Department's Asset Management Information System
Assyst	A departmental tool used to manage requests for service
BCC	Visitor type = back country comfort seeker
BCA	Visitor type = back country adventure
Consequence	The outcome of an event being a loss, injury, disadvantage or gain. There may be a range of possible consequences/outcomes associated with an event.

Term	Definition
Destination	A visitor destination, usually with facilities, as defined within AMIS as a destination location or functional location(s).
DV	Visitor type = Day visitor.
Event	An incident or situation, which occurs in a visitor site, during an interval of time.
Functional location	A single destination or a subset of a destination, usually with facilities, as defined within AMIS.
Gap analysis	The difference between current risk management and acceptable risk management
Hazard	A source of potential harm or a situation with potential to cause loss.
Likelihood	Probability or frequency.
Monitor	To check, supervise, observe critically, or record the progress of an activity, action or system on a regular basis to identify change.
ON	Visitor type = Overnight visitor
Positive risk	where a hazard provides a recreation, opportunity desired by the predominant visitor group, despite the negative risks associated with it.
Probability	The likelihood of a specific event or outcome measured by the ratio of specific events or outcomes to the total number of possible events or outcomes.
Risk	The chance of something happening that will have an impact upon objectives. It is measured in terms of consequences and likelihood.
Risk assessment team	The team tasked with implementing the Visitor Risk Management process.
Risk evaluation	The process used to determine hazard management priorities by comparing the level of risk against predetermined standards, target risk levels or other criteria.
Risk identification	The process of determining what can happen, why and how.
Risk management	The culture, processes and structures directed towards effective management of potential opportunities and adverse effects.
Risk management	The systematic application of management policies, procedures and practices to the tasks of establishing the

Term	Definition
process	context for, identifying, analysing, evaluating, treating, monitoring and communicating risk.
Risk treatment	Selection and implementation of appropriate management actions for dealing with risk.
RS	Visitor type = Remoteness seeker.
SST	Short stop traveller.
Visitor Risk Management Tool	A tool to facilitate and record the identification of visitor hazards, their analysis, and management.
Visitor site	common language used by staff to describe a functional location within AMIS
Vulnerable visitor group	Visitors to a destination that do not have the skills, knowledge, fitness or experience of the predominant visitor group that the destination is managed for.

2. Overview

2.1 Process

This process was developed using the best practice Australian/New Zealand Standard AS/NZS ISO 31000:2009 Risk Management. This is a generic framework for establishing the context, identifying, evaluating, treating, monitoring and communicating risk.

This process should be undertaken in relation to specific visitor and historic destinations (AMIS functional location or destination). This is a repeatable process for each destination to ensure that routine hazard identification and management is undertaken. The frequency of reviews is based on the level of risk to the visitor. Reviews should also be undertaken when a new or changed hazard has been identified.

The risk management process is sequential. It is essential that all steps in the process are followed, as set out in the process model below:

VRM Process
Site
1
Form a team and collect relevant information
2
Consider visitor groups and activities present at site
3
Identify hazards
Hazard assessment
4
Assess risk consequences
5
Assess risk likelihood
6
Risk evaluation
7
Gap analysis: current management actions compared to best practices
8
Agree and submit management actions
Implement and monitor
9
Implement management actions
10
Monitor and review

2.2 Roles and responsibilities

Responsible Role	Requirements	Reason	Accountable Role
Ranger	• Identify hazards as part of business as usual. • Identify changes to recorded hazards. • Maintain awareness of changes at destinations that may prompt a review of hazards and the associated risks to visitors. • Ensure this information is passed on to the Senior Ranger or team member responsible for assessing visitor risk in the district.	To ensure any new hazards or changes to existing hazards and the associated risks to visitors on pcl&w are identified and recorded.	Supervisor/Senior Ranger
Supervisor /Senior Ranger	• Set up visitor risk assessment team and facilitate discussion. • Carry out assessment of destinations using the process in this SOP and the VRM tool. • Initiate a review of hazards and the associated risks to visitors when something changes.	To ensure hazard information from Rangers is being recorded and entered correctly. To ensure a consistent approach is taken to assessing hazards and the associated risks to visitors on pcl&w.	Operations Manager
Operations Manager	• Assign team lead and team. • Visitor Sites that meet the criteria for complex assessment must obtain one-up approval.	To ensure that there is an awareness of high risk sites.	Director Operations
Inspector	• Identify and document new hazards. • Identify changes to recorded hazards. • Raises notification in	To ensure any new hazards or changes to existing hazards and the associated risks to visitors on pcl&w are identified and recorded.	Regional Planning Manager

Responsible Role	Requirements	Reason	Accountable Role
	AMIS of any new or changed hazards whilst completing business as usual inspections.		
Asset Planner / Delivery Planner	• Organise data • Create assignments • Approve assignments • Dispatch Assignments • Monitor & review assignments	To ensure hazards identified at visitor sites are linked to the hazard management tool, and to ensure hazards are managed in a consistent manner by a District Office	Regional Planning Manager
Regional Planning Manager	• Monitor & review assignments across the region	To ensure hazards are managed in a consistent manner across a region and ensure there is an awareness of high-risk sites.	Director, Operations Planning
Principal Advisor Visitor Risk	• Provide strategic overview and advice to the department on visitor safety.	To ensure complex national visitor safety issues and risk are addressed accordingly	Director, Heritage & Visitor Unit
Senior Visitor Advisor	• Provide frontline staff and managers with support on VRM related matters • Escalated VRM issues and risk when required	To improvement greater consistency in standards across the organisation. Build capability and understanding of the VRM system within Operations.	Manager, Visitor Advice Team
Service Designer	• Maintain the VRM system. • Monitor the performance of the VRM system. • Update the VRM systems technical documents when required	To ensure the VRM system remains up to date and relevant for end users. To maintain the VRM system and drive quality outcomes of the VRM system. Undertake reviews when requested.	Manager, Products, Standards, & Policies Team
Products, Standards, Policies Manager	• Provide assurance to the Director that the VRM system is maintained and kept up to date	Maintain systems health and appropriate systems controls are in place and effective.	Director, Heritage & Visitor Unit

3. Process considerations

Aspects to Assess

- This SOP must be followed when using the VRM tool to assess sites to identify hazards and mitigation measures. The VRM tool is an IT tool linked to DOC's asset management systems. This will ensure changes are recorded within the Department's asset management system (AMIS) and that actions are delivered as part of the business as usual work assignment process.
    - Must assess all visitor and historic destinations.
    - Must do multiple visitor hazard assessments where a work prescription destination grouping includes different predominant visitor groups. In some cases, two or more visitor sites or recreation functional locations or recreation destinations are combined as a single destination to create work prescriptions. Combined hazard risk assessments can only be undertaken where the predominant visitor group is the same.
    - Should consider doing assessments of other pcl&w that people have access to and where the visitor experience is popular but there are no facilities.

Examples include:

- Eastern and southern routes to the top of Mt Egmont,
- Routes along the tops of the Tararuas without poles or signs,
- Some caves.

Note

Some destinations may not be recorded as functional locations in AMIS. In this situation, a new functional location should be created.

Aspects not to assess

PCL&W that is used exclusively by concessionaires and their clients.

- Visitor risk management at these places is the concessionaire's responsibility and should be included in concession agreements.

Additional support

In the case that assessment of a site leads to an outcome of a complex and/or high-risk destination, it is likely that the Principal Advisor Visitor Risk or an external professional is required to support this assessment. For advice in this situation prepare a short brief with the support of a Senior Visitor Advisor prior to contacting the Principal Advisor Visitor Risk.

If the VRM tool is unavailable, please contact SAP support and seek assistance. Also seek support for the Senior Visitor Advisor. They will identify the appropriate solution for you. If an urgent assessment is required, your own visitor risk assessment team will support you to complete a manual assessment.

For help all other help in using the online tool or how to apply this SOP please contact your local Senior Visitor Advisor in the first instance. If not available then contact the Principal Advisor Visitor Risk.

Relationship to ongoing inspection process

The VRM assessment process is not a duplication of the ongoing and regular inspection of the condition of tracks, huts, structures and other facilities by trained staff.

3.1 Step 1: Form visitor risk assessment team and collect relevant information

Purpose

To ensure that staff with a wide range of experience and knowledge of the destination visitor site bring their combined expertise to completing the visitor risk assessment.

Context

The visitor risk assessment must be undertaken by a team, using the process from the SOP in conjunction with team process.

The visitor risk assessment team should include a team of people from the below roles:

- Supervisor – Services, Recreation/Historic
- Senior Ranger - Services – Recreation/Historic
- Inspectors
- Delivery Planner – Recreation/Historic
- Asset Planners
- Operations Planning Manager
- Other District staff with particular knowledge of a Destination or Visitor Site.
- Operations Manager[1]
- Internal representatives (Optional)

It is recommended that the visitor risk assessment team should meet in person to go through the process so that all relevant matters are discussed in full.

The team lead should be the decision-maker, or someone nominated by the decision maker.

Visitor risk assessment is primarily a desk-based activity. It will normally be based on the team's knowledge of previous events and their predictions of what may occur.

Some destinations will need a visitor site visit especially where the consequence is likely to be very high or extreme for the visitor.

Sources of information to inform the team process could include resources such as:

- Coroner's reports
- Departmental visitor incident investigation reports
- AMIS incident report data (when available)
- Federated Mountain Club accident reports (from Bulletin)
- Search and Rescue reports – (from NZ Police)

[1] The Operations manager may not necessarily attend the entire VRM assessment workshop but should ensure they are confident in the approach the team will take. It is also possible for the team to save any complex hazards and then discuss these with the Operations Manager before finalising.

- Hazards identified by the public through the Department's HOT- line - dme://docCM-206301/
- User groups e.g. Tramping clubs
- Mountain Safety Council incident insights reports
- Relevant data from AMIS such as:

o un-bridged streams and rivers
o significant fall hazards
o geological hazard data or observations
o treefall hazard observations

- Existing management actions identified in AMIS
- Assessment of similar hazards from around the country
- Relevant published literature
- Visitor statistics
- **Specialist** and expert opinions

Steps

1. Form visitor risk assessment team.
2. Team members collect all the relevant information for the destination visitor site being assessed.

3.2 Step 2: Consider visitor groups and activities at the destination

Purpose

To ensure that visitor groups and visitor activities at a destination are assessed for hazards and e associated risks so that appropriate visitor risk management actions can be identified.

Context

The VRM Policy is based on managing risks for the predominant visitor group at a destination.

Some destinations offer multiple activities and therefore require consideration of hazards and associated risks to visitors.

Steps

1. Select the functional location you are assessing from within the VRM tool. Be aware of the predominant visitor group that the destination is managed for (i.e. short stop traveller, day visitor, back country comfort seeker, back country adventurer, remoteness seeker).
2. Identify the full range of activities that visitors enjoy at the destination.
3. Record any other relevant information in the VRM tool commentary box that will help build a fuller picture of the situation.

3.3 Step 3: Identify hazards

Purpose

To identify the hazards to visitors at a destination.

Context

The VRM tool lists the common hazards that can be found on pcl&w. The relevant hazards should be identified for each destination.

The list is not exhaustive and additional hazards may need to be recorded for some destinations. If a hazard is not included, seek support from the Senior Visitor Advisor.

- Note: Where a hazard and associated risk is created through a poorly marked, signposted or maintained track, this should not be recorded in the VRM tool. These are service standard issues that will be addressed through track inspections and subsequent maintenance plans. One-off events that present an intolerable risk to the predominant visitor group such as a major slip on a track, should be recorded in the VRM tool.
- Hazards and associated risks to visitors should take into consideration previously identified management actions (if any). This information is held within the VRM tool and can be found on the right of the screen.

Steps

1. Visitor risk assessment team use team process to identify hazards to visitors.
2. Select the relevant hazard in the VRM tool.
3. Record any other relevant information in the VRM tool commentary box that will help build a fuller picture of the situation.

Note

A new assessment will need to be created and completed for every hazard identified.

3.4 Step 4: Assess risk consequences of the hazards to the visitor

Purpose

To identify the possible outcome if an event were to occur.

Context

The assessment should be based on documented evidence, including historic records of the consequences of actual events. However, if this information is not available, use the visitor risk assessment team members' expert opinions to judge the likely consequence of a specific event.

Refer to Appendix 1.11 for guidance on consequence of event levels.

Steps

1. Assess the consequences of an event (See Appendix 1.11).
2. Record the consequence assessment in the VRM tool.
3. Record any other relevant information in the VRM tool commentary box that will help build a fuller picture of the situation.

3.5 Step 5: Assess risk likelihood

Purpose

To identify the probability or likely frequency of an event occurring.

Context

The assessment should be based on documented evidence (incl. historic records) of actual events occurring. However, if this information is not available, use the visitor risk assessment team members' expert opinions to judge how often a specific event is likely to occur.

Refer to Appendix 1.12 for guidance on likelihood of occurrence levels.

Steps

1. Identify the likelihood of an event occurring (See Appendix 1.12)
2. Record the likelihood in the VRM tool.
3. Record any relevant information in the VRM tool commentary box that will help build a fuller picture of the situation.

3.6 Step 6: Evaluate the visitor risk

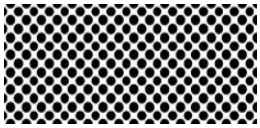
Purpose

To determine the risk tolerance from the consequence and likelihood scores.

Context

Hazards and associated risks that cannot be tolerated by the visitor without management actions should be a high priority for action.

There are three possible outcomes of risk evaluation:

	Tolerable: Visitors can tolerate the risk. Management actions may be appropriate (e.g. pre-visit information). No further actions are required.
	**Intolerable – management actions required:** Visitors are not able to tolerate the risk without further management actions. Answer the questions in the VRM tool to check if the current management actions are adequate. When best practice management actions are implemented visitors can tolerate the risk.
	Intolerable – seek advice: Visitors are not able to tolerate the risk without further technical management actions. Seek advice from the Senior Visitor Advisor on how to assess the hazard correctly. Seek approval from Operations Manager to proceed once you have the advice.

Steps

1. The VRM tool automatically evaluates if the predominant visitor group can tolerate the hazard and associated risks based on the likelihood and consequence scores.

If the result is that the predominant visitor group cannot tolerate the hazard and associated risks without management action, seek advice from the Senior Visitor Advisor. They will advise what type of risk analysis should be used (e.g. quantitative assessment). Seek approval from the Operations Manager prior to proceeding with any advice.

2. Record any relevant information in the VRM tool commentary box that will help build a fuller picture of the situation.

3.7 Step 7: Do a gap analysis between current visitor risk management actions and best practice

Purpose

To compare current risk management actions with best practice so that appropriate management action is put in place.

Context

Positive risk is where a hazard provides a recreation opportunity desired by the predominant visitor group, despite any negative risks associated with it. For example, the primary attraction of the destination may present a hazard such as a geyser. In this instance, appropriate risk management actions should be carefully considered to avoid de-valuing the experience that visitors are seeking.

Many best practice actions for treating hazards and associated risks to visitors are derived from current service standards for tracks, huts and camp visitor sites (e.g. those for controlling wasps, marking tracks or mitigating significant fall hazards on tracks). In these cases, the service standard requirements must be treated as best practice.

If this is an existing hazard, the current risk management actions will be displayed on the right-hand side of the VRM tool screen.

Each question presented in the VRM tool is designed to test the current risk management actions against best practice. Your answer will determine if there is a gap between best practice and current risk management practice.

Vulnerable visitors are those that do not have the skills, knowledge, fitness or experience of the predominant visitor group that the destination is managed for.

These people may overestimate their skill level or fail to access or understand information to assess their risk tolerance prior to undertaking an experience Where there is a high proportion of vulnerable visitors going to a destination, the Department needs to manage the hazards and the associated risks for these visitors to an appropriate level. This may require additional management actions over and above those required at a destination with a lower proportion of vulnerable visitors present.

Steps

1. Record the positive risks associated with the hazard by selecting the correct category from the list provided in the VRM tool.
2. Answer each of the questions presented in the VRM tool.
3. Identify if there are vulnerable visitors going to the destination. If vulnerable visitors are present in numbers sufficient to cause concern to the Operations Manager, record this in the VRM tool.
4. Record any relevant information in the VRM tool commentary box that will help build a fuller picture of the situation.

3.8 Step 8: Agree and submit visitor risk management actions

Purpose

To ensure relevant risk management actions are agreed to by the visitor risk assessment team and a work task notification is submitted in the VRM tool.

Context

The discussion and combined judgement of the risk assessment team ensures the quality of the decisions in this process.

The Visitor Risk Management Tool has a save draft and a submit option to choose on completion of the risk assessment teams work:

- Save draft will save all the information and actions entered without submitting it and will allow you to come back to work on it later.
- Submit means the team agrees to the actions. This will process the management actions through business as usual work management.

Agreed actions are recorded in the Visitor Risk Management Tool and are automatically submitted across to AMIS as work notifications business as usual.

Note 1:

The VRM tool has a 'save draft' and a 'submit' function.

- 'Save draft' will save the actions and information entered without submitting it and will allow you to come back to work on it later.
- 'Submit' means the team agrees to the actions and they will be processed through business as usual work management.

Note 2:

To view work task priority recommendations, pass cursor over the information (i) button. Routine - Failure to action will result in minor injury and/or damage to a structure component may occur with time.

- High - Failure to action will result in moderate injury and/or damage to structure may occur with time.
- Serious - Failure to action will result in serious injury and/or structure collapse possible in the near future.
- Critical - Failure to action will result in death, severe injury and/or structure collapse imminent.

Steps

1. Answer the questions in the VRM tool. Each question answered will produce a recommendation.
2. Review the work task recommendation and discuss whether current management actions are appropriate for treating the hazard and associated risks to visitors.
3. When agreement is reached by the visitor risk assessment team, select appropriate action(s) from the drop-down list that reflect the decision(s) made. Provide an explanation as to why you have selected the action(s).
4. Select a work task priority recommendation.

5. Submit a work task notification.
6. Record any relevant information in the VRM tool commentary box that will help build a fuller picture of the situation.

Note

The information box (i) provides the detailed recommendation.

If a desired management action is not an option presented by the VRM tool or in the guideline, seek support from your VRM – Support network or the Senior Visitor Advisor. Any Management practices outside of best practice and the reasoning for their use must be recorded in the comments box. Seek approval from the Operations Manager for an unlisted action before proceeding.

If the management actions required are complex or cyclical e.g. bridges that are removed and reinstated seasonally, then a management or maintenance plan should be written and entered into AMIS for the hazard or asset. Consider seeking advice from the Senior Visitor Advisor or your support network.

Management plans, assessments, photographs, maintenance plans and consultant reports must be saved to docCM and a link created to the hazard equipment in AMIS.

If programming the action is not the responsibility of visitor assets (e.g. pre-visit information might be the responsibility of partnerships), then the asset planner is responsible for tasking the appropriate team and on completion of the task updating it as complete in AMIS.

3.9 Step 9: Implement visitor risk management actions

Purpose

To implement actions that reduce or eliminate risk to the visitor at the destination.

Context

Management actions are considered alongside other asset management work and prioritised accordingly for implementation.

This prioritisation takes place via the business-as-usual work management process where Operations Planning teams and Operations District teams work together to assign and plan work through usual work assignment process.

Steps

1. Notifications are received by the Operations Planning teams who prioritise visitor risk management actions alongside all other facility management actions.
2. Works orders are created through business-as-usual asset management processes.

3.10 Step 10: Monitor and review

Purpose

To ensure monitoring occurs so that hazard management can be reviewed in light of changing circumstances.

Context

Ongoing review of the hazard analysis and actions taken at each place must be completed periodically to assess the effectiveness of management actions.

Frequency of the review is based on the level of risk to the visitor type:

- SST/DV/ON/BCC visitor groups - require 3 yearly review.
- BCA/RS visitor groups - require 5 yearly review.
- AMIS will automatically produce notifications to undertake these reviews. Reviews may be undertaken earlier if any of these things happen:
- Change in of use – e.g. increase in visitor numbers, change in visitor group, increase in vulnerable visitors, change in activity.
- Change to destination – e.g. Additional/changed facilities, development, etc.
- Incident – fatality, serious harm or reported near miss.
- Event – e.g. storm, avalanche, flood, earthquake
- A pattern of visitor feedback that indicates public concern about safety at the destination.
- Inspector raises notification of a new hazard.

Other reasons to review include:

- To support a capex business case to invest in improved visitor safety or to reduce hazards.
- An event/incident occurs.

Steps

1. The visitor risk assessment team should reconvene to consider if the initial assessment needs to be changed. If a decision is taken that it does, follow steps 2-10 of this SOP.

4. Related documents

Visitor Risk Management Policy (docDM-1562377)

Visitor Risk Management Policy summary (doc-2774979)

Visitor Risk Management Tool

Managing risks to visitors on public conservation land and waters - Best Practice Guidelines (doc-2852137)

Visitor Incident Investigation Guideline (docDM-569409)

5. Document history

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Amendments

AMENDMENT DATE	AMENDMENT DETAILS	DOCDM VERSION	AMENDED BY
1 August 2016	Edit	1.0	Shaun Sweet
28 September 2017	Final review/edit	1.1	Jane Roberts
22 March 2018	Edit – plain English / common language	1.2	Mark Beardsley/Jacqui Dyer
04/07/2018	New version created to correct formatting issues (bold text from Revision 84)	Version 89	Created by Andrea Tarelli & uploaded by Sarah Carr, Sop Team
6/11/2019	Technical update	Version 90	Mark Beardsley
18/12/2019	Migration of SOP to the new template	Version 96	Denise Callaghan / Mark Beardsley

6. Appendix I

6.1 Risk consequence for visitors

Level	Descriptor	Consequence to participants	Consequence to the visitor experience
1	Negligible/not a risk	No injuries or injuries that don't require first aid; "fright factor". No incident follow-up.	Inconvenience - delay to plans (up to 1/2-hour loss).
2	Low	Minor injuries requiring first aid treatment - managed by those at the visitor site, e.g., minor cuts and bruises. No incident follow-up.	Interruption to plans, e.g. forced track closure for a day or rescheduled plans/postponement.
3	Medium	Medical treatment required, including immediate off-visitor site assistance, e.g., follow-up emergency medical treatment. Incident reported.	Incident visitor site investigated. Interruption to plans, e.g., forced track closure (more than week) or trip cancellation.
4	High	Serious injuries to an individual requiring rescue party, or moderate injuries to multiple subjects. Incident investigated.	Incident visitor site investigated; future facility management assessed. Forced cancellation/ rescheduling of current visits.
5	Very High	Single person fatality or major injury to multiple (more than 3) victims. Search and rescue involvement. Incident investigated, possibly by coroner.	Incident visitor site and visitor site management investigated. Future visitor site management assessed. Current and future trips cancelled/ rescheduled.
6	Extreme	Multiple fatalities. Search and rescue involvement. Incident investigated by coroner.	Immediate visitor site closure and future visitor site management assessed. Current and future trips cancelled/ rescheduled.

6.2 Risk likelihood

Level	Measure	Explanation
A	Predicted to occur once every 40 years or more	Possible, but no visitor risk assessment team member has knowledge of event occurring more than once during their career.
B	Predicted to occur once every 5 years to once every 40 years.	Present day and/or a past staff has knowledge of the event. The event is likely to occur from time to time.
C	Predicted to occur once a year to once every 5 years.	A team member has knowledge of the event occurring in the region. The event occurs occasionally.
D	Predicted to occur once a month to once a year.	Multiple team members have detailed knowledge of the event occurring in a Region. The event occurs regularly
E	Predicted to occur at least once a week.	Occurs frequently, well known across all staff

6.3 Risk evaluation matrices

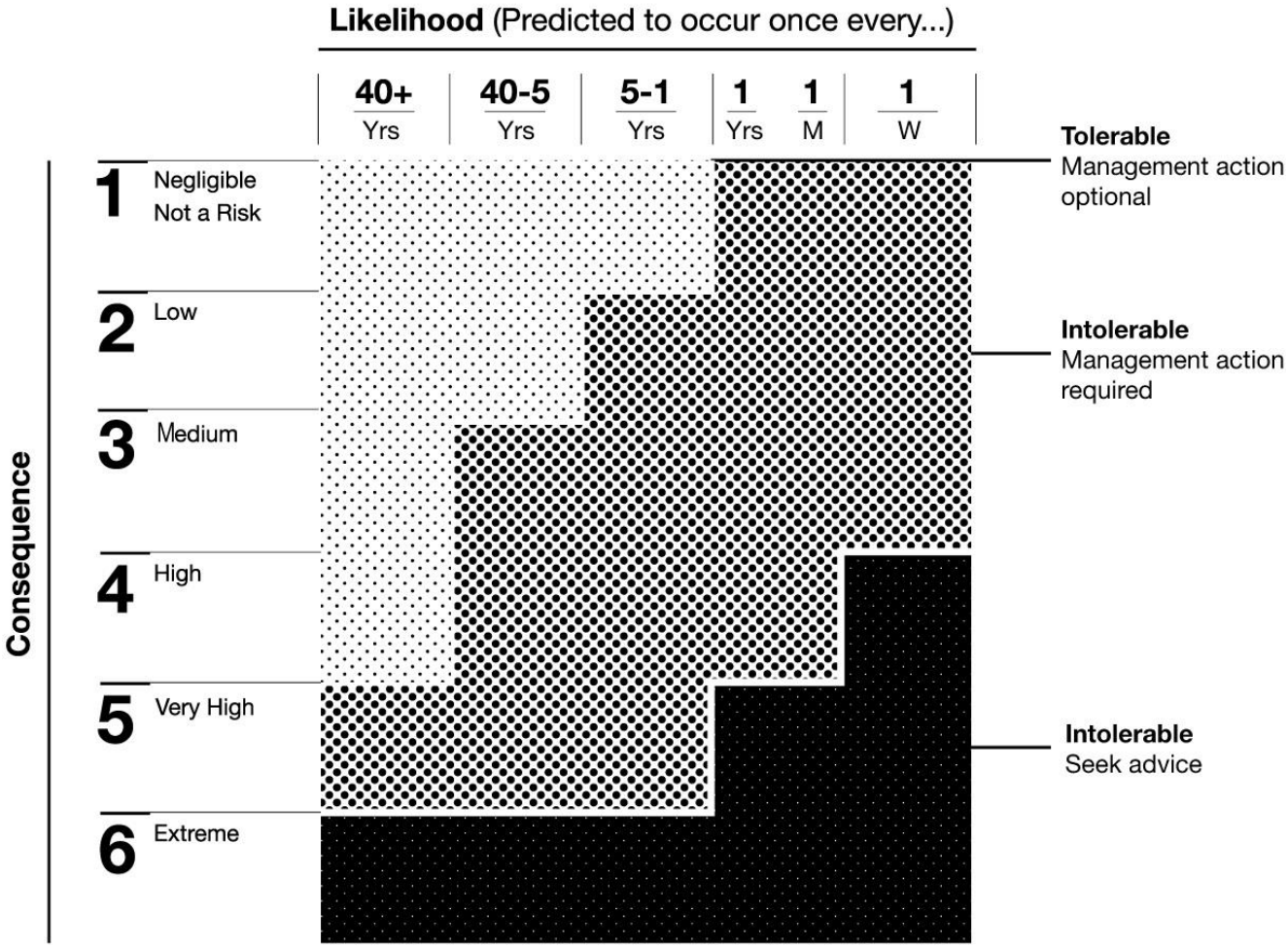
Risk evaluation is the process used to determine risk management priorities by ***comparing the level of risk against predetermined standards, target risk levels or other criteria.***

Key

	Tolerable: Visitors can tolerate the risk. Management actions may be appropriate (e.g. pre-visit information). No further actions are required.
	Intolerable – management actions required: Visitors are not able to tolerate the risk without further management actions. Answer the questions in the VRM tool to check if the current management actions are adequate. When best practice management actions are implemented visitors can tolerate the risk.
	Intolerable – seek advice: Visitors are not able to tolerate the risk without further technical management actions. Seek advice from the Senior Visitor Advisor on how to assess the hazard correctly. Seek approval from Operations Manager to proceed once you have the advice.

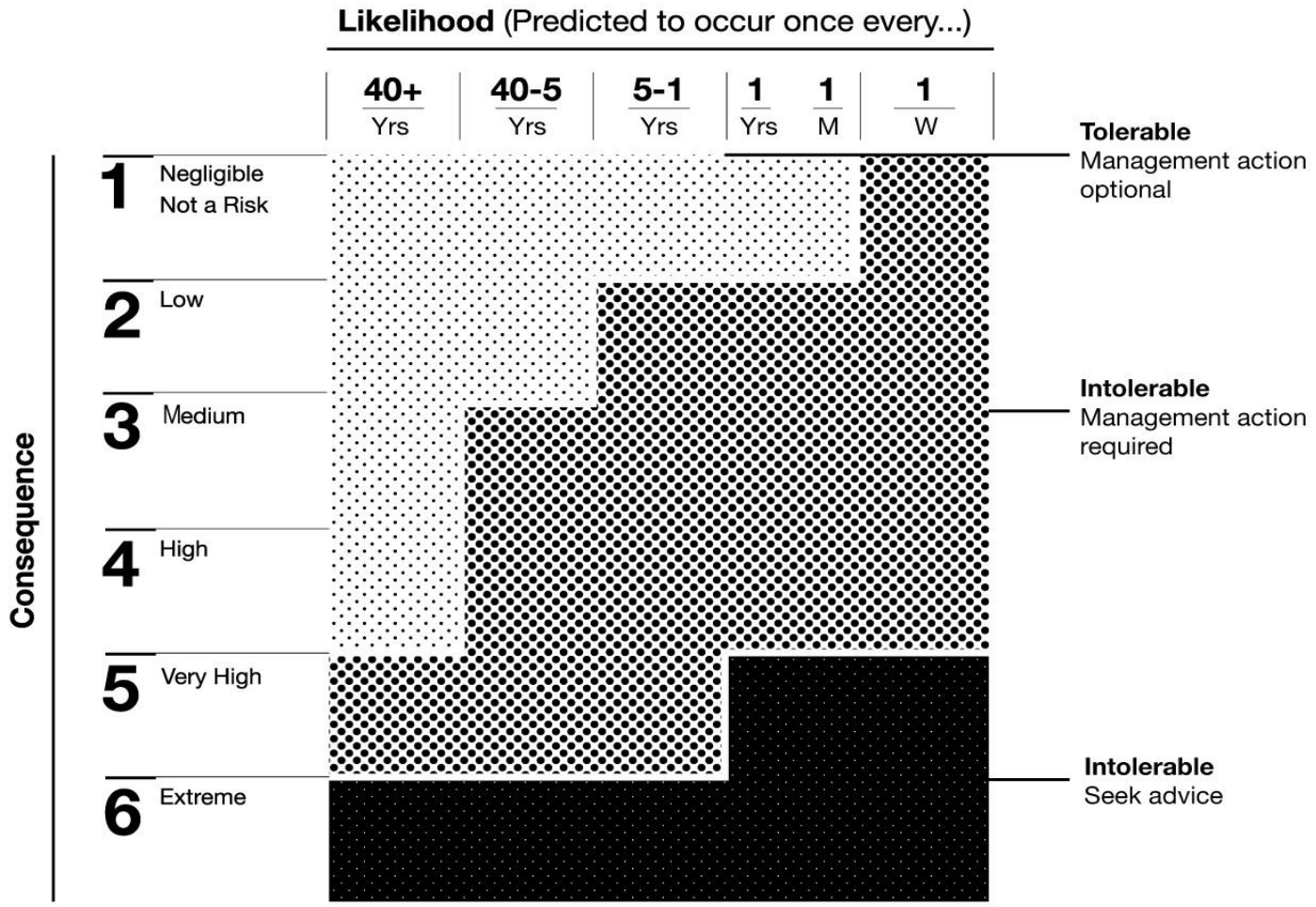
Short Stop Traveller (SST) destinations

Visitors to these destinations have a low tolerance to risk.



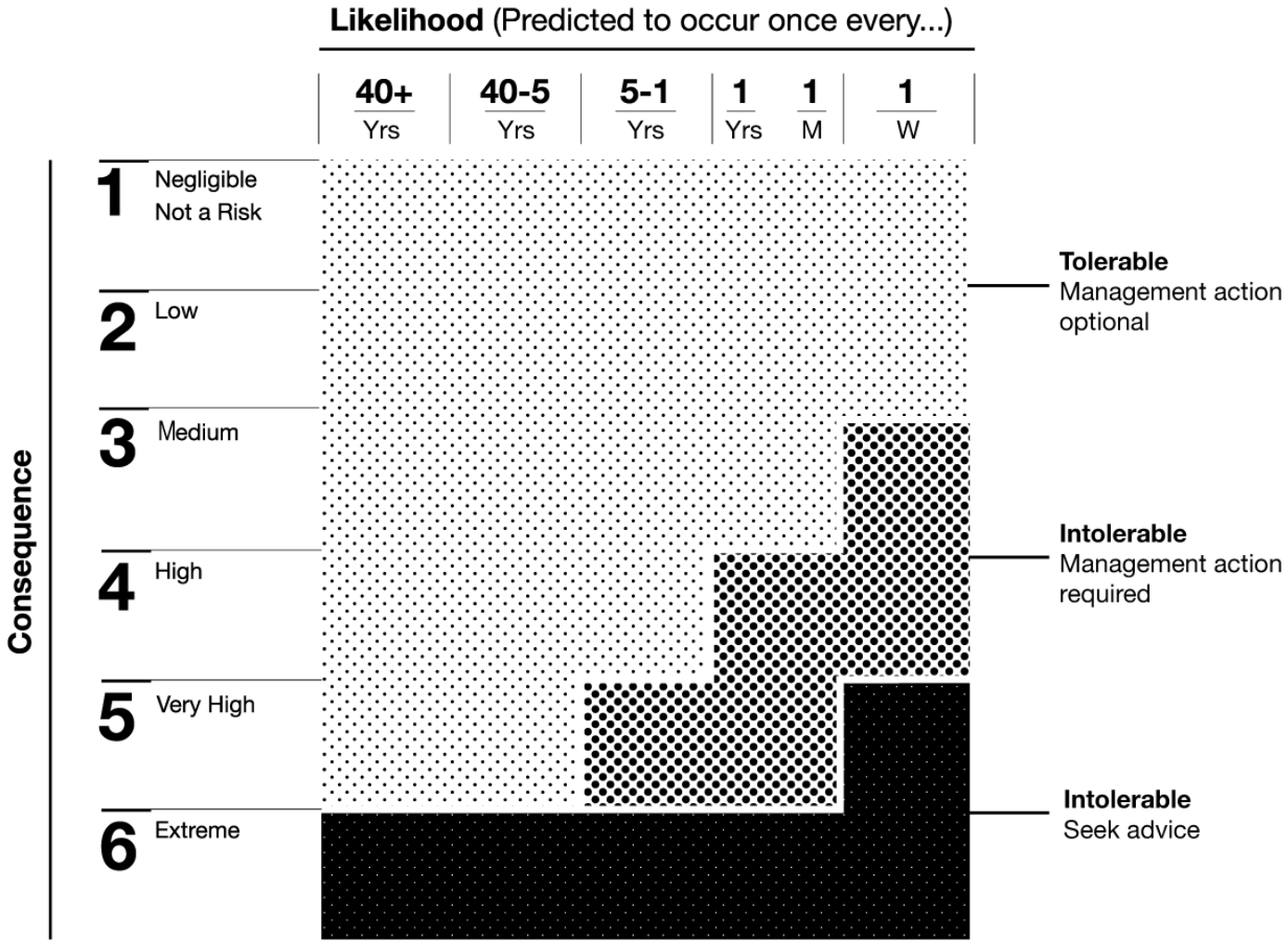
Day visitor, Overnighter and Back Country Comfort Seeker (DV, ON & BCC) destinations

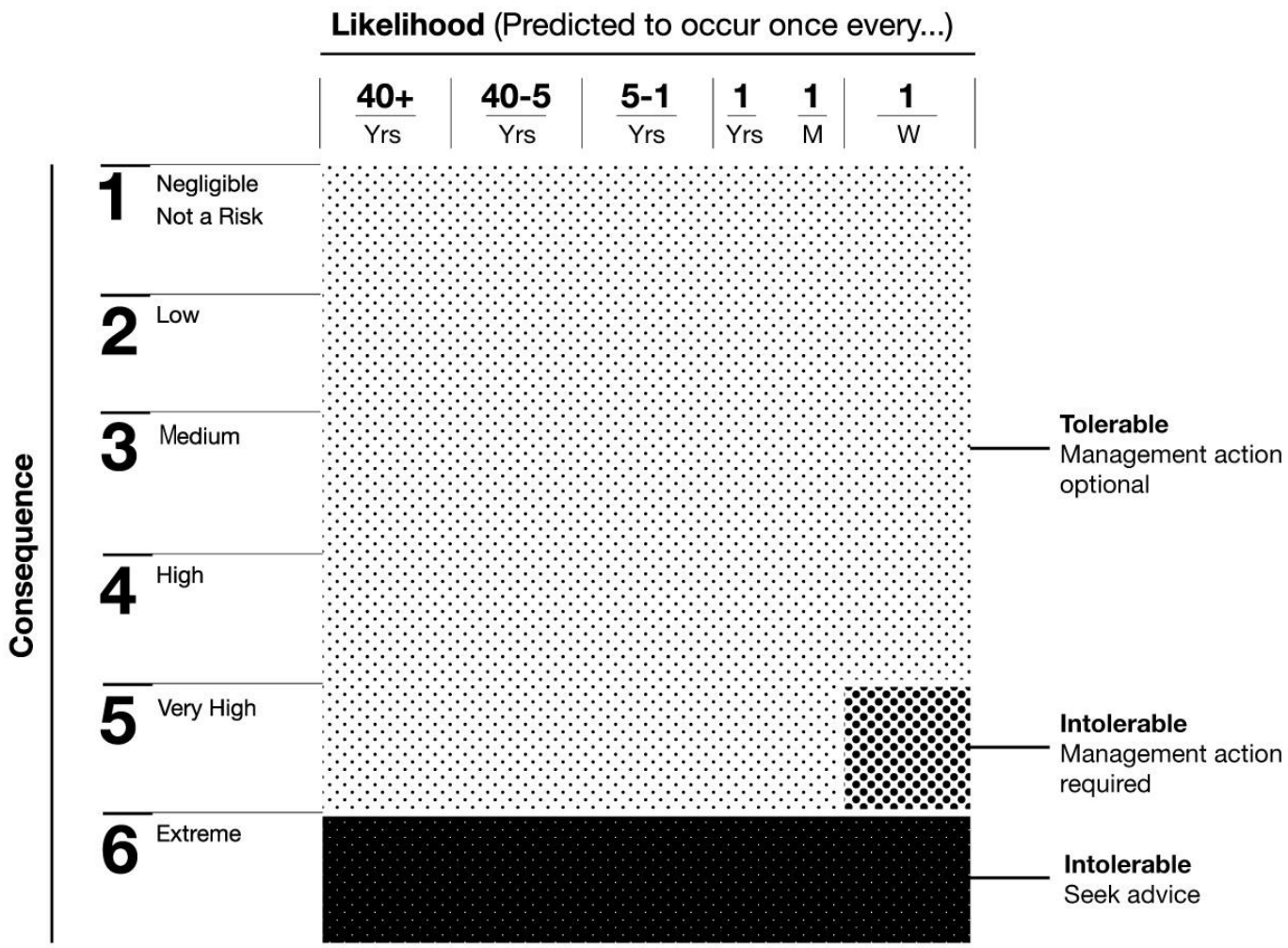
Visitors to these destinations have a low to medium tolerance to risk.



Back Country Adventurer (BCA) destinations

Visitors to these destinations have a medium to high tolerance to



Remote Seeker (RS) destinations

Visitors to these destinations have a high tolerance to risk.