



# **Enterprise Risk and Compliance – Risk Management Policy & Procedures**

<b>Version</b>	<b>Nature of change</b>	<b>Title</b>	<b>Date</b>
1.0	Publication	First edition	22/09/2016
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## **Risk Management Policy**

### **Purpose**

This policy & procedure document outlines the strategies implemented in the assessment and management of risks involved in the operations of Outward Bound Australia (OBA). The policy addresses Risk Management across all sectors of the organisation and all phases of program implementation. It continually evaluates the Health, Safety and Environmental (HSE) risks to the workforce, customers and the environment.

This policy works with the OBA Risk Management Policy & Framework and OBA Risk Procedures document. It sets out the measures established to manage and monitor the factors that could potentially prevent them from achieving business objectives.

### **Scope**

This policy applies to all full-time and part-time, casual employees, volunteers, contractors, sub-contractors, Board members and students on placement.

### **Policy**

This Operational Risk Management Policy creates and protects Outward Bound's values. Outward Bound Australia has as its core objective, the facilitation and delivery of experiential, educational and well-managed programs.

Risk management is a central and consistent influence at Outward Bound Australia. The organisation integrates risk management within its overall planning processes at both strategic and operational levels.

The Risk Management processes at OBA support the broad vision of OBA by promoting the continuous improvement process and quality service provision through:

- Ensuring risk management is an integral part of the management practices, processes and decision making.
- Allocating appropriate resources (e.g., human, financial, time etc.) to support the risk management processes:
- Managing identified risks (by consulting with all stakeholders).
- Assessing, evaluating and advocating safe work practices.
- Educating the workforce, public and clients; and
- Recommending improvements.

### Explicitly addresses uncertainty

Outward Bound Australia also recognises that the activities we are planning and conducting contain specific risks, which need to be identified and managed. This risk assessment is developed with consideration to foreseeable hazards and risks across the stages of activity design, planning and delivery (e.g. aims of activity, staff/volunteer recruitment suitability, pre-existing medical conditions, participant prior experience, and expected weather conditions). Outward Bound Australia's risk assessment is specific and tailored to the activity, the participants and location.

### Accountability

Every staff member at Outward Bound is accountable and authorised to manage risk.

## Risk Management Procedures

### Risk Management Process

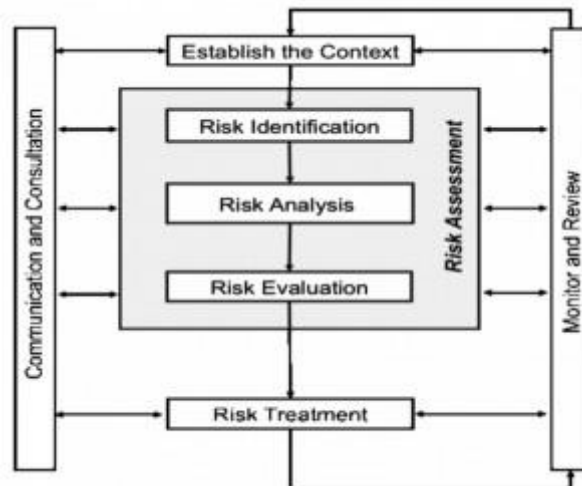
This section describes how to put into practice control measures.

The risk management process involves the systematic application of management policies, procedures and practices to the activities of communicating, consulting, establishing context, and identifying, analysing, evaluating, treating, monitoring and reviewing risk” (ISO 31000).

Risk assessment is a part of this process and involves the “overall process of risk identification, risk analysis and risk evaluation” (ISO 31000).

- Step 1: Identify Hazards: what is the problem in the workplace, which may cause injury or ill health?
- Step 2: Assess the Risk: How serious is the problem?
- Step 3: Eliminate or Control the Risk: What needs to be done to solve the problem? Put these controls in place
- Step 4: Monitor and Review Hazard Controls: Are the controls effective in eliminating or reducing the risk? Are changes necessary?

In assessing and classifying risks, OBA has implemented an intervention in high-risk areas and a review point to ensure adequate strategies are in place and that consistent and effective performance is maintained.



The risk management process is shown in the diagram above. It is deliberately not presented as a flow chart to demonstrate the continuous iteration between the steps and that communication, consultation, monitoring and reviewing occurs at all stages.

### Organisational Context

Outward Bound Australia identifies and understands the characteristics of our clients our programs, their specific context (e.g., educational aims and desired outcomes) and the likely characteristics of these groups (e.g., minors, inexperienced in activity, mix of outdoor abilities, seniors).

Our Business Development Managers analyse the following:

#### External Content

- Which client group(s) do we work with?  
School groups, corporate groups, Youth at Risk, students studying at TAFE and Universities doing Vocational placement, community partners bringing a specific public (e.g., physical disabilities)
- Are there specific external requirements in working with these groups?  
Government (State/ Territory and Federal) Legislation
- Do we have sufficient understanding of the external influences and expectations of the service we provide in conducting adventurous activities?

#### Internal context

- Do we understand our organisation's internal stakeholders?  
(e.g., volunteers, paid staff, casual and/or permanent)
- Do we understand our organisation's governance?  
Senior Leadership Team (SLT), Board Members, Constitution, Lines of Reporting and Management.
- Do we understand our organisation's culture?  
OBA's Core Values/ Course Objectives/ Design principles

#### Outcomes

- What are the adventure activities aiming to achieve for the client and participants?
- What processes do we use to ensure that the required outcomes are achieved and how do we measure these?
- What are the internal and external factors that may influence success in achieving those objectives?

#### Hazard Identification

Hazard identification uses a systematic process to understand what, how, when and why risks could occur. It is important to identify factors beyond the immediate activity delivery (i.e., the 'sharp end'), which may occur within the 'system' at the 'blunt end' of the activity. Decisions made days, months or years ago at the 'blunt end' can affect factors that impact on risks at the 'sharp end'.

For example, what competencies are required for leaders, how staff shortages or sickness is managed, ensuring the purchase of appropriate equipment and processes to monitor environment changes.

#### Risk Analysis

Risk analysis involves understanding the nature and level of risk for each identified hazard. It examines the likely consequences of the risk and the likelihood of those consequences occurring.

OBA has developed and uses the following hazard and risk identification and management tools:

- Risk Analysis and Management Forms (RAMS)
- Risk Matrix – Evaluation of risk
- Field Risk Assessments (Dynamic risk assessment)
- In Field Appraisals
- Hierarchy of Controls Operational Risk Management Policy and Procedures
- Checklists
- Regular Audits (internal and external)
- Internal documents such as LOMs and Activity Files.

### Risk Evaluation

Risk evaluation involves decision-making relating to determining what risks require treatment (see below) and the priority for implementing the treatment. These decisions are based on the level of the risk and if this level is acceptable or tolerable.

### Risk Treatment

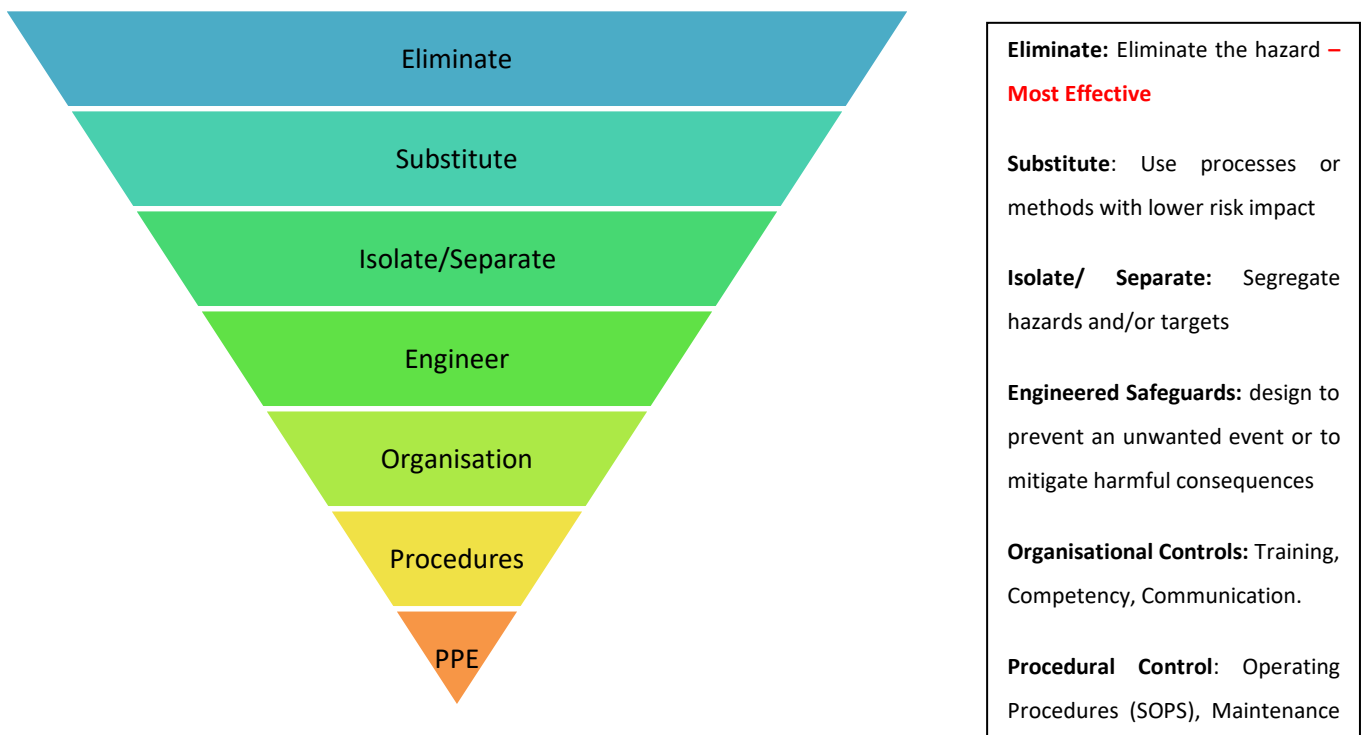
Risk treatment involves the process of adding new or improving existing risk controls where a risk is not acceptable or tolerable. Risk treatment controls may include but are not limited to:

- avoiding or removing the source of risk (e.g., changing venue due to bushfire/flood)
- changing the likelihood of occurrence (e.g. adding additional supervision)
- changing the consequences (e.g. providing protective equipment like a helmet)

Where a change to an existing risk controls is required, the process needs to cycle back to analysis and evaluation of the risks. This is to assess if the treatment addresses the risk and that the outcome of the change is acceptable or tolerable.

Changes to controls also requires re-evaluation of the costs & benefits and the new & emerging risks that may result.

The OBA Standard Operating Procedures (SOPs) provides guidance as to possible risk controls for many commonly occurring risks.



Outward Bound has a written process for any changes of the SOPs (Standard Operating Procedures) and LOM (Local Area Manual). In summary this involves

- Receiving written requests for change outlining: the concern, the suggested change, the proposed solution, the reasons for change and the standards and/or evidence that underlies the suggested change.
- The Risk Manager/Coordinator will run the suggested changes by the OBA Subject Matter Expert (SME). The SME will ensure that any changes comply with the relevant Australian and /or international standards and forward a report with their recommendations to the Risk Manager/Coordinator.

- Once we have their approval it will be presented to the Safety & Risk Advisory Committee to review and accept or send back for further consideration.

### Resources to manage risk

At OBA various committees and systems support these phases. They include:

- Outward Bound Safety & Risk Advisory Committee
- Medical Advisor
- Operational Safety Committee
- Incident Management & reporting processes
- Emergency Management Procedure (EMP)
- Employment Hero Employee database (Qualifications and training) – To track all operational staff qualifications (competency and currency)
- OBA Operations Manual (All Operational policies and procedures)
- OBA Instructor Handbook (Standard Operating Procedures for all field staff)
- Internal and External Audits & Inspections including Outward Bound International (OBI)
- Industry Australian Adventure Activity Standards (AAAS) compliance
- Document Control

### Communication and Consultation

Communication and consultation are fundamental to both understanding and gaining input into the process of risk management. Outward Bound Australia has designed these policies and procedures to be systematically applied and communicated consistently through involvement of staff in their creation and review.

OBA implements the following processes:

- Our Head of Sales & Marketing consults with clients and/or participants to understand their requirements, objectives and outcomes associated with participation in the OBA program. This is done in communication with the Program Manager to design an appropriate program for the client.
- There are processes for two-way communication about risk management (e.g., processes, procedures, reports, learnings etc.) with all relevant people within the organisation. This is achieved through Operational Safety Committee.
- There are processes for two-way communication about risk management systems, plans, processes with external stakeholders. We can provide information on our Risk Management procedures and are considerate with our audience in a way that supports understanding and clarity.

Outward Bound Australia ensures that our risk management processes are as robust and effective as possible. This is achieved this by involving as many stakeholders as we can both internal and external to our organisation. These stakeholders are representative of the multiple aspects from program planning to delivery (e.g., parents, school, instructors and participants). OBA communicates and consults often and highly values these steps as integral to identifying, assessing and managing potential sources of risk.

### Monitor, review and improve the Risk Management Framework

This part of the risk management process is ongoing and dynamic. For adventurous activities this relates to the task of continual scanning and monitoring for new and emerging risks associated with the planning, conduct and review of the activity e.g., new terrain hazards, new laws in relation to child protection, updated standards or inclement weather.

Outward Bound Australia conducts an annual review of our risk management policies and procedures for experiential programs with clients.

We firstly consider and identify the multiple stakeholders involved in the planning, review and delivery of the activity (e.g., participants, parents, Outward Bound Australia staff, school staff, school principal, AAAS and insurance requirements).

Outward Bound also implements the following:

- Reporting and review of all incidents (general/ medical, near misses)
- Internal and External Audits & Inspections including Outward Bound International (OBI) review.
- Monthly meetings of the Operational Safety Committee to review incidents (participant and staff) and any other WHS Hazards reported.
- Quarterly & annual Report to the Board Safety Committee
- Monitoring and reviewing of all Policies and Procedures occurs at least annually to address new, changing or emerging risks. For example, new laws or regulations, changing environmental conditions.

Outward Bound Australia understands that human and cultural factors are central to all organisations. Consequently, we also appreciate that accidents, or the potential for accidents, are also created by multiple interacting factors, and that often, commonly accepted behaviours can play a role in accidents. These human and cultural factors are therefore specifically considered in our risk management reviews.

#### Reporting Incidents and Near-Misses

Reporting of incidents and near misses helps identify risks and risk factors thus enabling action to be taken to address them. Minor incidents may be considered near misses or leading indicators for major incidents and are therefore useful in helping identify areas of concern.

There is a process for reporting incidents and near misses. All reported incidents and near misses are analysed individually on receipt and collectively on a periodic basis, to determine if changes to the treatment of risks or risk factors is required. OBA will report all notifiable incidents to authorities.

#### Implementation of Risk Management Procedures

##### Course Design

Business planning process for Delivery of Operations:

- Senior management project staffing and logistics twelve months ahead of time in line with the strategic plan
- Clients are confirmed and courses administration commences
- Program Manager allocates operational staff to designated courses
- Program Manager ensures that staff training requirements are met.
- Program Manager provides future staff projections
- The PC checklist is initiated

Operational Planning for Delivery of Operations:

- The Area Checklist is initiated biannually for each Operational Area. This includes resource allocation and risk identification (licences, land owners, suppliers, transport of staff and equipment).
- The Area Checklist is followed in conjunction with Local Operating Manual and PC checklist to ensure each area is systematically prepared for course delivery. This process considers all delivery functions from resource allocation through to activity and campsite risk analysis (RAMS).

- The Program Manager responsible for the area in communication with the PC, must review and update any Local Operations Manuals for the area.
- The Area Checklist and PC Checklist are used to ensure that courses are assessed holistically and systematically prepared.
- The Program Manager writes the program in consultation with the client to ensure it meets the client's needs.
- The Program Manager and Program Coordinator assess the program to ensure safety, quality and educational outcomes are addressed.

If at any time an area of Operations becomes exposed to significant risk of any type, the Risk Manager/Coordinator, Program Managers and Executive Director must be notified immediately.

New Delivery Area – Procedure:

- Outward Bound Australia is open to new areas of Operation. To establish if a Program is viable in a new area, an on site assessment, Area Checklist & draft LOM must be completed.

Program delivery

Risk Management of program delivery considers the interplay of the following elements:

- People (staff and participants)
- Activities
- Equipment
- Environment

Operational Risk Management Policy and Procedures

People: Staff

Staff selection:

- Staff are selected at OBA for strong personal qualities with life experience and outdoor qualifications/experience.
- All staff at OBA must obtain and hold a current Working with Children/Vulnerable People Check.
- All operational staff must complete and keep updated their Personal Medical Declaration Form & Driving History Form

Staff Qualifications:

- All staff at OBA must have the training, assessment and qualifications (current and up-to-date) and/or demonstrated current competency as outlined for their job position.
- Staff qualifications (competencies and currency) are monitored by OBA and recorded in the Employment Hero Certification Database as well as kept in their staff file on SharePoint.

Staff Allocation to program:

- Prior to commencement of a course, the Program Manager together with the allocates staff according to client needs, program requirements, staff member experience and qualifications.
- To ensure OBA programs are conducted in a professional manner and the safety, quality and educational aspects met, a variety of staffing roles and functions are employed:
- Program Manager - manages a team of staff and ensures quality programs are delivered.



- Program Coordinator/Coordinator - oversees the operations of individual courses and manages the day to day needs of the team.
- Group Leaders/facilitators - Take on responsibility of delivering the course to participants and facilitates them through all lessons and activities.
- Support Staff - Provide the logistical and safety support throughout the course by ensuring all participants are supplied with food, water, clothing, and equipment. They also increase the supervision ratios during activities and are on call 24 hours a day for emergency response purposes.
- Support Safety Structure - Behind every course a large safety network exists that is made up of the following.
  - On-Call 24 hours a day; Support staff members, course coordinator, Program coordinator, and the EMP network.
  - Accessible throughout every course –Risk Manager/Coordinator, Outward Bound Safety & Risk Advisory Committee, Medical Advisor.
  - There is a comprehensive communication network for all courses. This includes:
  - Radio contact in the field from the instructor/facilitator to local basecamp via UHF radio
  - SPOT &/or InReach Satellite Technology – allowing digital communication to either local basecamp or emergency services.

#### People: Participants

A significant portion of time is spent on physically and mentally preparing participants for their OBA program experience.

Client Managers will provide specific information sessions for participants and client coordinators to aid program preparation. They will also provide information such as gear lists, recommended suppliers and work through any concerns participants may have

- All participants are required to complete a Personal Medical Declaration which identifies all past and present illnesses, injuries, conditions, medication, dietary needs etc. Additional information may be required from the participant/parent/guardian. This is gathered by the relevant Client Manager.
- Some participants may be required to undertake a physician's examination as outlined in the Medical Screening Policy before proceeding to attend a program.
- Other concerns are also addressed during the screening phase, including psychological conditions, addictions, inappropriate behaviours, etc. The intensity of the screening process is to enable OBA to deliver a quality product for all participants. The following policies aid this process:
  - Operations Manual - Duty of Care Policy
  - Operations Manual – Behaviour Management Policy
  - Operations Manual – Child Protection Intervention Policy
  - OBA Privacy Policy

OBA retains the right to refuse participants on an Outward Bound course where there is deemed to be too great a risk of harm to themselves or others.

#### Activities

All staff must comply with a comprehensive list of Standard Operating Procedures and Guidelines as outlined in the Operations Manual. In addition, our activities are conducted in such a way as to comply with the Industry recognised Australian Adventure Activity Standards (AAAS).

Risk Assessment and Management in the field and at work:

- An awareness and understanding of the dangers and risks involved in each phase of a program will equip OBA staff with a greater ability to manage participants. It is

vitality important to be continually assessing and identifying dangers to ensure a high level of safety.

- Delivery Staff continually undertake risk analysis and implement management strategies in the form of dynamic Field Risk Assessments.
- A staff member must make constant evaluations of risks and make decisions based on whether or not possible actions produce acceptable risks, minimize risks, eliminate risks, or cause further risk to safety of participants, staff, and bystanders.

### Equipment

- All staff must ensure the appropriate running order of gear that is used in the field.
- All staff must comply with the relevant procedures and guidelines pertaining to the management, cleaning, care, use and transport of equipment.
- All staff are expected to comply with relevant Work Health and Safety Policies and Procedures and to uphold their WHS responsibilities.

### Environment

- All staff must be aware of specific environmental hazards in an operational area in which they are working. This information is made available through Local Operating Manuals.
- Weather reports must be collected twice daily for each operational area by the program coordinator. Information is then relayed to the field group leaders. More frequent reports may be forwarded in extreme conditions such as severe thunderstorms, high fire danger and flood or wind warnings.
- Information about the weather is used by the instructional and field staff to assess the suitability of planned activities, as well as to prepare for any adverse conditions, such as potential snowfall or extremely hot days.
- Activities may be cancelled or postponed due to the impact of weather conditions.

### Incident Management

- In the event of a serious or critical incident in the field or in the workplace, all OBA staff members follow the Emergency Management Procedure (EMP). This defines a clear process to allow for appropriate incident management under stressful conditions, from immediate steps through to post-incident management. Other supporting documents include:
  - Subjective and Objective Assessment and Plan (SOAP) NOTE
  - Incident Response Sheet – Medical and General
  - Outward Bound Operations Manual
  - On-Call Policy

### Documenting safe work practices — job safety analysis and safe work procedures (SOPs)

- As part of the risk assessment process OBA will conduct job safety analyses on jobs that pose a significant risk to the health and safety of employees.
- A Job Safety Analysis (**JSA**) breaks down a job or work tasks into steps and identifies the hazards associated with each step. It also assesses the risks associated with that task and specifies the control measures which need to be implemented to keep the risk as low as reasonably practicable.
- Once the JSA has been completed, the information from the JSA (re: steps and hazards) will be transferred into a Safe Work Procedure in a clear and concise way explaining how the job is to be done and what workers need to do to ensure the job is done safely.
- Documenting safe work practices will include the following:
  - Consultation with employees/workers performing the jobs;

- Conducting a JSA using the appropriate document. Identify the hazards associated with each step and the associated risks. A JSA will also allow the identification of appropriate control measures to minimise the risk of harm;
- Documenting the Safe Work Procedure using the appropriate document. Include the control measures identified from the JSA in the procedure;
- Distributing Safe Work Procedures for review before implementation;
- Implementing Safe Work Procedures through communication channels and training; and
- Reviewing Safe Work Procedures when there is a change in workplace activities, services, products, or following an incident.

#### Review

Valuable information may be obtained through a variety of feedback mechanisms to ensure the safest possible course for participants for the best possible personal development outcomes. The feedback and review loops are critical to ongoing risk and quality management strategies.

Evaluation occurs across a number of areas:

- OBA has an implemented system to record, track, analyse and disseminate lessons learnt from any incidents that occur during operations.
- All incidents are reviewed after every course by the Program Coordinator and the Program Manager, then finalised and analysed by the Risk Manager/Coordinator.
- The Client Manager reviews the client medical histories identifying significant medical incidents, which are followed up with the Client. This information is passed onto the PC for the program.
- All incidents are tracked through incident report forms and recorded on an incident database. These are reviewed by the Program Managers, the Risk Manager/Coordinator, Operations Safety Committee and finally by the OBA Safety & Risk Advisory Committee.
- Recommendations, adjustments to training and review of Standard Operating Procedures may result from this process.

Incident Evaluations:

Near Misses:

- Near Misses are recorded on the Incident report form any time staff or participants are engaged in a potentially dangerous situation where safety is compromised but does not result in a reportable injury

Medical Incidents:

- A SOAP Note is used in the field to record any medical assessment, repeated treatments or in the event of an evacuation.
- The Uploads incident database is used to record any medical incident from start to finish including contributing factors.
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General Incidents:

The UPLOADS incident database must be completed following any incident that could have or did lead to:

- Equipment damage of any property (private or OBA)
- OBA vehicle and/or trailer incident resulting in a disruption of Operations
- OBA staff or participants in danger
- Behavioural issue with participants

- Incidents with external persons
- Quality/delivery of program incidents

#### Program Evaluations:

##### Program Debrief:

- At the end of the program, all staff come together to report on the outcomes of the program. This information is gathered by the Program Coordinator to prepare the Program Report.
- Personal debriefs are conducted with each Instructor by the Program Coordinator/ Program Manager to ensure appropriate professional development.

##### Program Reports:

- On the completion of the program, the Program Coordinator is required to complete a Program Report
- It reports on the general conduct of the program, specific feedback pertaining to client aims and outcomes, relevant feedback (which is distributed to the relevant departments) and incidents.
- Departmental feedback is passed on to all departments and reviewed by the Client Manager and other Departmental Managers

#### Staff Evaluations and Appraisals:

- Staff performance is monitored on each program, through self, peer, and client feedback. Staff meet individually with the Program Coordinator prior to and following the program to discuss professional goals, issues, and performance. These meetings are recorded, and a biannual review by the Program Manager happens with each staff member.
- Clients and participants on some courses are asked for their feedback via the following forms – Quality Evaluation of Program and Instructor form (CEPI), Participant Evaluation Questionnaire (PEQ)
- In-Field Supervisors conduct staff appraisals out in the field. This process allows mentoring and where required corrective and/or developmental training for staff.

#### Research

Research is conducted on selected programs to quantify and improve the quality of the programs to ensure good practice.

Research on Course Outcomes may include Performance Evaluation Questionnaires (PEQ).

#### **Associated policies, forms or documents**

- Operations Manual
- ERC - Child Safety Policy
- ERC – Emergency Management Policy
- ERC – Privacy Policy
- ERC – Work, Health & Safety Policy
- ERC – Medical Screening Policy

## Appendix I: Risk Analysis Matrix

Consequence: Impact of an event and its potential effects on people (including community and stakeholders), the environment, equipment, property, or a combination of these.

Consequence	Very Low /insignificant = 1	Minor = 2	Moderate = 3	Major = 4	Critical = 5
<b>Injury</b>	No first aid required	First aid treatment	Medically treated injury	Extreme injuries	Fatality or permanent serious disability
<b>OBA Medical seriousness code</b>	1	2-3	4	5	6
<b>Financial loss</b>	Insignificant expense or loss incurred	Minor expense or loss incurred	Moderate expense or loss incurred Minor asset write-down	Significant expense or loss incurred Moderate asset write-down	Very significant / catastrophic expense or loss incurred Major asset write-down
<b>Environmental impact</b>	No environmental effect	Minor environmental effect – temporary damage / minor issue reported to land manager	Moderate environmental effect – Damage reversible only with time and resources. Noncompliance with land manager	Major environmental effect – severe damage recoverable only in the long term. Major noncompliance with land manager	Massive environmental effect – widespread damage recovery doubtful. Severe noncompliance with land manager
<b>Reputation Risk</b>	Limited or no brand damage or degradation of donor / participant perception of value	Minimal damage to brand and degradation of donor / participant perception of value	Moderate damage to brand and degradation of donor / participant perception of value Local negative publicity, i.e. from newspaper / radio	Significant damage to brand and degradation of donor / participant perception of value i.e. trust, affecting whole business Minor negative publicity, i.e. from state newspaper / radio	Substantial long term / irreparable damage to brand and degradation of donor / participant perception of value i.e. trust, affecting whole business Significant negative publicity, i.e. from TV and newspaper

**Likelihood:** A qualitative description of probability or frequency, in relation to the chance that something will occur.

Likelihood	Rare = 1	Unlikely = 2	Possible = 3	Likely = 4	Almost certain = 5
<b>Occurrence</b>	May occur only in exceptional circumstances, or Has less than 10% chance of occurring, or Not likely within the next 5 years	Unlikely but may occur at some time, or Has less than 25% chance of occurring, or May occur within the next 5 years	Might occur at some time, or Has less than 50% chance of occurring, or May occur within the next 3 years	Will probably occur in most circumstances, or Has less than 90% chance occurring, or May occur within the next 18 months.	Is expected to occur in most circumstances, or Has more than 90% chance of occurring, or May occur within the next 6 months

**The Australian Outward Bound Foundation**  
 ERC - Risk Management Policy

**Level of risk:** The level of risk of an activity/product/service is the product of the likelihood of an impact on the health and safety of the people, the environment, the community, or property, and the consequence (severity) of that impact. Measure the level of risk on the table below and then follow the guidelines underneath.

<b>Likelihood</b> \ <b>Consequence</b>	<b>Significant</b> 1	<b>Minor</b> 2	<b>Moderate</b> 3	<b>Major</b> 4	<b>Critical</b> 5
<b>Rare</b> 1	Low	Low	Low	Medium	High
<b>Unlikely</b> 2	Low	Low	Medium	Medium	High
<b>Possible</b> 3	Low	Low	Medium	Medium	High
<b>Likely</b> 4	Low	Medium	Medium	High	Extreme
<b>Almost certain</b> 5	Low	Medium	High	Extreme	Extreme

<b>Acceptable</b>	<b>Acceptable</b> Acceptable, with approval from Operations Manager or HSRM	<b>Acceptable</b> Acceptable, take measures to reduce the risk	<b>Extreme</b> IMMEDIATELY
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