

RISK ASSESSMENT



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|------------------------------|--------------------------|--|----------|---|--------------------------|--|-----------------------|
| ORGANISATION | City Cruises York | | | ASSESSOR(S) Mark Brownbridge – Designated Person | | | |
| LOCATION / SITE | CCY landings and vessels | | | | | | |
| DESCRIPTION | Passenger safety | | | TELEPHONE NO. | 01904 628324 | | |
| DATE OF ASSESSMENT | 09/02/2021 | | | EMAIL | infoyork@citycruises.com | | |
| REASON FOR ASSESSMENT | INITIAL | | PERIODIC | ✓ | CHANGE OF RISK | | FOLLOWING AN INCIDENT |

| DEGREE OF RISK | | | | RISK RATING MATRIX | | | | | | | PERSONS AT RISK | |
|----------------|--------------------|--------------|--|--------------------|--|--|--|--|--|--|-----------------------|---|
| LIKELIHOOD (L) | | SEVERITY (S) | | | | | | | | | | |
| 5 | Inevitable | 5 | Very High - Multiple Deaths | | | | | | | | Employees | |
| 4 | Highly Likely | 4 | High - Death, serious injury, permanent disability | | | | | | | | Participants | |
| 3 | Possible | 3 | Moderate – RIDDOR over 3 days | | | | | | | | Customers | ✓ |
| 2 | Unlikely | 2 | Slight – First Aid treatment | | | | | | | | Contractors | |
| 1 | Remote Possibility | 1 | Nil – very minor | | | | | | | | Members of the public | ✓ |
| | | | | | | | | | | | Volunteers | |
| | | | | | | | | | | | Other Persons | |

| | | SEVERITY | | | | |
|------------|---|----------|----|----|-----------|-----------|
| LIKELIHOOD | | 1 | 2 | 3 | 4 | 5 |
| | 1 | 1 | 2 | 3 | 4 | 5 |
| | 2 | 2 | 4 | 6 | 8 | 10 |
| | 3 | 3 | 6 | 9 | 12 | 15 |
| | 4 | 4 | 8 | 12 | 16 | 20 |
| | 5 | 5 | 10 | 15 | 20 | 25 |

| REVIEW DATES | |
|--------------|------------|
| 20/01/2012 | 08/04/2019 |
| 24/03/2014 | 09/02/2021 |
| 29/04/2015 | |
| 04/04/2016 | |

| RISK RATING SCORE | ACTION |
|-------------------|--|
| 1-4 | Broadly Acceptable – No action required |
| 5-9 | Moderate – Reduce risks if reasonably practicable |
| 10-15 | High Risk – Priority action to be undertaken |
| 16- 25 | Unacceptable – Action must be taken IMMEDIATELY |

| ACTIVITIES ASSESSED FOR SAFETY RISKS | |
|--------------------------------------|--------------------------------------|
| 1 | Passenger safety on quayside |
| 2 | Passenger embarking and disembarking |
| 3 | Passenger safety during cruise |

| Activity # | Significant Hazard | Possible Injuries | (S) | (L) | Risk Rating (LxS) | Acceptable | | Controls. Procedures and Precautions in Place |
|------------|--|--|-------------|-------------|-------------------|------------|----|---|
| | | | | | | Yes | No | |
| 1 | Passenger or member of public – struck by failed mooring equipment | Cut/abrasion Fracture Severe head injury | 1 3 4 | 1 1 1 | 1 3 4 | ✓ | | (1) Crewmember training (initial & ongoing). (4) All equipment suitable for purpose and regularly inspected. (5) Passenger safety chains. (6) Passenger management on board. (7) Passenger management ashore. (10) First aid assistance available. |
| 1 | Passenger or member of public – trip, slip or fall injury on quayside steps at landing | Cut/abrasion Strain/sprain Fracture | 1 2 3 | 2 2 2 | 2 4 6 | ✓ | | (1) Crewmember training (initial & ongoing). (3) Maintenance of landing stages to ensure surface is stable, free of debris and not slippery. (5) Passenger safety chains. (7) Passenger management ashore. (8) Passenger supervision. (10) First aid assistance available. |
| 1 | Passenger or member of public – trip slip or fall injury on mooring pontoons or landings | Cut/abrasion Strain/sprain Fracture | 1 2 3 | 2 2 2 | 2 4 6 | ✓ | | (1) Crewmember training (initial & ongoing). (3) Maintenance of landing stages to ensure surface is stable, free of debris and not slippery. (7) Passenger management ashore. (8) Passenger supervision. (10) First aid assistance available. |

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| 2 | Mooring equipment fails, allowing vessel to move, resulting in passenger falling onto vessel or quayside. | Cut/abrasion Strain/sprain Fracture | 1 2 3 | 1 1 1 | 1 2 3 | ✓ | (1) Crewmember training (initial & ongoing). (4) All equipment suitable for purpose and regularly inspected. (5) Passenger safety chains. (10) First aid assistance available. |
| 2 | Mooring equipment fails, allowing vessel to move, resulting in passenger falling into river | Cut/abrasion Fracture Crushing Drowning | 1 3 4 4 | 1 1 1 1 | 1 3 4 4 | ✓ | (1) Crewmember training (initial & ongoing). (4) All equipment suitable for purpose and regularly inspected. (7) Passenger management ashore. (8) Passenger supervision. (10) First aid assistance available. |
| 2 | Passenger - trip, slip or fall | Cut/abrasion Strain/sprain Fracture | 1 2 3 | 2 2 2 | 2 4 6 | ✓ | (1) Crewmember training (initial & ongoing). (3) Maintenance of landing stages to ensure surface is stable, free of debris and not slippery. (8) Passenger supervision. (10) First aid assistance available. |
| 3 | Passenger - trip, slip or fall while vessel is moored or underway | Cut/abrasion Strain/sprain Fracture | 1 2 3 | 2 2 2 | 2 4 6 | ✓ | (4) All equipment suitable for purpose and regularly inspected. (9) Crew training and cleaning of vessel (initial and ongoing). (10) First aid assistance available. |
| 3 | Passenger falling over board into the river while vessel is moored or underway | Cut/abrasion Fracture Crushing Drowning | 1 3 4 4 | 1 1 1 1 | 1 3 4 4 | ✓ | (4) All equipment suitable for purpose and regularly inspected. (5) Passenger safety chains. (6) Passenger management on board. (7) Passenger management aboard and ashore. (10) First aid assistance available. (11) Trained in person overboard procedures. (18) Crewmembers provided with lifejackets. |
| 3 | Emergency incident during cruise i.e. collision, grounding, fire, mechanical failure, vessel flooding, violent incident, passenger illness or injury. | Cut/abrasion Fracture Crushing Death | 1 3 4 5 | 1 1 1 1 | 1 3 4 5 | ✓ | (10) First aid assistance available. (11) Trained in person overboard procedures. (12) Passenger Announcements over PA system. (13) Vessels contact with shore. (14) Trained in emergency procedures. (15) Crewmembers provided with lifejackets. |

CONTROLS. PROCEDURES AND PRECAUTIONS IN PLACE

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| (1) | Initial and ongoing crew member training stresses the importance of crewmembers taking care whilst moving between the vessel and landing stage, and whilst mooring/unmooring the vessel. |
| (2) | All skippers and crew members have been alerted to the importance of ensuring that crewmembers and passengers are not put at risk when mooring. Detailed guidance has been incorporated into the skipper and crew training manuals and distributed to all boat based staff currently employed by City Cruises York. |
| (3) | Landing stages surface material must be appropriate for use and present minimum risk of tripping or slipping. The landing stages must be kept clean and free of debris to minimise the risk of slipping, tripping or falling. Any faults should be reported by employees using the maintenance request procedure. Any such faults are always a high priority and remedied promptly. |
| (4) | All boarding steps, gangways etc. Should be fit for purpose, well maintained, and correctly rigged and positioned. Where more than 2 steps are needed a handrail must be provided adjacent to the steps. The vessel's skipper is required to ensure that all the vessel's mooring lines and their securing points are in good condition. These checks form part of the skipper's pre-departure checks that must be carried at the start of every day that the vessel is involved in passenger carrying operations. |
| (5) | All vessels are equipped with safety chains designed to ensure passengers are kept well away from boarding/disembarkation points while the vessel is being moored/unmoored. These chains are always put in place before the vessel is moored/unmoored. |
| (6) | Prior to the vessel arriving at a landing, an announcement is made over the P.A. system instructing passengers to remain seated and well away from the boarding gates until the vessel is safely moored. The vessel's crew ensure that passengers are kept well away from the areas around the mooring points. |
| (7) | Prior to a vessel arriving at or departing from a landing, passengers are moved well away from areas around the mooring points. Where safety chains are available these are used to keep passengers back. If chains are not available, it is the responsibility of the quayside assistant, or in their absence the vessel's skipper and crew members, to ensure that passengers are kept well clear. |
| (8) | All passengers are supervised (and assisted where necessary) when boarding and disembarking the vessel. |
| (9) | Initial and ongoing crewmember training stresses the importance of crew members and passengers taking care whilst moving about the vessel while it is motion. Drinks spillages to be mopped up immediately and any broken glass removed with a dustpan and disposed of in appropriate glass bin. |
| (10) | All skippers hold a first aid certificate. First aid boxes are available on every vessel near each bar. Stock levels are regularly checked and updated. The vessel's skipper will attend to the injured person and will either advise the passenger to seek further medical attention, or in more serious cases call for appropriate emergency services. |
| (11) | All vessels are equipped with emergency equipment to assist the rescue of a person overboard. All skippers and crew receive regular training in person overboard procedures. |
| (12) | Passengers will receive emergency announcements given over the P.A. system by the skipper. |
| (13) | Vessels always have radio and telephone contact with the shore i.e. City Cruises York office, and emergency services. |

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|-------------|--|
| (14) | All vessels are equipped with emergency equipment. All skippers and crew receive regular training in emergency procedures. |
| (15) | All crew members are provided with lifejackets to enable them to safely work outside of passenger areas or in the water if required. |

RISK ASSESSORS RECOMMENDATIONS – ADDITIONAL CONTROL MEASURES IN ORDER OF PRIORITY

| # | Detail | Completed? | Date |
|------------|---|------------|---------|
| (1) | Condition of landing stages to be closely monitored. Cleaning and repairs to be undertaken where required. | | Ongoing |
| (2) | All accidents to be reported and followed up to ensure that improvements to systems, training, and/or equipment are made where appropriate. | | Ongoing |
| (3) | Effectiveness of skipper and crew training to be closely monitored. | | Ongoing |
| (4) | This risk assessment to be reviewed annually and following any material accident or incident. | | Ongoing |

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|-------------------------|---|-------|-------------------|
| ASSESSORS SIGNATURE(S): |  | DATE: | 09/02/2021 |
|-------------------------|---|-------|-------------------|