

8.10.2024

*As part of Tourism Safety Training at Ylläs on 8<sup>th</sup> October 2024, Finnish Safety and Chemicals Agency Tukes arranged group discussions and training on the risk assessment of the customer risks in programme services. Below you will find the summary of these discussions. The purpose of this list is to encourage programme safety providers to improve their risk assessments and to utilise its results on more comprehensive manner.*

*If you have any questions or concerns with regard to customer risk assessment, safety documentation, customer accident or other customer safety issues in services, do not hesitate to contact us!*

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## 15 tips to upgrade the customer risk assessment (and safety culture)

### 1. Critical review.

- When was the customer risk assessment initially made?
- Is it up to date?
- Does it cover the service as it is provided today?

### 2. Examine [Tukes's templates](#) to help risk documentation.

- Templates include a checklist of typical customer risks in services and a Word template to document the results of the assessment. In Finnish only.
- You can also use other templates or software to record the findings.
- Check [Tukes's website on obligations of the service provider](#)

### 3. Allocate sufficient resources for updating the risk assessment.

- Appoint a responsible person and enough time.
- Ensure that the expertise of the staff is adequately utilized in the assessment.
- Discuss the results with the staff.

### 4. Ensure that the risk assessment covers all the current operations and locations.

- You can divide the risk assessment into two parts: First, record the common risks for all activities and locations.
- Then, supplement it with the specific characteristics and unique risks of each activity and location.

### 5. Increase the detail and accuracy of the risk descriptions.

- Do not just say: Customer may get hurt.
- Instead, write a detailed description of the hazardous situations that clearly explains how, why, where and when a customer might get injured while using the service.

- For example: “When starting snowmobiles, the customer might accidentally press the throttle, causing the snowmobile to suddenly move and potentially hit other customers. To prevent this we...”
- 6. Consider the specific characteristics of customer groups.**
    - Consider the main customer groups of the service: How their capabilities, awareness, expertise or special safety needs may influence the risks?
  - 7. Gather information from various sources.**
    - Others may know more about the risks than you do. Search for safety information from the websites of the authorities and federations.
    - Follow safety news and react proactively to accidents and near-misses happened elsewhere. Learn from others.
  - 8. Visualise the risk assessment results.**
    - Use route and area maps to visualise the results of the risk assessment.
    - Mark the hot spots and the locations where accidents and near-miss incidents occur on the maps and plans.
  - 9. Put the risk assessment to work.**
    - Utilize the work you have done and the information collected about risks.
    - Simply recording risks is not enough. The assessment must lead to practical measures to improve safety. Document these actions as well!
    - Use the risk assessment in staff training, customer guidance, daily safety checks, etc.
    - Use same procedures, templates and information to assess occupational health and safety risks.
  - 10. Take safety inspections as a daily practice.**
    - Make a safety check before each trip and group, focusing on their special safety needs and current conditions.
    - Adjust the service accordingly.
    - The more comprehensive your initial risk assessment is, the easier it is to conduct daily safety inspections.
    - The risk assessment compiles the basic information about service safety, making it easier to identify these aspects in everyday operations.
  - 11. Analyse the data**
    - Compare safety observations to recorded risks.
    - Does the documented risk assessment reflect what happens in the service?
    - Do you identify recurring events or phenomena in the data? For example, multiple accidents in the same location, customers repeatedly making the same mistakes, or a certain type of accident occurring frequently? Respond to these proactively.
  - 12. Note the success.**
    - In addition to accidents, near-misses and other safety deviations, also gather information on situations where safety has been well implemented.
    - Record to risk documentation all the current measures that already have been taken to improve and maintain safety.
    - Thank and reward the staff for their safety-related achievements.
  - 13. Engage in a safety dialogue with the customers.**
    - Inform customers about the risks of the service.
    - Maintain an open line of communication and create an atmosphere where customers feel comfortable asking questions and discussing safety issues with the staff.
    - Encourage customers to report their safety observations to the staff.

**14. Require the same from the suppliers.**

- Require subcontractors to conduct risk assessments for the services they provide.
- Include the requirement for risk assessment and safety documentation in the subcontracting agreement.
- Demand high-quality.

**15. Report serious customer accidents and serious near-misses to Tukes.**

- Accidents that cause death, permanent harm or involve children, adolescents or several people.
- Accidents and near-misses due to a fault or defect in the service procedures or equipment.
- Accidents and near-misses that deviate from the norm. These are completely new and unexpected safety incidents that someone else could learn from.
- Use [Tukes's website form](#) (in Finnish and Swedish) or send email to [kirjaamo@tukes.fi](mailto:kirjaamo@tukes.fi).