

Risk Assessment

Activity	Edinburgh Tours Ticket Selling/Guides
Location	Waverley Bridge and various other locations
Persons at Risk	Edinburgh Bus Tours Employees
Name of Assessor	Eilidh Lancashire - General Manager
Date	13/03/26

Ref No.	Description of Hazard	Risk Ranking (before controls)			Control Measures	Risk Ranking (after controls)		
		L	S	R		L	S	R
1. Slips & Trips	<ul style="list-style-type: none"> ET ticket sellers slipping on ice/frost on untreated pavements during periods of cold weather ET staff tripping on broken and uneven paving slabs ET staff whilst on conducting duties tripping on relatively steep Mac bus access steps 	4	4	16	<ul style="list-style-type: none"> CEC usually grit town centre areas - If required, ET also grit the ticket seller work areas around Waverley Bridge, around the exterior of Waverley travel shop and the steps to the cabin in Princes' St gardens All ET ticket selling staff are subject to a familiarisation with the vehicles/locations they will be operating on All permanent ET staff i.e. employed during the winter are offered suitable winter footwear 	2	3	6
2. Conflict between employees and vehicle	<ul style="list-style-type: none"> ET staff being involved in collisions with private vehicles whilst travelling to and from their place of work and Waverley travel shop ET staff being involved in collisions with company vehicles whilst on conducting duties 	3	5	15	<ul style="list-style-type: none"> All ET ticket sellers, Bridge staff and drivers are informed to use available pedestrian crossing points at all times All ET staff are informed and made aware that they must only access and egress vehicles whilst stationary Staff informed they must not move between the front and rear of parked up company vehicles on Waterloo Place. 	1	5	5
3. Muscu-lo-skeletal	<ul style="list-style-type: none"> Risks associated with standing for long periods of time Manual handling activities including distribution and collection of advertising boards and very occasional transportation of leaflets by porter's trolley to cabin. 	4	3	12	<ul style="list-style-type: none"> Although ET ticket sellers may be required to stand for a relatively long part of their shift, they are not stood in the same position for long periods and are able to walk around the work area Female ticket sellers should inform their Line Manager in writing as soon as possible after receiving confirmation that they are pregnant. While many women may prefer not to disclose this information in the early stages, they may have to in order to have reasonable adjustments made to their work Any staff assuming manual handling activities will receive basic manual handling training 	1	2	2
4. Anti-social behaviour	<ul style="list-style-type: none"> Work-related violence (related to cash handling etc.) 	3	4	12	<ul style="list-style-type: none"> All staff working with public receive Shine e-learning conflict management training When ticket sellers have acquired £1K in cash, they shall then proceed to cash in at Waverley travel shop however, staff may cash in at anytime Any employee subjected to acts of violence will be informed of the availability of counselling ET ticket sellers are not left isolated and do not operate alone 	1	4	4

Ref No.	Description of Hazard	Risk Ranking (before controls)			Control Measures	Risk Ranking (after controls)		
		L	S	R		L	S	R
5. Welfare	<ul style="list-style-type: none"> Hazards associated with lack of welfare facilities 	3	2	6	<ul style="list-style-type: none"> ET staff have use of toilet facilities within Waterloo Hub, Waverley Travel shop and other facilities As per standard rosters, all rosters for ET ticket selling staff will include provisions for meal breaks ET staff have the use of canteen facilities including vending machines for meal breaks at Waterloo Hub and Waverley Travel shop 	2	3	6
	<ul style="list-style-type: none"> Exposure to extremes of weather 	4	2	8	<ul style="list-style-type: none"> ET staff have all been issued with appropriate clothing to suit all weather conditions. ET staff will be briefed on how to receive further waterproofs and warm/cold weather clothing as required During periods of cold weather ticket selling staff are encouraged to return to Waverley travel shop for a hot drink every couple of hours out with normal break times 	1	2	2
	<ul style="list-style-type: none"> New employees being unfamiliar with building layout, fire plan and expected duties 	4	5	20	<ul style="list-style-type: none"> All new starts will receive a basic induction to include tour of building, fire awareness training and introduction to ticket selling prior to commencement of work 	1	5	5

Key: Risk Ranking = Likelihood x Severity

Likelihood:

- 1 = Very unlikely
- 2 = Unlikely
- 3 = Fairly unlikely
- 4 = Likely
- 5 = Certain

Severity:

- 1 = No injury or illness
- 2 = Minor injury or illness
- 3 = Up to 7 days absence
- 4 = Over 7 day absence
- 5 = Fatality

Residual Risk (after controls):

- 17-25** = Unacceptable Risk
- 10-16** = High Risk
- 5-9** = Medium Risk
- 1-4** = Low Risk

Score 17-25 Unacceptable Risk

Stop activity immediately and review controls

Score 10-16 High Risk

Implement existing controls and look to improve on them within specified timescale

Score 5-9 Medium Risk

Implement existing controls and look to improve

Score 1-4 Low Risk

No further action required ensure controls maintained

Are Any Additional Precautions Required?

Managers of the location should add any additional precautions required at their location/garage to reflect any specific hazards not covered within this generic document (If Any)

Sign off and Approval

Conducted by:

Names: Eilidh Lancashire

Positions: General Manager - EBT

Date: 13/03/26

Signatures: Stuart Rollo

Approved by:

Name: Stuart Rollo

Position: Health & Safety Manager

Date: 16/03/26

Signature: Stuart Rollo

Review period: 2 years

Next review date: Mar 2028