



# Risk Assessment

Think Pacific Projects in the Fiji Islands

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# Global Mobility Risk Management

## Background

The following risk assessment has been completed by Think Pacific in line with our policies, procedures and feedback from guiding over 500 volunteer projects, programmes and study tours in the Fiji Islands since 2009. Processes include formal assessment visits and audits of accommodation and transport providers, villages and local surroundings by the Think Pacific Director and Senior Management team, meetings with Fijian Ministry, Provincial Council and local partners. Consultation with Expedition Staff, Project Managers and the Directors.

## Measures

- Risk assessments are updated prior to each individual project and study tour.
- Risk assessments are referenced throughout the project by Think Pacific staff
  - Following each project, the risk assessment is reviewed.
  - Learning outcomes are used to influence future assessments.
- Risk assessments are compiled with consideration of Fijian Law, DFAT guidelines and UK Government Health and Safety Executive <https://www.hse.gov.uk/>
- This risk assessment is in addition to Think Pacific policies, including Health and Safety, Crisis Management and First Aid, which are available upon request.

# Risk Evaluation

## General Practice

- **Step 1-** Think about the activity and decide what the **significant** hazards are, using the table below as a guide
- **Step2-** When you have identified the hazards think about what you are doing to control those hazards
- **Step 3-** What is the risk of injury or harm from your identified hazard, you can set this as High/Medium or Low
- **Step 4-** Can anything else be done to lower the risk and consequence of any injury
- **Step5-** Set a timescale to put actions in place to control the hazard or remove it completely.

### Hazard Examples

1.	Fall of person (from work at height)	6.	Lighting levels	11.	Use of portable tools and equipment	16.	Vehicles / driving at work	21.	Hazardous fumes, chemicals, dust	26.	Violence to staff / verbal assault/confrontation
2.	Fall of objects	7.	Heating & ventilation	12.	Fixed machinery or lifting equipment	17.	Outdoor work / extreme weather	22.	People movement and crowd control	27.	Induction of staff/contractors
3.	Slips, Trips & Housekeeping	8.	Stress	13.	Accidents/incidents	18.	Hazardous substances	23.	Confined space	28.	Security Provision
4.	Manual handling operations	9.	Welfare provision	14.	Noise or Vibration	19.	Layout, storage, space, obstructions	24.	Access and Egress	29.	Lone working / work out of hours
5.	Display screen equipment	10.	Electrical Equipment and PAT testing	15.	Fire hazards & flammable material	20.	First aid provision	25.	Food preparation both indoor and outdoor	30.	Other Hazards specific to your work.

# Evaluation Matrix

## Evaluating Likelihood and Consequence

For activities that have a higher degree of risk, we identify whether the risk is classified as **High- Medium -Low** by undertaking the following calculation: (L) **LIKELIHOOD** of harm occurring X (C) **CONSEQUENCE** or severity of harm or injury

### (L) LIKELIHOOD

1. RARELY - Won't be likely to re-occur
2. UNLIKELY - Not expected to re occur but possible
3. POSSIBLE - Occasionally may occur
4. LIKELY - Will probably re occur but not persistently
5. CERTAIN - Likely to occur persistently

### (C) CONSEQUENCE

1. NONE-No injury
2. MINOR- Short term/resolved in less than 1 month
3. MODERATE- Non permanent injury- up to 1 year
4. MAJOR- Permanent harm-RIDDOR reportable
5. CATASTROPHIC-Death

Likelihood	Consequence				
	1 - NONE	2 - MINOR	3 - MODERATE	4 - MAJOR	5 - CATASTROPHIC
1 - RARELY	1	2	3	4	5
2 - UNLIKELY	2	4	6	8	10
3 - POSSIBLE	3	6	9	12	15
4 - LIKELY	4	8	12	16	20
5- CERTAIN	5	10	15	20	25

# Project Activities & General Information

## Overview of Mobility

### Background

This is a team project organised and led by Think Pacific in Fiji. Think Pacific has over 10 years experience guiding 6000+ students on similar 1-3 month global projects to Fiji.. The mobility programme involves training, community based work experience and volunteering within traditional Fijian villages. Participants live and travel in a team guided by Think Pacific staff 24/7. Participants work alongside a local youth groups (age 16-25) on a range of holistic development aims, including: public health, climate change, mental health, cultural preservation, sport development, construction for development and leadership, designed with the Fijian Ministry to facilitate Fiji's National Development plan and improve the personal development of Fijian youth.

### Staff & Supervisors

Each project has a maximum of 24 students, led by 2 - 4 Think Pacific Leaders, who reside with the team 24/7 to offer daily guidance and support. In addition, Think Pacific has a team of Project Coordinators, Project Managers and Senior Management team based in Fiji. Think Pacific has a staff team of 60+ based within Fiji (rising to 90+ in the months of May - August) to facilitate the smooth running of projects. Think Pacific Staff undergo first aid training, police clearance (DBS or equivalent) and internal training. During the project phase, we are joined by representatives from partner organisations who deliver sessions and workshops including the Fijian Ministry and local NGOs representatives.

## Location - Viti Levu

The project will take place on Viti Levu Island in Fiji. The project itinerary visits different locations within Viti Levu including Nadi, Pacific Harbour, The Coral Coast, Suva, Nadroga Navosa and Ra. Viti Levu is Fiji's largest island, with the most advanced facilities, infrastructure, hospitals and healthcare facilities within the country. Viti Levu has the main domestic and international airports of Fiji and good road transportation and links across the island. There are a number of large towns and cities, including Fiji's capital, Suva, which is the location of Think Pacific's in-country office base. From this base, Think Pacific staff visits locations across Viti Levu each day.

## Accommodation

Accommodation includes resort based accommodation for briefing and debrief sections of the itinerary (often based in good quality dormitory style sleeping arrangements, with shared bathroom facilities, which are common to many resorts) as well as accommodation within homestays.

Within village homestays, students are paired with at least one other student within the home. The whole team live in the same very small community of approximately 40 families, including our staff. Homestays are planned and vetted under our process with the Fijian Ministry (see separate 'Think Pacific - Village Homestay Process'). Homestays provide the most unique experience of each project, but also a very basic living arrangement with cold water showers, eating traditional food, limited electricity and sleeping on a simple mattress for example. This is integral to the authentic and cultural experience provided and described in preparation. Think Pacific brief students thoroughly on this traditional village life aspect both with extensive content within the online Portal and during orientation briefings upon arrival.

Resorts used are CFC approved. Think Pacific has worked with many of these resorts for over 10 years with very good feedback. Homestays are planned in conjunction with the Fijian Ministry and adhere to government process.

## Transport

Transport and accommodation is arranged by Think Pacific Limited and vetted by Think Pacific staff. We use trusted local suppliers, many of whom we have worked with for over a decade.

## Weather

The project takes place between May - August, in Fiji's 'dry season' and the best time of year for Fiji's tropical climate.

## Phone Reception

Good mobile phone reception is available during briefing and de-brief. Less reliable reception during the project phases within rural areas. However, in these instances when phone signal is more limited, Think Pacific staff arrange daily visits to areas of good reception for check-ins with senior management staff and to relay messages from the UK and gain updates from HQ.

## FCO Advice

<https://www.gov.uk/foreign-travel-advice/fiji>

Good mobile phone The tropical cyclone season normally runs from November to April. See [Natural disasters](#)

- Prior to the global pandemic, around 20,000 British nationals visited Fiji every year. Most visits to Fiji are trouble-free.
- As a developing state, Fiji's health system is not of the same standard as you would find in the UK. See [Health](#)
- UK health authorities have classified Fiji as having a risk of Zika virus transmission. For more information and advice, visit the [National Travel Health Network and Centre website](#).
- Take care when visiting isolated locations, especially if you're on your own. There have been serious cases of sexual assaults against foreign women in Fiji. See [Crime](#)

- Although there's no recent history of terrorism in Fiji, attacks can not be ruled out. See [Terrorism](#)

## Project Aims

The project is planned in partnership with the Fijian Ministry, with formal Memorandum of Understanding. The participants' role on the project contributes towards the achievement of the Fiji National Development Plan, a 20-Year Development Plan with the vision of “Transforming Fiji” towards an even more progressive, vibrant and inclusive society. Whilst living at the heart of a traditional Fijian village, the group of students, led by their leaders work alongside a local youth group (age 16-25) to implement a range of holistic development aims across: public health, climate change, mental health, cultural preservation, sport development, construction for development and leadership. The key partners and collaborators for our projects are:

- The Fijian Ministry of Health, The Fijian Ministry of Youth & Sports, The Fiji National Sports Commission, ITaukei Affairs Board
- 10 + esteemed NGOs based in the Fiji Islands, including Youth Champs 4 Mental Health, The Fusion Hub, Alliance For Future Generations, Precious Plastic (Fiji), Diabetes Fiji and Child Benefit Fiji.

During the project students will be required to;

1. Adopt the Fijian way of life and be a culturally sensitive villager member.
2. Be a positive member of the volunteer team and a role model for Fijian youths.
3. Adopt a learning mindset and engage in the celebration of Fijian customs to preserve and promote the ‘i’taukei’ culture alongside Fijian youth.
4. Participate in daily workshops with Fijian youths, as we advocate key messages from government and leading charities, that empowers communities and facilitates the implementation of Fiji’s National Development Plan.

# Contacts Within Fiji

## Think Pacific

- **Office (UK):** Think Pacific, 15 Queen Square, Leeds, LS2 8AJ
- **Fiji Office:** 21 Petrie Heights, Viti levu, Fiji Islands
- **Main office number:** +44 113 335 9919
- **24/7 Emergency / Out of office telephone number;** +44 113 335 9922
- **Programme Manager - Fiji - Cam Watson - 00679 7677404**
- **Regional Manager - Based in Fiji: Ms Elisha Bano): 00679 7449680**
- **Operations Manager - Based in Fiji: Ms Laisa Drua: Tel: 00679 7449679**
- **Director - Simon Darker - Based in UK: 07595 437 797**

## Emergencies in Fiji

- Fiji Emergency (Fire, Ambulance, Police): 911

## Consulate

- British High Commission: +679 3229 100
- Australian High Commission: +679 338 2211
- US Embassy: + 679 331-4466

# Hospitals & Health Care

## Background to Health Care in Fiji

- Health care facilities in Fiji are good for routine medical treatment.
- Wherever possible, Think Pacific recommends visiting Suva Private Hospital.
- There is limited Ambulance service in Fiji - Viti Levu only
- In the event of very serious or complex cases, repatriation is likely.
- There are 25 government hospitals in Fiji and 3 private hospital facilities.
- Main hospitals on Viti Levu are based in Suva, Lautoka, Nadi and Sigatoka (Coral Coast).
- Fiji has a village-based approach to primary health care with a network of village health workers.
- There are 98 village nursing stations and 84 health centres staffed by either a doctor or nurse practitioner.
- MINISTRY OF HEALTH FIJI - <http://www.health.gov.fj/>

## Hospital - Contact Information

The following hospitals on Viti Levu would be used in cases of illness or injury:

### **OCEANIA Hospital (Pte Limited) PRIVATE HOSPITAL**

- 120, Amy Street, Toorak, Suva, Fiji. E: [info@ohpl.com.fj](mailto:info@ohpl.com.fj)
- Tel: (679) 330 3404
- M: (679) 992 4598
- Distance: Approximately 1-3 hours from location of briefings, debriefs and project villages (depending on stage of itinerary)
- Considered the best facility for medical care in Fiji and where appropriate distance. Think Pacific recommends their staff to use.. However, as a private facility. Payment is due on arrival and before consultation and treatment and rarely accepts insurance coverage upfront. Although health care can be accessed on a 'pay and claim' insurance basis.

### **Colonial War Memorial Hospital (CWM Hospital)**

- Tel: (679) 3313444, Waimanu Road, Suva. Dial 911 for emergency or ambulance service.
- CWM in Suva serves as Fiji's major teaching and referral hospital. It is well-equipped and is the largest and most advanced hospital in Fiji.
- Distance from project: Approximately 1-3 hours from location of briefings, debriefs and project villages (depending on stage of itinerary)
- Details: Busy facility. Long waiting times to be expected.

### **Sigatoka Hospital**

- Tel: (679) 650 0455
- Address: Sigatoka Hospital Road, Louvatu, Queens Rd, Cuvu, Fiji
- Closest facility for Nadroga Navosa Province and project villages
- Smaller hospital facility (60 beds), but adequate for immediate medical attention.

### **Raki Raki Hospital**

- Tel: (679) 669 4368
- Hospital Road, Raki Raki
- Closest facility for Ra Province project locations and project villages. Small facility of 22 beds

### **Lautoka Hospital**

- Tel: (679) 666 0399
- Hospital Road, Lautoka
- Main hospital in east Fiji, 339 bed capacity. However, not closest facility to project teams

### **Nadi Hospital**

- Tel: (679) 670 1128
- Hospital Road, Nadi
- Facility of 85 beds. Nearest facility for project arrival and departure (final night)

### **Village Health Centres**

- Often less than 30 minutes' from project and briefing sites. Run by a local health nurse. Useful for minor first aid and advice and medicine.

# Project Risk Assessment

## Viti Levu - Fiji Islands. Summer 2022

Last Updated	18th April 2022	Next Review Date:	16/05/22
Title	Main Project Risk Assessment, Viti Levu. (Projects for May - August 2022)	Completed by:	Harry Hunter - Fiji Director. Supported by Elisha Bano, Regional Manager and Simon Darker, UK Director
Hazards (i.e. what are you concerned might happen?)	Who might be harmed and how?	List existing controls or refer to safety procedures (i.e. what will Think Pacific do to minimise the risk?)	Remaining level of risk: high, med or low
Road Transport	Participants and Think Pacific staff increase likelihood of injury by car incidents if travelling in unsafe vehicles	<ul style="list-style-type: none"> <li>● Use approved and well known trusted suppliers wherever possible.</li> <li>● Vehicles to be checked before travel, by leaders.</li> <li>● Transport not to be used if deemed to be unsafe, overloaded or driver in unfit state.</li> <li>● Seat belts to be worn at all times where possible.</li> </ul>	L/M
Boat Transport	Participants and staff may increase likelihood of injury by using unsafe boats	<ul style="list-style-type: none"> <li>● Use approved and well known suppliers where possible.</li> <li>● Think Pacific staff to check over vessels, make enquiries with suppliers before boarding.</li> <li>● Life Jackets to be worn</li> </ul>	L/M

		<ul style="list-style-type: none"> <li>● Safety policy followed (e.g no smoking no overloading)</li> </ul>	
Walking by foot	Participants and staff risk injury by walking in unknown areas including cities and rural areas	<ul style="list-style-type: none"> <li>● Pre-plan any routes you intend to take</li> <li>● Avoid fast roads where possible</li> <li>● Travel in a group when possible</li> <li>● Caution when crossing roads. Be mindful of poor drivers or cyclists.</li> <li>● Avoid walking at night where possible.</li> <li>● In rural areas, follow main paths and listen to local guides</li> </ul>	L
Sun	Participants and staff may suffer from sunburn or heat stroke if precautions are not taken in Fiji.	<ul style="list-style-type: none"> <li>● Advise on dangers of sunburn in Fiji and daily reminders to wear sunscreen.</li> <li>● Discourage excessive activities or sunbathing in midday heat.</li> <li>● Reiterate during daily briefings.</li> <li>● Use of aftersun if burned.</li> <li>● Facilitate transport to a medical facility if necessary.</li> <li>● Participants advised to bring sunscreen and aftersun</li> </ul>	L/M
Heat	Participants and staff could suffer dehydration, Heat Exhaustion.	<ul style="list-style-type: none"> <li>● Allow acclimatisation to Fiji's heat during the briefing.</li> <li>● Maintain the importance of keeping hydrated throughout the day.</li> <li>● Ensure adequate supplies of freshwater and that participants are aware of where to purchase bottled water.</li> <li>● Use rehydration sachets for any suspected case of dehydration.</li> </ul>	L/M
Hotel Accommodation	Participants require safe and appropriate accommodation	<ul style="list-style-type: none"> <li>● Accommodation is vetted and approved in line with our health and safety audits.</li> <li>● Staff checks on arrival.</li> <li>● Ask participants to advise of any issues once checked in.</li> </ul>	L
Village Homestay	Participants require safe and appropriate accommodation	<ul style="list-style-type: none"> <li>● Homestays are checked and vetted by Think Pacific staff.</li> <li>● Village is consulted and briefed by our Community Development Advisor.</li> <li>● Phases of meetings in line with our accommodation policy.</li> <li>● Communication, presentation and meetings to sub groups within the</li> </ul>	L/M

		community including women's groups, youths, elders, Tikina, health workers etc so all are fully advised.	
Theft	Participants and staff. Mitigate risk of being robbed in accommodation or pickpocketed.	<ul style="list-style-type: none"> <li>● Participants advised to keep their possessions securely and to use a lock on their bag.</li> <li>● Items to be kept securely on their person when visiting local surroundings.</li> <li>● Participants briefed on the concept of Kere Kere when visiting traditional villages.</li> <li>● Reiterate during project briefings, when participants can become more complacent, especially within their village homes.</li> </ul>	L/M
Security	Participants. Mitigate risk of mugging or assault.	<ul style="list-style-type: none"> <li>● Urban areas are generally friendly and safe, but there are some pickpockets and thieves.</li> <li>● Avoid people who approach you asking for your name and country.</li> <li>● Equally, do not let anyone lead you off to another location or isolate you.</li> <li>● Participants briefed during orientation and before arriving in Suva</li> </ul>	L/M
Darkness / Activities or transport at night time	Participants avoid increased risk at night time and walking in poorly lit areas	<ul style="list-style-type: none"> <li>● Avoid walking at night, especially on your own.</li> <li>● Taxis are readily available in urban and resort areas, even for short journeys.</li> <li>● In rural villages, it is safe to walk at night, however, use a torch (headtorch is best).</li> <li>● Walk in pairs where possible and wear appropriate footwear</li> </ul>	L/M
Hygiene and Sanitation	Participants may experience diarrhoea & sickness if hygiene is poor, especially in rural areas.	<ul style="list-style-type: none"> <li>● Resort accommodation provides a good standard of health and hygiene.</li> <li>● When visiting rural villages, expect lower levels of sanitation.</li> <li>● Participants are advised to bring sanitising hand gel.</li> <li>● Ensure good personal hygiene, washing hands thoroughly and regularly and avoiding contact with your mouth when in and around</li> </ul>	L/M

		<p>the village environment.</p> <ul style="list-style-type: none"> <li>● It is important to keep cuts clean against risk of infection, which is common health complaint in the tropics</li> </ul>	
Minor cuts, scratches, boils are bites	Risk of discomfort and infection in tropical environment	<ul style="list-style-type: none"> <li>● Common in Fiji and can lead to infection.</li> <li>● Keep any cut, scratch, insect bite or boil clean and covered and practise good hygiene.</li> <li>● Participant to notify Think Pacific staff at earliest opportunity or any cut or boil and participant to advise staff of any deterioration.</li> <li>● Participant to be aware that Think Pacific can facilitate transport to hospital care when the participant wishes to gain medical advice.</li> <li>● Student to advise if they wish to see a nurse or doctor at any point and Think Pacific staff shall facilitate</li> </ul>	L/M
Traditional medicine in Fiji	Risk of further illness or injury through traditional medicine practices/ risk of delaying treatment	<ul style="list-style-type: none"> <li>● Participants are advised that traditional medicine is never advised to treat illness or injury. Participants engage in traditional medicine at their own risk.</li> <li>● Advise participants through the portal and through briefings in country.</li> </ul>	
Illness due to food contamination	Participants become ill or the program interrupted/ delayed or curtailed due to contracting disease or infection from food contamination. Possibility of contaminating the entire team.	<ul style="list-style-type: none"> <li>● Hotels and restaurants used by Think Pacific have been vetted and approved in line with our internal policies.</li> <li>● Think Pacific does not advise hotels where we are aware of past instances of food poisoning.</li> <li>● Wash before eating any fruits and vegetables.</li> <li>● Food is provided by hosts in the village. Think Pacific staff brief village ahead of arrival.</li> <li>● Students should be vigilant and advise leaders of any poor practices of food hygiene they see, so they may be resolved.</li> </ul>	L/M

Diet / Dietary requirement / Allergies	Illness due to allergy/ ensuring participants eat healthy and balanced amount of food each day	<ul style="list-style-type: none"> <li>● Participants are briefed on food 'challenges' within Portal and at the briefing.</li> <li>● Food can be basic and carbohydrate-heavy with limited fruit and vegetables.</li> <li>● Participants were advised to bring vitamin tablets.</li> <li>● Participants told to advise Think Pacific of any allergy or dietary need</li> <li>● Think Pacific brief family of dietary needs but the student may need to reiterate to family, especially regarding allergies and dietary requirements and be vigilant to errors and cross cultural miscommunication.</li> <li>● Students ensure they are comfortable with the foods provided and they understand the foods they are eating by asking questions to their hosts.</li> <li>● if participants are unsure to ask the advice of their leader.</li> </ul>	L/M
Water Contamination	Participants and staff may experience illness from drinking contaminated water	<ul style="list-style-type: none"> <li>● Advised to drink bottled water when in Suva.</li> <li>● Although tap water is generally safe, it can take time to get used to.</li> <li>● When in rural villages, water is via rainwater catchment tanks.</li> <li>● Boil water or use water purification tablets where necessary. It is advisable to use water purification initially as the body becomes used to the water.</li> <li>● Avoid drinking water from the river or creek as this can lead to Typhoid.</li> <li>● Ensure to have TYPHOID VACCINATION as soon as possible once confirmed onto the program to ensure this has been arranged before departure.</li> </ul>	L/M
Rats, Rodents	Participants may become ill from diseases spread by rodents	<ul style="list-style-type: none"> <li>● At resorts, accommodation is of a generally good standard and should not apply.</li> <li>● In rural villages, rats or rodents can occasionally come into homes.</li> <li>● Participants asked to keep their bed and surrounding area clean:</li> </ul>	L

		<p>clothes are off the floor. Staff and village to check accommodation before arrival.</p> <ul style="list-style-type: none"> <li>● Advise Think Pacific leader of any issue and staff with work with the village to resolve</li> </ul>	
Mosquitoes and Dengue Fever	<p>Mosquito bites, lead to discomfort and risk of infection from scratching bites. There have been cases of Zika and Dengue fever in Fiji. There is NO Malaria in Fiji</p>	<ul style="list-style-type: none"> <li>● There have been cases of Zika and Dengue fever in Fiji.</li> <li>● Be very mindful of mosquitos - advice provided within Portal and at briefing.</li> <li>● Participants advised to bring mosquito repellent (with high concentration of DEET).</li> <li>● Also to bring a mosquito net and to advise leaders for assistance with fitting a net.</li> <li>● Participants advised to wear light, but long-sleeve clothes in the evening.</li> <li>● Refrain from scratching bites as this can cause infection.</li> </ul>	M
Excursions - Sea/swimming/Fishing (Ocean based)	<p>Participants risk danger if precautions are not taken when fishing or snorkelling in the sea. Risk of drowning, strong currents</p>	<ul style="list-style-type: none"> <li>● Participants follow advice of local guides on fishing or similar activities.</li> <li>● Refrain from water based activities if the participant cannot swim 50 metres comfortably.</li> <li>● Advise team on the tides – insist they refrain from swimming on or over reefs at low tide.</li> <li>● Reef shoes can be advised when swimming near coral</li> </ul>	L/M
Excursions - Walking, treks, exploring by land	<p>Participants risk danger if precautions not taken when trekking or exploring</p>	<ul style="list-style-type: none"> <li>● Wear appropriate footwear for excursions.</li> <li>● Follow advice of local guides</li> <li>● Ensure team members are physically fit and able to attempt the trek</li> </ul>	L
Alcohol / Kava / Recreational drugs	<p>Participants risk injury if drinking excessively or causing offence if drinking within rural communities</p>	<ul style="list-style-type: none"> <li>● Participants advised pre-departure never to drink alcohol within traditional villages or project settings, which is against code of conduct and deemed misconduct on project.</li> <li>● Participants should never drink alcohol with Fijian community members or Fijian youths.</li> </ul>	L

		<ul style="list-style-type: none"> <li>● Drink only in moderation at hotels and only permitted at debrief and exercise caution in beach and pool areas.</li> <li>● Drink Kava (Yaqona) in moderation within villages</li> <li>● Refrain from drinking Kava if experiencing side effects</li> <li>● Participants to read information about kava ahead of project within the Think Pacific portal</li> <li>● Drugs will not be tolerated. Participants to be aware that possession of drugs in Fiji carries a mandatory prison sentence.</li> </ul>	
Sexual Harrassment, assault or abuse	Participants and staff may risk sexual harrassment or abuse from within progam team or from local people.	<ul style="list-style-type: none"> <li>● Think Pacific follows DFAT advice and we implement a 'Preventing Sexual Exploitation, Abuse and Harassment Policy'</li> <li>● Participants are advised to read Think Pacific's policy and DFAT and make staff members of Think Pacific aware and follow the process should they encounter any incidents.</li> <li>● Brief all participants on appropriate interaction with the general public.</li> </ul>	L/M
Fraternisaton and Sexual relations within Fijian villages	Participants and staff risk causing offence and creating potentially harmful repucussions if they engage in sexual relations / are fraternising with local people within rural villages	<ul style="list-style-type: none"> <li>● Think Pacific follows the DFAT advice and recommends all participants and staff refrain from fraternising with local people.</li> <li>● Definitions of inappropriate conduct are provided within Think Pacific's specific PSEH policy.</li> <li>● This advice is also advised within project briefings.</li> </ul>	L/M
Adhering to cultural protocols	Participants and staff should be mindful of cultural protocols, especially dressing modestly, when in rural areas so as not to cause offence to local people	<ul style="list-style-type: none"> <li>● Participants and staff are briefed to wear appropriate clothing (as per Think Pacific's kit list advice) and also follow advice of Think Pacific staff or local guides as to cultural protocols.</li> <li>● Within Suva, there is less cultural restriction but advice is to continue to dress modestly such as not wearing swimsuits etc when walking in towns and cities.</li> </ul>	L

Disability, additional support required	Participant may be put in danger during boat, transport or have uncomfortable or unsuitable accommodation if it is not known in advance if additional support for mobility or disability is required	<ul style="list-style-type: none"> <li>● Participants advised to make Think Pacific fully aware in advance.</li> <li>● Think Pacific will request for further information from participants and gain a full understanding.</li> <li>● Think Pacific will work to facilitate participation in the programme, where possible and where this does not pose a danger or detriment to the participant or local community.</li> <li>● Think Pacific shall make amendments as per our Inclusion Policy wherever this is possible for the itinerary.</li> </ul>	L
Pre-existing illness or medical condition	Participants may be put at risk if they have pre-existing conditions, which staff facilitators are not aware of.	<ul style="list-style-type: none"> <li>● Participants are advised to make Think Pacific aware in advance so we can implement risk assessment.</li> <li>● Think Pacific to be made aware of medication to be carried (participant to advise on booking form).</li> <li>● Participant to advise of any changes to their medical conditions prior to the start of project.</li> <li>● Think Pacific will work to facilitate participation in the programme, where possible and where this does not pose a danger or detriment to the participant or local community.</li> </ul>	M
Natural disasters	Participants and staff harmed by repercussions of natural disaster. Cyclone Season is Dec- March.	<ul style="list-style-type: none"> <li>● Think Pacific has a crisis management place, including processes for natural disasters including Cyclone and Tsunami.</li> <li>● Staff are briefed and trained.</li> <li>● In the rare occurrence of a natural disaster, monitor local news and media reports and follow any advice and instructions issued by authorities.</li> <li>● The Pacific emergency committee would direct operations and have done so very successfully in previous instances.</li> </ul>	L/M
Participants becoming lost or separated from	Participants may become lost or disorientated putting themselves at risk	<ul style="list-style-type: none"> <li>● Project is supervised 24/7 and few opportunities for independent excursions.</li> <li>● For any independent excursion participants asked to notify staff</li> </ul>	L

the group		<p>leader of whereabouts and timings</p> <ul style="list-style-type: none"> <li>● Leader to approve any participant visit or excursion away from the project site.</li> <li>● Participants are briefed on the itinerary and arrangements.</li> <li>● Think Pacific implements Head counts on all excursions.</li> <li>● Participants to have contact details for Think Pacific staff for emergencies</li> </ul>	
General Illness or injury requiring medical attention	Participants may suffer general illness or injury and require treatment in Fiji	<ul style="list-style-type: none"> <li>● Provide participants with emergency contact numbers in Fiji (included within this document).</li> <li>● Also emergency numbers for Think Pacific key staff</li> <li>● Think Pacific staff are first aid trained to offer support</li> <li>● Think Pacific shall arrange transport to nearest medical facility (nursing station, clinic of hospital) when required or requested by participant</li> <li>● Think Pacific creates a culture of participants seeking medical attention at the earliest opportunity and being proactive in visiting medical professionals for any illness or injury. This is expressed in our preparation material, orientation and within leader briefings.</li> </ul>	L/M
Fire	Participants and staff from fire related injury or death	<ul style="list-style-type: none"> <li>● Caution when smoking, follow hotel policy.</li> <li>● Do not smoke within Fijian homes.</li> <li>● Participants must ask leaders where the safest place within the area is to smoke.</li> <li>● Familiarise yourself with any emergency exit routes and a safe place to meet in case of fire or emergency.</li> <li>● Do not rely on hotels to carry out a roll call in the event of a fire alarm.</li> <li>● In the event of village fire, gather at the set meeting point advised by the leader in briefings.</li> <li>● Think Pacific will conduct headcount</li> </ul>	L/M

Hotel swimming pools	Participants and staff from injury related to use of pool	<ul style="list-style-type: none"> <li>● Participants and staff should check the safety of the pool before use, in particular noting the colour and any floating debris</li> <li>● Advise participants that lifeguards are not generally present and to exercise extra caution</li> <li>● Participants to practise pool safety, be cautious of diving and not to run across wet areas.</li> </ul>	L/M
Self-arranged activities not on the itinerary	Participants put in harm from organising own excursion	<ul style="list-style-type: none"> <li>● These visits have not been arranged by Think Pacific and are not included as part of the package.</li> <li>● Participants must satisfy themselves that the visit or excursion meets your own safety requirements</li> <li>● Participants to ensure that they are covered by insurance for any activity.</li> </ul>	L
Adverse weather conditions	Participants can be injured if they do not take precautions or follow local advice	<ul style="list-style-type: none"> <li>● Think Pacific shall obtain weather forecasts and assess conditions on the actual day</li> <li>● Participants and Think Pacific to be mindful that weather conditions can change quickly.</li> <li>● Be particularly mindful of extreme weather - high temperatures or tropical rain/ storms</li> <li>● Extreme weather such as Cyclones and heavy storms can occur but these are generally in October - March.</li> <li>● Appropriate clothing should be worn</li> <li>● Participants to have adequate clothing advised to note and bring all items listed within relevant sections of the Portal 'kit list'.</li> <li>● Think Pacific shall only travel to the placement destination, if it is safe to do so and will delay if necessary.</li> </ul>	L/M
Exploring coastal areas/ Swimming/ Snorkelling	Participants can be injured if they do not take precautions or follow local advice when exploring or swimming in	<ul style="list-style-type: none"> <li>● Participants to be mindful of hazards specific to coastal areas such as injuries from stepping on coral reefs</li> <li>● Participants to wear reef shoes (or trainers) when walking/ wading through shallow water to protect feet from coral cuts</li> </ul>	L

	coastal areas.	<ul style="list-style-type: none"> <li>● Consider the risk of falling debris from cliff tops and remain a safe distance away.</li> <li>● Always check with leaders and local people on areas for swimming and understand and be mindful of water depths and tides.</li> <li>● Participants to exercise caution on the beach and be mindful of sharp stones, coral, glass or debris that are under the sand and cause cuts. Participants advised to not walk barefoot on sand.</li> <li>● Be mindful of falling coconuts or resting under coconut trees or walking beneath trees.</li> </ul>	
Lack of awareness of country/area, local laws and customs	Consequential reaction of others to non-adherence or understanding of laws, tradition, religious and cultural customs	<ul style="list-style-type: none"> <li>● Before travelling participants are advised to research local laws/customs via FCO travel and cultural guidance available online.</li> <li>● Participants are advised to thoroughly read Think Pacific Portal, which includes 'village life' and 'Cultural Learning Modules'.</li> <li>● Participants to ensure they follow local dress code and cultural norms within traditional communities.</li> <li>● Never touch a Fijian on the head as this can cause offence</li> <li>● In Fijian villages; <ul style="list-style-type: none"> <li>○ Refrain from carrying items such as towels around your neck</li> <li>○ Carry any bag or daysack in your hands rather than over your shoulder.</li> <li>○ Take off hats or caps when walking through the community.</li> <li>○ Do not shout, swear or make loud noises when walking within a Fijian community</li> <li>○ Take shoes or flip flops off before entering a village home or communal building</li> <li>○ Remember that prayers will be said before any meal is eaten within a community.</li> <li>○ Only ever wear very modest clothing within a community (no revealing, low cut, short etc clothing and no swimsuits</li> </ul> </li> </ul>	L

		<p>within a community).</p> <ul style="list-style-type: none"> <li>● Participants advised to take similar precautions to those when living or studying at home, including <ul style="list-style-type: none"> <li>○ not take any unnecessary risks;</li> <li>○ be aware that they may stand out as a foreigner, especially when first arriving;</li> <li>○ seek local advice where necessary, such as in local areas to avoid;</li> <li>○ be alert when travelling alone or at night;</li> <li>○ be aware of laws, tradition, religious and cultural customs, depending on the destination;</li> <li>○ consider clothing and behaviour, before travelling to a destination</li> </ul> </li> </ul>	
Travelling without insurance details.	Unable to get medical treatment, resulting in the worsening of medical conditions/injuries	<p>Participants are advised it is essential to have travel insurance.</p> <ul style="list-style-type: none"> <li>● Participants provide these details to Think Pacific before the project commences.</li> <li>● Participants to ensure their placement destination is covered for the area(s) visited and the activities that are undertaken, (planned and un-planned).</li> <li>● Participants to have access to and understand the cover provided and travel insurance details throughout the placement and especially to have the details recorded for activating any claim and the timeframe to do so.</li> </ul>	L/M
Travelling and Living in a group with new people / living with host communities	Disagreements and arguments. Poor mental health. Loneliness	<ul style="list-style-type: none"> <li>● All participants agree to Think Pacific's code of conduct, which is provided within the portal.</li> <li>● Participants advised to practise compromise; be friendly, respectful and supportive of each other, and to advise Think Pacific leader of any problems</li> <li>● Think Pacific leaders to foster an atmosphere of teamwork and</li> </ul>	L/M

		<p>respectful collaboration through preparation and briefings.</p> <ul style="list-style-type: none"> <li>● Participants to be at all times respectful to their Fijian hosts</li> <li>● Participants advised to adopt a learning mindset to living in the community and appreciate differences and reflect on these afterwards rather than challenging any differences in the community.</li> <li>● ‘PPP’ - Personal Project Planning: These are weekly 1-1 conversations with the participant and a member of the Think Pacific leadership team, where participants can discuss their project, challenges and any challenges of living with others in person.</li> </ul>	
Mental illness, mental health conditions, underlying phobias, allergies	<p>Reduced mental health during the project. Reduced rational thought and level of competency, risk of loneliness, erratic behaviour or harm to themselves or others, increased risk when travelling alone. Students may not be adequately supported if underlying health conditions are not disclosed</p>	<ul style="list-style-type: none"> <li>● Participant should engage with occupational health professional/other support professionals to gain advise before project.</li> <li>● Think Pacific staff to be advised of any issues pre-departure (Booking and Pre-Departure Forms). All instances of mental ill health to be disclosed to we can advise fully.</li> <li>● Participant, where applicable, to be in possession of appropriate and adequate supplies of prescribed medication, supporting medical information - identifying condition, Medical ID bracelets.</li> <li>● Think Pacific have details of support network for physical and mental health needs, including emergency numbers for local services in Fiji if required. But participants should be aware that only very basic services exist in Fiji.</li> <li>● Students will be encouraged to disclose personal factors to Think Pacific so that reasonable adjustments can be made.</li> <li>● In some extreme cases, Think Pacific may not be able to accommodate participants on the project or decide the project may be a detriment to their recovery or health and not allow a student to proceed.</li> </ul>	L/M

		<ul style="list-style-type: none"> <li>● In cases where Think Pacific staff believe the participant is in danger, or risks causing harm to themselves or others, they may be removed from the project, with support provided by Think Pacific on next steps of returning home.</li> </ul>	
Loss of passport, driving licence, money, belongings	Consequences leading to stress and isolation, inconvenience and financial loss due to loss or theft of documents or fraudulent use	<ul style="list-style-type: none"> <li>● Participants are advised to keep important documents/items on hand, or secured within their bag at all times.</li> <li>● Participants advised: <ul style="list-style-type: none"> <li>○ Do not leave valuables on display</li> <li>○ Carry documents, cards or cash discreetly</li> <li>○ Carry bags across body rather than on shoulder;</li> <li>○ Have access to a copy of passport/driving licence, as proof of identity, and an appropriate credit card that can be used to pay for expenses if money is lost or stolen;</li> <li>○ Have access to emergency numbers to cancel lost or stolen cards and make arrangements to obtain alternative monies.</li> <li>○ Leave details with a responsible person at home eg parents</li> </ul> </li> </ul>	L/M
Threat of tropical illness or disease	Being infected and becoming unwell. Spreading to others. Injury without adequate care and tropical ailments that can quickly escalate	<ul style="list-style-type: none"> <li>● Think Pacific and participants to check for ALL currently reported illnesses/diseases on the FCO website immediately prior to travelling and act accordingly.</li> <li>● Participant to ensure professional medical advice is obtained for the placement country with regards to pre-existing conditions.</li> <li>● Participant to receive appropriate vaccinations</li> <li>● Participants are to carry adequate supplies of necessary medication within sufficient time prior to travel.</li> <li>● Participants are to notify Think Pacific staff in a timely manner if they believe they are unwell.</li> <li>● Participants are advised to visit a hospital or clinic if the leader recommends.</li> <li>● Participants should be especially vigilant with small ailments such as</li> </ul>	L/M

		<p>a cut or boil that can get infected in tropical environments and worsen.</p> <ul style="list-style-type: none"> <li>● Participants should exercise caution with general illness as this can be early signs of more serious illness such as Typhoid</li> </ul>	
Terrorism, hostage, political situations	Injury, imprisonment	<ul style="list-style-type: none"> <li>● Think Pacific will keep updated with both the FCO website and news coverage specific to Fiji, and we advise participants to do the same.</li> <li>● Think Pacific staff to be vigilant of suspicious behaviour, particularly near public buildings, structures or bridges, also inside buildings at specific entry/exit points, stairwells, hallways or fire escapes and participants are advised to be vigilant also.</li> <li>● Participants to be aware of vehicles parked in suspicious circumstances, possibly watching a building or structure, also slow-moving vehicles, near public buildings, structures or bridges</li> </ul>	L/M
Manual Handling: Heavy items, lifting and/or carrying something too heavy to move alone on project	Leading to injury to the back and/or other areas of the body	<ul style="list-style-type: none"> <li>● Participants are advised not to overpack (less than 20 Kg backpack advised).</li> <li>● Think Pacific staff to assist students in carrying bags onto buses etc as required by participants.</li> <li>● Participants are advised to take caution on community projects with lifting heavy objects or to ask for help from Think Pacific staff.</li> <li>● Building manager and leader onsite for any building or carpentry project to oversee and provide briefings.</li> </ul>	L/M
Injury on building/ carpentry projects due to accident with saws or tools or falling materials	Being injured or causing injury to others	<ul style="list-style-type: none"> <li>● For relevant project aims, a qualified building manager from Think Pacific is on site to direct and guide.</li> <li>● Instruction on how to use tools and equipment</li> <li>● Participants are encouraged to ask if they have questions or have not understood instructions</li> <li>● Health and safety briefing within Fiji is given for any community development project.</li> </ul>	L/M

		<ul style="list-style-type: none"> <li>● Participants are advised to bring adequate hard wearing footwear for building projects (such as boots or toe capped footwear) providing suitable protection of food injury or falling materials and tools.</li> <li>● Never go barefoot or wear flip flops near the building project.</li> <li>● Participants are advised to wear a safety helmet at all times for building projects</li> </ul>	
COVID-19	Risk of testing positive/ Illness from Covid symptoms / requiring hospital attention, upset/ frustration/ loneliness caused by having to isolate	<ul style="list-style-type: none"> <li>● COVID Information for Fiji is provided within online portal for participants to read before departure.</li> <li>● All staff and participants must have had 2 x doses of covid vaccines *approved by Fiji government</li> <li>● All staff and participants visiting Fiji are to complete RAT test 1 day before departure and have a fit to fly certificate</li> <li>● All staff and participants visiting Fiji must complete a RAT test within 72 hours after arriving into Fiji. Think Pacific shall provide notification of the details to book this test in Fiji before departure and this can be completed at the briefing resort or local centre in Fiji.</li> <li>● If testing positive, the participant must transfer to a private room at the hotel and self isolate. This is at the cost of the participant but Think Pacific shall facilitate all arrangements.</li> <li>● If symptoms deteriorate, or if participants request, Think Pacific staff shall transport students to a hospital facility for treatment.</li> <li>● Think Pacific to stay in daily contact with participants in isolation and offer support and pastoral care.</li> <li>● Participants are required to take a RAT test at least 1 day before departure from Fiji. Think Pacific will offer advice and recommendations.</li> <li>● If testing positive before departure from Fiji the participant will need to contact us on 0113 335 9919 to discuss options.</li> </ul>	L/M

Please note, for the above:

- 'Participant' means any university student, gap year student, career breaker, scholar or graduate undertaking a Think Pacific project
- 'Portal' means Think Pacific preparation portal located at [www.thinkpacific.online](http://www.thinkpacific.online) and which all participants are provided access with before departure. Please contact [simon@thinkpacific.com](mailto:simon@thinkpacific.com) to request access.