

Completed by **Harry Hunter (Director – Think Pacific)**

Date of risk assessment: **04/02/2020**

➤ **Review mechanisms:**

The following risk assessment has been completed by Think Pacific in line with our policies, procedures and feedback from guiding over 500 volunteer projects, programs 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 Management team including Think Pacific Director and Community Development Advisor. Meetings with Fijian Ministry, Provincial Council and Local partners. Consultation with Expedition Staff, Project Managers and the Directors.

➤ **Notes:**

- Risk assessments are updated prior to each individual project and study tour and referenced throughout the project by Think Pacific Leader.
- Following each project or study tour each risk assessment is reviewed and learning outcomes used to influence future assessments.
- Risk assessments are compiled following UK Government Health and Safety Executive <https://www.hse.gov.uk/>

Transport and Accommodation



➤ **Accommodation units undergo audits covering the following areas of safety and welfare:**

- fire safety (including alarm systems, detection, exit routes and signage)
- security
- food hygiene
- swimming pools
- balconies
- electrics
- gas-fired appliances
- general/domestic
- hazards

➤ **Transport: Any coach supplier used by our groups is subject to a safety audit. The audits will look at the following safety aspects:**

- insurances and operating licences
- vehicle age
- smoking and mobile phone policies
- suitability of drivers
- driving licences
- vehicle maintenance
- seat belts
- breakdown cover

➤ **Boat Travel: Any boat or ferry travel is subject to the following safety compliance and checks:**

- captain / operating Licenses
- life jackets
- insurances and liability
- vessel age
- vessel condition/ maintenance
- smoking and mobile phone policy
- accident log

Useful Contact information



ORGANISATION	CONTACT NUMBER
Fiji Emergency (Fire, Ambulance)	911
Fiji Police	917
British High Commission	+679 3229 100
Australian High Commission	+679 338 2211
US Embassy	+ 679 331-4466
Think Pacific (Harry Hunter – Fiji Director)	+ 679 744 9679
Think Pacific (Operations Manager)	+ 679 744 9679
Think Pacific 24 Hour Emergency Line	+ 44 7595 437 797
Peninsula Hotel, Pender Street, Suva, Fiji	+679 331 3711

Medical Facilities



- Health care facilities in Fiji are good for routine medical treatment.
- Wherever possible, Think Pacific recommends visiting MIOT Pacific Private Hospital in Suva.
- 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/>

FACILITY	CONTACT DETAILS	APPROXIMATE TRANSPORT TIME FROM STAMP	NOTES
MIOT PACIFIC Hospital	20 Amy Street Toorak, Suva, Viti Levu TEL: 3303 404	15 minutes from Suva Accommodation. Approximately 2-hour transport time from Moturiki Island or Leleuvia Island (45 min boat transfer + 1 hr 15 min road transfer).	Considered best facility for medical care in Fiji. Private facility. Payment due on arrival and before consultation and treatment.

CWM Hospital	Brown St, Suva, Viti Levu DIAL 911 for emergency or ambulance service.	Less than 15 minutes' drive from Suva accommodation. Approximately 2-hour transport time from Moturiki Island or Leleuvia Islands (45 min boat transfer + 1 hr 15 min road transfer).	Busy facility. Long waiting times to be expected.
Levuka Hospital	Levuka, Ovalau Island	Approximately 30 mins transfer from Moturiki or Leleuvia.	Smaller hospital facility. MIOT recommended when feasible.
Village Clinic	Moturiki Island	10 minutes' walk from village	Moturiki has a health nurse stationed. Useful for minor first aid and advise only.

Think Pacific Risk Assessment



Program: STAMP 2020

What are the hazards?	Who may be harmed and how?	What are you already doing?	Risk level after control (L, M, H)	Do you need to do anything else to control the risk?	Action by who?	Action when?	Done?
Road Transport	Participants and staff increase likelihood of injury by car incidents if travelling in unsafe vehicles	Use approved and well-known carriers where possible. All vehicles to be checked as per out Third Party transport policy. Staff to check over vehicle before volunteers use transport.	L/M	Assessment of all vehicles and drivers before travel. Transport not to be used if deemed to be unsafe, overloaded or driver in unfit state. Seat belts to be worn at all times where possible.	All Staff, Supervisor to monitor and manage	Before and during program	Ongoing in country
Boat Transport	Participants and staff may increase likelihood of injury by using unsafe boats	Use approved and well-known suppliers where possible. All vessels to be checked as per out Third Party transport policy.	L/M	Think Pacific staff to check over vessel, make enquiries with suppliers before boarding. Life Jackets to be worn and safety policy followed (e.g no smoking, no overloading)	All Staff present on transfers, Supervisor to monitor and manage	Before and during program	Ongoing in country

Walking by foot	Participants and staff risk injury by walking in unknown areas including cities and rural areas	Pre-plan any routes you intend to take Avoid fast roads where possible Travel in a group. Caution when crossing roads. Be mindful of poor drivers or cyclists. Avoid walking at night where possible. In rural areas, follow main paths and listen to local guides	L		Participants, All staff, Supervisor to monitor and manage	During Program	Ongoing in country
Sun	Participants and staff may suffer from sunburn or heatstroke if precautions not taken in Fiji.	Advise on dangers of sunburn in Fiji and daily reminders to wear sunscreen. Discourage excessive activities or sunbathing in midday heat. Apply after sun cream if required.	L/M	Reiterate during daily briefings. Use of after sun if burned. Facilitate transport to medical facility if necessary. Team to carry spare sunscreen, aftersun lotion	Participants, All staff, Supervisor to monitor and manage	Before and during program	Ongoing in country

Heat	Participants and staff could suffer dehydration, Heat Exhaustion.	<p>Allow acclimatization to Fiji's heat on day one.</p> <p>Maintain importance of keeping hydrated throughout the day.</p> <p>Ensure adequate supplies of fresh water and participants aware of where to purchase bottled water.</p> <p>Use dehydration sachets for any suspected case of de-hydration.</p>	L/M	Ensure participants have bottled water each day on project or advise of where to purchase	Participants, All staff, Supervisor to monitor and manage	During Program	Ongoing in country
Hotel Accommodation	Participants require safe and appropriate accommodation	Accommodation is vetted and approved in line with our health and safety audits. Accommodation for this program had been arranged at Peninsula Hotel, Suva.	L	Spot check on accommodation prior to arrival. Checks on arrival. Ask participants to advise of any issues once checked in.	Participants, All staff, Supervisor to monitor and manage	pre-arrival vetting complete. Check during program	Yes

Village Homestay	Participants require safe and appropriate accommodation	Homestays are checked and vetted by Think Pacific staff. Village is consulted and briefed by our Community Development Advisor.	L/M	Spot check on accommodation prior to arrival. Checks on arrival. Ask participants to advise of any issues once checked in.	Participants, All staff, Supervisor to monitor and manage	pre-arrival vetting complete. Check during program	Yes
Theft	Participants and staff. Mitigate risk of being robbed in accommodation or pickpocketed	<p>Participants advised to keep their possessions securely in their locked accommodation. Items to be kept securely on their person when visiting local surroundings.</p> <p>Participants briefed on concept of Kere Kere when visiting traditional villages.</p>	L/M	Reiterate during daily briefings.	Participants, All staff, Supervisor to monitor and manage	During Program	Ongoing in country

Security	Participants. Mitigate risk of mugging or assault.	Suva is a friendly city, but there are some pickpockets and thieves. Avoid people who approach you asking for your name and country. Equally, do not let anyone lead you off to another location to see something such as a ship, as these are scams to isolate you or force you to buy items and put you in a weak position	L/M	Reiterate during daily briefings.	Participants, All staff, Supervisor to monitor and manage	During Program	Ongoing in country
Darkness / Activities or transport at night time	Participants avoid increased risk at night-time and walking in poorly lit areas	Avoid walking at night, especially on your own. Taxis are readily available in Suva to hail down, even for short journeys. In rural villages, it is safe to walk at night, however, use a torch (headtorch is best) and wear appropriate footwear	L/M	Reiterate during daily briefings and provide briefing on location. When in village, identify nearest outside toilet and locality to accommodation.	Participants, All staff, Supervisor to monitor and manage	During Program	Ongoing in country

Hygiene and Sanitation	Participants may experience diarrhoea & sickness if hygiene is poor, especially in rural areas.	Suva hotels are good standard of health and hygiene. When visiting rural villages, expect lower levels of sanitation. Participants advise to bring sanitising hand gel. Ensure good personal hygiene, washing hands thoroughly and regularly and avoiding contact with your mouth when in and around the village environment.	L/M	Educate participants on day one of arriving in the village how to use the long drop toilets and bucket showers and reiterate keeping cuts clean.	Participants, All staff, Supervisor to monitor and manage	During Program	Ongoing in country
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<p>Food Contamination</p>	<p>Participant and staff can become ill or program interrupted/ delayed or curtailed due to contracting disease or infection from food contamination. Possibility of contaminating the entire team.</p>	<p>Hotel and restaurants advised by Think Pacific have been vetted and approved in line with our internal policies. Think Pacific do not advise hotels where we are aware of past instances of food poisoning.</p> <p>Wash with before cooking. Fruits and vegetables should be peeled and cooked correctly. In villages, boil drinking water.</p>	<p>L/M</p>	<p>Ask participants to advise of any illness that may be caused by food as soon as possible. Residual risk of sickness exists due to change in diet and food hygiene in rural areas.</p>	<p>Participants, All staff, Supervisor to monitor and manage</p>	<p>Before and During Program</p>	<p>Ongoing in country</p>
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Water Contamination	Participants and staff may experience illness from drinking contaminated water	Advise to drink bottled water when in Suva. Although tap water is generally safe, it can take time to get used to. When in rural villages, water is via rainwater catchment tanks. Boil water or use water purification tables where necessary. Avoid drinking water from the river or creek as this can lead to Typhoid. Ensure to have TYHPOID VACCINATION as soon as possible once confirmed onto program	L/M	Participants to continually be mindful of where their water comes from and taking precautions, especially when offered drinks. Drink bottled water in restaurants. Purify water when in the village.	Participants, All staff, Supervisor to monitor and manage	During Program	Ongoing in country
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Rats, Rodents	Participants may become ill from diseases spread by rodents	In Suva, accommodation is of generally good standard and should not apply. In rural villages, rats can occasionally come into homes. Participants to keep their bed and surrounding area clean: clothes are off the floor. Staff and village to check accommodation before arrival	L	Staff to carry rat poison to use if needed.	Participants, All staff, Supervisor to monitor and manage	Lodging vetted prior. Monitor during Program	Ongoing in country
Mosquitos and Dengue Fever	Participants may experience mosquito bites, leading to discomfort and potentially infection from scratching bites. There have been cases of Dengue fever in Fiji. There is NO MALERIA IN FIJI	Participants advised to bring mosquito repellent (with high concentration of DEET). Also to bring mosquito net.	M	Use mosquito repellent frequently. If bitten, do not scratch to avoid infection. During village stay, villagers may also use mosquito coils. Visit clinic or hospital immediately if also feeling sick or signs of Dengue Fever.	Participants, All staff, Supervisor to monitor and manage	Before and During Program	Ongoing in country

Excursions - Sea/swimming/Fishing (Ocean based)	Participants risk danger if precautions not taken when fishing or snorkelling in the sea. Risk of drowning, strong currents	Participants to follow advise of local guides on fishing or similar activities. Refrain from water based activities if participant is cannot swim 50 meters comfortably. Advise team on the tides – insist they refrain from swimming on or over reefs at low tide. Reef shoes can be advised when swimming near coral	L/M	Always wear life jackets when on boat excursions	Participants, All staff, Supervisor to monitor and manage	Before and During Program	Ongoing in country
Excursions - Walking, treks, exploring by land	Participants risk danger if precautions not taken when trekking or exploring	Wear appropriate footwear for excursions. Follow advice of local guide	L	Ensure team members are physically fit and able to attempt the trek.	Participants, All staff, Supervisor to monitor and manage	Before and During Program	Ongoing in country
Alcohol	Participants risk injury if drinking excessively or causing offence if drinking within rural communities	Participants advised pre-departure never to drink alcohol within traditional villages or project settings. Drink only in moderation at hotels or town centres.	L	Participants briefed prior to entering traditional areas	Participants, All staff, Supervisor to monitor and manage	Before and During Program	Ongoing in country

Sexual Harassment, Abuse	Participants and staff may risk sexual harassment or abuse from within program team or from local people.	Think Pacific follows DFAT advice and we implement a 'Preventing Sexual Exploitation, Abuse and Harassment Policy' Participants are advised to read Think Pacific's policy and DFAT and make staff members of Think Pacific aware and follow process should they encounter any incidents.	L/M	Brief all participants on appropriate interaction with the general public. Adhere to your employer's guidelines on remote supervision. Participants advised not to walk alone in cities and instead use taxis.	Participants, All staff, Supervisor to monitor and manage	Before and During Program	Ongoing in country
Fraternization and Sexual relations within Fijian villages	Participants and staff risk causing offence and creating potentially harmful repercussions if they engage in sexual relations / are fraternising with local people within rural villages	Think Pacific follows the DFAT advice and recommends all participants and staff refrain from fraternising with local people. Definitions of inappropriate conduct are provided within Think Pacific's specific PSEH policy. This advice is also advised within project briefings.		Provide advice from local guide prior to arriving in Fijian village.	Participants, All staff, Supervisor to monitor and manage	Before and During program	Ongoing in country

<p>Adhering to cultural protocols</p>	<p>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</p>	<p>Participants and staff 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. 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.</p>	<p>L</p>	<p>If in any doubt, participants should ask questions of Think Pacific staff.</p>	<p>Participants, All staff, Supervisor to monitor and manage</p>	<p>Before and During program</p>	<p>Ongoing in country</p>
<p>Dietary Requirements, food allergies and food intolerances</p>	<p>Participants and staff risk illness or allergic reaction</p>	<p>Dietary information can be passed to hotel or village in advance if advised by participant</p>	<p>L/M</p>	<p>Participants advised to exercise caution and advise restaurant/hotel or host family of any allergy in advance</p>	<p>Participants, All staff, Supervisor to monitor and manage</p>	<p>Before and During program</p>	<p>Ongoing in country</p>

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	Advise participant to make Think Pacific aware in advance. Think Pacific will always work to facilitate participation in programme and make amendments as per our Inclusion Policy.	L	Gain confirmation from participant	Participants, All staff, Supervisor to monitor and manage	Before program	Ongoing in country
Pre-existing illness / medical condition	Participant may be put at risk if they have pre-existing conditions, which staff facilitators are not aware of.	Advise participant they may wish to make Think Pacific aware in advance so we can implement into risk assessment or ensure necessary amendments to program.			Participants, All staff, Supervisor to monitor and manage	Before program	Ongoing in country
Natural disasters	Participants and staff harmed by repercussions of natural disaster. Cyclone Season is Dec- March.	Think Pacific has a crisis management place, including processes for natural disasters including Cyclone and Tsunami. Staff are briefed and trained. Participants may read in advance of program.	L/M	In the rare occurrence of a natural disaster, monitor local news and media reports and follow any advice and instructions issued by local authorities	Participants, All staff, Supervisor to monitor and manage	Before program	Ongoing in country

Participants becoming lost or separated from the group	Participants may become lost or disorientated putting themselves at risk	Brief participants on itinerary and arrangements. Provide participants with information on what to do in the event of becoming lost or getting separated. Implement Head counts. Provide accommodation telephone number and address details in advance		Participants may wish to provide Think Pacific of mobile contact number of each participant in case of emergency or becoming separated.	Participants, All staff, Supervisor to monitor and manage	Before and During program	Ongoing in country
General Illness or injury	Participants may suffer general illness or injury and require treatment in Fiji	Provide participants with emergency contact numbers in Fiji (included within this document) and emergency numbers for Think Pacific. Think Pacific staff are first aid trained	L/M		Participants, All staff, Supervisor to monitor and manage	Before and During program	Yes
Security alerts and threats					Participants, All staff, Supervisor to monitor and manage	Before and During program	
Illegal activity including drug use						Before and During program	

Fire	Participants and staff from fire related injury or death	Caution when smoking, follow hotel policy. Refrain from smoking in Fijian villages. Familiarise yourself with any emergency exit routes and a safe place to meet in case of fire or emergency. Do not rely on hotels to carry out a roll call in the event of a fire alarm.	L/M	Participants to read the action in case of fire notices, including where the fire assembly point will be, and brief the group on the procedure. Ensure emergency exit routes and doors are free from obstructions.	Participants, All staff, Supervisor to monitor and manage	Before and During program	
Hotel swimming pools	Participants and staff from injury related to use of pool	Check safety of pool before use. Check history of accidents in pool. Advise participants that lifeguards are not generally present and to exercise extra caution	L/M		Participants, All staff, Supervisor to monitor and manage	Before and During program	

Self-arranged visits or excursions	Participants put in harm from organising own excursion	These visits have not been arranged by us and are not included as part of the package. You must satisfy yourself that the visit or excursion meets your safety requirements and your employing authorities' guidelines	L		Participant	Before and During program	
Adverse weather conditions	Participants can be injured if they do not take precautions or follow local advice	Obtain weather forecasts and assess conditions on the actual day Appropriate clothing should be worn				Before and During program	

Coastal areas	Participants can be injured if they do not take precautions or follow local advice	Brief group on hazards (e.g. glass, sharp surfaces and slippery surfaces). Define activity area and exit route and brief participants and staff on this. Consider the risk of falling debris from cliff tops and remain a safe distance away. Be mindful of falling coconuts or resting under coconut trees	L	Obtain weather forecasts and assess conditions on the actual day		Before and During program	

