

## Bus incident management planning risk matrix

### Defining risk

There are a wide range of hazards that could potentially impact your operations. It is important to have an understanding of what sorts of incidents are likely to occur within your business, and the affect that will have. A useful and easy way to do this is to consider different hazards against the risk matrix on page 3

For every hazard you have identified as a potential risk to your operation, consider how likely it is to occur, and how significant its impact would be. This process needs to take into account the nature of your individual business. Different hazards will present different levels of risk to individual organisations.

This process can be used to help define the scope of your IMP. For example, it is worth spending most of your time planning for and training your staff to handle risks that rate as 'significant', 'high', or 'extreme'.

Hazards that you should 'score' on the risk matrix include:

- event where a person is injured or killed
- vehicle accident or breakdown
- use of chemical, explosives or firearms
- fire on vehicle
- an assault or threat to the driver or passenger
- medical emergency
- unsafe road conditions.

There may be additional hazards that could be a risk to your organisation. Depending on the nature of your business, other potential issues could include:

- terrorist acts
- flooding
- cyclones.

All foreseeable hazards should be considered during incident management planning.

## Risk matrix

Consequence →	1 (Minimal)	2 (Minor)	3 (Moderate)	4 (Major)	5 (Catastrophic)
Likelihood					
A (Almost certain) ↓	Moderate	Significant	High	Extreme	Extreme
B (Likely)	Moderate	Moderate	Significant	High	Extreme
C (Possible)	Low	Moderate	Significant	High	High
D (Unlikely)	Low	Low	Moderate	Significant	High
E (Rare)	Low	Low	Moderate	Significant	Significant

### Example: Vehicle breakdown

To determine the level of risk that a vehicle breakdown poses to your operations, first you need to decide how likely it is that a breakdown will occur. For example, perhaps it is 'possible' that a breakdown will occasionally occur. Now that it has been determined that a breakdown is 'possible', you must determine the consequence of this incident. A vehicle breakdown might only have a 'minor' impact on your operations.

**Possible** = C

**Minor** = 2

**C2** = Moderate

**Risk** = A vehicle breakdown therefore poses a 'moderate' risk to your bus operations.

When you have 'scored' all your risks, you will have a clearer idea of where to target the most time, resources and training.