



## Risk Management Policy

Speak Like A Native defines risk as the possibility that an action or event will adversely (or beneficially) affect the ability to achieve a safe and secure environment for children, staff and visitors. The identification, assessment, monitoring, management and reporting of risks are the responsibility of every member of staff and as a consequence of managing identified risks:

- The safe and secure environment is more likely to be achieved
- Adverse risks are less likely to happen
- The impact of adverse risks which are realised is reduced

Effective risk management is therefore regarded as a critically important part of Speak Like A Native’s commitment to health and safety of its sites. This in turn greatly reduces the chances of surprises adversely affecting the operation and, at the same time, increases confidence on the part of the internal and external stakeholders.

The purpose of this policy is to set out Speak Like A Native’s approach to risk and describe how this is used to inform the Risk Management System that enables them to keep health and safety as a high priority.

### Defining Risk

Risk elements should be described in terms of the harm that may come to the individual or company if the identified risk is realised. The harm is normally expressed in terms of the failure to reach the objective and operational, reputational and financial damage that may be incurred as a result.

We use the risk matrix suggested by [www.hse.gov.uk](http://www.hse.gov.uk) where an activity or site is not covered by the delivery of language lessons in a safe environment (e.g. a school). This is a prompt to address and recognise potential issues and prepare for them.

		Potential Severity of harm		
		Slightly harmful 1	Harmful 2	Extremely harmful 3
Likelihood of harm occurring	Highly unlikely 1	Trivial 1	Tolerable 2	Moderate 3
	Unlikely 2	Tolerable 2	Moderate 4	Substantial 6
	Likely 3	Moderate 3	Substantial 6	Intolerable 9

### Roles and responsibilities

#### Directors

Responsible for the generic elements of the risk assessments, these are areas that are consistent across all Speak Like A Native sites. These risk assessments are then distributed to the teams and guides who have the responsibility of completing the site specific



elements. The operations team are responsible for visiting sites and ensuring the risk site specific elements are sufficient and correct. The generic sections of the risk assessments are reviewed on an annual basis.

#### All employees

Should understand the importance of the risk assessments as part of their induction training, this will ensure they are aware of the risks that are involved with running programmes for children.

#### Reporting

It is everyone's responsibility to report new risks or hazards so that they can be included on to the risk assessments and effectively managed.

All accidents, incidents or near misses are to be recorded and the information recorded is to be reflected in the risk assessments.

As Speak Like A Native sessions are delivered at various remote locations, often where a manager or director is not present, all incidents are to be logged immediately on the Google Form (details supplied to all staff) and are then checked and logged daily at head office.

#### Review

All risk assessments are under constant review as new risks and hazards may present themselves. All logged incidents are reviewed daily and evaluated weekly to ensure all children, staff and visitors' safety is a priority.