

D Remote	1D	2D	3D	4D	5D
E Improbable	1E	2E	3E	4E	5E
F Eliminated	1F	2F	3F	4F	5F

Safety Risk Index	Risk Decision Criteria
Unacceptable	Hazard must be mitigated
Undesirable	Requires acceptance from management
Acceptable with Review	Hazard may be accepted with management review
Acceptable	Risk level is acceptable
Eliminated	No hazard remains

VOD's live support team shall be responsible for recording and escalating any hazards or potential hazards reported by contractors or customers. Safety risk associated with identified safety hazards affecting VOD is assessed using incident categorization, escalation, and follow up procedures. This includes an assessment of the likelihood and severity of the consequences of hazards, including existing mitigations, and prioritizing hazards based on safety risk. The matrix above provides guidance to employees, the Deputy CSO and CSO when evaluating the safety risk posed by any hazard. The Deputy CSO and CSO will evaluate safety risks using this matrix of severity and probability when reporting on safety risk assessment to the Deputy City Manager and designing appropriate safety risk mitigation strategies.

3.4 Safety Risk Mitigation

The City Manager and CSO shall review current methods of safety risk mitigation and establish methods or procedures to mitigate or eliminate safety risk associated with specific hazards. They shall be informed by recommendations of employees or reports of hazards, however received. VOD can reduce safety risk by reducing the likelihood and/or severity of potential consequences of hazards. Risk mitigations may include new standard operating procedures, policies, additional onboarding materials, or awareness campaigns.

This methodology may be applied for the analysis of risks of day-to-day operations as well as for preliminary hazard assessments (PHAs) when looking to expand the service area, service hours, or type of service provided.

3.5 Safety Risk Tracking

Some more complex hazards may require the use of a Safety Risk Register, which may consist of the following information:

- Assigned hazard number;
- Date hazard identified;
- Hazard title;
- Hazard description;
- Sources from which a hazard was identified;
- The element of operation affected by the hazard;