

# Example of rules on work procedures for walks in urban areas

*The following example applies to walks in urban areas in general. It is important to review the routes offered by the company and to adapt rules of procedure to them, in a similar manner as is done in the example on risk assessment.*

## **Equipment:**

- Mobile phone
- Light first aid kit / bag with band-Aides, elastic bandage, disinfectant and painkillers
- A small megaphone, if appropriate, e.g. large group, the walk is in an area where environmental noise is loud
- Contingency plan

## **Knowledge and skills of employees:**

- The guide is familiar with the route and has walked it several times in differing conditions
- The guide is experienced and/or has the appropriate education to be a guide and group leader
- The guide has a valid first-aid certificate from a recognised entity

## **At the beginning of a tour:**

- Describe the route that will be taken
  - draw attention to possible risks if appropriate
  - provide information on lavatory facilities
  - length of walk
  - make sure that the number of participants is not greater than the company's rules dictate
- Review the rules for the walk
  - stay together as a group
  - behaviour with respect to other traffic, e.g. on narrow sidewalks and paths\*
  - how to walk in areas that may be risky
  - how the group crosses busy roads
  - are there any members of the group who are not used to right-hand traffic
  - are there any participants with impaired mobility, eyesight, hearing
  - are there young children in the group that need special attention
- Check that footwear and other equipment used by participants is appropriate for the conditions
- If the route is icy or slippery, participants are offered light ice-grips to wear (studded rubber or springs)

## **During the tour:**

- Make sure that the group stays together
  - take a head-count at every stop
  - make sure that everyone is aware when the walk continues after a stop

## **Particular attention must be paid to:**

- Surface conditions during winter:
  - Ice, snow, slush, slippery surfaces and snow banks from road clearing
  - Pre-examine the route before setting off with the group and change in accordance with the company's rules if necessary

\*A group walking together on a sidewalk can, e.g. cause risks to others by not leaving enough space to pass in a normal fashion.

*Rules on work procedures must be reviewed annually or more often in the event of instances that call for revision.*