OPERATIONAL READINESS SERIES

PRACTICAL INTERNAL REVIEW WORKBOOK

Operational risk assessment mini-workbook for attractions

A practical worksheet for reviewing risks around rides, teams and daily operations.

A structured internal review tool for safety, operations, maintenance and technical teams — for one ride, area or operational process at a time.

Hazards

People affected

Current controls

Remaining risk

Follow-up actions

FEATURING INSIGHTS FROM

DB

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Operational risk is bigger than the ride itself

Risk in attractions is not limited to the ride platform. It can appear in guest flows, loading and unloading, staff behaviour, maintenance work, restricted areas, weather procedures, handovers, workshops, contractors, evacuation routines and daily operating decisions.

A practical review helps teams identify what could go wrong, assess who could be affected, confirm current controls and assign follow-up when something needs to improve. This workbook gives you a simple structure for reviewing risks around one ride, attraction, area or process.

> "Safety culture has to be ingrained across the whole business — not just in rides."
>
> DAVID BROMILOW

THIS WORKBOOK HELPS YOU REVIEW

- Hazards
- People affected
- Current controls
- Remaining risk
- Follow-up actions

Use this as a practical internal review tool

This workbook is intended as a practical internal review tool. Always follow applicable laws, standards, manufacturer instructions and your organisation's formal safety procedures.

Choose one ride, attraction, location, activity or operational process — then work through the five steps.

1. Identify hazards
2. Who might be harmed
3. Controls & remaining risk
4. Record & assign actions
5. Review & update

EXAMPLES YOU COULD REVIEW

- Loading and unloading a ride
- Daily pre-opening checks
- Evacuation procedure
- Restricted-area access
- Maintenance work on or around a ride
- Guest flow around a high-traffic attraction
- Opening a water park area
- Operating during adverse weather
- Contractor work near attractions

From hazard to documented follow-up

A risk review is most useful when it leads to action. The goal is not only to document risks, but to make follow-up visible and ensure the review stays current as operations change.

1. Select process or attraction
2. Identify hazards
3. Assess who could be harmed
4. Review current controls
5. Define additional actions
6. Assign ownership
7. Review after change, incident or near miss

Step 1: What could go wrong?

Start by identifying hazards linked to the ride, attraction, process or activity you are reviewing. Think broadly — hazards may relate to guests, staff, equipment, environment, behaviour or procedure.

AREA / ACTIVITY	POTENTIAL HAZARD	WHERE IT COULD OCCUR	NOTES

EXAMPLES TO CONSIDER

- Guest behaviour
- Restraint checks
- Weather conditions
- Working at height
- Staff fatigue or training gaps
- Loose articles
- Restricted-area access
- Slips, trips and falls
- Contractor activity
- Unclear handover procedures
- Loading and unloading
- Ride area condition
- Maintenance activities
- Communication breakdowns
- Emergency-stop or evacuation

> "A risk assessment is about looking at what can go wrong, how likely it is, and what can be done to prevent harm."
>
> DAVID BROMILOW

Step 2: Who could be affected?

Once hazards are identified, consider who could be harmed and how. Include guests, operators, attendants, technicians, contractors, supervisors and other staff who may interact with the area or process.

HAZARD	WHO COULD BE AFFECTED	HOW COULD THEY BE HARMED?	NOTES

GROUPS TO CONSIDER

- Guests
- Children or vulnerable guests
- Operators
- Attendants
- Maintenance technicians
- Supervisors
- Contractors
- Cleaners
- Food & beverage teams
- Nearby staff
- Emergency responders

Step 3: What controls are already in place?

Review what is already being done to control each risk: procedures, training, signage, supervision, barriers, inspections, maintenance, PPE, isolation, communication, emergency procedures and documentation.

HAZARD	CURRENT CONTROLS	LIKELIHOOD	SEVERITY	REMAINING RISK	ACTION?
		L · M · H	L · M · H	L · M · H	Yes · No
		L · M · H	L · M · H	L · M · H	Yes · No
		L · M · H	L · M · H	L · M · H	Yes · No
		L · M · H	L · M · H	L · M · H	Yes · No
		L · M · H	L · M · H	L · M · H	Yes · No

CONTROLS TO CONSIDER

- Documented procedure
- Competency sign-off
- Pre-opening checks
- Signage
- Guest communication
- Maintenance routines
- Evacuation procedure
- Handover notes
- Staff training
- Supervision
- Recurring inspections
- Physical barriers
- PPE
- Emergency-stop
- Restricted-area controls

SIMPLE RISK MATRIX

	LOW	MED	HIGH
High	Medium	High	High
Medium	Low	Medium	High
Low	Low	Low	Medium

↑ Severity

Likelihood →

Step 4: What needs to happen next?

If the review identifies gaps, unclear controls or remaining risks that need attention, turn them into clear actions with ownership and deadlines.

FINDING / ISSUE	ACTION REQUIRED	OWNER	DUE DATE	STATUS	NOTES

A GOOD FOLLOW-UP ACTION IS

- Specific
- Assigned to an owner
- Realistic
- Time-bound
- Documented
- Reviewed after completion

STATUS OPTIONS

Open · In progress · Complete · Needs review

> “Risk assessments should be living tools, not box-ticking exercises.”
>
> DAVID BROMILOW

Step 5: When should this be reviewed again?

Operational risk reviews should be updated when something changes. A review that is never revisited can quickly become outdated.

REVIEW TRIGGER	YES	NO	NOTES
After an incident, near miss or unusual occurrence	☐	☐	
After a ride modification or technical change	☐	☐	
After a change in operating procedure	☐	☐	
After seasonal opening or reopening	☐	☐	
After introducing new staff or roles	☐	☐	
After changes in guest flow or queue layout	☐	☐	
After maintenance or inspection findings	☐	☐	
After changes in weather procedures	☐	☐	
After contractor work near the attraction	☐	☐	
At a scheduled periodic review date	☐	☐	

NEXT REVIEW DATE

REVIEW OWNER

> “When something happens on an attraction, review it against your risk assessment and your processes.”
>
> DAVID BROMILOW

One-page risk review summary

A printable summary you can use in a review workshop — capture the essentials of one risk review on a single page.

RIDE / ATTRACTION / PROCESS

LOCATION

REVIEW DATE

REVIEW OWNER

TEAM MEMBERS INVOLVED

REASON FOR REVIEW

TOP HAZARDS IDENTIFIED

CURRENT CONTROLS

ACTIONS REQUIRED

ACTION OWNERS

NEXT REVIEW DATE

RISK SUMMARY

HAZARD	CURRENT CONTROLS	REMAINING RISK	ACTION	OWNER	DUE DATE
		L · M · H			
		L · M · H			
		L · M · H			
		L · M · H			

Common blind spots to watch for

Even experienced teams can miss risks when processes become familiar. Use this page as a prompt before finalising your review.

Informal knowledge

Important procedures may live in experienced people's heads rather than in documented processes.

Shift handovers

Risk can increase when information does not move clearly between teams, shifts or departments.

Seasonal staff

New or returning staff may need clearer sign-off before taking on ride-specific responsibilities.

Maintenance context

Inspection findings may not be connected to maintenance history or recurring issues.

Guest behaviour

Loose articles, queue behaviour, restrictions and misuse of equipment may change over time.

Follow-up ownership

A finding without an owner can remain unresolved even when everyone agrees it matters.

From risk review to documented follow-up

Mobaro helps attractions connect operational checks, findings, actions and documentation in one structured workflow. With Mobaro, teams can:

- Schedule and complete digital checklists
- Document inspection findings and observations
- Manage missed, failed or incomplete checks
- Turn findings into assignments
- Document maintenance follow-up
- Support incident and near-miss reporting
- Keep procedures and records accessible
- Support training and competency visibility
- Give managers visibility across rides and teams

See how Mobaro can help make operational follow-up more structured and visible

A short, practical walkthrough — no preparation needed.

→ Book a demo

A good risk review leads to action

Operational risk assessment is most valuable when it helps teams make better decisions, document what matters and follow up on what needs to improve.

The goal is not simply to complete a form. It is to create a clearer shared understanding of risks, controls, responsibilities and next steps.

Identify

Control

Assign

Review

Use this workbook as a starting point for making operational risk reviews more structured, visible and actionable.

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BOOK A DEMO

TALK TO MOBARO

Make risk follow-up structured and visible

Mobaro is the safety, maintenance and operations platform built for the attractions industry.

SEE IT IN ACTION

Book a short demo and see how attractions turn findings into assignments, document follow-up and keep records accessible in one place.

→ Book a demo

Scan to book a demo

A NOTE ON THIS GUIDE — This guide is intended as a practical framework to support operational thinking and self-assessment. It does not replace the OEM manuals, instructions and supplementary bulletins for your specific equipment, nor the statutory and regulatory requirements of your Authority Having Jurisdiction (AHJ). Always ensure your maintenance and safety programmes meet the relevant international, national and local standards applicable to your operation. When in doubt, seek qualified professional advice.

LEARN MORE

mobaro.com

Featuring insights from David Bromilow — 50-year attractions industry veteran and Mobaro industry advisor.