



RISK ASSESSMENT

The quality and safety of our attraction is of the utmost importance and therefore a considerable amount of time and effort is spent on making all visits a safe and fun experience. Due to the complexity of attraction operations in the UK a summary of all main health and safety requirements is set out below.

LEGAL REQUIREMENTS

Health and safety at Work Act etc 1974 – This is the principle Act that applies to the company and is to ensure that all workers in all occupations are protected by law. Its purpose is to provide one comprehensive integrated system of law, dealing with health, safety and welfare of employees and members of the public who are affected by work activities. The Act is written in very general terms and does not require many specific requirements for managing health and safety at work. Instead, the Act places a general duty on employers to provide safe systems of work that are so far as is reasonably practicable, safe and without risks to health. Under the HASWA Act 1974 are many specific Regulations which relate to work activities on site. The principle requirement being to undertake risk assessments to identify 'hazards' and assess the risk under the Management of Health and Safety at Work Regulations 1999. The company's health and safety policy was last reviewed in in May 2016. Risk assessments are undertaken by all departmental Managers with reference to work activities that they manage. Risk assessments are reviewed at least annually or if any significant change takes place with regard to a work activity or area of work. Due to the volume of risk assessment documents it is not possible to send these out on an individual basis.

Ripley's Believe It or Not! London is covered by Public Liability Insurance. The policy is with Travelers Insurance (Policy No: UC CMK 3976614) Ripley's Believe It or Not! London is enforced by the local Health and Safety Executive, Westminster City Council and the Environmental Health Department.

ATTRACTION OPERATION

The operation of the attraction is conformant with strict documented procedures and the Ripley's Believe It or Not! London attraction team has a considerable amount of experience in operating this attraction, which ensures safe operating standards. During the hours of public access there are competent and qualified staff on duty in all areas. A nominated Duty Manager is present and available at all times. All staff are also rigorously trained to a high level of competence specifically related to each area they operate and in fire and evacuation procedures. The Operations team is the first point of call for lost children and will make a suitable radio announcement to reunite lost children with accompanying adults. Trip hazards are identified and isolated from access routes. All electrical equipment is regularly checked and visitors are safe and protected from electrical shock.

FIRST AID FACILITIES

Ripley's Believe It or Not! London has First Aid facilities, which are operated by qualified first aiders. The Operations team can be called upon on in the case of an incident requiring first aid. First aiders are trained to deal with all minor injuries on site and also in the initial stages of any major injuries that may occur until the emergency services arrive at the scene.

Ripley's Believe It or Not! London

The London Pavilion, 1 Piccadilly Circus, London W1J 0DA | Phone Number: +44(0)20 7494 6818

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FIRE SAFETY

The building is divided into fire compartments by fire doors and is fitted with smoke and heat sensing systems that will trigger alarm systems to alert staff to the need for evacuation. Fire exits are clearly sign posted and well-rehearsed evacuation procedures ensure visitors can safely and quickly exit the premises. Construction material and paint finishes used are fire-retardant and safe for visitor contact.

VISITORS

It is essential that groups adhere to our rules and regulations regarding running in the galleries, down the stairs and in the Mirror Maze. Teachers should ensure that when visiting the Mirror Maze that the students do not run and walk. This helps to prevent accidents and ensures that all visitors to the attraction have a safe visit. Teachers (or other accompanying adults) remain responsible for the general health and safety of children as a school. Teacher (or adults) should remain with groups at all times – for their health and safety and to accompany them in the case of an evacuation.

HAZARDS

The following hazards should be noted:

- Ⓜ Wet floors
- Ⓜ Steps and stairs
- Ⓜ Care must be taken when using interactive exhibits

FREQUENTLY ASKED RISK ASSESSMENT QUESTIONS

1. **Does Ripley's Believe It or Not! London expose children to water?** There is an exhibit on floor 4 that involves a pool of water. We ask visitors to refrain from touching/having contact with this water. There is an interactive exhibition with water on the 3rd floor which is sanitised with Chlorine and a UV filter.
2. **Are there restrictions on the Mirror Maze?** There are no restrictions on the Mirror Maze, however we do ask visitors not to run inside the attraction, walk with their hands out in front of them and to wear gloves to protect the attraction. We also limit the number of visitors inside the Mirror Maze at any one time for safety reasons as well as to ensure visitors have a pleasurable experience.
3. **Do any of the attractions involve being in confined spaces?** Some of the areas inside the attraction can be quite small in area however no areas can be defined as a confined space. If you have issues regarding elevators, a member of staff can assist you via the stairs.
4. **What facilities do you offer for wheelchair users?** Our staff will ensure that visitors with disabilities are transported safely from floor to floor within our building by means of a lift. For safety reasons, we are strictly limited to a guest capacity limit within our building and during busy periods we may limit visitors entering our attraction to prevent congestion and to ensure a totally safe environment for all. This may require all our guests, including those with disabilities, who have not pre-booked, to queue for a period of time, in these circumstances we would ask for your cooperation and patience. Toilets for our Disabled visitors fully equipped and with emergency Call Alarms can be found throughout the site.

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5. **Do any of the exhibits feature strobe lighting?** Lighting effects are used at the end of the dungeon exhibit on floor 4 and on the 5th floor in one of the art galleries.
6. **Are there any traffic hazards?** Ripley's Believe It or Not! London is situated on a busy main road, in the centre of London's Piccadilly Circus.
7. **Are there any lockers available for children's belongings?** Unfortunately we do not have lockers available.
8. **Is there an evacuation procedure?** Ripley's Believe It or Not! London has a procedure in place to evacuate visitors safely. Fully trained staff will implement this.
9. **Are there any steep slopes children would have to climb?** Handrails are provided where necessary. There are no steep slopes at the site.
10. **Is the attraction inspected on a daily basis for any hazards?** All exhibits are checked every day in regards to our Risk Assessment Policy.
11. **Glass doors/windows – do these pose a hazard?** Safety glass is used throughout the attraction.
12. **In the event that children do misbehave/pass over barriers etc Do staff members take disciplinary action?** Staff are trained to enforce these regulations for the benefit of all visitors. Staff will instruct children to behave where necessary.

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