

Dear Group Organiser,

## **Risk Assessment**

We're excited to share some important details about Health and Safety procedures at SEA LIFE London Aquarium. We've put in place a thorough Health and Safety Management System, including risk assessment, to make sure that our staff and visitors stay safe and well taken care of.

We've got everything covered to keep you safe and happy. We've got plans in place for things like fire evacuation, lost children, water safety, and first aid. Plus, we've got Public Liability Insurance coverage, with SEA LIFE centres and Sanctuaries covered up to £10 million by Chubb European Group Limited (Policy No UKCANC33447). We're also regulated by Lambeth Council, and our food units are inspected regularly to make sure everything's up to scratch.

We want to make sure you can easily identify our attraction staff, so they all wear uniforms and name badges. We also have a policy for all new staff to undergo criminal record checks. Our dedicated security team is trained to handle any minor security issues and emergency incidents that may come up.

If you're planning to bring a group by minibus or coach and need drop-off and pick-up near SEA LIFE London, we've got you covered with coach parking bays, however, space is limited. Please keep in mind that the parking bay can be used for 20 minutes for drop-off and pick-up only, and you can't stay while the group visits SEA LIFE London.

Please use the 'Plan Your Visit' pages on our website to find the most convenient car park near the attraction.

Please don't let children touch anything in the habitats unless one of our friendly staff members in the Rock Pool area gives them the go-ahead. It's also important for the little ones to wash their hands before and after this fun experience at the designated area. If you're planning to take photos, just remember to turn off the flash, as well as refrain from tapping or banging on any glass windows of the habitats. And please always keep your belongings and bags with you. Thanks for helping us keep everything safe and enjoyable for everyone!

We kindly ask that you and your group be mindful and considerate of other visitors during your visit. Please ensure that children are supervised by an adult at all times. Any disruptive behaviour may result in being asked to leave the attraction. As a reminder, our terms and conditions state that excessive noise, behaviour that may bother other guests or animals, or any form of disturbance is not allowed. Our staff is here to make sure everyone has a great time, and they may gently remind children to be on their best behaviour when needed.

Please note that the minimum age restriction for children to enter the attraction without an adult is 16. Any child 15 and under must be accompanied by someone over the age of 18. We have a retail outlet and VR experience where additional funds may be appropriate. However, please note that we are a cashless attraction.

SEA LIFE London is a free-flow attraction with a single route to take you past all our exhibits. We recommend splitting into smaller groups with assigned meeting points at certain times. Please note that once your class has entered the attraction, you will not be able to leave and then re-enter.

We hope that this information alongside the following Health and Safety details is sufficient for your requirements.

Yours faithfully,

SEA LIFE London General Manager

<b>Risk assessment ref no:</b>	Visiting schools (3-18 year olds)	<b>Name of responsible person/s:</b>	General manager
<b>Date risk assessment completed:</b>	29/08/2024	<b>Review date:</b>	29/08/2025
<b>Task/Activity:</b>	This information is provided to help schools and groups create visit risk assessments that meet the requirements of the Health and Safety at Work Act and the Management of Health and Safety at Work regulations. The hazards listed are inherent to this attraction, and Merlin Entertainments Group Ltd is not liable for any omissions. The control measures recommended are just suggestions and should be adjusted by group organizers. It's important to ensure that an adequate number of supervisors are present for your group.		
<b>Location:</b>	SEA LIFE London Aquarium		
<b>Persons at risk:</b>	Visiting school parties, Members of the public, Teachers and Careers, SEA LIFE London Aquarium Staff		

Hazard/Risk	Existing Control Measures	Risk level* (Tick one)			Further actions to be taken by the school to reduce risks
		HIGH	MID	LOW	
<b><i>Exposure to sunlight/extreme weather conditions</i></b>	<ul style="list-style-type: none"> <li>The attraction is indoors so weather protection is not required. The only exception may be when groups are asked to wait outside while tickets are collected on arrival to avoid crowding in the entrance way</li> </ul>				<ul style="list-style-type: none"> <li></li> </ul>
<b><i>Falling into display tanks, drowning or ingesting water, slipping on wet floors</i></b>	<ul style="list-style-type: none"> <li>There are display tanks throughout the different attractions and touch pools; supervision is required at all times</li> <li>A cleaner is always on site to clear away any spillages/water on the floor</li> <li>Hazard sign to be put out if floor is wet</li> <li>Team trained to inform cleaners if their areas are wet or slippery</li> <li>Duty Manager to do regular site walks</li> <li>Slip mats available if area is wet</li> <li>In case of larger quantities of water on, the floor, Aquavats are also in place to clear this</li> <li>Duty First Aider is always on site</li> </ul>				<ul style="list-style-type: none"> <li></li> </ul>

<p><b><i>Tripping over pieces of theming, falling on steps/stairs</i></b></p>	<ul style="list-style-type: none"> <li>• Monthly H&amp;S Audits conducted</li> <li>• Areas/flooring sufficiently lit</li> <li>• Duty Manager to complete daily walk arounds to trouble shoot any problem areas</li> <li>• Team trained to radio any show space theming issues</li> <li>• Duty First Aider always onsite</li> </ul>				<ul style="list-style-type: none"> <li>•</li> </ul>
<p><b>Falling from a height</b></p>	<ul style="list-style-type: none"> <li>• All stairs fit with bannisters to hold onto (stairs at the entrance just after security, at the end of rainforest, and up to the gift shop)</li> <li>• No climbing around the attraction</li> <li>• Children to be supervised at all times</li> <li>• Monthly Health and Safety Audits conducted</li> <li>• Duty First Aider always onsite</li> </ul>				<ul style="list-style-type: none"> <li>•</li> </ul>
<p><b>Noise/Vibration</b></p>	<ul style="list-style-type: none"> <li>• High volume effects tested to ensure volume and duration is within legal requirements</li> </ul>				<ul style="list-style-type: none"> <li>•</li> </ul>

<p><b><i>Lighting – trips/falls due to reduced lighting, strobe lighting</i></b></p>	<ul style="list-style-type: none"> <li>• Some areas slightly darker than others but still sufficiently lit</li> <li>• Duty Manager to complete daily walk arounds to trouble shoot any problem areas</li> </ul>				<ul style="list-style-type: none"> <li>•</li> </ul>
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	<ul style="list-style-type: none"> <li>• Duty First Aider always onsite</li> </ul>				
<b>Electricity</b>	<ul style="list-style-type: none"> <li>• Regular PAT and fixed testing</li> <li>• Regular PPMs on effects</li> <li>• Daily maintenance checks</li> <li>• All equipment chosen to fit for purpose and is fitted in areas away from guests</li> <li>• On site engineering team carry out tests on equipment</li> <li>• All electrical cupboards locked</li> <li>• External housing and equipment used on areas prone to water ingress</li> <li>• External housing and equipment used on areas prone to water ingress</li> <li>• Guests are not to use plug sockets around the attraction for their own use (e.g. charging their phones)</li> </ul>				•
<b>Falling objects – Due to theming</b>	<ul style="list-style-type: none"> <li>• All props set at height are secured</li> <li>• All lighting is fixed and includes safety chains</li> <li>• Studios and Tech team on site to troubleshoot any loose/damaged displays</li> </ul>				•

	<ul style="list-style-type: none"> <li>• Monthly Health and Safety Audits conducted</li> <li>• Duty First Aider always on site</li> </ul>				
<p><b>Claustrophobia/ feeling anxious in confined spaces</b></p>	<ul style="list-style-type: none"> <li>• Some parts of the attractions could make individuals feel confined due to being slightly dark, warm and humid. However, there are no areas in the attraction that can be defined as a confined space</li> <li>• Air handling system in place to increase air movement</li> <li>• Duty First Aider onsite</li> <li>• Daily checks on areas</li> <li>• Duty manager will monitor guest volume and liaise with commercial management team to reduce allocation if necessary</li> <li>• Performance Manager/Supervisor and Duty Manager will monitor busier areas</li> <li>• Ocean tunnel will be split into 2 lanes (slow / fast) to improve flow to avoid crowding</li> <li>• Performance Team and all other departments given training to manage flow / congestion in areas</li> <li>• Performance Team have rotated positions throughout the day to</li> </ul>				<ul style="list-style-type: none"> <li>•</li> </ul>

	<p>be able to trouble shoot when walking from and to positions</p> <ul style="list-style-type: none"> <li>• Guests can leave or ask to move to another area by notifying a staff member</li> </ul>				
<b>Overcrowding</b>	<ul style="list-style-type: none"> <li>• Daily checks on areas</li> <li>• Duty manager will monitor guest volume and liaise with commercial management team to reduce allocation if necessary</li> <li>• Performance Manager/Supervisor and Duty Manager will monitor busier areas</li> <li>• Ocean tunnel will be split into 2 lanes (slow / fast) to improve flow to avoid crowding</li> <li>• Performance Team and all other departments given training to manage flow / congestion in areas</li> <li>• Performance Team have rotated positions throughout the day to be able to trouble shoot when walking from and to positions</li> </ul>				•
<b>Stings &amp; Bites from creatures</b>	<ul style="list-style-type: none"> <li>• Supervision required at all times around the attraction and at the Rockpool</li> <li>• The team member at Rockpool will give out instructions</li> </ul>				•

	<ul style="list-style-type: none"> <li>• Guests are to wash their hands before and after their time at the Rock Pool</li> <li>• There is no handling of animals at the rockpool (shark and ray eggshells have replaced these)</li> <li>• Starfish, Shannies, Blenny's and Anemones live in the Rock Pool</li> <li>• Performance team members will go through thorough training on the Rock Pool</li> <li>• Netting and barriers placed over "no touch habitats" to avoid guests touching animals that they shouldn't</li> <li>• Guests are not to put their hands in any open habitats throughout their journey</li> <li>• There are signs on open habitats to not touch</li> <li>• Duty First Aider always on site</li> </ul>				
<b>Door entrapment – fingers getting caught in doors</b>	<ul style="list-style-type: none"> <li>• Beware of doors closing on fingers</li> <li>• Duty First Aider on site</li> </ul>				•
<b><i>Exposure to allergens – food sold at the shop or exposure to fish</i></b>	<ul style="list-style-type: none"> <li>• Team as a minimum complete Level 1 food safety training.</li> <li>• MEG food safety policy available and used to deliver best practice</li> <li>• All retail F&amp;B and confec products list ingredients on packaging</li> </ul>				•



	<ul style="list-style-type: none"> <li>• First in first out stock rotation in use for dated products</li> <li>• Date dots / labels used as appropriate</li> <li>• All perishables are stored in sealed containers when not in use</li> <li>• Cleaning schedule in place and recorded in line with MEG food safety policy</li> <li>• Scheduled deep clean of areas and equipment to take place</li> <li>• Any pest control issues are reported to the facilities helpdesk immediately</li> <li>• Minimum of monthly internal food safety audits to take place.</li> <li>• Allergen signage in guest view on the till point</li> <li>• MEG F&amp;B policies as well as allergen matrixes are available in the Gift Shop</li> <li>• Guests are not to touch animals in open habitats (signs in place to indicate this)</li> <li>• Duty First Aider always onsite</li> </ul>				
<b>Temperature</b>	<ul style="list-style-type: none"> <li>• Air handling throughout building</li> <li>• Dut First Aider always onsite</li> </ul>				<ul style="list-style-type: none"> <li>•</li> </ul>

<p><b>Welfare facilities</b></p>	<ul style="list-style-type: none"> <li>• Three sets of bathrooms across the attraction (at the beginning after security, in the middle at the end of rainforest and just before the jellyfish at the end)</li> <li>• All bathrooms have an Accessible toilet</li> <li>• Chill Out Chamber available for any guests who need it (e.g. to get away from crowds etc) by asking a member of staff</li> <li>• Duty First Aider always onsite</li> </ul>				<ul style="list-style-type: none"> <li>•</li> </ul>
<p><b>Emergency planning</b></p>	<ul style="list-style-type: none"> <li>• SEA LIFE London has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services who have regular meetings regarding emergency procedures</li> <li>• All staff are trained in the attraction's emergency procedures</li> <li>• Staff receive quarterly refreshers for fire procedures (in case of an evacuation)</li> <li>• Duty First Aider always onsite</li> </ul>				<ul style="list-style-type: none"> <li>•</li> </ul>
<p><b>First Aid and Medication</b></p>	<ul style="list-style-type: none"> <li>• Duty First Aider always onsite</li> <li>• Nearest hospital: St Thomas' Hospital</li> </ul>				<ul style="list-style-type: none"> <li>•</li> </ul>

<p><b><i>Access/services for persons with special needs</i></b></p>	<ul style="list-style-type: none"> <li>• Step free access available into the attraction</li> <li>• Lifts throughout the attraction (at the beginning after security, in the middle at the end of rainforest and just before the gift shop at the end)</li> <li>• Chill Out Chamber available for any guests who need it (e.g. to get away from crowds etc)</li> </ul>				<ul style="list-style-type: none"> <li>•</li> </ul>
<p><b><i>Pupils getting separated from their group</i></b></p>	<ul style="list-style-type: none"> <li>• Children are to be supervised at all times during their visit</li> <li>• Team trained in the event of finding a lost child/a parent/guardian searching for a lost child</li> </ul>				<ul style="list-style-type: none"> <li>•</li> </ul>