



## Risk Assessment information

**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. The Merlin Entertainments Group who operate Madame Tussauds Blackpool is Europe's leading operator and developer of visitor attractions. 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 June 2010 and is signed by the Chief Executive Officer and the Chairman
- Risk Assessments are undertaken by departmental Managers with reference to the 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
- Madame Tussauds Blackpool is covered by Public Liability Insurance. The amount of cover provided by this policy is GBP 10,000,000. The Policy is with ACE European Group Limited - Policy No: UKANC33447
- Madame Tussauds is enforced by the local Health and Safety Executive, Blackpool Borough Council and the Environmental Health Department.

### 2. Attraction Operation

The operation of the Exhibition is conformant with strict documented procedures and the Madame Tussauds 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 Duty Manager 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.

### 3. Food Safety / Hygiene

We operate only vended Hot and Cold Beverages and snacks. No food or drinks are prepared by our staff on site.

### 4. First Aid Facilities

MTs has First Aid facilities which are operated by a qualified first aiders. 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. The facilities also operate a lost person collection point so that they may be reunited for those responsible for them.

### 5. Emergency Planning

MTs has a contingency plan in the event of an emergency. The emergency plan covers incidents such as: Fire, Bomb, Ride/Attraction Disaster. The emergency plan has been developed in conjunction with the local emergency services who have regular meetings regarding emergency procedures.

### 6. Fire Safety

The MT site is covered by a sophisticated fire danger management system (fire alarm) and portable fire extinguisher equipment in all areas. All such systems are inspected and maintained to the highest standards and are subject to regular audit inspections by the licensing authorities. All fire systems are regularly maintained and serviced in line with a scheduled Planned Preventative Maintenance system (PPM). A comprehensive Fire Safety Manual exists, covering all aspects of fire safety with concentrated provision for staff training. Practice fire safety evacuation drills are undertaken by MT staff on a monthly basis. During public access hours trained competent staff are on duty in all areas covering as fire marshals in the event of an emergency arising.



## Frequently asked questions

**1. Does Madame Tussauds expose children to water?**

Water is not involved in any aspect of the attractions.

**2. Do any of the attractions involve being in confined spaces**

Some of the display can be quite small in area and to some individuals these may feel confined. However no areas on the attraction can be defined as a confined space.

**3. What facilities do you offer for wheelchair users?**

Madame Tussauds staff will ensure that Guests with disabilities are transported safely from floor to floor within our building by means of a lift specially designated for this purpose. For safety reasons, we are strictly limited to a Guest capacity limit within our building and during busy periods we may limit Guests entering our attraction to prevent congestion and to ensure a totally safe environment for all. This may require all of 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 co-operation and patience. Our first consideration is always that of safety. An Induction Loop system is fitted at the main till points. Wheelchairs are available on request but the number available is limited - there is no charge or deposit required but it is strongly advised that you pre-book in advance to ensure that one is reserved for your exclusive use. Toilets for our Disabled Guests fully equipped and with emergency Call Alarms can be found throughout the site.

**4. Do any parts of the attractions feature strobe lighting?**

Lighting effects are used within the 'Paparazzi' area at the beginning of the attraction but can be switched off if requested.

**5. Are there any traffic hazards, if so how are these minimised?**

Madame Tussauds is situated on a busy main road. However coaches may drop off/pick up next to the entrance within the designated Taxi rank on the Promenade.

**8. Is there an evacuation procedure?**

Madame Tussauds has a procedure in place to evacuate guests safely. This will be implemented by fully trained staff.

**9. Are there any steep slopes children would have to climb? If so, are there hand-rails to assist them?**

Handrails are provided where necessary. There are no steep slopes at the site.

**11. Is the site clearly sign-posted?**

Yes the site is well sign-posted along with comprehensive detail on the map, distributed free of charge at the entrance.

**12. Are all children issued with a map?**

Park maps are available to all guests on admission.

**13. Are there areas of shade for pupils attending during the summer?**

The site is housed completely indoors.

**14. Glass doors/windows – do these pose a hazard?**

Safety glass is used throughout the site.

**15. In the event that children do misbehave and climb on railings etc – do staff members take disciplinary action?**

Staff are trained to enforce regulations for the benefit of all guests. Staff will instruct children to behave where necessary.