



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 leading name in location based, family entertainment, which has seen the most successful and dynamic growth of any company in the sector over the last five years. 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 July 2012. The health and safety policy is signed by the Chief Executive Officer and the Chairman.
- Risk Assessments are undertaken by all departmental Managers with reference to the work activities that they manage. Risk Assessments are reviewed 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 London is covered , The amount of cover provided by this policy is £30 million. The Policy is with ACE Insurance (Policy No: UKCANC33447)

- The Health and Safety regulations applicable to Madame Tussauds London is enforced by Westminster City Council.



The 'Spirit of London Ride'

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The Spirit of London Mechanical Passenger Ride (SOL) is situated across the basement and ground floor levels of Madame Tussauds London. The operation of this ride is governed by and conducted in accordance with the principle guidance for operating rides in the UK. In addition to this the Spirit of London Ride has an 'In-Service Annual Inspection' by external independent inspection engineers to ensure the safety and integrity of the ride daily. Inspections are also carried out by our own qualified engineers.

2. Attraction Operation

All of our staff are rigorously trained to a high level of competence specifically related to each area they operate, which includes annual fire and evacuation procedures.

All of this is documented and refreshed on a regular basis.

A nominated senior Site Controller is present with a Duty Manager available at all times.

3. Food Safety / Hygiene

MTL operates a number of franchised food catering outlets which are operated by trained employees. The food units operate in accordance with the Food Safety Act 1990 and are regularly inspected by the local Environmental Health Department, and undergo regular internal health and safety audits carried out by Merlin Entertainments.

4. First Aid Facilities

MTL has First Aid facilities which are operated by a team of qualified first aiders. First aiders are trained to deal with all minor injuries on site.

Nearest hospital: University collage hospital London.

5. Emergency Planning

MTL has robust contingency planning in place in the unlikely event that we need to respond to a serious incident or emergency situation. Our contingency planning has been developed in cooperation and conjunction with the local emergency services.

6. Fire Safety

The MTL site is covered by a fire management system (fire alarm) with sprinkler systems and portable fire extinguisher equipment in KEY areas. All such systems are inspected and maintained to the highest standards and are subject to regular audit inspections by a licensed third party. In Addition 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 provision for staff training. Practice fire safety evacuation drills are undertaken by MTL staff throughout the year. During public access hours, trained competent staff are on duty in all areas covering as fire marshals with specific responsibility for evacuating our demise if the need arises.



7. Security

MTL has a dedicated security team which is able to deal with any minor security issues on site. Madame Tussauds London operates both overt and covert security throughout the attraction including CCTV. All our security personal are SIA trained and licensed.

NB: Please note that MTL employs a full-time Health and Safety advisor who facilitates and ensures the company's commitment to and compliance with health and safety legislation