

## 1. Introduction

### About Merlin Entertainments Group Ltd

Merlin Entertainments is a leading global operator of branded entertainment destinations, known for its diverse portfolio of attractions that entertain millions of visitors each year. Merlin Entertainments is one of the largest entertainment companies in the world, operating over 140 attractions in 25 countries across four continents.

Our aim is to deliver unique, memorable, and rewarding experiences to millions of visitors across our growing estate. We believe that we achieve this objective largely thanks to the commitment and passion of our team and the strength of our brands, which will never fail to be distinctive, challenging, and innovative.

Merlin Entertainments Group (hereafter referred to as Merlin) runs Europe's largest collection of visitor attractions and the second largest worldwide. It aims to provide unforgettable experiences to the millions of people who visit its ever expanding group of attractions and theme parks each year.

Merlin is committed to achieving the highest standards of Health, Safety and Security and to protecting all its visitors, employees, and on-site contractors around the world. This determination lies behind the actions taken by Merlin to incorporate Health, Safety and Security (HSS) into every aspect of the Company.

HSS is the number one priority. It is integrated both within the training given to employees and also their daily working practices. It is engrained within the Company's culture, and it is central to its values. These values – 'The Merlin Way' – place Merlin's employees at the heart of everything it does, including HSS. The Merlin Way encourages each person to take ownership, responsibility and to be fully involved in safe working practices.

This is particularly important in the fields of Health, Safety and Security because keeping people safe depends on everybody playing their part in full. This reality underpins 'Protecting the Magic,' Merlin's HSS programme that is dedicated to:

- Increasing awareness and engagement and
- Promoting and then sustaining a positive, proactive, culture of 'safety first.' 'Protecting the Magic' is designed to help management teams, employees and business partners identify and manage risks, prevent accidents, and deliver unforgettably magical guest experiences. It tells everyone what to do, how to do it and why their actions help keep people safe. It means that they can all play an essential role in looking after the guests, colleagues, contractors, and the animals in their care.

Supporting this are systems and procedures that help people assess, eliminate, or control risk effectively, and that promote a strong and sustainable base of HSS expertise across Merlin worldwide.

Merlin's mission is clear – to always ensure that it is 'Protecting the Magic' every day with world class people and practices. This is achieved in several ways:

- Complying with relevant legislation (at a minimum), as well as Merlin's mandatory standards and other requirements that it has adopted.

- Using robust systems to identify and control risks effectively.
- Giving staff the information, instruction, training, and supervision they need to carry out their roles competently.
- Speaking with employees, their representatives, and others about HSS issues.
- Investigating and learning lessons from near-misses or incidents that take place both inside and outside the Company.
- Regularly monitoring, auditing, and reviewing Merlin's HSS management system and associated safety performance.
- Working with other organisations to improve HSS standards across the sector.

Every level of management at Merlin is responsible for putting this HSS Policy into practice. Merlin's Executive Board is committed to providing enough resources and investment to support the Policy and ensure that everybody knows and understands it.

Ultimately, however, safety cannot be delegated completely. Merlin always encourages creativity and initiative and promotes a 'best practice' culture where everybody understands their own individual HSS responsibilities and is actively committed to making this Policy work in practice.

LEGOLAND Windsor Resort has over 55 interactive rides, live shows, and attractions, all set in 150 acres of beautiful parkland; bring learning to life outside of the classroom with our tailored school trips which can engage, excite, and inspire your students. Whether you choose to self-lead or take part in one of our unique workshops you will find LEGOLAND® Windsor Resort is a truly unique learning experience.

LEGOLAND Windsor Resort has been awarded with a Learning Outside of the Classroom Quality Award: a national accreditation for the provision of learning.

## **2. Indiscipline**

Misbehaviour - The attraction has rules and regulations displayed at the Resort entrance and on each ride and play area restriction board. Staff members are trained to enforce these rules and regulations for the benefit of all of our Guests. Staff will instruct children to behave where necessary. Please note that children under the age of fourteen must be accompanied by an adult at all times, this is non-negotiable. Staff will challenge any child without sufficient supervision and will take them to Heartlake City Guest Services to be reunited.

Any guest or other third party found to have illicitly entered a ride area must be immediately reprimanded and reminded of the potential consequences of their actions (to themselves and others).

Depending on the exact circumstances of the breach, the deliberate or accidental nature of the transgression, the age of the individual, the seriousness of harm occurring, the isolated or repeated nature of the offence and the type of response provided by the individual subject to the reprimand (e.g. contrition versus arrogance) Operations and Security Management may determine if necessary, in the interests of safety, to eject such persons from site.

Where the guest and/or third party concerned is a minor (i.e. below 16 years) then they must be ejected together with a relevant parent/guardian. The safety and well-being of such guests must be upheld when considering these actions.

Repeat or serious offenders may also be informed that they are prohibited from entering any Merlin attraction thereafter.

### **3. Insurance**

LEGOLAND is covered by Public Liability, and the policy is with Willis Towers Watson.

### **4. Health and Safety Enforcement**

Local Enforcement Agency: Royal Borough of Windsor and Maidenhead

The Resort is inspected by the Health and Safety Executive National Fairground Inspections Teams.

## **HAZARDS & CONTROL ARRANGEMENTS**

### **5. Attraction Specific Risk**

Whilst all our rides are maintained to the highest safety standards and our staff are trained to operate them, we recommend that leaders of groups read all notices, safety information and Ride Restrictions before visiting. This information is available on our website [legoland.co.uk/plan\\_your\\_visit](http://legoland.co.uk/plan_your_visit). In addition to rides there are a number of unsupervised play areas in the Resort, all equipment conforms to the current British and European standards, but supervision is required.

### **6. Rides Engineering Safety**

The Resort complies fully with the Health and Safety executive guidance on Rides and Engineering Maintenance; Fairground and Amusement Parks – Guidance on safe practices HSG 175

All rides are inspected by a registered Inspection Body under the Amusement Devices Inspection Procedures Scheme (ADIPS).

### **7. Food safety and hygiene**

All food outlets operate in accordance with the Food Safety Act 1990. They are regularly inspected by the local Environmental Health Department of the Royal Borough of Windsor and Maidenhead.

### **8. Resort Staff**

Attraction Staff/Identification: All staff wear uniform or are easily identifiable from their LEGOLAND Windsor ID worn on lanyards around their neck. Full Standard Declaration Questionnaires are carried out on all staff employed at the Attraction. If you have any concerns with regards to a staff member please report this to our Security team or LLW point of contact.

### **9. Security**

The attraction has a dedicated security team who can deal with security issues on site. The team are also trained to deal with any emergency situations that may arise.

The team work closely with the emergency services and counterterrorist teams to ensure the safety of the Resort.

#### **10. Vehicle traffic**

The attraction is closed to vehicular traffic movement whilst open to the public. There are designated dropoff points for coaches at LEGOLAND in Coach Park C. There is no requirement for children to cross any busy public roads although children will be required to cross internal park roads to access the admissions area and in the case of special occasions – St. Leonard’s Mansion. Pedestrian walkways are provided with all steps having alternative flat access.

#### **11. Weather Protection**

There is not a great deal of cover in the Resort, please be always prepared for rain and wear sensible flat footwear due to the undulation of the Resort and the need to brace on several of our rides. There are shaded areas provided throughout the attraction for sunny weather.

#### **12. Water Safety**

All public areas are fenced off to prevent access to water. Some rides at the attraction do expose children to water by riding in boats or pods with a water play area located in DUPLO Valley. All water used in the Resort is either fresh from pipes or treated by chlorination.

#### **13. Slips/Trips/Falls**

The following should be noted; Wet flooring, steep slopes, steps and stairs, boarding and disembarking rides can cause persons to fall. Falls from same height are typically reported from guest running around and rushing to rides. Groups should proceed to rides and attractions in a safe manner.

#### **14. High Level Areas**

The Resort is situated on the side of a hill, Guests can see over the area before making their way down to the bottom of the park. A Hill train can transport Guests from the top to the bottom or vice versa. The Hill train may be closed for short periods of the day typically around lunchtime.

#### **15. Strobe Lighting**

The Dragon Coaster and Flight of the Skyllion have a small amount of strobe lighting, please look at the ride restrictions board to provide more information about the ride experience to all group members.

#### **16. Enclosed Spaces**

Some of the Rides & Attractions can be quite small in areas and to some individuals these might feel contained. However, no area is defined as a confined space.

## **17. First Aid**

There is an attraction first aid team, The First-Aid facility is located in Heartlake City with qualified first aiders on hand to help. Should you need assistance, please contact any member of staff who will help in contacting the team, or directing you to the First Aid facility.

## **18. Emergency Planning**

LEGOLAND® works closely with the emergency services and government agencies and has a contingency plan in the event of an emergency which include evacuation and Resort Lockdown arrangements.

## **19. Fire Safety**

In the event of an emergency please follow all displayed evacuation procedures and listen to instruction from members of the LEGOLAND team. We work closely with the emergency services to test and review our fire safety arrangements and it is not unusual to have members from the services visit the Resort during daily operation.

## **20. Wheelchair Access**

LEGOLAND has been designed with the needs of Guests with disabilities firmly in mind – the Resort is more than 95% accessible to wheelchair users. The paths are level and suitable for wheelchairs, however it can be steep in sections and may require additional assistance.

## **21. Attraction Wheelchair Access**

For a comprehensive guide to LEGOLAND for Guests with disabilities; please follow this link: <http://www.legoland.co.uk/Plan/Guests-With-Disabilities> or pick up a guide at Guest Services.

## **22. Lost Children**

To assist in the prevention of Lost Children, Emergency contact wristbands are available from Guest Services on entrance; we strongly recommend that all children in groups are given a contact number for our staff to use should they become separated from the group for whatever reason. If a child is lost, they should make contact with any member of staff who will take them to Heartlake City Guest Services as a reuniting point.

## **23. Age/Height Restrictions**

For a comprehensive list of age and height restrictions on all of our rides and Attractions, please follow <https://www.legoland.co.uk/tickets-and-passes/school-bookings/plan-your-trip/> These restrictions, alongside other general information can be found at the entry point to all of our rides and attractions.

## **24. Lockers**

Lockers are available onsite on a first come first served basis and are located at the Beginning, the Imagination Centre and LEGO City. Lockers require a non-refundable £2 fee.

## **25. Eating Facilities**

There are many food and drinks establishments within the attraction serving a variety of both hot and cold refreshments. There are also adequate outdoor grounds to picnic within.

## **26. Welfare Facilities**

There are toilet blocks within every area of the Resort, each with a wheelchair accessible toilet. There are designated Changing Spaces in our Heartlake City toilets opposite the harbour.

## **27. Control of Contractors**

All contractors who work for LEGOLAND Windsor Resort have been screened and have undertaken contractor induction training. All contractors will be identifiable and have permits and contractor passes relevant to the contracted works and projects. Any concerns can be raised to the Site Security team or LLWR point of contact.

## **REVIEW**

**28.** All Resort risk assessments are reviewed and as required following any change to operation and use.

S Cassidy  
Health, Safety & Security Director  
LEGOLAND WINDSOR RESORT