

RISK ASSESSMENT

Subject of Assessment	RockReef	Date of Assessment	01/02/2023
Task/Activity	High Line	Date of Next Assessment	01/02/2024
Assessor	Chris Stradwick – Operations Manager Matt Beavan – RR & PZ Manager (IOSH Managing Safely)	Location of Assessment	RockReef Bournemouth
Who Affected	Staff Customers Visitors Contractors		

Risk Rating Matrix (RR)	Likelihood (L)		
Severity (S)	Certain or near certain to occur (High)	Reasonably likely to occur (Medium)	Unlikely to occur (Low)
Fatality; major injury or illness causing long term disability (High)	HIGH (H)	HIGH (H)	MEDIUM (M)
Injury or illness causing short term disability (Medium)	HIGH (H)	MEDIUM (M)	LOW (L)
Other injury or illness (Low)	MEDIUM (M)	LOW (L)	LOW (L)

Overview

Openwide International Ltd has employees and recognises that Section 2(1) of the Health and Safety at Work Act 1974, which contains the duties placed upon employers to ensure the health, safety and welfare of their employees while they are at work, applies to them.

Openwide International Ltd also recognises that Section 3(1) of the Act, which places a duty on every employer to conduct their undertaking in such a way as to ensure that persons not in their employment but who may be affected by it are not exposed to risks to their health or safety, also applies to them in relation to customers and visitors.

Key documents for describing workplace risks and associated control measures at Openwide International Ltd are Activity Risk Assessments (each activity has a RA) Rock Reef Fire risk assessment and CoSHH assessments for any hazardous substances.

This risk assessment was prepared by Openwide International Ltd staff with the support of Iain McNeill (Senior Safety Health & Environmental Consultant) from NatWest Mentor.

It is important that risk assessments are communicated to relevant employees. With this in mind, Openwide International Ltd will combine fulfilling this requirement with providing regular refresher training for health and safety by issuing an up-to-date copy of this risk assessment to every established employee annually and to every new employee when they commence employment.

Openwide International Ltd is content that the health and safety competence required by employees at Openwide International Ltd is not complex and will consist of them having a good understanding of the risks associated with their work activity and workplace and an understanding of the associated control measures that have been established in relation to them. By ensuring that this risk assessment adequately describes these risks and control measures, Openwide International Ltd considers annual provision of this risk assessment to be suitable and sufficient refresher training for health and safety established employees and suitable and sufficient induction training for new employees.

Employees should be aware that they have a duty under Section 7 of the Act to take reasonable care for the health and safety of themselves and other persons who may be affected by his acts or omissions at work and to co-operate with their employer so far as is necessary to enable the employer to comply with a duty or requirement imposed on them by health and safety law

Ref	Hazards		Who is at risk?	Controls in place	L	S	RR	Adequately controlled?
1.	COVID	Employees and customers may contract Corona virus	S+P	<ul style="list-style-type: none"> • Handrails and course obstacles are cleaned regularly • Face masks/shields and gloves are optional for staff and public • Customers / employees will be asked to wash hands regularly and thoroughly (hand sanitiser will be provided) • Instructor to control customer social distancing whilst on the course where possible. • Instructors to take extra care when attaching customers to the niko rail. Advise customer to follow the instructor's guidance to ensure the instructor can double check the harness and attachment point. • Close contact is unavoidable 	L	M	L	Yes, Continued monitoring

Ref	Hazards		Who is at risk?	Controls in place	L	S	RR	Adequately controlled?
2.	Instructor Error	Customers may suffer major injury	P	<p>Monthly spot checks and quarterly assessments are carried out to make sure instructors are kept up to date with operating procedures</p> <p>Instructors are also rotated through their roles and provided with regular breaks.</p> <p>Instructors are trained to support each other, be aware of each other's safety behaviour and provide interventions when needed as well as immediate feedback on any safety related issue.</p> <p>All staff are trained and encouraged to ask for a break if needed and to speak up if feeling tired, losing concentration, focus or feeling unwell.</p>	L	H	M	Yes
3.	Human Error	Customers and employees may suffer major injury	S+P	<p>Safety brief is given to participant before activity is carried out on an individual basis. Safety points are highlighted by the instructor.</p> <p>Customers are under supervision whilst engaged in High-line.</p>	L	H	M	Yes

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4.	Pre-existing medical conditions	Exacerbation of existing medical ailments	S+P	<p>Instructor to ask participants or accompanying adults if any medical condition may be triggered by the activity. Instructor to make adjustments to session if required. (For example, there are to be no flashing lights if somebody is epileptic and any medication is to be accessible).</p> <p>Customer asked if they have medication on them should they need to administer.</p> <p>All instructors are first-aid trained.</p> <p>First aid kits are located in various points for easy access.</p> <p>Reception will call for 999 Ambulance if required and asked to do so by an instructor.</p>	L	H	M	Yes
5.	Falling from height	Employees and customers could suffer injury when falling from climbing activities	S+P	<p>Participants and are clipped into the safety rope system by an instructor before they leave the gates. Instructors are also clipped into the same system this will ensure that they are on the system safely. The system is regularly checked by staff and a safety briefing is also implemented to minimize the risk of Error Participants are told not to touch the karabiners. Instructor will double check equipment and securely clipped/harnessed etc.</p> <p>Pinlock Carabiners are now in place.</p>	L	H	M	Yes

Ref	Hazards		Who is at risk?	Controls in place	L	S	RR	Adequately controlled?
6.	Snagging from clothing, jewellery, long hair etc. and legs or arms getting caught in elements	Knocks, bumps and grazes	S+P	All participants are told to wear sensible clothing (long sleeves, trousers and covered, secured shoes are advised) A safety briefing is also implemented to minimize risk - advising people to take time and care on the activity. All participants are told to remove any accessories that could pose a snagging risk, long hair must be tied back. Retrieval and rescue drills are trained to staff. Tape provided for jewellery	M	L	L	Yes
7.	People beneath the High Line course may be hit by objects falling from height	Employees and customers could suffer injury when hit by objects falling from height	S+P	All participants are asked to remove any loose items from their pockets and this is double checked after the safety briefing. Any equipment that staff may require whilst working at height must be securely attached to their harness. Ground floor seating is placed not directly under the Highline main route.	L	H	M	Yes
8.	Equipment/C course failure	Employees and customers could suffer if climbing equipment fails	S+P	All equipment is checked daily by trained staff to ensure it is functioning correctly and to the industry and manufacturer's specification. Equipment is safety checked and logged onto internal PPE system by a competent member of staff. The course is inspected before use by an instructor and checked thoroughly at least every 3 months, and an external contractor conducts an annual safety inspection. Any Equipment found to not be functioning correctly will be quarantined and placed into red box marked "Quarantine" and quarantine paperwork filled out.	L	H	M	Yes

Ref	Hazards		Who is at risk?	Controls in place	L	S	RR	Adequately controlled?
9.	Harness coming loose or being removed or tampered with by participant	Customers could suffer injury by falling if their harness became loose	P	Staff are always checking harnesses and supervising the participants during their sessions. Participants are advised to not interfere with their fitted harness and ask a member of staff to assist them if they are uncomfortable. Staff remain vigilant, PPE is double checked before the activity.	L	H	M	Yes
10.	Hitting supporting poles on the structure	Knocks, bumps and grazes	S+P	In the safety brief, participants are advised to take time and care whilst on the activity and told not to slide along the Niko rail to an extreme. Staff remain vigilant	M	L	L	Yes
11.	Splinters	Employees and customers could suffer if they obtain and wood or metal splinter	S+P	Daily inspections are carried out to check the condition of equipment and participants are asked to take care on them.	L	L	L	Yes
12.	Damage to elements	Employees and customers could suffer injury if there is damage to the equipment	S+P	Daily checks are done on the High Line which include inspecting the condition of the elements. A course inspection carried out at least every 3 months. An external contractor conducts a full annual safety inspection.	L	H	M	Yes

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13.	Emotional risk	Distressed customers	P	Positive reassurance and encouragement are given to comfort the person and build trust between the participants and the instructors. Demonstrations can be used to explain how to do certain obstacles and encourage the person to attempt them. The instructor can also leave their station to assist with the activity. Retrieval and rescue drills are trained to staff and all instructors have a radio with them at all times to call for assistance.	L	M	L	Yes
14.	People accessing the High Line	Customers could suffer injury by falling/getting stuck if they partook in an activity unsupervised	P	The High Line gate is locked when not in use. There is a sign on the High Line entrance stating "No Entry without an Instructor". When the instructor is on the course, the entrance gate must be locked or a second instructor stands on the platform entrance to prevent access.	L	H	M	Yes
15.	Other participants	Knocks, bumps and grazes	S+P	Participants are advised to leave a safe distance between each other. A safety briefing is in place which dictates that there are to be 2 people maximum on each platform, and 2 people maximum on each crossing. This is to be monitored by an instructor.	L	M	L	Yes

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16.	Participants unable to reach obstacles becoming stuck part way around the course		P	There is a min height of 1.1m to ensure that all participants are able to reach all the elements of the course. This is measured at reception by the height of the desk, and a height line at the High-Line entrance. Positive encouragement is given to comfort the person and build trust between the participants and the instructors. Demonstrations can be used to explain how to do certain obstacles and encourage the person to attempt them. The instructor can also leave their station to assist with the activity. Retrieval and rescue drills are trained to staff and all instructors have a radio with them at all times to call for assistance.	M	L	L	Yes
17.	Participants unable to make it around course due to exhaustion, injury or medical condition. (i.e. seizure)		P	In the case that a participant is unable to make it round the course back to the main entrance due to exhaustion, injury or a medical condition there are two options available depending on the severity of situation. In low severity situations participant can assisted by an instructor using the basic retrieval / rescue method. In more severe cases all HighLine instructors are trained how to rescue a participant through use of the HighLine rescue bag, present on HighLine platform, and lowering the participant to the ground.	L	H	M	Yes

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18.	Users becoming unwell on the highline or urinating	Customers and staff below could become contaminated with bodily fluids	S&P	<p>Suitable signage on the control gate/entrance to Highline advising customers.</p> <p>Highline users are reminded to use the toilet at the entrance by the staff member, before they commit to the Highline.</p> <p>Should anyone be contaminated by falling bodily fluids, we have washing facilities with. hot water, antibacterial spray for contaminated skin or clothing, alcohol gel, and also full contamination spillage kits.</p> <p>We also have inside the kits 'Clinell disinfecting spray'. This is designed for the clinical setting and is safe for use on skin.</p> <p>We will investigate the possibility of a net and absorbent sponge to directly run below highline to catch items or bodily fluids.</p>	L	L	L	Yes
19.	Fire / Emergency evacuation	Smoke Inhalation, trips, slips and falls	S+P	<p>Recorded and practiced evacuation process know to all RockReef Staff. Drills and exercises are carried out every 6 months and results recorded in RockReef Fire Book.</p> <p>Evacuation to be complete in under 3 mins.</p>	L	H	M	Yes

Hazard Ref	Additional control	Assigned to	Date Completed	L	S	RR

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Risk Assessor:	Chris Stradwick	Reviewed By:	Matt Beavan
Date of Assessment	01/02/2023	Review date before	01/02/2024
Print of responsible person:	Peter Collet	Signature of responsible person:	<i>Peter Collet</i>