

# Risk Assessment



## Legal requirements, health and safety and climb information

### Public Liability

Up at The O<sub>2</sub> is covered by Public Liability Insurance to the amount of \$10,000,000.

### Climb Staff Identification

All Up at The O<sub>2</sub> staff members wear staff passes and uniform for easy identification. A policy exists for all our Climb Guide team to have enhanced Disclosure and Barring Service (DBS) checks.

### Security

Up at The O<sub>2</sub> is an attraction open to the public, resulting in a large number of people moving through the attraction on a daily basis. Safety is very important at Up at The O<sub>2</sub>, not only for the staff members but also for the climbers themselves. Up at The O<sub>2</sub> has developed a number of procedures to ensure that this happens and that the relevant training has been provided to aid all staff carrying out these duties. Whilst Up at the O<sub>2</sub> is open to the public there will always be a security person provided through The O<sub>2</sub>'s Security Team (SOCC).

### Personal Belongings Storage

Up at The O<sub>2</sub> has a large number of the general public visiting the site who complete a climb throughout the course of a day. Due to safety rules, climbers are not allowed to take any personal belongings up onto the walkway except their mobile phones. Safe storage for these items will therefore be provided.

All climbers must sign the waiver form before climbing. On this form it states that Up at The O<sub>2</sub> cannot be held liable for any damage to the personal belongings of visitors.

## Risks

### Parking at The O<sub>2</sub>

There is designated parking for coaches and cars at The O<sub>2</sub>. Care should be taken when crossing the car park and whilst walking towards The O<sub>2</sub>. There are designated routes for pedestrians. Please contact the Up at The O<sub>2</sub> team if you require any further information.

### Health and safety

AEG take the health and safety of our visitors very seriously and provide the following information for your awareness. The purpose of this document is to enable schools/groups to use the information and guidance provided to ensure the Up at The O<sub>2</sub> climb is a safe and enjoyable experience. Information also detailed within this document can assist educational establishments with the development and completion of their risk assessments in order to satisfy yours and AEG's legal obligations detailed within by the Health and Safety at Work etc. Act 1974 and Children's Act 2004 (including Safeguarding policies and procedures).

### Incident

In the event of an accident that requires first aid assistance, please contact an Up at The O<sub>2</sub> member of staff or a member of security within The O<sub>2</sub>. An incident report form should be completed providing details of the injured person, injury and a description of what happened.

### First Aid/Medical Emergency

During Up at The O<sub>2</sub> opening times there will always be a First Aider present on the ground and on the walkway. All Climb Guides are first aid qualified. All First Aiders will hold the (minimum) qualification of Emergency First Aid at Work. Any first aid incident will be initially assessed and immediate response first aid will be administered by the first aider present. If for any reason a qualified First Aider from the staff team is not immediately available, SOCC (The O<sub>2</sub>'s Security team) will be contacted and request First Aid assistance.

All Up at The O<sub>2</sub> First Aiders are required to carry first aid kits at all times – particularly whilst on the roof. They also carry radios at all times in order to be able to communicate incidents or emergencies at any point in time.

A medical crash bag is located in the Up at The O<sub>2</sub> rescue kit. It is only to be used by qualified First Aid trained personnel.

A defibrillator is located inside the Duty Manager's office, in Base Camp.

## Falls from Height

It is essential for the safety of an individual who has experienced a fall from height that their location and medical state is quickly identified. If they are located anywhere other than on the 'Up at The O<sub>2</sub>' structure, at height, Working at Height Regulations apply, so Up at The O<sub>2</sub> staff will either contact the Emergency Services or IRATA qualified staff, depending on the severity of the incident.

If the fall has caused them injury, a trained First Aider should assist them, if it does not jeopardise their personal safety and until a Paramedic can take over (if required).

If they are able to move with assistance, they will be helped off the roof and taken somewhere appropriate to rest and recover.

## Emergency Planning/Fire Safety

Up at The O<sub>2</sub> consists of two pavilions (Base Camp & North Camp), with a walkway over the roof of The O<sub>2</sub> Arena.

Fire evacuation procedures may be collective (include evacuation of both pavilions and the walkway) or relate to one of the Pavilions or just the walkway. Obviously if there is a requirement to evacuate the main arena, all climbers and staff on the walkway will have to evacuate immediately.

The Fire Evacuation Procedures are separated to cover the Pavilions and the walkway, as the walkway is located on the roof of the main arena whereas the Pavilions are standalone buildings located outside the arena.

Both evacuation procedures are combined in the event of an entire arena evacuation.

Up at The O<sub>2</sub> operates on a timed entry system, which ensures that capacity and flow is regulated and will allow for accountability of personnel within the attraction.

## Lost Children

Children should approach a member of staff if they are lost. All members of staff will wear uniform and staff passes.

Up at The O<sub>2</sub> has an Emergency Operating procedure that applies to all children and young people under 18 years old whilst visiting the attraction. This also applies to vulnerable people. During a lost child incident, staff will react quickly in locating that child (depending on when the lost child has been reported to staff) . A systematic, thorough search of the Up at The O<sub>2</sub> locations will quickly be instigated.

## Sudden Onset of Extreme Weather

If the weather suddenly deteriorates, Climbing Guides make the decision to descend. They will reassure their group and direct them safely to the ground in the quickest possible manner. If the climb has not started yet, the possibility of a delay/cancellation is possible if unsafe to proceed.

## Full Evacuation from Roof

A full evacuation from the roof is when all climbing groups and staff (and other personnel) must exit The O<sub>2</sub> Arena roof, via the dedicated Up at The O<sub>2</sub> walkway, in the quickest possible time.

There are a number of scenarios that will trigger a full evacuation from the roof. These could be as follows:

- Fire
- Severe weather conditions
- Medical emergency
- Terrorist attack/threat

# Visit information

## Supervision of Children

Adult supervision of under 18's is required at all times. Our minimum ratio for educational climbs is one adult per 15 children aged between 13–17 years old, and one adult per 12 children aged between 11–13 years old.

The teacher/supervisor must have loco-parentis status for all of the children participating in the climb experience.

The teacher/supervisor needs to take responsibility for the children whilst completing the Up at The O<sub>2</sub> activity and ensure that all children follow the instructions they are given by our staff and provide assistance where required.

At least one teacher/leader needs to be present at all times during the kitting up process.

One teacher needs to climb on the walkway at the back of the group to be able to see the whole group. If a second teacher/leader is present, they will be climbing in the middle of the group.

## Safeguarding

All our climb guide team members have DBS clearance. Please remember it is the responsibility of the organiser/educational establishment to monitor the children/young person's safety.

## Wheelchair Access

Up at The O<sub>2</sub> adopts an inclusive approach to disabled climbing, in line with the Equalities Act 2010 Code of Practice and as such, will strive to enable disabled access wherever possible. Wheelchair users are not able to climb as part of an educational climb, as this is organised separately.

For more information on wheelchair climbs please email [boxoffice@upattho2.co.uk](mailto:boxoffice@upattho2.co.uk)

## Eating Facilities

There is a picnic area that schools can use before or after the climb. This area is called the Garden and is situated on the Avenue inside The O<sub>2</sub>. There are tables and chairs to have packed lunches with other visitors and this is on a first come first served basis. School visitors are responsible for any food items brought onto the premises.

Please leave the area tidy after your lunch and use the bins provided.

## Welfare Facilities

Toilets are located in Base Camp (start of the climb) and in North Camp (end of the climb).

## Additional Costs

Soft drinks, champagne and apparel are available to buy from Base Camp, photographic opportunities are available at the start of the climb, and the gift shop is located at the end of the climb where merchandise, more apparel items and souvenir guidebooks are on sale.

## Company Registration and Terms and Conditions

ANSCO ROOF WALK LIMITED, company registration number 07665946. Registered office The O<sub>2</sub>, The Studio, London, SE10 0DX ( "we") provides the Up at The O<sub>2</sub> Climb to paying visitors ( "you"). Please read these terms and conditions carefully before buying a ticket for the Up at The O<sub>2</sub> climb (as defined below) ("Ticket"). By buying a Ticket you are agreeing to the terms and conditions detailed within and are bound by them.

Up at The O<sub>2</sub> does not accept liability for any omissions to this list. Control measures indicated are recommendations only and must be adapted/ amended by group organisers. Please ensure adequate supervisors are appointed for the number in your group.

Full terms and conditions are available on our website. [Click here for more details](#)

## References:

[Click here for Health and Safety Executive \(HSE\) Risk Assessment Template.](#)

[Click here for Children's Act.](#)