



LET'S TALK SAFETY

NOV 2020

TOP 10 TIPS TO ENSURE YOUR ATTRACTION IS SAFE FOR YOUR VISITORS



There are not many instances in memory that we can say have had the same magnitude of impact at a global level as those that we have seen as a result of the Covid-19 pandemic.

Whilst we are still today in a “recovery stage”, it is now that all operators should be double checking their safety measures and updating them to ensure that they fit the needs of our industry in this new world.

Never has it been truer that **Safety Comes First**, we owe this to both our visitors and team members and for those who put in the extra efforts to ensure they are delivering the highest of standards the rewards are bound to be bigger.

So, what can you be doing, checking or improving in your operation to make certain that your visitors feel safe, have the confidence to visit your operation and that they will come back time and time again. Read on for our tips to help you make your operation safe.

1. Designate a Health & Safety Officer

Appoint a designated team member to manage all health and safety activities. If you run a smaller low risk operation in terms of health and safety, you will normally find that you can appoint an existing employee to take on these tasks. However if your operation is bigger or the activities offered are medium to high risk, such as those having multiple attractions, you should have a dedicated full-time team member with the correct skills, knowledge, and experience to manage your operation’s health and safety requirements.

Whichever level of safety coverage you decided upon, you must train and keep records of the training on file to ensure a reasonable level of training has been undertaken.



LET'S TALK SAFETY

NOV 2020

2. Have a Health & Safety Policy

Drafting a health and safety policy is an incredibly important step in mitigating any potential risks. It will keep your designated health and safety officer strategically focused and should be shared with staff to ensure your whole team.

By sharing with your team members, they will understand your commitment to strong health & safety measures and this will ensure they know what is expected of them in terms of behaviour, processes, and reporting potential risks or incidents. Although the idea of writing a health and safety policy may sound quite daunting, all you really need is a brief document outlining who is responsible for:

1. what activity
2. when it gets done
3. how it is completed

3. Risk Assessments

A crucial element of health and safety compliance will be to carry out detailed risk assessments. Take a look at our previous MENALAC article on "[Risk Assessments](#)" for more detailed guidance on how to conduct a risk assessment.

Carrying out a risk assessment can be quick, simple, and virtually cost-free. Set time aside to review your risk assessment records on a regular basis, just remember that your risk assessment should demonstrate:

- You made proper checks where appropriate
- You have talked to those affected
- You have addressed all hazards
- You have taken reasonable precautions, and the remaining risk is as low as reasonably practicable
- You have involved your team members as part of your risk assessment & you train them on updates regularly of the operation and risk assessment

4. Existing SOP's (Standard Operating Procedures)

Look at your existing SOP's and incorporate inspections specific to hygiene. Ask yourself are these adequate and should we increase the interval. Document, train, re-train & regularly brief your staff on existing and new SOPs, for further guidance see our article [Keeping Safe and Building Consumer Confidence](#)



LET'S TALK SAFETY

NOV 2020

5. Practice Emergency Procedures

Role play specific scenarios for emergency isolation / evacuation procedures. Provide regular training sessions to make sure that all employees understand what is expected of them and how to identify hazards. Keep training records to ensure that all staff members have been trained. This will also help you to determine when refresher training is required.

6. Routine Maintenance

Routine maintenance is considered one of the most important things you can do for your attractions and the safety of operators & visitors alike. An attraction that receives regular quality service will run more efficiently, with less down time, be safer and will last longer.

Most attractions come installed with a comprehensive maintenance schedule that should be followed. However, if your attraction does not have this and your supplier cannot provide the same then consider the following when creating your own.

1. What are the system functions and the associated performance standards?
2. How can the system fail to fulfil these functions?
3. What can cause a functional failure?
4. What happens when a failure occurs?
5. What might the consequence be when the failure occurs?
6. What can be done to detect and prevent the failure?
7. What should be done when a suitable preventive task cannot be found?

7. Signage

Regularly review and update your signage to ensure accuracy and prominence throughout your operation. Use both informative and restrictive information in your signage and remember these are not only for the customer but can also be useful for the staff to refer to while in communication with a customer.

8. Daily Pre-Opening Inspections

Safety inspections done properly and recorded will lesson downtime and more importantly, ensure the safety of your staff and clients. These are better performed by your site engineer however can be completed by your floor staff if they have been professionally trained and proved to be competent people.



LET'S TALK SAFETY

NOV 2020

9. Increased and Effective Hygiene Practices

Gone are the days when cleaning was something done in the background or after hours, it is now the era of being as visible as possible with your hygiene standards. Now is the time to be reviewing and if necessary, improving on your hygiene standards across the entire operation.

Is your team trained and do they understand the importance of ensuring your attractions are frequently cleaned and sanitized, always paying more attention to those areas that have the highest touch points? Your rides and arcade games should ideally be disinfected after every use and don't forget the equipment that comes into contact with the face and head, VR games for example will require a more detailed sanitization after every use.

Be proud and communicate clearly via signage and marketing all the extra measures you have adopted to keep your operation hygienic and safe for your visitors and their families. The better you are at doing this the bigger your chances of improving your overall Customer Confidence resulting in more regular repeat visits.

10. Keep up to date.

Have a system in place for regular updates and checks on laws, regulations, best practices that effect your business and equipment. Keeping up to date on business requirements, maintenance for equipment, training of colleagues and COVID controls will ensure you are up to date and providing the safest environment.

The top 10 tips shared here should be used as guidance along with your existing company polies to make sure you have a good strong system of operation in place. These should include as a minimum: safety, asset management, maintenance, training, and engagement. With these in place you should be confident that you are providing a positive and safe environment for colleagues and visitors to enjoy, return to and be ambassadors for the moving forward.

Article contributed by Mr. Ben Clegg, Director - Spares, Operations & Technical , Amusement Services International L.L.C.