Dear Group Organiser,

**Risk Assessment**

We're excited to share some important details about Health and Safety procedures at National Sea Life Centre Birmingham. We've put in place a thorough Health and Safety Management System, including risk assessment, to make sure that our staff and visitors stay safe and well taken care of.

We've got everything covered to keep you safe and happy. We've got plans in place for things like fire evacuation, lost children, water safety, and first aid. Plus, we've got Public Liability Insurance coverage, with SEA LIFE centres and Sanctuaries covered up to £10 million by Chubb European Group Limited (Policy No UKCANC33447). We're also regulated by Birmingham City Council and our food units are inspected regularly to make sure everything's up to scratch.

We want to make sure you can easily identify our attraction staff, so they all wear uniforms and name badges. We also have a policy for all new staff to undergo criminal record checks.

If you're planning to bring a group by minibus or coach and need drop-off and pick-up near SEA LIFE Birmingham, you will be able to drop off on Sheepcote street opposite the Cresent theatre. Please be aware that there is a bus lane along that road. Our closest car parking facilities are NIA south carpark and Q parks, please view their website for car height restrictions and charges.

Please use the 'Directions' pages on our website to find the most convenient car park near the attraction.

Please don't let children touch anything in the tanks unless one of our friendly staff members in the Rock Pool area gives them the go-ahead. It's also important for the little ones to wash their hands before and after this fun experience at the designated area. If you're planning to take photos, just remember to turn off the flash. And please always keep your belongings and bags with you at all times. Thanks for helping us keep everything safe and enjoyable for everyone!

We kindly ask that you and your group be mindful and considerate of other visitors during your visit. Please ensure that children are supervised by an adult at all times. Any disruptive behaviour may result in being asked to leave the attraction. As a reminder, our terms and conditions state that excessive noise, behaviour that may bother other guests or animals, or any form of disturbance is not allowed. Our staff is here to make sure everyone has a great time, and they may gently remind children to be on their best behaviour when needed.

Please note that the minimum age restriction for children to enter the attraction without an adult is 16. Any child 15 and under must be accompanied by someone over the age of 18. We have a retail outlet and picture booth where additional funds may be appropriate. However, please note that we are a cashless attraction.

SEA LIFE Brimingham is a free-flow attraction with a single route to take you past all our exhibits. We ask that you split into smaller groups of maximum twenty with assigned meeting points at certain times. Please note that once your class has entered the attraction, you will not be able to leave and then re-enter.

We hope that this information alongside the following Health and Safety details is sufficient for your requirements.

Yours faithfully,

Megan Jacob

Sea Life Birmingham Operations Manager

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| **Risk assessment ref no:**  | Visiting schools (3-18 year olds) | **Name of responsible person/s:** | General manager  |
| **Date risk assessment completed:** | 22/12/2024 | **Review date:** | 22/12/2025 |
| **Task/Activity:** | This information is provided to help schools and groups create visit risk assessments that meet the requirements of the Health and Safety at Work Act and the Management of Health and Safety at Work regulations. The hazards listed are inherent to this attraction, and Merlin Entertainments Group Ltd is not liable for any omissions. The control measures recommended are just suggestions and should be adjusted by group organizers. It's important to ensure that an adequate number of supervisors are present for your group. |
| **Location:** | Sea Life Birmingham  |
| **Persons at risk:** | Visiting school parties, Members of the public, Teachers and Careers, Sea Life Birmingham Staff  |

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| **Hazard/Risk**  | **Existing Control Measures** | **Risk level\*(Tick one)** | **Further actions to be taken by the school to reduce risks**  |
| **HIGH** | **MID** | **LOW** |
| ***Falling into display tanks, drowning or ingesting water, slipping on wet floors***  | * *Staff always supervise guests.*
* *Tank covering where appropriate.*
* *All guests under 16 to be accompanied by adult 18 or over as per entry requirements to centre.*
* *Staff training in hazard identification.*
* *Readily accessible wet floor signs to be used for spillages.*
* *Dedicated site cleaning team available during guest opening hours where required to support.*
* *First aiders onsite and readily available.*
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| ***Tripping over pieces of theming, falling on steps/stairs*** | * *Duty Manager open and close monitoring and reporting on theming.*
* *Frequent site walk arounds to assess any changes or damages to the site*
* *Staff training in hazard identification.*
* *Readily accessible wet floor signs to be used for spillages.*
* *Housekeeping policy enforced to ensure all waste is routinely disposed in designated areas of bin room, safe access routes maintained at all times. Pre-opening checks by Duty Manager.*
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| **Falling from a height** | * *Supervision is required by adult leads there is no climbing on the barriers.*
* *Hourly walk arounds completed by Duty Manager to ensure all stairways are clear.*
* *Railings provided on all stairwells.*
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| ***Lighting – trips/falls due to reduced lighting, strobe lighting*** | * *Regular site walk arounds to check light maintenance*
* *Torches located in crisis bag if required.*
* *Back up generator in place for if electricity fails.*
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| ***Electricity***  | * *Annual PAT testing program in place and fixed wire inspection.*
* *Staff training in electrical hazard identification.*
* *All equipment to be visually inspected by operator prior to use.*
* *All equipment to be suitable for use.*
* *All sockets in area IP67 rated.*
* *No guest-use of portable electrical equipment.*
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| ***Falling objects – Due to theming***  | * *All theming secured and checked on Duty manager open and close checks as well as frequent site walk arounds.*
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| **Overcrowding**  | * *Limited capacity in different areas of the attraction that must be adhered to and monitored by members of staff.*
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| **Stings & Bites from creatures**  | * *Contact with animals only by trained staff.*
* *Staff supervise guests at all times to ensure no direct contact with the animals on display.*
* *Warning signs and tank covering in place as appropriate.*
* *First aiders onsite and readily available.*
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| ***Exposure to allergens – food sold at the shop or exposure to fish***  | * *Food units are operated in accordance with the Food Safety Act 1990 and are regularly inspected by the local Environmental Health Department.*
* *All food sold are in packaging with allergens clearly shown.*
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| ***Temperature***  | * *All areas of building covered by central air handling system, with local air conditioning in BTS area.*
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| ***Welfare facilities*** | * *Children 16 years and under must be accompanied by an adult. In regard to school groups all children must be supervised by their teachers/ guardians and remain with them at all times.*
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| ***Emergency planning*** | * Full site emergency risk assessments and training completed by all relevant staff.
* Centre-wide fire detection and alarm system in place - monthly testing and bi-annual, external inspection. Clear and sign-posted exit route available, with regular inspections by Duty Manager.
* Annually serviced fire extinguishers local to area and staff made aware of location.
* All staff trained in evacuation procedures.
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| ***First Aid and Medication*** | * Numerous members of staff are first aid trained and readily accessible.
* First aid box checks completed and stocked weekly.
* First aid training courses are scheduled throughout the year for refreshers.
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| ***Access/services for persons with*** ***special needs*** | * Site is fully accessible
* Sensory bags are available.
* 2 x accessible toilets located within the attraction
* Lifts that provide access to all levels.
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| ***Pupils getting separated from their*** ***group*** | * It is required that teachers/ supervisors remain with their class at all times.
* Lost child procedures are in place. The procedure has been trained out to all members of staff.
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