



About SEA LIFE

Dive beneath the waves and enter a world of glittering scales, humungous tentacles and razor-sharp teeth. Come face to fin with the weird and wonderful creatures of the world's oceans and discover what makes them so amazing.

Combining active, hands-on learning with fascinating educational talks and an opportunity to have an up close and personal encounter with a variety of sea creatures, a visit to SEA LIFE is an educational experience like no other!

Sea Life caters for every ability level and learning style, using a unique combination of auditory, visual and kinaesthetic learning opportunities. Children are encouraged to have supervised, hands-on contact with live sea creatures in the touch pool which is often the highlight of the trip for many children.

About MERLIN ENTERTAINMENTS PLC

Merlin Entertainments is the largest European entertainments company. Merlin runs over 100 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.

HEALTH, SAFETY AND SECURITY at our attraction

"The health, safety and security of our guests, our employees and the people who work in partnership with us are of paramount importance to Merlin. We have an absolute commitment to continuously achieve the highest safety standards in all that we do. This comes in no small measure from our strong safety culture and the passion we dedicate to delivering safe, memorable experiences for our guests. We will never compromise our commitment to health, safety and security or become complacent in this area." Nick Varney, Chief Executive Officer

Our primary goal is to deliver safe and memorable experiences to our guests. Central to this is our absolute commitment to achieving the highest standards in health, safety and security, thereby fulfilling the trust placed in us by our guests, employees, business partners and shareholders.

We constantly strive to raise the bar in our health, safety and security standards and performance. Our highly skilled management teams and passionate employees work to manage risks, prevent accidents and help protect the magic of our guest experiences. Indeed, Protecting the Magic is the name that we've given to our on-going internal programme to sustain awareness, drive workforce engagement and uphold a positive and proactive safety culture.

Supporting this, we have designed and implemented systems and procedures to effectively assess and mitigate risk, whilst building robust capability and fostering strong health and safety expertise across the Group.

We also work with industry partners, both nationally and internationally, to design and set new safety rules and requirements. To this end, we remain an active member of the British Association of Leisure Parks, Piers and Attractions (BALPPA) and the International Association of Amusement Parks and Attractions (IAAPA) and have representation on their respective Health & Safety Management Committees. These Committees seek to develop new standards, guidance and innovations for the sector, share lessons learned and facilitate collaboration between its members and other important stakeholders, including regulatory authorities.



KEY INFORMATION

Public Liability	SEA LIFE centres and Sanctuaries are covered by Public Liability Insurance to the amount of £10 million. The Policy is with CHUBB European Group Ltd (Policy No UKCANC33447)
Local Enforcement Agency	SEA LIFE and Sanctuaries are enforced by the local Health and Safety Executive and Environmental Health Department. Please email SLCBirmingham@merlinentertainments.biz if you require further information.
Rides Engineering / Maintenance	The centre does not operate any mechanical rides.
Food Safety and Hygiene	Food units are operated in accordance with the Food Safety Act 1990 and are regularly inspected by the local Environmental Health Department.
Attraction Staff / Staff identification	All attraction staff wear uniforms and lanyards with name badges and photo identification.
Security	The attraction is looked after by a dedicated security team (based in Brindley Place) who are able to deal with minor security issues on site. The attraction team is trained to deal with any foreseeable security issues.

RISK ASSESSMENT

We have in-depth, internal risk assessments that comprehensively cover our attractions operations and are reviewed by IOSH certified members of the team regularly. Below are some of the key elements of our risk assessments that you may wish to be aware of.

Vehicle traffic and parking	There is no direct vehicle access to the centre. Two multi story car parks are located within 5 minutes walking distance of the attraction and details are available on our website. Coach drop-off is located on nearby Sheepcote Street, with a pedestrian crossing and pathway route to our entrance via the Brindleyplace estate.
Weather protection / Sun safety	Strict timed entry is in place for admittance to the centre, upon which the attraction is all under cover. All guests should be prepared for a wait outside the attraction and dress accordingly.
Water	There are display tanks throughout the different attractions and a staffed touch pool; supervision is required at all times. There are open top tanks throughout the centre and hands should <u>not</u> be placed in any of these tanks.
Slips/ Trips/ Falls	The following hazards should be noted: <ul style="list-style-type: none"> • Trips caused by looking in the display and not at the floor • Wet flooring • Steps and stairs
High level areas	Supervision is required and there is no climbing on the barriers.
Strobe and UV lighting	Our 4D cinema experience operates a number of special effects, which may include brief periods of strobe lighting. Numerous exhibits within the centre utilise UV lighting.
Reduced lighting	Care should be taken due to reduced lighting in certain areas, which is for theming purposes.



First aid	The centre is always staffed by a number of first aid trained team members. Incident forms are completed for any first aid matter, however small, and we thank you for your cooperation in this matter. Whilst our team are trained in basic first aid, please note that this does not include medical training and we always advise guests involved in a first aid incident on site to seek external medical advice if they feel it necessary.
Emergency planning	This attraction has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services and there are regular meetings regarding emergency procedures.
Fire safety	In the event of an emergency please follow all evacuation procedures and the directions of our trained staff. Comprehensive, maintained detection systems are fitted throughout the centre, with extinguishing devices and multiple emergency exit routes.
Wheelchair access	The centre is fully wheelchair accessible, with ramped walkways and lifts throughout. We do not have wheelchairs available for hire. In the event of an emergency requiring evacuation from the centre, staff are trained in the use of on-site evacuation chairs.
Child safety	Our team are trained to manage lost child situations, with all our exits covered by CCTV and appropriate alarm systems. We encourage all adults to brief younger guests to approach a member of uniformed staff if they are lost. No person under 16 years can enter the attraction without an adult 18+ years of age, who is responsible for that minor.
Unruly children	For the enjoyment and safety of all guests, unruly or abusive behaviour is not tolerated and may result in removal from the attraction without reimbursement.
Age / height restrictions	There are no age or height restrictions for this attraction, other than in the soft play area where signage is clearly displayed.
Lockers / storage facilities	There are no facilities for the storage of personal items at the attraction. Any buggies must be taken through the centre, which is ramped throughout. Any items left unattended for any period will be removed, and may cause significant disruption to your visit.
Eating facilities	Vending machines are available at multiple locations throughout the attraction. There are no hot food units available. Hand washing is available at multiple locations.
Welfare facilities	Toilets are located at various locations in the attraction. These are clearly sign-posted. There are three wheelchair accessible toilets and various baby change tables. We engage a specialist third party company to oversee and monitor our domestic water safety.
Pest control	We engage a specialist third party company to oversee and manage our pest control requirements.
Chemical safety	Our team are trained to handle the chemicals we use on site, which are locked away from access by visitors. We hold up to date safety data sheets and risk assessments for all our site chemicals.
CCTV	We operate comprehensive, recorded CCTV throughout the centre, including covering all entrances and exits.
Electricity	We undertake necessary electrical testing, including fixed wire and portable appliance testing as required throughout the centre. Guests must not bring their own equipment.



SLEEPOVER

Below additional risk considerations for our sleepover experience are:

Night time evacuation	Trained staff remain on site throughout the night. All guests are asked to remain in clearly designated areas for the duration of the night to ensure a swift evacuation is conducted if necessary. Alternate local facilities are prepared to provide refuge in this unlikely scenario, should re-entry not be possible.
Carbon monoxide	We have comprehensive detection systems for carbon monoxide, including in the immediate vicinity of our sleeping area, that integrate into our main fire alarm system.
Temperature	The tunnel sleeping area is covered by centrally regulated air conditioning.
First aid	One of our sleepover supervisors is always first aid trained.
Contact	Sleepover groups will be issued with a radio to contact our sleepover supervisors, who will not disturb your group through the night except in an emergency.
Child protection	We undertake DBS checking on our sleepover supervisors, but insist that children are always accompanied by adult members of the group – predominantly to ensure they do not attempt to access other areas of the attraction out of hours. Our team will not access the sleepover area through the night, and we instruct at least one adult to be positioned at the immediate ends of the sleepover area to monitor the group.
Drugs and alcohol	No alcohol or drugs are to be brought on to site. Adult members of the group are entrusted to take responsibility for the junior members of the group, and therefore to ensure they are in the correct frame of mind to do so.



Risk Assessment Information National Sea Life Centre Birmingham

