



Green Course – Risk Assessment

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Hazard	Who may be harmed	Risk Likelihood	Risk Consequence	Control Measure
Weather				
Cold and wet conditions	Participants and staff	M	M	<ul style="list-style-type: none"> Operational staff to check that all participants have suitable footwear and clothing before starting. Operational staff to check participants are warm enough throughout their trek In the event that circumstances change whilst a participant is mid trek and the customer becomes extremely cold and wet an instructor would go out to assist the participants' safe return to the tower, to avoid further issues arising. Platforms and crossings are periodically scrubbed to minimise slips in wet conditions
Lightning / storms	All	L	H	<ul style="list-style-type: none"> Operational staff will cease operation during a lightning storm and evacuate the course via the correct safety procedures (and check forecast for likelihood before commencing the activity) Course is only to be re-opened 30 minutes after last thunder/lightning observed and once the DM /CC on the day have made an assessment of the course and conditions. Ground checks to be completed before re opening the course. Operational staff to check weather forecast prior to opening the course and raise awareness of anything that might be of concern for the day. On the occasions where lightning is forecast, trained staff will inform customers during the brief about the possibility of course evacuation and the procedure (in brief).
Wind	Participants and staff	L	M	<ul style="list-style-type: none"> Activities to cease when wind is determined to compromise safety. Enhanced vigilance to take place when wind speed is above 25MPH. Course to be closed if wind is 40MPH. If a tree limb breaks which is believed to compromise the safety of the course the course is to be shut immediately until branch removed or deemed safe enough to re-open.
Equipment				
Harness incorrectly fitted	All	M	VH	<ul style="list-style-type: none"> Operational staff must have been appropriately trained and passed an assessment to the correct fitting of a harness. Each participant harness is checked by a trained instructor before entering the tower, and before starting both trek courses.
Trapped hair, clothing and jewellery	Participants and staff	M	M	<ul style="list-style-type: none"> Operational staff are to be vigilant checking that hair is tied back and make sure there is no clothing and jewellery that may cause injury to the participant, and brief the individual accordingly. If rings cannot be removed they shall be taped up. These rules are also clearly stated at reception, on signs, on the acknowledgement of risk form, booking terms and conditions and website.

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Faulty equipment	All	M	VH	<ul style="list-style-type: none"> All equipment shall have a log that relates to its age Equipment is checked and replaced where necessary i.e. damaged or contaminated. Regular PPE checks take place by a trained member of staff and equipment that doesn't comply with the manufactures recommended standards is quarantined. All harnesses are de-rigged by trained staff and undergo visual checks before being used again. <p>To prevent damage to PPE</p> <ul style="list-style-type: none"> No smoking whilst wearing harnesses. No eating / drinking in harness. No use of chemicals near PPE (insect repellent, sun cream, bleach). Chemicals used for PPE to be PH neutral.
Incorrectly maintained equipment	Participants and staff	L	VH	<ul style="list-style-type: none"> The equipment shall be inspected and maintained in accordance with the manufacturer supplied instructions at designated intervals. PPE checks are regularly done by trained staff. Course checks are carried out daily before opening by trained staff.
Tree / pole / equipment vandalism	All	L	VH	<ul style="list-style-type: none"> Visual course checks shall be made before use each day. For more information refer to the opening checks procedure.
Entrapment	Participants and staff	M	VH	<ul style="list-style-type: none"> Course designed to minimise risk of entrapment All Rescue trained staff are made aware of the risk of entrapment and have access to a cutting shears if necessary Participants are briefed on how to use the equipment safely. All staff are to make customers aware of the risk of getting fingers trapped in buckles and to remind customers to position their hands correctly.
Operations				
Customer suitability to participate with the activity	Participants	M	M	<ul style="list-style-type: none"> Anyone who does not have the correct footwear (e.g. sandals) or clothing that may lead to a slip or a trip will not be allowed onto the course. All participants under 12yrs to be accompanied by an adult. Age confirmed on Acknowledgement of Risk form. Minimum age of 5 years on the Green Trek with the correct adult to child ratio; 1:2 for 5-6year olds and 1:3 for 7 – 11 year olds. Children over 12 must have an adult onsite at all times whilst they are taking part in the activity. This must be checked at reception before participating and stated whilst booking and on signs, leaflet and website. Maximum weight of 19 Stone / 120kg due to the load limit of the course and PPE. Scales are provided. Information provided at reception, on signs, on the Acknowledgment of Risk form and website. Any customer suspected of being under the influence of alcohol or drugs will not be permitted to take part in the activity and given a full refund. Where a customer requires the assistance of another to take part – in accordance with our access statement – we will permit the 'helper' to take part free of charge. If a customer is unable to take part through limited ability / mobility and is unable to provide a helper they may be refused access on to the course.
Falling objects	All	M	H	<ul style="list-style-type: none"> Operational staff will brief participants instructing them to remove loose or heavy items and handbags prior to starting the session or making sure they are secured safely within pockets. All RopeRoller chocks to be fixed to casing with cord lanyard. There is a 'shutter kick board' to prevent objects falling from the step on level 1 station. Staff are allowed drinks (hot or cold) at Level stations only if contained in sealed vessels which cannot leak. For instructors carrying out maintenance tasks at height tools must be attached to the instructor via a lanyard.

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Falling from any part of course	Participants and staff	L	VH	<ul style="list-style-type: none"> To operate this activity, operational staff must have passed an assessment as specified in note 1 below. Operational staff are to check that all safety equipment is correctly fitted prior to participants exiting the restricted area between the gates on all levels in the Tower. Customers are to be attached via their safety lanyard before going through the live safety gate and will stay continuously attached at all times until brought back through the live exit gate and only then will be detached. Staff to ensure that all gates have self-locked after each participant has moved through. Staff are to be attached to the rope safety lanyard before moving through the live gate to Level 1 station; then connect to the instructor safety cable line. The reverse to be applied when leaving station. Staff therefore to be attached at all times until on the non-live side of gates The continuous belay safety system has been designed so customers are not required to unclip their safety line at any point. Triple action Karabiners used as connection point between Rope roller and customer lanyard. . This is to make intentional tampering more difficult. However, although the risk is reduced, it is still possible for a customer to undo the Karabiner. At present we can find no suitable, alternative product which would reduce this risk to zero All participants to be instructed not to tamper with or adjust any of their safety equipment unless authorised to do so by a member of the operational staff Operational staff to be continuously vigilant for participants trying to tamper with or adjust their safety equipment All participants harnesses are to be rechecked between treks, after a prolonged break or after a break (i.e. toilet
Falling during lowering (passive rescue)	Participants and staff	L	VH	<ul style="list-style-type: none"> Key Operational staff to be fully trained to perform a rescue. Key Operational staff to have regular rescue training practice.
Fall during a rescue (active rescue)	Participants and staff	L	VH	<ul style="list-style-type: none"> Key Operational staff to be fully trained to perform a rescue. Key Operational staff to have regular rescue training practice.
Zip Wire Collisions	Participants and staff	M	H	<ul style="list-style-type: none"> Operational Staff must instruct customer correctly during briefing, 1 participant at a time to a crossing including Zips. Operational staff to be continuously vigilant for participants whilst on the course. Includes constant supervision on all courses.
Inversion	Participants and staff	VL	H	<ul style="list-style-type: none"> All participants to wear a full body harness.
Unauthorised access and unauthorised use of the equipment	Public	H	H	<ul style="list-style-type: none"> Whilst not in use the tower shall be locked. All continuous safety systems to be locked up or removed before locking tower. Clear signage will be displayed at all entrance and access points advising of the risk and instructing not to enter unless with authorised supervision
Harness suspension injuries	Participants and staff	M	VH	<ul style="list-style-type: none"> Participants are visually monitored by staff from the tower Staff trained to respond quickly to a participant suspended in a harness and unable to help themselves. Rescue staff are immediately available from the tower and response times prevent the risk of suspension syncope. Operational staff are provided with harnesses designed to minimise this risk and enable longer suspension times. Operational staff to be available near the tower to complete a rescue.
Other				
Tree / deadfall	All	M	VH	<ul style="list-style-type: none"> All course trees have been checked prior to building the course by a qualified arboricultural expert. All course trees are inspected annually by an arboriculturalist and a written report of these inspections is to be kept.

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				<ul style="list-style-type: none"> All course trees are visually checked daily, during opening checks for loose and broken branches that may become dislodged and fall. Deadwood likely to fall onto the course should be removed to prevent injury. Operational staff to be aware of the general condition of trees and take particular care after high winds to check for damage or hung up branches.
Tripping & Slipping	All	H	M	<ul style="list-style-type: none"> Operational staff to brief participants about a general risk of trip hazards prior to entering activity site. Treetop Treks Acknowledgment of Risk form, Signs, and website clearly forewarn participants to the risks. Operational staff to remind and advice to pick up lanyard to avoid tripping and take care when going up steps. First aid supplies are available with at least one trained first aider on site.
Fire	All	L	M	<ul style="list-style-type: none"> Strictly no smoking or open fires (e.g. barbeques) Course to be immediately evacuated in the event of a fire.

Level	Risk Likelihood	Risk Consequence
VL = Very Low	Very unlikely to happen.	Injury very insignificant i.e. splinters
L = Low	Unlikely to happen.	Injury fairly minor, i.e. minor cut, graze, bruising.
M = Medium	Moderate chance of accident happening	Injury would stop casualty continuing with task
H = High	Quite likely to happen.	Serious injury requiring medical assistance, i.e broken bones, deep cut.
VH = Very Height	Likelihood will happen.	Very serious injury or possible fatality.

NOTES

1. Instructor Training – Treetop Trek instructors must pass through a full training and assessment programme before they can instruct at Treetop Trek. Prior to training candidates are selected if they can demonstrate they have the requisite aptitude and experience. They then undergo training in safety instruction and procedures, operational limits on the use of the course, course inspections during daily course opening and closing, monitoring and coaching techniques, techniques, personal protective equipment, harness fitting and inspection, emergency operations, health and safety and customer management.

Only instructors with the correct aptitude are selected for additional training in rope rescue techniques.

Full time instructors are First Aid trained. Treetop Treks training objectives and rescue procedures are set by ERCA standards. Assessment of rescue trained instructors is only carried out by trained and authorised trainers, who have been formally assessed as competent to do so by the Operations Manager responsible for training.

2. The Review Process. Treetop Trek risk assessments will be reviewed when it is suspected that the assessment is no longer valid or there has been a significant change. In addition they will be thoroughly reviewed annually.