



THE CRYSTAL MAZE
LIVE EXPERIENCE
LONDON

RISK ASSESSMENTS

22nd March 2018

The Crystal Maze Live Experience
10-14 White Lion Street
Angel
London
N1 9PD



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1. INTRODUCTION

- 1.1 The Crystal Maze is a corporate team building, experiential, activity based on the popular TV Game show of the 1990's. The experience is carefully scheduled so that each full Maze experience lasts no longer than 2 hours. The venue is arranged over three floors.
- 1.2 The games are designed to be physically and mentally challenging, however The Crystal Maze Live Experience management has made every effort to reduce the risk of injury to the participants to the lowest possible level.
- 1.3 The Crystal Maze has been divided into four separate games zones, these are detailed below:
- Aztec
 - Industrial
 - Future
 - Medieval
- 1.4 Within each games zone there are up to six individual games area.
- 1.5 In addition to the games zones there are the following event spaces:
- Located on Ground Floor***
- Reception/Gift Shop/Locker Room
 - Green Room
 - Dome
 - Games Area

2. RISK ASSESSMENTS

- 2.1 Numerous pieces of legislation require risk assessments to be carried out and, in particular, the Management of Health and Safety at Work Regulations 1999. All work activities need to be assessed by a competent person in order to identify the hazards and quantify the risks of these hazards causing harm to people.
- 2.2 Hazards and risks that are not eliminated must be controlled and the control measures, be they physical or procedural, must be communicated to those who will work, or otherwise come into contact with the hazards.
- 2.3 This risk assessment for Crystal Maze London has been based on the experiential activities that will be undertaken whilst operating the Company's business.
- 2.4 A review of the assessment will be made, should further information be received which suggests that the control measures suggested are no longer sufficient to control risks or are inappropriate or if additional hazards are identified.
- 2.5 During the games activity a process of continuous assessment and reassessment will be undertaken by the Crystal Maze management and the Maze Masters, to ensure appropriate risk controls are put in place should situations develop which are not covered within this assessment.
- 2.6 All of the games have been assessed and with some games no significant risks have been identified either to the Crystal Maze staff or the Participants. In this instance within the risk assessment table section the words '**No Significant Risk**' have been entered.
- 2.7 Some of the games are more physically challenging therefore height restrictions on the participants have been implemented.

<p>Slips, trips & falls:</p>	<p>Staff & Participants: <i>Personal injury</i></p>	<p>Staff should be mindful of where items are placed in the participant areas, particularly in the games zones.</p> <p>Trailing cables are to be avoided, particularly in participant area.</p> <p>Participants are not permitted to wear high heeled shoes.</p>	<p>Staff to continually monitor floor space to ensure trip hazards are not created during Crystal Maze open hours.</p>	<p>Crystal Maze management & Staff</p>
<p>Manual handling:</p>	<p>Staff & Participants: <i>Personal injury</i></p>	<p>Where practicable avoid moving the load or to mechanise or automate the handling operation</p> <p>Participants must be instructed on manual handling. The task must avoid:</p> <ul style="list-style-type: none"> • Holding the load away from the trunk • Twisting • Stooping • Reaching upwards • Excessive lifting or lowering distances • Long carrying distances • Strenuous pushing or pulling • Unpredictable movement of loads • Repetitive handling <p>Training will be given to all Crystal Maze staff on health and safety matters relative to manual handling tasks and also the use of all equipment and tools, etc.</p>	<p>Instructions must be given to staff not to lift loads, without supervision and assistance, that are:</p> <ul style="list-style-type: none"> • Heavy • Bulky/unwieldy • Difficult to grasp • Unstable/unpredictable • Intrinsically unsafe (e.g. sharp) 	<p>Crystal Maze management & Staff</p>

Welfare:	Staff & Participants: <i>Dehydration & fatigue</i>	Staff must receive adequate breaks, food & drink and rest periods. Staff must be informed of the likely work & rest periods, as well as provision for drinking water, washing facilities, etc. Suitable sanitary facilities are in place.	Water is available at all times during the Crystal maze open periods.	Crystal Maze management
First Aid:	Staff & Participants: <i>Injuries not treated in a timely manner</i>	A fully stocked First Aid Kit is always provided. Staff must be made aware of its location. All the staff as detailed in the H&S Policy are First Aid trained. The Crystal Maze has a First Aid Room	No drugs to be included in the First Aid Kit	Crystal Maze management & Staff
Food Allergies:	Participants: <i>Allergic reaction</i>	Limited food on offer to participants. Signage must always be displayed that clearly details the ingredients of every food item on sale. Staff must be fully conversant with the ingredients of all food items.	Crystal Maze has an approved catering Contractor whose food hygiene procedures have been checked. Participants instructed to carry epi-pens etc. with them at all times.	Crystal Maze management & Maze Master

Participant Physical Suitability:	Participants: <i>Personal injury</i>	All games have been assessed by an independent Event Safety Advisor. At the pre-event registration all of the potential physical risks are explained to the participants. The Participants are required to sign a 'Waiver' stating that they fully understand the risks associated with participating in the games.	In the event that the Maze Master identifies a Participant who appears to be having difficulty during any of the games, then they will stop the game and discuss whether it is appropriate for the participant to continue with the game. Participants have to be 18 years of age or over.	Crystal Maze management & Maze Master
Epilepsy:	Participants: <i>Fits and trauma</i>	At the pre-event the use of flashing lights is explained to the participants. FOH Signage will be displayed in the games zone warning of flashing lights.	When epilepsy is identified in advance of the games, then the flashing lights can be deactivated.	Crystal Maze management, Showcaller & Show Crew
Claustrophobia:	Participants: <i>Episodes and trauma</i>	Maze Master will be monitoring the games where claustrophobia could be an issue. Participants will be advised in advance the areas of the Crystal Maze where this could be an issue (e.g. Industrial to Aztec zone transition).	Participants will be directed to an alternative route if deemed necessary	Maze Master
Asthma:	Participants: <i>Episodes and trauma</i>	Participants instructed to carry inhalers and any required medication etc. with them at all times.	Maze Masters all First Aid trained. Duty Managers trained to a higher level (3 Day) of First Aid	Maze Master

Participant congestion:	Staff & Participants: <i>Personal injury, crush injuries</i>	Every group is accompanied by a Maze Master. Maze Masters in shortwave radio communication with Maze Control. Maze Control equipped with CCTV.	If one group is identified as lagging behind, then the group following them will be slowed down.	Crystal Maze management & Maze Master & Showcaller
Game becoming inoperable, due to damage or mechanical/electrical malfunction:	Participants <i>Trauma & stress</i>	There are several Spare games that can be used in the event of a game being inoperable.	Maze Control in communication with Maze Masters.	Crystal Maze management, Maze Master & Production Team
Becoming lost in the Crystal Maze:	Participants <i>Trauma & stress</i>	Every group is accompanied by a Maze Master. Maze Masters in shortwave radio communication with Maze Control. Maze Control equipped with CCTV.	If a participant is identified as being separated from their group, the Maze Master will be informed by the Show Caller using the CCTV to locate them.	Crystal Maze management, Maze Master & Show Crew
Emergency Evacuation:	Participants <i>Disorientation & inability to identify Fire Escape routes</i>	Every group is accompanied by a Maze Master. The Maze Masters have been trained in the Crystal Maze's Emergency Evacuation Procedures. The Maze Master supported by staff will facilitate any evacuation.	Show Caller to communicate directly with Maze Masters in the event of an emergency evacuation. CCTV to be used to monitor evacuation. Fire Drills to be undertaken on a regular basis.	Crystal Maze management & Staff

<p>Games infrastructure:</p>	<p>Participants <i>Equipment/structural failure.</i></p>	<p>Regular inspections carried out by the in-house production Team.</p> <p>Manufacturers of the Games inspect all of the game infrastructure on a monthly basis.</p> <p>Independent structural engineers Inspection undertaken every two months.</p>	<p>Pre-planned maintenance undertaken on a regular basis.</p>	<p>Production Team</p>
<p>Not being physically capable to participate in some games</p>	<p>Disabled Participants</p>	<p>All games have been individually assessed for use by Participants with disabilities and designated Accessibility Games are well publicised.</p> <p>Strobe lights are deactivated.</p> <p>Games times are extended.</p> <p>Alternative routes through the Maze are in place to avoid crawl tunnels and ladders.</p> <p>Additional lighting in place.</p> <p>Disabled Participants to be monitored for the duration of their time in the game.</p>	<p>CCTV in place to additionally monitor participants.</p>	<p>Crystal Maze management & Maze Master</p>



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