

## **Emirates Air Line – Risk Information Pack**

### **Legal and attraction information**

- **Public Liability:** The Emirates Air Line is covered by Public Liability Insurance. The Policy is with brokers Aon UK Limited
  - the amount of up to £50 million (Policy No WS1200154)
  - the amount in excess of £50 million (Policy No WS1200178)
- **Local Enforcement Agencies:**
  - Health & Safety Executive (HSE)
  - Royal Borough of Greenwich
  - London Borough of Newham
- **Operation and Maintenance:**
  - EU Cableway Directive 2004
  - UK/European Standards BS EN 12397-2004 Cableway Operations
  - UK/European Standards BS EN 12929-1 Cableway General Requirements
  - Guidance on Safe Practices HSG65
- **Air Line Staff / Staff identification:** All staff wear uniforms and name badges for easy identification. Full criminal record checks are carried out on all first aiders and front of house staff.
- **Security:**
  - The Emirates Air Line has a dedicated security team who are able to deal with minor security issues on site.
  - The team is trained to deal with emergency incidents that may arise.
  - The British Transport Police regularly patrol public areas around terminals

### **Hazard Information**

- **Welfare facilities**
  - There are no public toilet facilities on the Emirates Air Line. Public facilities can be found at North Greenwich Underground Station.
- **Vehicle traffic**
  - Traffic delivering to the Emirates Air Line will use Chandler Avenue but only after being granted access by Emirates Air Line staff.
  - Edmund Halley Way and East Parkside are roads adjacent to the Emirates Air Line that carry light to medium levels of road traffic including London Buses. Zebra crossings are located near to the Air Line.
- **Weather protection / Sun safety**
  - Parties can be kept queuing in all weather conditions. Only those pre-booked are fast tracked. Please dress according to the weather forecast.
- **Water**
  - The Emirates Air Line is situated adjacent to the river Thames to the south and the Royal Victoria Dock to the north. Whilst there is no access to the

river or the dock from the Air Line, pupils / students must be supervised at all times to ensure safety.

- Slips/ Trips/ Falls
  - The following hazards should be noted: steps and stairs, slowly moving cabin when boarding, wet flooring
- High level areas
  - Whilst there are no high level areas per se, those who suffer from vertigo may find the experience uncomfortable. Supervision is required when getting on and off the cabin.
- Enclosed spaces
  - Guests are enclosed in the cabin for between four and ten minutes and whilst the cabin is airy and able to accommodate the number of people who have been boarded by our Air Line teams, some individuals may feel confined. However the cabin cannot be defined as a confined space.
- In-flight behaviour
  - Please check all signs and obey any visual or verbal instructions
  - It is not permitted to stand up during the flight in the cabin and all visitors should remain seated once boarded until such time as is appropriate to alight
  - It is not permitted to rock or swing the cabin at any time
  - It is not permitted to interfere with any component of the cabin door system
- Attraction specific risk
  - Care must be taken when boarding because the cabins are continually moving. Supervision is required.
- Cabin loading
  - Emirates Air Line actively manage the number of passengers in each cabin based on various safety criteria. Large groups will be split into more than one cabin.
  - As this separation of groups may cause some concern in the young and old, this may require supervision from the group leader/s.
- Door entrapment
  - Please make sure all children are away from the cabin door when opening and closing. Please follow the instructions of the Air Line staff.
- Travelling
  - The Emirates Air Line London experience time is between four and ten minutes. Supervision is required throughout.
- External areas/seating
  - External seating is available around the south terminal. Climbing and playing on this seating is not permitted. This an area owned and controlled by the Local Authority. Supervision is required.

- Parking
  - There are pay and display car parks located near the south terminal. These include North Greenwich Underground Station car park and car parks operated by the O2 venue. These car parks all have disabled parking bays.
  - There is no public parking facility in the vicinity of the north terminal
- First aid
  - The Emirates Air Line does not have specific medical facilities.
  - All the Emirates Air Line teams have qualified first Aiders on duty.
- Emergency planning
  - The Emirates Air Line has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services who have regular meetings regarding emergency procedures.
- Fire safety
  - In the event of an emergency please follow all evacuation procedures and staff instruction.
- Wheelchair access
  - The Emirates Air Line is fully accessible for wheelchair users. Due to safety restrictions, only one wheelchair per cabin is allowed on the Air Line at the same time. Wheelchair users are advised, wherever possible, to give advance notification of their visit.
- Lost children
  - Please report to member of staff or security officer.
- Unruly children
  - The Emirates Air Line has Conditions of Carriage (available on request and via the TfL web site). Staff are trained to enforce these Conditions for the benefit of all passengers. Staff will instruct children to behave where necessary.
  - Where children persist in being unruly or creating a nuisance and their supervision fails to control this behaviour, the children and accompanying party will be asked to leave.
- Age / height restrictions
  - There are no age or height restrictions for the Emirates Air Line.
- Lockers / storage facilities
  - There are no lockers or storage facilities.
- Eating facilities
  - There are eating facilities and several independent food outlets in close proximity to both terminals. There are several areas suitable for picnics near the south terminal.

- Attraction signposting
  - There is signage for the Emirates Air Line indicating routes to and from the Docklands Light Railway to the north and North Greenwich Underground Station and Bus terminal to the south