



Zip World Liverpool
Zip Wire Safety Measures
Date: 11/10/2019

1.0 Zip Wire Safety measures.

Customer safety is of paramount importance for Zip World. In order to achieve this a number of actions need to take place which are outlined below.

1.1 Equipment standards.

Safety equipment that is utilised for the purpose of the adventure shall be sourced from industry specialists and conform to the appropriate EN standard.

1.2 Staff training.

All staff go through a thorough and comprehensive training course, undertaken by suitably qualified trainers. After this initial training, the staff member will go through a period of being monitored before undertaking an assessment during which a judgement will be made as to whether they are competent enough to work without direct supervision.

The instructors are also audited on a regular basis, dependent on their experience, competencies and the training that they have received. This is undertaken to ensure the highest levels of safety are maintained throughout the operations of the Zip Wire.

1.3 Maintenance.

All zip line structures, safety equipment and associated PPE will be inspected and maintained by a competent assessed person.

The frequency and nature of the inspections and maintenance will be determined through risk assessments and will take full account of the manufacturer's instructions, European safety standards, industry best practice and prevailing law.

All inspections and maintenance will be documented and recorded - these records will be stored securely on a cloud based database (Papertrail).

1.4 Clicking on and off the cable.

The method of clicking on and off the cable is a simple, yet critical process in ensuring that customer safety is maintained. The process is highlighted below. A note that at this stage the customer will be wearing their harness, which will have been



checked by two instructors to ensure that it is secure, however at this point the straps will be loose to allow the customer to walk and maneuver, final tightening of the harness happens whilst on the cable.

1.4.1 Customers will be invited to the platform which will have a protective barrier from any exposed areas.

1.4.2 The instructor for that line will then place the trolley onto the cable, and will secure the trolley to the customer via a carabina through a central attachment point of the trolley. The carabina is also attached to a strap which is in turn attached to the harness.



1.4.3 For redundancy and stability, two additional straps are attached onto the trolley's outriggers. At this point the trolley and participants are secured to the wire.

1.4.3. The customer's harness is then tightened, and for the third time is checked to ensure that all the straps are correctly attached and sitting correctly.



1.4.4 A separate instructor will then cross check the work carried out by the initial instructor before the instructor are given the 'ok' to be dispatched.

1.4.5 Once the customers have zipped down the wire, the cable will lower and allow the receiving team to take the customers off the wire. They will be doing the reverse of the actions that had been carried out at the top, ensuring that customers are on a secure service before they are able to be taken off the cable.

2. Summary.

Zip World have operated Zip Wires for 6 years, on a variety of sites. Zip World, through rigorous training and safety measures have not had anyone fall from a Zip Wire. As a company, safety comes first and it will continue to do so with new adventures and locations.