



SUBJECT: Zip Trekking Activity
RISK ASSESSMENT REF: GR/2024/ZTA
WRITTEN BY: Clair Fowler
REVIEWED BY: Clair Fowler 05/07/2024
REVIEW DATE: January 2025








Risk Matrix								
Risk rating guidance	Likelihood (L)	5	5	10	15	20	25	Likelihood (L) x Severity (S) = Risk Rating (RR).
		4	4	8	12	16	20	
		3	3	6	9	12	15	
		2	2	4	6	8	10	
		1	1	2	3	4	5	
				1	2	3	4	
		Severity (S)						
Acceptability of risk guidance	High-risk: 15 – 25		High-risk activities should cease immediately. Further effective control measures to mitigate risks must be introduced.					
	Medium-risk: 8 – 12		Medium-risks should only be tolerated for the short-term and only whilst further control measures to mitigate the risks are being planned and introduced.					
	Low-risk: 1-6		Low-risks are largely acceptable. Where it is reasonable to do so, efforts should be made to reduce risks further.					
Guidance. When completing a risk assessment, you should:	<ol style="list-style-type: none"> 1. Identify the persons at risk and the significant hazards. 2. Calculate an initial RR for the activity. 3. Identify risk control measures that reduce the risks to an acceptable level. 4. Calculate a revised RR - you should consider how much safer the task will be if the control measures are followed. Here, you should consider changing both the likelihood (L) and the severity (S) ratings. 							
Note. Ideally, you should look to reduce the risks so that the task can be classified as “low-risk”.								

Likelihood	Definition	Points rating
Inevitable	If the work continues as it is, there is almost 100% certainty that an accident will happen, for examples: A broken stair or broken rung on a ladder, Bare, exposed electrical conductors, Unstable stacks of heavy boxes	5
Highly likely	Will happen more often than not. Additional factors could precipitate an incident, but it is still likely to happen without this additional factor.	4
Possible	The accident may occur if additional factors precipitate it, but it is unlikely to happen without them.	3
Unlikely	This incident or illness might occur, but the probability is low and the risk minimal.	2
Remote possibility	There is really no risk present. Only under freak conditions could there be any possibility of an accident or illness. All reasonable precautions have been taken - This should be the normal state of the workplace.	1



Severity	Definition	Points rating
Very high	Causing multiple deaths and widespread destruction eg. fire, course/building collapse.	5
High	Causing death, serious injury or permanent disability to an individual.	4
Moderate	Temporary disability causing injury (to member of the public, contractor or employees) or disease capable of keeping an employee off work for seven days or more and reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).	3
Slight	Minor injury (to member of the public, contractor or employee), which would allow the individual to continue work after first aid treatment on site or at a local surgery. The duration of the stoppage or treatment is such that the normal flow of work is not seriously interrupted.	2
Nil	Very minor injury, bruise, graze, no risk of disease.	1



Personal protective equipment (PPE) assessment								
Type of PPE:								
	Head	Foot Closed toe footwear	Eye Goggles to prevent flying debris irritating the eye	Hand Gloves to protect from damage	Hearing Ear defends to protect from noise damage	Hi-Visibility Vest	RPE	Fall Arrest

SER	HAZARD	L	S	RR	WHO MIGHT BE HARMED	CONTROL MEASURES	FURTHER CONTROL MEASURES: reviewed annually to formulate Risk Reduction Plan	L	S	RR
ZT1	Fall from height	3	4	12	Course Users Staff Unauthorised users	Course Users - <ul style="list-style-type: none"> • Course construction. • Course users PPE. • Safety Brief. • Two Instructors accompany group. Unauthorised Users – <ul style="list-style-type: none"> • Access paths from forest road gated with signage. • Further signage on and close to platforms. • Platforms fitted with balustrades, handrails, chain and no entry sign at stairs to deter access. • Foreseeable risk of falling. • Remote location of Zips 2 – 5 away from public pathways. • Construction – see Construction documents and ERCA inspection. 		1	4	4



						<ul style="list-style-type: none"> • Inaugural Inspection Report. • PPE – see relative section on PPE in Go Ape Generic Risk Assessment Self Belay Part 1. • All Zips secured each night (The time gaps between sessions are no more than 4 hours apart or less. If a session is empty leaving the course unused for over 4 hours the security poles must be put back in place to secure the zips and in exceptional circumstances e.g. adverse weather). • Gates, barriers, and signage. 				
ZT2	Zip Collision	3	3	9	Course Users Staff	<ul style="list-style-type: none"> • Course construction. • Clear lines of sight maintained. • Lines of sight monitored by all staff members and participants (additional use of binoculars prior to and during use if required). • Use of two instructors, one at bottom and one at the top with radios to aid communication. The radios are predominantly used when visibility is poor, the second instructor in the landing area will radio the lead instructor when the landing area is clear or if someone becomes stuck on a Zip Wire. If the lead instructor hears “Stop, Stop, Stop” from the second instructor they will stop anyone else from attaching to the Zip Wire until they 	<p>Any Zip Assists that are required will be recorded, along with weather conditions. This data will be used to review control measures or procedures.</p> <p>Tree surgeon to attend regularly; annually and on request.</p> <p>FE monitor trees outside Go Ape ZT route.</p>	2	3	6



						<p>receive the all clear from the second instructor.</p> <ul style="list-style-type: none"> Clearly communicated to participants at safety brief is they must not attach to the Zip Wire unless they can see the Zip Wire and Landing area is clear, if they can't see the Zip Wire and Landing area is clear they must stay where they are and wait for further instructions from the instructor. If the second instructor needs to leave the landing area to perform a Zip Assist, they must get a customer to remain in the landing area to send a clear message to the lead instructor at the top and the other customers that it isn't safe to come down the Zip Wire. 				
ZT3	<p>Impact including:</p> <p>Hitting the ground before the landing Area</p> <p>Hitting trees under the Zip Wires</p>	3	3	9		<ul style="list-style-type: none"> The design of the course must take into consideration the possibility of impact problems. This is checked by the external inspection body during the inaugural inspection. Zip tension is monitored and adjusted in line with Go Ape Zip Wire Speeds and Zip Wire Deflection policy – Document in operations manual. In addition, tension checks using Dillon Quick Check Tension Tool are carried out and recorded weekly. Tension Checking Tool is calibrated 	<ul style="list-style-type: none"> Site 7 both sides have had a new zip wire installed and will be monitored more closely until the initial stretch has stabilised. Tension checks will be measured and recorded on site 7 on opening and between each session. All Zip Trek instructors have received additional training on monitoring customers descents and landings on site 7 zips and are aware that any concerns they should stop the session and 	1	3	3



						<p>annually and use in this tool is trained to all instructors who use it to ensure accurate measurements.</p> <ul style="list-style-type: none"> • Trees under the Zip Wires are monitored during daily operations and on 3 monthly inspections. • If trees are starting to encroach to close to the Zip Wires, they are cut back. 	<p>check the tension before the next person can descend.</p> <ul style="list-style-type: none"> • If the zip tension hits the lower limit (1300kgf on left and 1190kgf on right) the zips will be closed immediately and the zip tightened. • Tension measurements will be reviewed by a manager to highlight any trends. 			
ZT4	Landing at high speed	3	3	9	Course Users Staff	<p>Zip Stop braking system (refer to Zip Stop Manual).</p> <ul style="list-style-type: none"> • All sites fitted with a secondary braking system, (The wood chipping and Green Buffer). • Annual servicing. • Periodic checks according to Zip Stop Manual. • Daily recorded checks and function tests – refer to Opening the Course Document (PSP Z1.p). • Impact Buffer reset monitored by instructors, course users and radio procedures. If an instructor needs to go out on the Zip Wire to manually reset the buffer this must be recorded on the iPatrol. • Instructor positioned in landing site and will radio “Stop, Stop, Stop” if there is a problem with either the primary brake or the landing area or green buffer. 	<p>Any malfunction recorded including details of weather conditions.</p>	2	3	6



						<ul style="list-style-type: none"> Participants trained in safety brief to remain attached to the red loop and not connect to the Zip Wire unless they can see both the Zip Wire and Landing area are clear, if they can't see it's clear they must remain where they are and wait for further instructions from the instructor. Instructors ensure zip stops are reset before moving to next section, they must take a photo of the correctly reset brake before leaving the site. 3 monthly recorded inspections carried out by a competent person who has completed the training course delivered by the Go Ape construction team. Landing Site shaped and maintained as intervals depending on the demands of the day. It will be recorded on the iPatrol when a landing site has been raked (refer to Go Ape Landing Site Maintenance PSP). 				
ZT4	Failure of Primary Brake and/or Reduction lines not set correctly	3	3	9	Course Users Staff	<ul style="list-style-type: none"> Use of 2nd instructor in landing site. The second instructors' responsibilities are to remain in the landing area, so they are visible until the brake has reset correctly following each decent. If the brake doesn't reset correctly, they must radio "Stop, Stop, Stop" to the lead 		2	3	6



					<p>instructor to stop anyone else from descending the Zip Wire. They then must get a customer to stand in the landing area so they are visible, the instructor will then go out on the Zip Wire from the bottom to manually reset the brake. Once they are back on the ground and the brake has reset, they will radio the lead instructor to give the all clear. If for any reason they are unable to manually reset the brake or there is another issue that cannot be fixed by the instructor, they will clearly communicate to the lead instructor that the Zip Wire must be closed. The lead instructor will then ensure no one else descends that Zip Wire and will put hazard tape across the steps so it is clear that the Zip Wire is closed to any other instructors on later sessions.</p> <ul style="list-style-type: none">• Participants given clear guidance in safety brief to ensure the Zip Wire and landing area are clear before they are allowed to attach to the Zip Wire.• Daily, 3 monthly and annual recorded inspections.• Primary brake system is protected by outer sheath for first meter above Impact buffer.				
--	--	--	--	--	---	--	--	--	--



						<ul style="list-style-type: none"> Replacement of reduction line. When it starts to show signs of wear (significant fluffing or core showing). All ZTA instructor are trained to look out for this during opening checks. 				
ZT5	Vision impairment on Zip 7 due to location and topography it can be hard to see if there are any tree debris on the Zips. (longest zip wires)	2	4	8	Course Users Staff	<ul style="list-style-type: none"> Aerial balls added to overhead wires on Zip 7 to aid visibility, it is easier to see a disruption on the wire as the orange balls have more contrast to the forest environment. Lead instructor to carry binoculars to improve sight down the zipwire if needed. 		1	4	4
ZT6	If doing a session without the vehicles, the walk up the Green Lane to the start of the course is steep and uneven terrain.	4	2	8	Course users Staff	<ul style="list-style-type: none"> The group are informed that they will have a physically demanding 20-minute walk to the start of the activity before leaving the cabin. The instructors will ensure the group goes at a pace to suit the slowest person. There is a rest stop with a bench halfway up the trail. But other rests can be taken if needed. Water will be provided at the start of the first site at the top of the walk and water will be carried in instructor rucksacks during warmer months. 	<ul style="list-style-type: none"> Staff are walked through the staff route between sites 5 and 3 landing areas, to ensure they are aware of any trip hazards and the correct route. 	2	2	4



						<ul style="list-style-type: none">• A vehicle (Small SUV) will be available for anyone with mobility issues or preexisting health conditions, if it's deemed that will make it too difficult to walk the trail.• Instructors only have to walk the trail with the group at a slow speed to ensure they are not fatigued.• Instructors use the Vehicle (Small SUV) for opening and closing checks.• The vehicle (Small SUV) is used to transport any equipment to Zip Trek.• If an injury occurs at any part of the activity that is difficult to access by vehicle or we are not able to move a customer to a vehicle the duty managers are trained to request assistance from mountain rescue when calling emergency services.• All instructors are trained that if they see any symptoms of serious illness such as heart attack or stroke, they must radio the duty manager for help and request the defib as soon as possible, they are also trained to be clear on their location. The instructors and duty managers are trained in the best routes to take to get first aid to the casualty as quickly as possible.• Per brief checks to ensure customers are wearing suitable footwear.				
--	--	--	--	--	--	--	--	--	--	--

Injury or illness during the walk



	Slips, trips and falls					<ul style="list-style-type: none"> • Harnesses will be fitted at the cabin (to prevent tripping over them while trying to carry them) and then re checked at the start of the safety brief at the briefing site. • Customers are accompanied by two instructors, one at the front and one towards the back to ensure they point out any tricky sections. • Customer paths between sites are cleared of debris and are hard packed stone. 				
	All other paths.									
ZT7	Collision with vehicles and other forest users on the Green Lane	3	3	9		<ul style="list-style-type: none"> • Instructors are aware that the green lane to get to the brief site is used by off-road vehicles, bikers and other forest users and customers need to move to the side of the lane if vehicles are coming. 		2	3	6



						<ul style="list-style-type: none"> At points where the lane turns instructors will ensure the group walks on the outer side of the turn, so they are more visible to any vehicles or bikes. Before starting up the Green Lane customers are instructed, they need to move to the side of the trail in a single file if a vehicle or bike is coming up or down the lane. Vehicles and bikes will be traveling at slow speeds due to the nature of the lane. 				
9	Impact from a vehicle while crossing the road from and to the cabin.	3	4	12	Course users Staff	<ul style="list-style-type: none"> Staff are trained to only cross the road at the main crossing point from the visitor center and car park entrance as this is a long straight section of the road with good visibility. Instructors will stop the group and ensure they all cross together so as not to spread out on the road. The road has a 30mph speed limit. 		1	4	4
10	If using vehicles to transport the customers to the briefing site road traffic collision.	3	4	12	Other road users, cyclists and pedestrians	<ul style="list-style-type: none"> See driving risk assessment. 		2	4	8

Refs

HSE Information Sheet Entertainment Sheet No 14
HSE 5 Steps to Risk assessment INDG 163



HSE A Guide to Risk Assessment requirements INDG 218
Go Ape Generic Risk Assessments Self Belay Part 1