



Euro Attractions Show

Ride Reporting Systems:
What Can We Learn?
Speaker: Adrian Mahon

Euro Attractions Show

September 30 – October 2, 2008
Munich, Germany

Presentation material is also available at: www.iaapa.org



ADRIAN MAHON

**DIRECTOR - HEALTH, SAFETY
& RISK MANAGEMENT**

Merlin Entertainments Group



RIDE INCIDENTS

INTERNAL REPORTING



MERLIN ENTERTAINMENTS GROUP

- **Who Are We?**
- **Our Internal Reporting System**
- **Learning Benefits**



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- Merlin Entertainments acquired Tussauds Group May 2007
- World's 2nd largest Attractions Operator
- 2007 Results
 - T/o €713m
 - Operating profit €180m
 - 32.4m visitors
- 58 Attractions
- 6 Hotels
- 12 countries
- 3 Continents

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WHERE WE CURRENTLY OPERATE

	GERMANY - 15		IRELAND	
		FINLAND		
	UK - 22		SPAIN	
	DENMARK - 2	FRANCE	ITALY - 3	
			BELGIUM - 2	
	NETHERLANDS - 2			
	CHINA - 2		USA - 6	

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MEG BRANDS



The MEG Brands section displays a variety of logos for Merlin Entertainment's brands. These include Warwick Castle (British Game Medieval Experience), Alton Towers (multiple locations), Legoland (Discovery Centre), Sea-Life (multiple locations), Gardaland (multiple locations), Heide Park (Sölden), Earth Explorer (Lanzarote), The Dungeons, Madame Tussauds, London Eye, London Aquarium, Alton Towers Resort, Missaggioli, and Sea Life Sanctuaries.



301 RIDES ACROSS THE ESTATE



SAFETY IS OUR NUMBER ONE PRIORITY!

OUR PHILOSOPHY

- PREVENTION
- CONTINUOUS IMPROVEMENT



“.....For the avoidance of doubt, we will never allow profit considerations to come before identified Health and Safety needs or requirements.....”

Peter Phillipson – Non-Executive Chairman

Nick Varney - CEO

HEALTH, SAFETY & SECURITY POLICY – OCT 2007



- **WHAT?**
 - Reportable Incidents
 - Minor Incidents
 - Near Misses

- **WHO?**
- **CAUSE?**
- **EFFECT?**

- **INCIDENT RATES**



IT'S A PIG OF A JOB

Registered User Login

Username:

Password:

Queries

Please direct queries on use of the system to Lin Singh

Tel: 020 3 00 4874

Fax: 020 3 00 4877

lin.singh@merlinentertainment.co.uk

Useful Links

Local Police

Police Force

Welcome to Incident Tracker

Hours and People data: The system set-up allows hours and People data to be input at the Site/Zone level. This is the standard approach on Incident Tracker, however, we do not track down our data below location level, so you only need to enter the hours and people data once, in one entry point, each month. Otherwise, we will be duplicating the numbers when we run Incident data reports. For all sites please input these under 'Subtotal' only. For other sites, please choose the target Sub-site. Although this will mean that there will be no entries each month under the Hours/People data section, where you haven't entered any numbers, this will not be a problem.

Investigation Report: We plan to use the Part 2 of our standard Incident Report Form and this will be loaded into the system profile. This will be sufficient for the time being, as all of the other info required on the Incident Form is covered in the main part of the Incident Tracker input. As you will have seen, the Search feature is pretty powerful, and it can search on key words in your Incident Reports, so we hope you find it useful.

Monthly Reports: We are just in the process of finalising our monthly reports, which will be loaded into the system when they are completed. These will allow us to split out the Hours and Employee numbers as we do now in the TFM reports. We will also show what comes out of the system for the month of 1st up with your normal TFM return. The aim is to show the TFM report from June onwards, as you should be operating all incidents into Tracker by then.

https://server6.info-exchange.com/?action=new@month=9@year=2008@projectid=4511@companyid=418 Microsoft Internet Explorer p

http://server6.info-exchange.com/worker/apps/worker_accident.asp?action=new@month=9@year=2008@projectid=4511@companyid=418

File Edit View Favorites Tools Help

New Accident Data

Complete all fields whenever possible and then 'save'.
(Mandatory fields are marked by a *)

New Incident/Accident:

* Type of Incident / Accident: [Dropdown]

* Date of Incident / Accident: [Date Picker] September 2008

Time of Incident / Accident: [Time Picker] 00:00

Name of Injured Person (if applicable): [Text Box]

Company of Injured Person: [Text Box]

* Details of the Incident / Accident including how and where it happened and any injuries or damage incurred: [Text Area]

* Assign Primary Cause: [Dropdown]

* Assign Primary Effect: [Dropdown]

* Incident Classification: [Dropdown] --Not Selected--

Employee Department (if applicable): [Dropdown] --Not Selected--

Lost Time (Hours): [Text Box] 0

Assign Location (if available): [Dropdown] -- Not Selected --

Incident Location Grid Reference (if applicable): [Text Box]

Follow Up Investigation: [Text Box]

https://server6.info-exchange.com/?action=new@month=9@year=2008@projectid=4511@companyid=418 Microsoft Internet Explorer p

http://server6.info-exchange.com/worker/apps/worker_accident.asp?action=new@month=9@year=2008@projectid=4511@companyid=418

File Edit View Favorites Tools Help

Date of Incident / Accident: [Date Picker] September 2008

Time of Incident / Accident: [Time Picker] 00:00

Name of Injured Person (if applicable): [Text Box]

Company of Injured Person: [Text Box]

* Details of the Incident / Accident including how and where it happened and any injuries or damage incurred: [Text Area]

* Assign Primary Cause: [Dropdown] Slip/Trip/Fall from height

* Assign Primary Effect: [Dropdown]

* Incident Classification: [Dropdown]

Employee Department (if applicable): [Dropdown]

Lost Time (Hours): [Text Box]

Assign Location (if available): [Dropdown]

Incident Location Grid Reference (if applicable): [Text Box]

Follow Up Investigation Recommended: [Text Box]

Injured Person: [Text Box]

None of the above

https://server6.info-exchange.com/merln/apps/hse/edR_accident.asp?action=new&month=9&year=2008&projectid=...

Live Search

Edit View Favorites Tools Help

Date of Incident / Accident: September 2008

Time of Incident / Accident: 00 : 00

Name of Injured Person (if applicable):

Company of Injured Person:

* Details of the Incident / Accident including how and where it happened and any injuries or damage incurred:

* Assign Primary Cause: Slip/Trip/Fall from height

* Assign Primary Effect:

* Incident Classification:

- Abrasions
- Amputation
- Anaphylaxis
- Brusing/Contusions
- Burns/scalds
- Chest Pains
- Concussion
- Crush Injury
- Dental injury
- Diarrhoea and/or Vomiting
- Dislocation
- Environmental damage
- Epileptic fit/Other type of Fit
- Extreme Temperature Stress
- Eye Injury
- Fainting
- Fracture
- Lacerations/Open Wounds
- Loss of Consciousness
- Multiple Injuries
- Nausea/Motion sickness
- No injury
- Nose Bleed
- Not applicable
- Other (specify in details)
- Pain (general)
- Panic attack
- Property/Equipment damage
- Shock/Stress

Employee Department (if applicable):


Last Time (Hours):

Assign Location (if available):

Incident Location Grid Reference (if applicable):

Follow Up Investigation Recommended:

Injured Person:



https://server6.info-exchange.com/merln/apps/hse/edR_accident.asp?action=new&month=9&year=2008&projectid=...

Live Search

Edit View Favorites Tools Help

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* Date of Incident / Accident: September 2008

Time of Incident / Accident: 00 : 00

Name of Injured Person (if applicable):

Company of Injured Person:

* Details of the Incident / Accident including how and where it happened and any injuries or damage incurred:

* Assign Primary Cause:

* Assign Primary Effect:

* Incident Classification: --Not Selected--

Employee Department (if applicable):

Last Time (Hours):


Assign Location (if available):

Incident Location Grid Reference (if applicable):

Follow Up Investigation Recommended:

Was the injured person...?

One of your employees?



Assign Location (if available):
 Incident Location Grid Reference (if applicable):
 Follow Up Investigation Recommended

Was the injured person...?
 One of your employees?
 Guest?
 Employed by someone else?
 Brand Partner
 Member of the public (None Guest)
 Work experience?
 None of the above

Please indicate the area of injury:-

Front Back

Body Parts Injured:

REPORTS & ANALYSIS

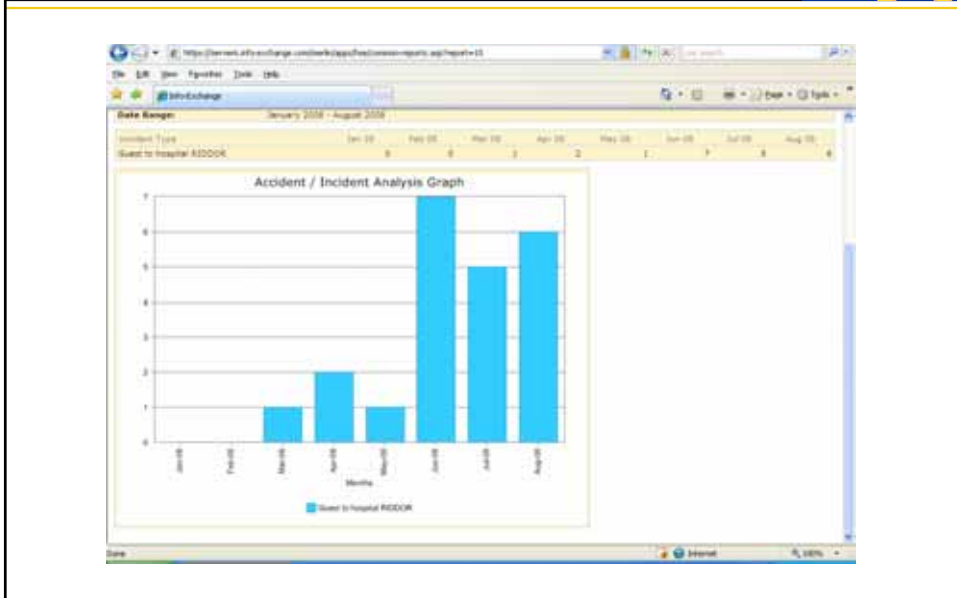
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INCIDENT CATEGORISATION REPORTABLE INJURIES

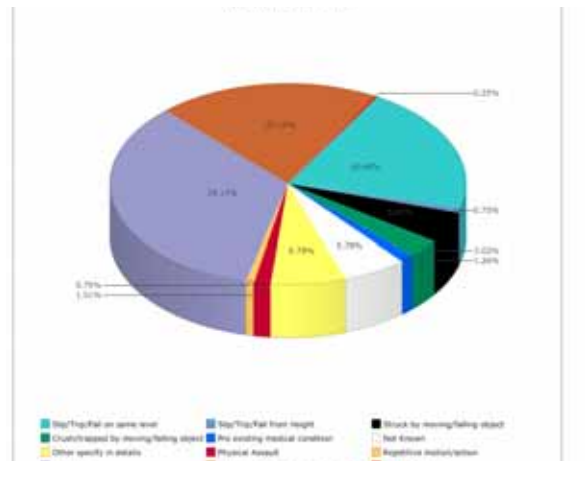
	<u>2006</u>	<u>2007</u>
<u>PRIMARY CAUSE</u>		
Unsafe Acts/Behaviour	33.2%	24.7%
Unsafe Conditions	12.9%	12.1%
Ride Related	21.2%	25.1%
Slips/Trips/Falls	23.6%	26.5%
Other	9.1%	11.6%
<u>INJURED PARTY</u>		
Guests	77.2%	75.3%
Employees	22.8%	24.7%

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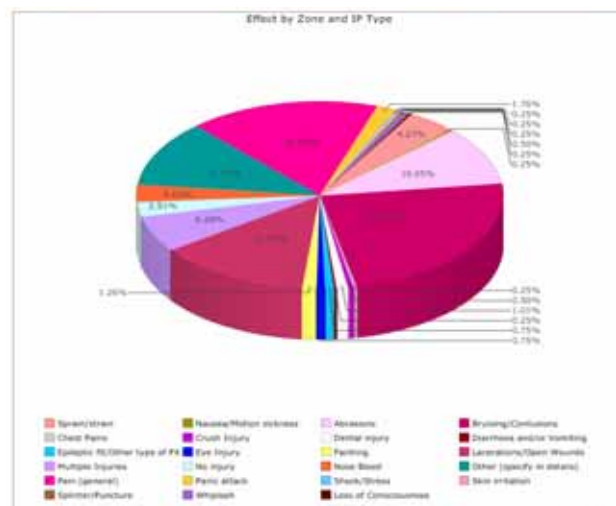
REPORTS

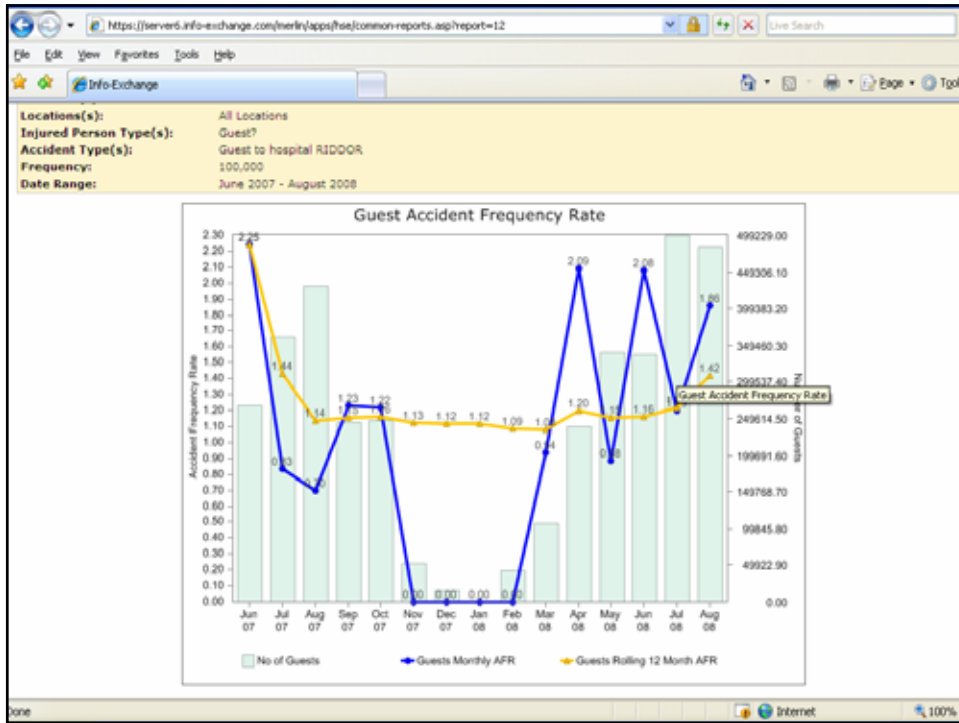


ANALYSIS BY CAUSE



ANALYSIS BY EFFECT





Search Health & Safety Data

Save Selection... View Saved Selections... Search

Incidents / Accidents Statutory Visits & Enforcements Incident Investigations

Select your search criteria options and then tick boxes to include data in the search results.

Accident Criteria

ID Number:

Incident / Accident Types: Any Dangerous Occurrence Environmental incident Fatality

Date From: 01 January 2008 00:00

Date To: 31 December 2008 23:59

Names of injured persons:

F2508 Created:

F2508 Not Created:

Companies of injured persons:

Causes: Any Adverse weather Chemical/corrosive substance related Collapse of Bldg/Structure

Effects: Any Abrasions Amputation Anaphylaxis

Locations: Any Car Park Entrance / Exit (specify in details) Gardens/Grounds/Landscape

Return records with Follow up investigation?

The injured person was: One of your employees? Guest? Employed by someone else? Brand Partner Member of the public (None Guest) Other (specify)

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<http://securityexcellenceawards.org/ifs/condg1000>

BENEFITS OF THE REPORTING SYSTEM

- Analysis → understanding
- Identify 'hot spots' → follow up action & prevention
- Prevent near misses and minor injuries leading to a major one
- supports culture of Prevention



Serious or disabling injuries

Minor injuries

Accidents causing damage

Near Miss incidents

Frank Bird



- Analysis → understanding
- Identify 'hot spots' → follow up action & prevention
- Prevent near misses and minor injuries leading to a major one
- supports culture of Prevention
- Internal benchmarking and comparisons
- Shared learning
- Medical & First Aid resources
- Reports easy to generate
- Claims management

Management attention



**Despite the floods,
Steve was
determined to get
to his PC and
make his report!!**





THANK YOU