

Risk Assessment For

**Wookey Hole Caves & Mill
Wookey Hole
Wells
Somerset
BA5 1BB
Tel:01749-672243**

Assessment Undertaken

January 2019

Signed **D MEDLEY**
MANAGING DIRECTOR

Assessment Review

January 2020

Department / Area

CAVES

List Significant Hazards Below

List groups of people who are at risk from the significant hazards identified

List existing controls or note where the information may be found. List risks which are not adequately controlled & the action needed

Uneven/slippery floor in cave

Visitors/staff/contractors

Verbal warnings on all tours before the public go in led by **guides**
Further warnings to be given throughout the tour
Visual warning signs are displayed

Low rocks in cave

Visitors/staff/contractors

Further warnings to be given throughout the tour

People falling into water in chambers 7, 8 and 9

Visitors/contractors

Further warnings to be given throughout the tour

Emergency lights failing to work

Visitors/contractors

Verbal warnings by **guides**
Buoyancy aids to be used by **guides**.
Lights checked by **maintenance department weekly** & recorded
Head guide checks on this
Guides carry torches

Electrocution

Staff / contractors

Electricity in close proximity to water
Water not to be thrown on rocks near lights (e.g. witch, giant etc.)
Only **maintenance department** to work on move or change lamps in the vicinity of water or show lights
Guides may change bulkhead lights & tunnel lights only

Show failing

Visitors/staff/contractors

Except 'trip switches' only **maintenance department** to work on any equipment for the 'show'

Injury whilst working in caves

Staff / contractors

Cave guides to be advised of staff working in caves
No lone working above ground level or in chambers off tour route
No lone working in chambers 7, 8, 9
Guide to check whole caves prior to locking up at night (inc 7, 8, 9)

Emergency Phones Failing

Visitors/staff/contractors

Guides to test each day

Smoke Machine obscuring view of steps or exits and overhanging rocks

Visitors/staff/contractors

Levels of smoke emissions controlled by **maintenance department**

Psychosomatic, panic, asthma attack or Claustrophobia

Visitors

Visitors monitored by **guides**

Risk of injury from working on rock face & above entrance

Visitors/staff/contractors

Wear hardhat & boots
No lone working
Work out of season, where possible

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VALLEY

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Falling from Swing Bridge in Valley

Staff

Care to be taken on Bridge

Falling into Canal

Visitors

White line on edge of path

Falling into rivers

Visitors

Fencing & Warning signs on edge of paths
Buoyancy Aids along pathways.

Falling from Dragon Seat

Visitors

Signs erected round Dragon warning visitors not to climb

Falling from Dinosaurs & Mounds

Visitors

Signs erected round Dragon warning visitors not to climb

Falling into Ponds or river in Dino Park

Visitors

Fencing & Warning signs on edge of paths
Buoyancy Aids along pathways

Cleaning canal/slippery slabs

Staff

Wear boots with reasonable grip
Make sure access ladder is tied in.
Always enter canal with **two people** in radio contact

Working under rock face

Staff

Wear hard hats and toe protectors
Radio to be carried by one person

Working on banks

Staff

Wear harness by fast flowing water
Radio to be carried by one person

Working with mechanical machinery

Staff

Wear day glow type clothes. Never work out of site of driver.
Radio to be carried by one person

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MILL

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Cross contamination from dirty water in
hands on vat

Changing light bulbs

Safe use of Chemicals used in cleaning

Squashing of fingers in door Vending
machine

Staff / Visitors

Staff

Staff

Staff

Draining of water in the morning and re-filling
with fresh water. [Guides](#)

Correct use of steps (Chairs NEVER to be used)

COSHH Sheets to be followed

Training.
Care in refilling and closing door

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USE OF CAVE BY DIVERS

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may be found. List risks which are not adequately
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Access to cave by cave divers

Divers

Only allow Cave Diving Group divers to dive.
Check divers diary in the morning.
Office to inform **guides** of late bookings.
Divers to sign in.

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MILL KIDS'S KORNER

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Falling on entering

Falling against metal supports

Injury falling off slide

Injury falling on bridge

Risk of children bumping each other

Infection through cuts & wounds

Castle becoming unsafe

Visitors

Visitors

Visitors

Visitors

Visitors

Visitors

Visitors

Safety mats on floor

All supports are securely covered with padding
Ties etc for padding to be checked weekly by **maintenance department**, and recoded in log book

Safety mats on floor

Bridge & both entrance & exit made from padded material

All surfaces protected with padded material.
Parents / guardians can see whole castle
Signs asking for shoes to be removed
Signs insisting all children are supervised at all times

Guide on paper vat will clear body fluids immediately.

Every Monday morning **maintenance department** check castle for safety and record in log book

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MILL WIZARDS CASTLE

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Falling on entering

Visitors

Safety mats on floor

Falling against metal supports

Visitors

All supports are securely covered with padding
Ties etc for padding to be checked weekly by **maintenance department**, and recoded in log book

Injury falling off slide

Visitors

Safety mats on floor

Injury falling on bridge

Visitors

Bridge & both entrance & exit made from padded material

Injury falling on rope walkway

Visitors

Ropeway secured at both ends, and both sides
Ropeway has netting on both sides to prevent falling off

Risk of children bumping each other

Visitors

All surfaces protected with padded material.
Parents / guardians can see whole castle
Signs asking for shoes to be removed
Signs insisting all children are supervised at all times

Infection through cuts & wounds

Visitors

Guide on paper vat will clear body fluids immediately.

Castle becoming unsafe

Visitors

Every Monday morning **maintenance department** check castle for safety and record in log book

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MILL THEATRE SPACE

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Falling from stage

Staff / visitors

Perimeter and steps to stage are clearly defined
with white tape.
Drapes round side and rear of stage are
fireproofed.
(There is staging behind the drapes).

Falling tripping in back stage area

Staff / Visitors

Area has adequate low lighting and a fire exit
(which does not require crossing the stage).
Cables are all in the roof. There are no trailing
cables

Injury during show

Staff / Visitors

Performers on stage are carrying out rehearsed
performances
Members of the public may be invited on stage
to take part in the show.
They will be supervised through out the time
they are on stage.

Theatre lights falling from roof

Staff/ Visitors

All lights hook clamped and safety chained

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MILL PIRATES AQUA BLASTER

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Risk of electrocution

Staff / Visitors

Electrical supply isolated with RCD
Electrical supply not visible or able to be hit with water cannons

Legionellas Disease

Staff / Visitors

Water Thermometer to be purchased
At 2pm every day the water temperature to be taken and recorded in a book (**Penny Pier Staff**)
Every morning **Penny Pier Staff** to check unit and remove any debris
If on any day temperature is 20 degrees C or above a biocide will be added (**Penny Pier Staff**)
Every Monday morning during summer months water to be completely drained and refilled (**Penny Pier Staff**)

Risk of drowning

Visitors

Signs say children should not be left unattended in this area
Penny Pier Staff to regularly patrol area

Risk of falling into nearby canal

Visitors

Signs say children should not be left unattended in this area
Penny Pier Staff to regularly patrol area

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PAPER MAKING

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Injury from Glazing machine

Staff

Avoid solitary working.

Care must be taken to feed zinc sheets in correctly.

Only Trained Staff over 16 to operate.

Injury from Dry press

Staff

Avoid solitary working.

Care must be taken when placing sheets/hard boards in machine.

Only Trained Staff over 16 to operate.

Injury from Guillotine

Staff

Avoid solitary working.

Safety guard feature must be working.

Only Trained Staff over 16 to operate. .

Dust

Staff

Hoover regularly.

Wear protective masks supplied

Lifting/moving packages

Staff

Manual handling training to be organised for all staff. Until trained seek advice from line manager.

Slipping on Steps in drying loft

Staff

Install handrail

Moving raw materials (e.g.; 180kg bales of cotton)

Staff

Avoid solitary working

Keep work area neat and tidy

Carrying wet paper from vat floor to drying loft

Staff

Avoid solitary working

Prop open doors

Injury from wet press

Staff

Only Trained Staff over 16 to operate.

Injury from Vat/hog and pump

Staff

Only Trained Staff over 16 to operate.

Injury from Stuff chest

Staff

Caution whilst cleaning out.

Use of 'Danger Do Not Operate' signs

No lone working

Injury using Beater

Staff

Only Trained Staff over 16 to operate.

Use of 'Danger Do Not Operate' signs when cleaning out or checking beater roll

No lone working whilst checking / cleaning

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controlled & the action needed

Slippery floor in vat room

Staff

Periodic replacement of wooden slats

Injury from Paper finishing machine

Staff

Only Trained **Staff** over 16 to operate. .
Room needs to be kept well lit.
Protective bars in place

Injury from Post sliding on railway

Staff

Steel toe-capped boots

Ladders in drying loft

Staff

No lone working
Replacement of any faulty ladders

Repetitive strain injury

Staff

Swap workstations

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MILL OFFICES

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Computer / VDU operation

Staff

Adjust workstation to individual requirements, i.e.: vdu screen, foot and wrist rests, height of chair.
Breaks to be taken in accordance with H&S (Display Screen Regulations).
Annual Eye Tests in accordance with H&S (Display Screen Regulations).

Trip Hazard from trailing electrical cables

Staff

Use cable tidy
Re-organise furniture (where possible)
Secure cables to wall (where possible)

Printer Cartridges

Staff

Avoid skin contact where possible.
Dispose safely to appropriate organisation

Hearing loss through answering telephones

Staff

Obtain hands free telephone or headsets.

High shelving

Staff

Old documents archived to upstairs files for occasional reference only on highest shelves.
Use correct steps to retrieve highest files

Fire risk from Paper/boxes stored by heaters

Staff

Tidy and store away from heaters

Trip risk from Step at entrance to office

Staff

Verbal warning to visitors

Cash handling and transportation of cash to bank

Staff

Use locks on doors; use spy holes and intercom.
Use Cash carrying companies where possible.
If going to bank carry money unobtrusively in unmarked bags and at random times.
Be aware of the risk of attack

Carrying and lifting heavy packages

Staff

Manual handling training to be organised for all staff. Until trained seek advice from line manager.

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MILL SHOPS

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Movement of Cash

Staff

Awareness of risks involved and sensible transportation

Aggressive visitors

Staff

Awareness of risks and correct handling of situations

Lifting boxes and cumbersome packages.

Staff

Manual handling training to be organised for all staff. Until trained seek advice from line manager.

Tripping over Electric Cables

Staff / visitors

Ensure that cables are fixed down
Use protecting matting if required

Using stepladders for high shelves

Staff

Always use correct sized ladder & have second person hold ladder whilst using.

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Department / Area

CATERING DEPARTMENT

List Significant Hazards Below

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Bar - risk of attack after service

Staff

Lockable grills, lockable door.
Money locked away as soon as possible

Cleaning beer lines

Staff

Training in correct usage of chemicals.
See COSHH file.

Moving of heavy beer barrels

Staff

Training in correct lifting techniques.
Ask delivery drivers to move heavy barrels

Injury from moving of function tables and chairs

Staff

Manual handling training to be organised for all staff. Until trained seek advice from line manager.

Fire extinguishers dropping on toes

Staff

Only to be used in case of fire

Robot Coupe (food processor) – danger of cuts

Staff

Only Trained **Staff** over 16 to operate.
Safety guards must always be in place.
No jewellery or dangly clothes etc.

Injury Lifting and moving stock.

Staff

Manual handling training to be organised for all staff. Until trained seek advice from line manager
Put stock away as soon as delivered

Dishwasher - danger of burns and chemical splashes

Staff

Only **trained staff** may use.
Notices on correct use by machine
Goggles & gloves supplied for changing chemicals must be used
Safety cut off device fitted to dishwasher.

Injury from Cleaning chemicals

Staff

Only **trained staff** may use.
See COSHH separate file

Gas oven range - danger of burns

Staff

Only **trained staff** may use.
Notices on correct use by machine
Protective apron and gloves must be worn

Combi steamer - steam burns and burns

Staff

Only **trained staff** may use.
Notices on correct use by machine
Protective apron and gloves must be worn

Griddle

Staff

Only **trained staff** may use.
Screen provided to prevent splashes
Protective apron and gloves must be worn

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Deep fat fryer - hot fat burns

Staff

Only **trained staff** may use.
Notices on correct use by machine protective apron and gloves must be worn

Kitchen knives - danger of cuts

Staff

Kept separately in metal drawer and washed separately

Injury from Clingfilm cutter

Staff

Only **trained staff** may use.
Notices on correct use by machine

Wet floors – mopping

Staff

Training. Wet floor sign

Grill and toaster - danger of burns

Staff

Only **trained staff** may use.

Danger of fire with any appliance

Staff

Training. Fire blankets; fire extinguishers

General danger of cuts, burns and falls

Staff

Trained appointed persons and first aider.
Training kept up to date.
First aid box kept fully stocked

Freezers - burns from cold

Staff

Training

Food poisoning

Staff / visitors

Staff training - all staff trained in basic food hygiene.
Supervision of food production areas.
On the job training.
Refresher courses and certificate 'in-house' training - every year for new seasonal staff

Rice cooker (steam burns)

Staff

Only **trained staff** may use.
Leave space around cooker
Lead to be tucked away.

Chip scuttle (take away) danger of burns

Staff

Only **trained staff** may use. Lead to be taped down.
Use protective gloves & apron when removing hot parts.

Pizza oven (danger of burns)

Staff

Only **trained staff** may use. .
Use protective gloves and apron

Cookie Oven (danger of burns)

Staff

Only **trained staff** may use.
Use protective oven gloves when removing hot cookies.
Switch off after use.

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Hot water still and hot pipes.
Danger of burns

Staff

Staff training.
Safety collar fitted around neck of pipe to stop contact with hot pipe.

Coffee machine splashing hot liquids

Staff

Training.
Raised tray for pots to stand on reduces risk

Espresso machine - Danger of steam burns & boiling water. Customers helping themselves to cups, falling on staff

Staff

Only **trained staff** may use.

Till - trailing wire

Staff

Wires taped back to avoid tripping

Hot food bain marie - risk of burns from hot equipment

Staff

Training.
Protective clothing, i.e., oven gloves and apron must be used

Vacuum cleaner - trailing lead – tripping

Staff

Only **trained staff** may use.
Cordon off area to public or vacuum first thing in the morning

Mop bucket wet floor - danger of slipping

Staff

Training - wet floor sign.
Mop after public have gone

Cash handling in busy times

Staff

Training - frequent lifts from tills ensuring limited amount of money in them.
Take cash to office.
Locked office when cashing up

Potato Oven - danger of burns

Staff

Only **trained staff** may use. .
Use protective gloves and apron

Sandwich toast maker - danger of burns

Staff

Only **trained staff** may use. .
Use protective gloves and apron

Soup kettle - danger of burns

Staff

Only **trained staff** may use. .
Use protective gloves and apron

Microwave - danger of burns

Staff

Gloves worn when removing items from microwave
Check seals for leakage

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Cheese grater - cut fingers, nails,
knuckles

Vending machine in Mill

Take away fridge

Knives left in sinks

Toaster - danger of blockage

Staff

Staff

Staff

Staff

Staff

Training

Care when refilling & closing door

Care when carrying

Never put knives in water

Care when ejecting toast.
Turn off and unplug from mains before
cleaning.

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MAINTENANCE DEPARTMENT

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Chemical cleaning materials

Staff

Read COSHH sheets provided;
Wear goggles and protective clothing and gloves.
Wipe up any spillages with appropriate solution

Unlabelled containers on site

Staff

Never use unlabelled containers
Get professionally removed

Ladders & steps

Staff

Never use damaged ladders. Tie ladders when in use
No lone working on ladders.

Platform towers

Staff

Make sure towers are put up properly and locked in.
Never use around overhead cables

Falling or dropping objects whilst Overhead working

Staff

Rope off appropriate areas.
Place warning boards only to be removed by person who signed for them

Electrocution from Electrical equipment

Staff

Switch off and disconnect plugs or isolate before changing bulbs or opening equipment

Injury from Sharp objects - chisels, saws etc

Staff

When not in use tools should be laid on their sides or replaced in holders. At all times both hands should be behind the blade

Fire from Inflammable liquids

Staff

Store in metal container in metal cupboard (As per regulations)
Read COSHH sheets before handling.
No smoking or naked flames.

Injury using Oxygen cutting gear

Staff

No smoking or naked flames.
Bottles to be changed in upright position.
Goggles and gloves to be worn at all times.
Qualified staff only to use.

Injury using Bench upright and drilling stands

Staff

Use guards at all times.
Wear goggles and gloves
Clean up metal filings after each use

Portable electrical tools.

Staff

Use only if covered by current PAT test.
Use only for job designed for
Always use protective clothes
If in doubt refer to manual

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Marshall Tractor

Staff

Experienced / Trained drivers only

Simplicity ride-on mower

Staff

Experienced / Trained drivers only.
Awareness of surroundings

Strimmer (2 stroke) - nylon string and
Strimmer (2 stroke) - nylon string and
metal blade. Possible for small objects
to be thrown approximately 5 metres

Staff

Trained users only.
Use protective clothing and equipment as
supplied

Hedge trimmer (240v)

Staff

Trained users only.
Double insulated.
Both hands behind blade. Use protective
clothing as supplied

Chainsaw (2 stroke)

Staff

Trained users only
Both hands behind blade.
Use protective clothing as supplied

Fork Lift

Staff

Only **Trained Qualified** drivers holding valid
ticket may use this machine

Long Reach

Staff

Only **Trained Qualified** drivers holding valid
ticket may use this machine

All machines on site

Staff

Company supplies protective equipment i.e.:
gloves, waterproofs, safety boots, ear defenders,
goggles, facemasks, dust masks and respirators
etc
All machine users are trained on site.
Access to Operator manuals are freely
available.
All machines are in good order, well maintained
and serviced on a regular basis

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RELATING TO ALL STAFF AROUND SITE

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Changing light bulbs

Staff

Correct use of steps (Chairs NEVER to be used)

Safe use of Chemicals used in cleaning

Staff

COSHH Sheets to be followed

Squashing of fingers in door Vending machine

Staff

Training.
Care in refilling and closing door

Lifting/moving packages

Staff

Manual Handling training to be organised for all staff. Until trained seek advice from line manager.

Trip Hazard from trailing electrical cables

Staff

Ensure that cables are fixed down
Use protecting matting if required

Aggressive visitors

Staff

Awareness of risks and correct handling of situations

Chemical cleaning materials

Staff

Read COSHH sheets provided;
Wear goggles and protective clothing and gloves.
Wipe up any spillages with appropriate solution

Ladders & steps

Staff

Never use damaged ladders.
Tie ladders when in use user must be accompanied by a second person

Electrocution from Electrical equipment

Staff

Switch off and disconnect plugs or isolate before changing bulbs and damaged lamps

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PROMOTIONS TRAILER

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Shifting load in towed trailer

Driver/passengers of towing vehicle

All mobile items inside trailer to be packed securely before travel
Weight of items needs to be considered when loading. Load should be over centre of trailer above wheel arches
Loading weight restricted to 500kg
Staff trained in loading and unloading of trailer
Towing weight of vehicle 3.5 tons
Trailer weight unloaded 1460kgs
Laden trailer weight 20000kg

Mechanical breakdown of trailer

Driver/passengers of towing vehicle

Trailer inspected by [Maintenance department](#). Full inspection annually, general inspection monthly

Tyre failure

Driver/passengers of towing vehicle

Tyres checked by [Maintenance department](#) on a monthly basis

Fire/spillage from transportation of petrol for generator

Staff/public

Petrol stored in correct container
COSHH Sheet to be kept on trailer for reference
Volume of petrol restricted to 1-gallon container at any time on trailer
Petrol stored out of direct heat and sunlight when stored
Petrol stored away from public access
No smoking or naked flames to be used near petrol container
No smoking signs to be used when filling generator up from petrol container

Lifting generator into position

Staff

Staff trained in correct manual handling techniques

Fall from steps into trailer

Staff

Handrail on one side of steps for staff to hold

Use of Helium gas for inflation of balloons on trailer

Staff/public

Staff instructed in filling and handling of helium balloons and using helium cylinder safely
Guidelines for safe use of helium to be clearly displayed on trailer for staff reference

Fixed Dinosaurs

Staff / public

All Dinosaurs fixed to ground 'No Climbing' signs attached.

Risk Assessment For

**Wookey Hole Caves & Mill
Wookey Hole
Wells
Somerset
BA5 1BB
Tel:01749-672243**

Assessment Undertaken

January 2019

Signed **D MEDLEY**
MANAGING DIRECTOR

Assessment Review

January 2020

Department / Area

SPOOK NIGHTS / GHOST TOURS

List Significant Hazards Below

List groups of people who are at risk from the significant hazards identified

List existing controls or note where the information may be found. List risks which are not adequately controlled & the action needed

Uneven/slippery floor in cave

Public / guides

Verbal warnings by **guides**.

Low rocks in cave

Public / guides

Verbal warnings given by **guides**

People falling into water in chambers 7, 8 and 9

Public / guides

Verbal warnings given by **guides**.
Buoyancy aids
Adequate lighting

Emergency lights failing to work

Public / guides

Lights checked by weekly by **maintenance department**

Use of smoke machines in caves

Public / guides

Smoke levels monitored to ensure clear vision

Low level lighting in mill.

Public / guides

Monitored and supervised by **managers** in arcade

Low-level smoke in mill

Public / guides

Monitored and supervised by **managers** in arcade

Banging of doors (and added noises).

Public / guides

Prior warning would destroy the effect.
Members of staff travel with tours

Blackout in caves

Public / guides

Prior warning would destroy the effect.
Members of staff travel with tours

Risk Assessment For

**Wookey Hole Caves & Mill
Wookey Hole
Wells
Somerset
BA5 1BB
Tel:01749-672243**

Assessment Undertaken

January 2019

Signed *D MEDLEY*
MANAGING DIRECTOR

Assessment Review

January 2020

Department / Area

CAR PARKS & TOILETS

List Significant Hazards Below

Car parks - visitors stepping off of grass.
Footwear becomes slippery on tarmac
and pathways. Moving vehicles.

Toilets – across whole site
Wet floors, contaminated materials,
hygiene

List groups of people who
are at risk from the
significant hazards identified

Staff / visitors /contractors

Staff/visitors/contractors

List existing controls or note where the information
may be found. List risks which are not adequately
controlled & the action needed

All staff wear day glow type clothing when on
duty.
All staff are made aware of the dangers of
moving vehicles in and around the car parks.
Staff never to stand behind moving vehicle.
There are paths on site, which both staff and
public can use to avoid vehicular traffic.
All roads and paths, which have hard surfaces,
are kept clear of twigs, grass cuttings and
general debris.
The edges of steps are all lined with paint to
assist visitors and staff to see the edges.
A rail has been provided on the path from the
grass car park to the top car park by the
restaurant and the path stones treated to give
more grip.
Appropriate hazard/warning signs erected.

Warning signs, regular checks throughout the
day with staff sign-off sheets. Reported
incidents are prioritised and dealt with
immediately. Cleaning products are stored in
locked cabinets.

Risk Assessment For

**Wookey Hole Caves & Mill
Wookey Hole
Wells
Somerset
BA5 1BB
Tel:01749-672243**

Assessment Undertaken

January 2019

Signed **D MEDLEY**
MANAGING DIRECTOR

Assessment Review

January 2020

Department / Area

DINOSAUR / ADVERTISING TRAILER

List Significant Hazards Below

List groups of people who are at risk from the significant hazards identified

List existing controls or note where the information may be found. List risks which are not adequately controlled & the action needed

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Driver/passengers of towing vehicle

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Mechanical breakdown of trailer

Driver/passengers of towing vehicle

Trailer inspected by [Maintenance department](#). Full inspection annually, general inspection monthly

Tyre failure

Driver/passengers of towing vehicle

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Fire/spillage from transportation of petrol for generator

Staff/public

Petrol stored in correct container
COSHH Sheet to be kept on trailer for reference
Volume of petrol restricted to 1-gallon container at any time on trailer
Petrol stored out of direct heat and sunlight when stored
Petrol stored away from public access
No smoking or naked flames to be used near petrol container
No smoking signs to be used when filling generator up from petrol container

Lifting generator into position

Staff

Staff trained in correct manual handling techniques

Fall from Trailer

Staff

Handrail on one side of steps for staff to hold

Trip Hazard

Staff / public

Trailer highly visible

Moving accident

Staff / public

Trailer towed with in all speed limits/ when driven in confined space max speed limit 5mph with walking escort