PROTECTING THE MAGIC

TAKE A PEEK INSIDE
WE’RE IN BUSINESS TO GIVE OUR GUESTS MEMORABLE EXPERIENCES; FUN EXPERIENCES; MAGICAL EXPERIENCES.

But delivering magic isn’t easy; it requires total focus on maintaining the very best standards in HEALTH, SAFETY AND SECURITY. Keep on reading...
THE MERLIN WAY

IT’S AT THE HEART OF EVERYTHING WE DO.

It sums up what a Merlin person is about and it shapes how we’ll continue growing our business and achieving our objectives.

At Merlin, we really CARE about Protecting the Magic.
There are no two ways about it: whether we’re designing a ride, running a theme park or working behind the scenes, we’re obsessive about HEALTH, SAFETY AND SECURITY. It’s in our DNA, and it’s staying there.
“THERE ARE NO SHORT CUTS TO SAFETY.”

NICK VARNEY
CHIEF EXECUTIVE OFFICER
IT’S OUR TIP-TOP PRIORITY
LISTEN TO ANY OF MERLIN’S LEADERS AND YOU’LL ALWAYS HEAR ABOUT HEALTH, SAFETY AND SECURITY.

We’re always investing in it and we’ve built a community of HEALTH, SAFETY AND SECURITY wizards around the world to help us keep things safe. How? By training our people, leading by example, building a culture that cares, and using best practices to operate safely and securely.
“SAFETY HAS TO BE IN THE LIFE BLOOD OF THE ORGANISATION. IT’S NON-NEGOTIABLE.”

JUSTIN PLATT
MANAGING DIRECTOR, RESORT THEME PARKS
WE’VE GOT A MAGIC INGREDIENT

IT’S OUR PEOPLE

Keeping HEALTH, SAFETY AND SECURITY absolutely rock-solid depends on each of us – no exceptions. Everybody at Merlin has a crucial part to play in protecting our guests, our colleagues and our animals (even the spiders). Protecting the Magic is down to us.
“OUR OWN PEOPLE KNOW THE MOST ABOUT KEEPING OUR GUESTS AND ANIMALS SAFE.”

NICK MACKENZIE
MANAGING DIRECTOR, MIDWAY ATTRACTIONS
WE’VE GOT SPELLS, TOO

TO PROTECT THE MAGIC, YOU NEED MAGIC.

Spells, to be precise. So we’ve got six Spells for Safety…
Think ‘Safety First’ before starting every task
Keep guests, colleagues and animals safe
Follow all safety rules, signs and practices.
Always keep your work area safe, secure and tidy
Report anything unsafe and ask if you’re ever unsure.
Share your ideas for improving safety
“OUR TEAMS ARE PERFORMING AT THEIR BEST WHEN THEY WORK TOGETHER TO MAINTAIN THE BEST SAFETY AND SECURITY STANDARDS.”

PETER RONCHETTI
DIVISIONAL DIRECTOR, LEGOLAND CALIFORNIA
SAFETY IS ALWAYS ON OUR MIND

WE TAKE THESE SPELLS SERIOUSLY, REALLY SERIOUSLY.

We give them lots of attention and loads of our time. We talk about HEALTH, SAFETY AND SECURITY in our team meetings. We’re always thinking up new ways to keep it number one and we’re up to speed with the latest standards and training.
“MERLIN WORKS WITH A RANGE OF ORGANISATIONS TO HELP DRIVE NEW HEALTH AND SAFETY INNOVATIONS AND PRACTICES.”

DOMINIC WIGLEY
GROUP HEALTH, SAFETY AND SECURITY DIRECTOR
FOR THE LOVE OF FUN!

ALL THIS WORK, ALL THIS TIME, ALL THESE SYSTEMS AND PRACTICES – WE DO ALL THIS FOR THE LOVE OF FUN.

Protecting the Magic means we can keep wowing our guests while keeping them safe to focus on their main priority – head-spinning, jaw-dropping, eye-popping FUN!
“MAGIC ISN’T EASY. MOST OF ALL, YOU’VE GOT TO STAY FOCUSED AND WORK HARD AT IT, EVERY DAY.”

MARK FISHER
CHIEF DEVELOPMENT OFFICER, MERLIN MAGIC MAKING