

SAFETY FIRST



EMPLOYEE HANDBOOK

www.protectingthemagic.com



ALL ABOUT ME

This spellbinding handbook belongs to

My manager's name is

My team is





PROTECTING THE MAGIC

A spellbinding handbook for magical people.

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Introduction

We're in business to give our guests memorable experiences; fun experiences; MAGICAL experiences. But magic's not easy; it needs total focus on achieving the very best standards in Health, Safety and Security.

How do we do this? In three very special ways:

- 1 By using some of the best, most advanced systems and practices around.
- 2 By being obsessive about Health, Safety and Security - whether we're designing a ride, running a theme park or working behind the scenes.
- 3 By making this obsession a constant - it's in our DNA and it's staying there.

We call it Protecting the Magic, and it's down to YOU.

Everyone at Merlin has a crucial part to play in protecting our guests, our colleagues - and all the animals we care for too. Even the spiders.

So how can you do your bit to Protect the Magic? It's simple. Stick to the basic rules in this handbook. These are Merlin's global Health, Safety and Security rules - you'll also have some extra ones for your own workplace. You need to understand those too.

If we all focus together on Health, Safety and Security, we'll continue to fulfil our guests' trust and keep them safe to enjoy some head-spinning, jaw-dropping, eye-popping FUN!



SIX SPELLS FOR SAFETY

It's obvious, really: to Protect the Magic, you need magic. Spells, to be precise. So we've got six spells for safety. Make these spells part of what you do every day, and you'll be doing your bit.

- 1 **Use your head** - think 'Safety First' before starting every task.
- 2 **Do it right** - follow all safety rules, signs and practices.
- 3 **Be on guard** - keep guests, colleagues and animals safe.
- 4 **Take a minute** - always keep your work area safe, secure and tidy.
- 5 **Tell us now** - report anything unsafe and ask if you're ever unsure.
- 6 **Help us all** - share your ideas for improving safety.

And remember: everything we do at Merlin is for the love of fun. That includes Health, Safety and Security - it's all about making sure that our guests can have remarkable, memorable, magical fun!

POLICY STATEMENT

The Merlin Way

Central to Merlin's strategic vision is our absolute commitment and passion to continuously achieve high standards of Health, Safety and Security. We must always be utterly focused on making sure that our operations are as safe as possible at all times; only then can we fulfil the trust placed in us by our guests, employees and shareholders. As a result, we seek to go beyond legal compliance and to continuously raise the bar in our Health, Safety and Security performance.

To do this, we need an effective Health, Safety and Security management system that is supported by the right organisational structure and a genuine commitment from management. Moreover, effective communications are essential for us to ensure that every person at Merlin is playing their part in full. We need to control risk effectively, have proactive maintenance procedures and adequate systems of work, and review and audit these regularly.

Our ultimate goal is to ensure effective prevention, which requires good systems and training. These will also help us avoid loss to the business. To this end, management and employees must work together to prevent accidents and Protect the Magic. A copy of the Group Health, Safety and Security Policy, together with more detailed site information, will be made available to everybody.

SIR JOHN SUNDERLAND
Chairman

NICK VARNEY
Chief Executive Officer



Even if you don't work with animals directly, you need to know some of the main issues, and when to say something.

As you'd expect, there are strict laws around all water displays and animal attractions. On top of those, we've got strict controls and practices of our own. You absolutely, positively have to have the right training and specific approval before we let you anywhere near these displays and attractions.

Animals are unpredictable - it's in their nature. So even if animals or exhibits look safe, you need to watch out. If they feel threatened, they can be aggressive. What's more, any animal can have bacteria and other nasties that you can easily pick up through contact with it, its enclosure, water or waste.

What's more, we've got some animals that can be venomous. Sometimes this venom can have very fast, very serious effects. (Now you're paying attention!)

Whenever you've been around an animal, its enclosure, food or waste products, you must wash your hands thoroughly. Use warm water and antibacterial soap and follow the handling or hygiene rules for that animal.

If you're ever bitten or scratched by an animal, tell your manager and get the right sort of first aid.

Also, if you're pregnant, or think you may be, tell your manager as soon as possible.

Tell the animal care teams, or a supervisor, straightaway if you ever see:

- Any animal behaving strangely or showing signs of stress or injury.
- Any damage to enclosures - cracks in glass, holes in wire fences etc.
- Any enclosures where animals seem to be missing (eek!).
- A guest entering any enclosure.
- A guest banging on glass or feeding animals without permission.





CHEMICAL SAFETY

One way or another, you're likely to come across chemicals or dangerous substances when you're at work.

Although we try to reduce your contact with them, it might be part of your job. This should be obvious but it's worth spelling out: if you do come across these materials, it's really important to follow the correct safety precautions - they're there to protect you, your colleagues and our guests.

- Every chemical you use at work has its own Manufacturer's Safety Data Sheet.
- It contains important information on safe use. Read and understand it **BEFORE** you use any chemical!
- Don't use a chemical unless you've been trained how to do it safely.
- Use the correct Personal Protective Equipment (PPE) - gloves, goggles, that sort of thing.
- Make sure you use the right concentration - you might need to dilute it first.
- Lock chemicals away when you're not using them - we don't want our young visitors mistaking it for a drink! (Or any visitors, come to that.)
- Store chemicals below head height so they can't fall on you.
- Flammable chemicals should be stored in special cabinets that can contain the vapours.
- Always use the least hazardous chemical for the job.
- Make sure chemicals are stored in properly labelled containers.

When you see a chemical container, it's important to know what these symbols mean.



Toxic/Poisonous



Corrosive



Flammable



Harmful / Irritant



Oxidizing



Explosive



Harmful to Environment



Compressed Gases



Respiratory Effects:
Carcinogenic/Mutagenic



CHILD PROTECTION

We love giving children a magical, memorable, fun time when they visit.

But, kids being kids, sometimes they get lost and then there's a risk that they could be snatched by someone who's not as nice as us.

It's really important to watch out for this. In particular:

- Watch young children if they're by themselves: make sure they're OK and aren't putting themselves in danger.
- Notice if anyone's acting strangely or inappropriately around children.
- If you see anything strange, tell your manager or supervisor.
- Watch out for any child being approached by someone who's obviously a stranger.

During your training, you'll be told the exact procedures to follow if you find a lost child or parent. To avoid having any accusations made against you, if you're ever alone with a child, then always stay in sight of a CCTV camera or other people. (Hint: this doesn't apply to your own kids. Obviously.)

If I find a lost child at my attraction I should:



COMPUTER USE

If your job here involves computer work, here are some tips to help make sure you're comfortable.

Some of them may also be useful if you use other sorts of display (e.g. ride control screens, screens in shops, or CCTV monitors). Bad posture is a major cause of back problems. Take the time to make yourself comfortable and take regular breaks. (Yes, it's official, you don't have to work 24/7 at Merlin.)

Chair

- Fiddle with the backrest so your back is straight.
- Adjust the height so your eyes are level with or below the top of the monitor. You'll be amazed how much your work improves when you can see what you're doing.
- Make sure you're comfortable. Are you comfortable? Yes? Good, carry on.

Layout

- Give yourself space to work - you're a person, not a number.
- Ensure keyboard and mouse are within easy reach (they're much more useful that way).

Screen

- Arrange the screen to avoid reflections.
- Make sure it doesn't flicker.
- Keep it clean!

You

- When using your keyboard/mouse, your arms and wrists should be straight.
- Sit right in front of the screen (sitting behind it is inefficient).
- Try and vary the work you're doing.



DEALING WITH DISABILITIES

A disabled person is someone with a physical or mental impairment which affects their ability to carry out normal day-to-day activities.

It refers to a long-term issue, not something temporary like a broken leg.

While you're working here, it's highly likely that you'll come across a colleague or guest with a disability, but you may not even notice. Lots of people have disabilities that you can't see - they're not always obvious.

Be helpful:

- Wherever possible, speak to the person with the disability, not to their helper.
- Don't assume - treat everyone as an individual and work to understand their specific situation and needs.
- Make sure you know what services you can offer disabled guests and staff.
- If the person's in a wheelchair, you may need to get down to their level.

Make sure you know how to help guests with disabilities during a fire evacuation.



DRIVING SAFELY

It's been estimated that up to a third of all traffic accidents involve someone who was working at the time.

On top of that, we've got a wide range of specialised vehicles which bring new dangers of their own.

Do you even need to drive?

Why not use public transport, video conferencing, email, or just the phone? After all, it's good to talk. Also, it'll reduce your risk - and make you greener, too (not literally).

If you absolutely have to drive, here are some tip-top tips:

- Only drive for work if your manager's authorised it, and follow the procedures at your workplace.
- Inspect the vehicle beforehand and report all faults.
- Make sure you know what sort of fuel it uses. It totally wrecks the engine if you use the wrong one (and you'll feel really stupid).
- Make sure everyone's wearing a seat belt.
- Allow enough time for the journey.
- Don't ignore the weather - it can affect your journey time and safety.
- On long journeys, give yourself breaks.
- Try and avoid the rush hour (for all sorts of good reasons).
- Never use a mobile phone while you're driving.
- Don't break the law! Follow speed limits - and remember that any driving offences will come right back to you.
- If you break down, stay in a safe spot away from the vehicle.





DRUGS, ALCOHOL AND SMOKING

This should be obvious, but it's important enough to spell out. For your own safety and wellbeing, and that of your colleagues and our visitors, always come to work ready and able to do your job properly and without any alcohol or illegal drugs in your system.

Visitors, employees and business visitors aren't allowed to smoke on our premises, except in designated areas. If you do smoke, please be fair to those who don't by smoking only during your break time in the proper places.



ELECTRICAL SAFETY

Portable electrical equipment

Before plugging something in, check:

- Is it suitable for the job and conditions?
- Is it in good condition?
- Does it work properly?
- Has it been inspected to make sure it's safe?
- Have you got all the training and information you need to use it safely?

If you ever answer NO to any of these questions, don't plug it in, don't switch it on. Instead, talk to your manager or supervisor.

The biggest dangers are burns and electrical shock. Watch out - sometimes even a small amount of current can kill you. And if you're working high up (e.g. on a ladder), a shock could make you fall off.

Some good ideas to keep you safer:

- Use 110 volt or battery-operated equipment whenever possible.
- Use Residual Circuit Breakers (RCDs) or Ground Fault Interrupters (GFIs).
- Store equipment somewhere dry.
- If you're working in damp or wet areas, only ever use electrical equipment that's properly protected.
- Before using cables, make sure they're not damaged.
- Always report any fault.



EMPLOYEES' RESPONSIBILITIES

First things first: **you** need to protect **you**! That means:

- Making sure you're not exhausted before even starting work (no late night parties on work nights!).
- Thinking about what you're doing.
- Stopping if you see any danger.
- Telling us if we need to do something to keep you safe.

Second things second: you need to protect other people, too. And that means:

- If you see something that could hurt somebody - anybody - then remove it.
- If you can't remove it then warn people and call for help.
- Never do anything that could hurt others.
- Never turn a blind eye if you see something dangerous.

Giving our visitors magical, world class fun is hard work. To do it well, you have to do it right. So we've got policies, procedures and codes of practice.

Whatever you call them, they're the rules, they're there for a reason and you have to follow them. They've been developed over time, by people who know what they're doing, to make sure that work is done in a particular way in order to protect people, including you.

Obviously your managers will give you the training you need for your job and your attraction. If you think something can be done in a better or safer way - tell us!

And if you're not sure, ALWAYS ask! Every time. No exceptions. None.





FALLS FROM HEIGHT

What does 'at height' mean?

Simple - it's any place from which a fall could hurt someone. And remember, a fall from any height can kill you. We really don't want that.

All work at height must:

- Be properly planned.
- Consider the weather.
- Only be done by people who've been properly trained and really understand what needs to be done.
- Use the right equipment.
- Only use equipment that's been properly inspected.
- Control risks from fragile surfaces.
- Control risks from falling objects.

If possible, do the work from the ground - that way there's zero chance of falling! For example, instead of getting on a ladder, try using something with a long handle.

Remember, anybody can be in danger of falling - not just people who are working. Some of our queues and viewing platforms are elevated, so visitors can also be at risk. So it's really important to keep your eyes open and report any fencing that needs repair.

Only work at height if you're trained to do so and have the right gear.





FIRE SAFETY



It's everyone's responsibility to know where the fire exits are, and the nearest escape routes. If you don't know the fire routine at your workplace, speak to your manager immediately.

If you discover a fire, always sound the alarm. Only tackle the blaze if you're properly trained and it's safe to do so. Remember: fire extinguishers are for small fires - don't put yourself at risk.

Obviously it's a good idea (even a great idea) to know what to do if there's a fire. You can do this by:

- Knowing what the fire alarm sounds like where you work.
- Knowing where the fire exits are.
- Knowing where your fire assembly point is.
- Knowing where fire extinguishers and hose reels are located (where provided), and how to use them.

Your site induction will tell you more about what to do if there's a fire evacuation where you work.

Remember: protecting life, including your own, is your priority.

My assembly point in the event of a fire is:



FIRE PREVENTION

Clearly, the best thing is to stop a fire occurring in the first place. It's quite simple: make sure an ignition source (like a cigarette, a hot bulb, a heater, or an electrical spark) can't come into contact with something that can catch fire (like rubbish, theming, stored goods or flammable chemicals). Here are some handy hints about what you can do to prevent a fire. And remember - REPORT IT SO WE CAN SORT IT!

- Don't block fire exits.
- Never wedge them open, either.
- Store flammable stuff the proper way.
- Make sure hot surfaces are well insulated.
- Don't cover or block ventilation grills.
- Make sure all electrical appliances have been tested.
- Look after your workplace - make sure rubbish doesn't build up.
- Follow rules about smoking and hot work (like welding).



FIRE EXTINGUISHERS

Different extinguishers are designed for different sorts of fires.

- Read the labels carefully to make sure you have the right type.
- Only use one if you've been trained and you're confident.
- Never put yourself or others at risk.

Water - For free burning fires of solid material e.g. wood, cloth and paper.
• Don't use near electricity or on burning liquids.

Powder - Safe for all types of fire.

Carbon Dioxide (CO₂) - For electrical fires and burning liquids.

- Use plastic funnel to direct nozzle.
- Don't touch nozzle when using it.
- High pressure extinguisher - don't point at lightweight materials e.g. paper.

Foam - For burning liquids.

- Spray over the top of the fire to form blanket of foam.
- Don't point directly at fire.
- Don't use near electricity.

Wet Chemical - For cooking oils and fats.

- Spray directly onto fire to form layer on surface.

Fire Blanket - Use to smother any small fire.

- If a person's on fire, force them to the ground and roll them in the blanket.



FIRST AID

When you're at work it's important that you look after yourself and others. However, a visitor may fall ill or have an accident, so you need to know what to do.

- Make sure you know how to call for help.
- If possible, stay with the injured or ill person and do what you can to help. Simply reassuring them that help is on the way can make a massive difference.
- Minor injuries must be seen immediately by properly trained first aiders. Make sure you don't try any first aid or treatment unless you've been trained.
- Complete an accident form and witness statement.

This is how I can get hold of a first aider:



FOOD SAFETY

What makes you decide where to eat? The menu? The ambience? That gnawing feeling in your stomach that says if you don't eat soon someone's going to suffer?

For most people, it's the look of the facilities and the people. This means that looking clean and hygienic is as important as ticking all the boxes and doing the temperature logs. And the best way to look clean and hygienic? It's obvious - be clean and hygienic.

Whether you're making a thousand burgers a day or replacing the Pick & Mix in a shop, you're handling food so you need to follow the same basic principles. If you do work with food we'll make sure you're properly trained so that you know exactly what to do.

Some key points to remember:

- Wear the right uniform (and make sure it's clean!).
- Fill out all relevant forms e.g. opening, closing and cleaning checklists, temperature logs etc.
- Immediately report any illness, infections and injuries.
- Never prepare, use or eat out-of-date items.
- Make sure you rotate your stock by first using the food that's been there the longest. It's called 'First in First Out' (FIFO).
- Always wash your hands when entering or leaving and after: using the toilet, blowing your nose, handling cash, handling waste, smoking or cleaning.
- Use the right mops - this should be really obvious but never, ever, EVER use a mop intended for a toilet in a food preparation area!





HAZARD PERCEPTION

A hazard is something that could harm someone.

You need to know how to spot a hazard. If you do, there's a better chance that you can do something about it before anybody gets hurt.

A hazard could be something that's unsafe, like a blocked fire exit, a wet spill on the floor, or a missing fence post. It can also be someone who's unsafe, like somebody running through your attraction, jumping over a fence or standing on a roof without any safety gear.

If you spot a hazard, do these four things:

- 1 Remove any imminent risk, but only if it's safe to do so.
- 2 Ask yourself if you need to cordon off or clear the area to protect people.
- 3 Call for help and tell your manager.
- 4 If necessary, reassure people.

Your managers will have done risk assessments to spot common or foreseeable hazards at your attraction. The assessments will spell out what needs to be done to stop the hazards from hurting anyone.

The training you get for your job will include all of these. What does that mean? It means another great reason to follow the rules!



INCIDENT REPORTING

We hate accidents but sometimes they happen.

You must report all accidents, injuries, near misses, unsafe conditions and unsafe acts to your manager as soon as possible, and complete the relevant accident/incident report form.

Near miss:

An incident which didn't cause injury - but could have.

Unsafe conditions:

Unsatisfactory conditions in the workplace that may result in an incident.

Unsafe acts:

Someone's behaviour that threatens other people's safety.

The more of these that we report, the sooner we can do something to prevent an injury.

This is who I need to make an incident report to:

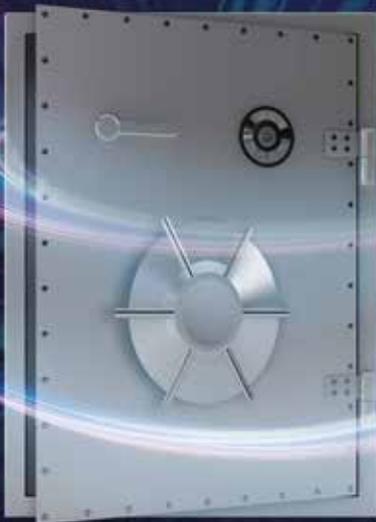




INFORMATION SECURITY

Keeping our data safe and secure is important.

Apart from anything else, we're not just responsible for our own data, but our visitors' data as well. Lose that and the magic vanishes. That's why Protecting the Magic means protecting our data, too. And it involves three main elements: **hardware, software - and beware.**



Hardware

It's up to you to look after any IT equipment you get from Merlin:

- Treat any equipment you get as carefully as you would your own (better, even). That includes computers, laptops, phones and other mobile devices.
- Never leave any equipment by itself in your office or public places.
- If you're travelling with IT gear, keep it hidden - don't leave it on a car's backseat or foot well, and be sensible if you're on public transport.
- Make sure you lock any equipment before leaving it alone (e.g. Ctrl+Alt+Del or something similar).
- Don't let anyone else use your IT equipment unless your IT team has said it's OK.

Software

We'll give you everything you need to do a magical job (you're welcome). This includes software:

- Installing your own software can really mess with our systems so never, ever buy, download or upload your own software - the IT Service Desk will do this for you.
- Never disable or uninstall any software that's already on your machine. It's there for a reason, so leave it alone.
- If you need anything installed on your work computer, ask IT - they'll arrange it for you.

Remember: if you lose or damage any IT equipment, you may have to pay for it - you may even face disciplinary action. Neither of those is remotely fun.

Beware!

Be extra careful when you're in public. You might be overheard, so watch what you say about Merlin and don't discuss confidential information. Bear in mind that if you're looking at our information in public, there's a good chance someone else can see it too.



MANUAL HANDLING

Got a bad back? It's pretty common so even if you haven't, you probably know someone who has. So if it's that common, how do you avoid it?

Easy, really:

- First, stop and think.
- Check whether you're wearing suitable clothing and footwear.
- Plan your lift - use handling aids wherever possible.
- Plan your route - what are the floor conditions? Are there obstacles?
- Start from a balanced position, pointing in the direction you want to go.
- Bend your knees, keep your back straight and lean slightly forward over the load.
- Grip firmly.
- Lift smoothly, straightening your legs.
- Don't twist.
- Keep the load close to you.
- Put it down then adjust the load into position.

If you think you're likely to hurt yourself by lifting something heavy, just say no (nicely, of course). Alternatively, be sensible and use a trolley (or similar), or ask someone for help. If you must lift something quite heavy, make sure it's within your capability and use the proper techniques to protect your back.

If something's too heavy always stop and ask for help.



PERSONAL SAFETY

Physical assaults by visitors are rare (thank goodness). However, if you feel threatened by a visitor or a situation, don't put yourself at risk - call for help straightaway. If you're involved in an assault, however minor, you must report it to your manager, who'll make sure you get any advice or support you need.

Travelling to and from work

We don't want you to be at risk when travelling to and from work. Here are some tips:

- Avoid walking with your headphones on - you don't want someone sneaking up on you.
- If you're alone on a train, try and sit in a carriage with other passengers; if you're on a bus, sit near the driver.
- Look out for people behaving strangely but don't confront them; instead, report them.
- Keep your stuff secure and keep valuable items out of sight.
- Try to travel with people you know. (Ideally, people you know and like, too.)

Working alone

From time to time you may find yourself working on your own. In a horror movie, you'd be doomed for sure. But this isn't a horror movie, so don't get spooked. Instead:

- Know how to contact someone.
- Have a pre-determined time to check in with your contact.
- Don't do anything dangerous.
- Only work alone if your manager has said it's OK.



RIDES AND ATTRACTIONS

Before we open a ride to the public, there's a load of inspections, tests and checks at every stage from the design approval process to morning checks.

Every ride is operated to a really strict standard and nobody's allowed to operate or work on a ride unless they've had the proper training and approval. Even though you may never work on a ride yourself, you still need to know some of the basics and when to report something.

Make sure you know the ride restrictions so you can help any visitors who ask.

Always report the following immediately to the ride operator or a supervisor:

- Any strange or unusual noise.
- Any unusual smell.
- Anything that falls from a ride.
- Any guest who's clearly breaking the ride's rules and restrictions.

If you actually work on a ride, don't worry - you'll get much more training than this!

Never, ever enter a ride restricted area - it's only for people who've had specific training and authorisation, and only when they're following specific procedures.





SECURITY

Our attractions are pretty well-known and this could make them a potential target. Some threats are more severe than others and can come from individuals or groups, including:

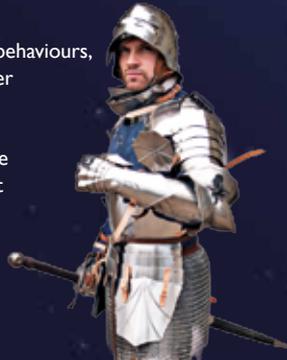
- Robberies, break-ins and hold-ups.
- Bomb threats, active shooters and terrorist attacks.
- Protestors.
- Physical violence against our teams.
- Natural disasters.

Your managers regularly practice and review procedures to prepare for situations like these and will make sure you get all the training you need for your job.

Most of our locations have CCTV, which can deter these sorts of threats and also help police in any investigations. It's worth noting that anything captured on CCTV can be used in an investigation: if any sort of misconduct is spotted, we can take disciplinary action up to and including dismissal.

If you see any suspicious packages, bags or behaviours, don't deal with them yourself - let a manager know straightaway.

Always display your employee identity badge or name badge (unless you've been told not to for safety reasons). This helps us make sure that our buildings and attractions stay secure.



SLIPS, TRIPS AND FALLS

Slips, trips and falls are one of the biggest causes of workplace injuries, so everybody needs to help prevent them from happening (including you).

The most important thing is good housekeeping - i.e. keeping areas free of clutter. (It also helps prevent fires.) What is good housekeeping? It's this:

- Keeping passageways clear, especially fire exits.
- Keeping floors clear of trip hazards (e.g. cables, boxes and bags).
- Using the bins - we put them there for a reason (and that reason isn't 'to rest your weary feet').
- Cleaning up spillages immediately.
- Keeping your desk / work area tidy and organised.
- Respecting other people - don't leave a mess for them to clean up.
- Putting stuff on shelves properly so it won't fall off.

Also:

- Never run when you're at work.
- Wear the right shoes.
- Report any damaged flooring.

If you spot a slip or trip hazard, do something about it!





YOUR MERLIN FAMILY

At Merlin, we're committed to providing and maintaining a safe and healthy working environment - what's more, it's the law. These are some of the things your managers do:

- Make sure the attraction is safe.
- Make sure that equipment is maintained and safe to use.
- Think about hazards and make sure that everyone receives training on how to protect people.
- Support and help teams so that everybody knows what to do.
- Listen to your concerns and take action to stop people being hurt.
- Take the lead when things do go wrong, and take action to stop it from happening again.

What's more, there are loads of other people around who can help:

- Technical teams - they can help fix a problem you've seen.
- HR / Health, Safety and Security - happy to give you advice.
- Your colleagues - they'll always be there for you.

In Merlin, you're not alone!



YOUR VOICE COUNTS

In Merlin, your voice really does count. This is no time for false modesty - you really do matter. In fact, you're at the heart of everything we do to Protect the Magic and keep people safe.

This means that if you've got any concerns about anything that could affect someone's safety, we want to hear from you straightaway. For example, if you see a nail sticking out of a fence, don't wait until the end of the day to tell someone, do it immediately.

You also have the chance to tell us about any worries you have during team briefings, at other meetings, and in our annual employee survey 'The Wizard Wants to Know'.





www.protectingthemagic.com

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