



Adventure Product Risk Assessment

Manchester Trek



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Guidance and tools

The 5 Stages of Risk Assessment

Risk assessment follows the same process, no matter what the activity being risk assessed may be. The process is laid out in the illustration below to help populate your risk assessment.

Remember:

- Reasonably foreseeable = Easy to imagine events when you think about the process of the activity.
- Consider:
 - Environment (wet, cold, hot, busy etc)
 - Equipment (Electrical, motorised, moving parts etc)
 - Effect and Exposure (will it cause heat, sparks, fumes, dust, vibration etc)
 - Everyone potentially affected (Person performing the activity, others in the vicinity during the task, first aiders etc)

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Risk Assessment Matrix and Score Card

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QUALITATIVE SCORE	RISK ESTIMATION
1 – 2	VERY LOW
3 – 6	LOW
8 – 10	MODERATE
12 – 16	HIGH
20 +	VERY HIGH

		LIKELIHOOD				
		RARE 1	UNLIKELY 2	POSSIBLE 3	LIKELY 4	ALMOST CERTAIN 5
CONSEQUENCE	INSIGNIFICANT 1	1	2	3	4	5
	MINOR 2	2	4	6	8	10
	MODERATE 3	3	6	9	12	15
	MAJOR 4	4	8	12	16	20
	CATASTROPHIC 5	5	10	15	20	25

Risk Matrix definitions

LIKELIHOOD				
RARE	UNLIKELY	POSSIBLE	LIKELY	ALMOST CERTAIN
Highly unlikely to happen	Low risk of event	Moderate risk of event	Strong risk of event	Very high risk of event
CONSEQUENCE				
INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC

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Very minor or no injury (ie. A scratch or splinter)	Mild injury that does not prevent IP continuing with activity.	Prevents IP from continuing with activity but does not require professional medical treatment	Serious injury that requires professional medical treatment. (ie. broken bone, deep cut)	Serious bodily harm, trauma (ie. Amputation) or fatality.
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Risk Assessment

Introduction: Manchester Trek Risk assessment

This document shall be used in conjunction with the following documents:

- Manchester Mini and Full Trek Standard Operating Procedures
- Manchester Emergency Response Plan
- Manchester Matrix of Permitted Operations

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Details of Hazard				Risk		
Hazard	Hazardous Event	Persons at risk	Control Measure	Likelihood	Consequence	Total
1.1 Cold and wet conditions	Hypothermia	Staff, Participants, visitors	<ul style="list-style-type: none"> • Forecast to be monitored and communicated by DM and product operations run in line with MOPO. • Staff to ensure all participants have suitable clothing and footwear. • Participants with the incorrect footwear or clothing will not be permitted onto the activity. • Staff to monitor the condition of the participants. • Staff to wear appropriate clothing for the conditions. <ul style="list-style-type: none"> ○ Uniform issued to staff is appropriate for the conditions found on the nets. 	1	3	3

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				<ul style="list-style-type: none"> ○ Waterproofs are issued to staff, or pool sets are available. 			
1.2	Lightning and/or storms	Lightning strikes to individuals	Staff, Participants, visitors	<ul style="list-style-type: none"> ● The activity shall be closed during electrical storms in line with MOPO. ● ROSPA guidance of 30:30 shall be applied. ● It is the Duty Managers discretion to monitor the forecast and decide: <ul style="list-style-type: none"> ○ To cancel the activity for the duration of the day. ○ To postpone the activity for the 30. ● Participants shall be asked to return to their cars or to buildings. ● Where participants are on the course the Duty manager shall coordinate the site evacuation. 	1	5	5

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				<ul style="list-style-type: none"> The Lead Instructor shall coordinate the evacuation of the product; competent staff members shall run the lower points: <ul style="list-style-type: none"> Participants may be taken down the ALF midway points Participants may be taken down the ladder. A sweep of the course is completed by a competent member of staff from the ground to ensure all participants and staff have returned to the floor. 			
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1.3	Uneven surfaces and gravel paths	Slips, trips and falls	Staff, Participants, visitors	<ul style="list-style-type: none"> • Staff to look for and remove obvious trip hazards where possible during pre-use checks, and throughout the course of the working day. • Additional footpath lighting to be placed for operating into hours of darkness. With additional light eliminating the main access path • Booking calendar tailored to the daylight. • Records of pre-use checks are maintained. • Staff advised against running on site 	1	5	5
1.4	Forest location	Injury due to falling trees	Staff, Participants, visitors	<ul style="list-style-type: none"> • Tree health to be checked annually by external experts. • Staff to remain vigilant during the day for unusual movement in trees. 	4	1	4

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				<ul style="list-style-type: none"> Course shall not be used in winds of gale force 8 or more in line with MOPO. Pre use and monthly visual inspections to be carried out by suitably qualified staff. Records of inspections are maintained. 			
1.5	Forest location	Injury from being struck by falling debris	Staff, Participants, visitors	<ul style="list-style-type: none"> Pre use inspection of the course to include looking for deadfall. Any deadfall to be removed by suitably competent members of ZW staff, or competent external contractors, before participants allowed on the activity. Course not to be used in winds of gale force 8 or more in line with MOPO. 	1	5	5

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				<ul style="list-style-type: none"> Where deadfall is identified, the Duty Manager shall make one of the following decisions: <ul style="list-style-type: none"> Close the activity completely until the deadfall can be removed. Close off sections securely to protect participants from deadfall. 			
1.6	Fire	Burns	Staff, Participants, visitors	<ul style="list-style-type: none"> Smoking restricted to smoking area only. Staff to remain vigilant for participants smoking in the activity area. Participants seen smoking shall be asked to refrain. Brief boards show no smoking signs Extinguishers located in buildings on site. 	1	5	5

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				<ul style="list-style-type: none"> • Staff trained in fire awareness. • Staff trained as fire marshals on site. • Records of training are maintained. • Emergency Response Plan in place to cover fire, twice annual fire drill conducted on site with lessons learned communicated. 			
2.1	Equipment <ul style="list-style-type: none"> - Faults - Maintenance 	Injury from falls due to faulty equipment	Staff and Participants	<ul style="list-style-type: none"> • Equipment to conform to all relevant safety standards. • Independent inaugural inspection completed by an external independent inspector. • Pre-use and operational visual inspections carried out on all equipment by competent staff. • Quarantine procedure in place <ul style="list-style-type: none"> - Damaged items can be removed from service by any member of staff. - Quarantine items are tagged in an obvious point 	1	5	4

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				<p>(e.g. a belay loop on a harness).</p> <ul style="list-style-type: none"> - Tags contain information on damage, date, identifying staff members name). - Items are placed in the safari container quarantine area. - Items can only be removed from the quarantine area by suitably competent members of ZW staff. <ul style="list-style-type: none"> • All records of inspection and staff competencies are maintained. 			
2.2	<p>Equipment</p> <ul style="list-style-type: none"> - Maintenance 	Injury from incorrectly maintained equipment	Staff and Participants	<ul style="list-style-type: none"> • Maintenance on the activity shall only be completed by competent staff. • Records of actions shall be maintained. • Records of staff competencies are maintained. 	1	4	4

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				<ul style="list-style-type: none"> Permit to work (PTW) system shall be used for any working at height. maintenance. PTW shall confirm, scope of work risk assessment, competencies, safe system of work and supervision. 			
2.3	Equipment <ul style="list-style-type: none"> Overloading Failure 	Injury from breaking of the support or activity equipment	Staff and Participants	<ul style="list-style-type: none"> Staff shall ensure maximum user loads are not exceeded. <ul style="list-style-type: none"> Participants should not exceed 120kg. All participants are weighed in reception. Staff aware of maximum user numbers on each area and shall supervise participants accordingly. Staff shall brief participants about maximum numbers of participants per element and platform (1 per element/ zip, 3 per platform). 	1	5	5

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				<ul style="list-style-type: none"> • Independent inaugural inspection completed by an external inspector. • Periodical inspections carried out at least annually by independent expert on both the ropes course and the tree support structure. • Operational, and routine visual inspections carried out on all systems by competent staff. • Records of all inspections and staff training are maintained. 			
2.4	Equipment - Faulty PPE	Injury due to faulty PPE	Staff and Participants	<ul style="list-style-type: none"> • All safety equipment has a log that relates to its age and condition. • Suitably qualified staff to carry out pre-use checks of PPE. • Monthly inspections of all PPE carried out, in line with manufacturer's instructions, by appropriately qualified staff. 			

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				<ul style="list-style-type: none"> All equipment failing inspection shall be retired, removed from service and kept either in a quarantine area away from live equipment or disposed of and the records updated. <ul style="list-style-type: none"> All equipment in the quarantine store shall be tagged. Tags to detail, who put the equipment in quarantine, what the issue is, the date of the item being quarantined. Tags shall be placed in an obvious place on the equipment, such as attachment points. Only appropriately qualified staff may remove equipment from the quarantine store. 			
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				<ul style="list-style-type: none"> Records of inspections, actions and staff competencies are maintained. 			
3.1	Participants - Prior injuries	Acerbating existing injuries or injuries caused through ill health or pregnancy	Staff and Participants	<ul style="list-style-type: none"> Participants complete waiver form which draws their attention to the risk before participating in the activity. Restriction information on Zip World website which can be seen at the time of booking. Medical issues which are not covered by the restriction information on the website are dealt with by a technical advisor, who may refer the customer to get advice from their GP/ Consultant. Staff are to remain vigilant for participants who may not be suitable for the activity. 	1	3	3

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3.2	Participants - Behaviour	Injury or incident caused through behavioural issues	Staff and Participants	<ul style="list-style-type: none"> • Competent staff shall brief participants about their awareness of, and responsibility to other users. • Staff shall supervise participants and where necessary intervene. <ul style="list-style-type: none"> ○ Staff shall ask users who repeatedly behave in an unfit manner to leave the activity. 	2	3	6
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3.3	Participants and staff - Loose objects at height	Injury due to trapping hair, clothing or flailing objects whilst on activities	Staff and Participants	<ul style="list-style-type: none"> • Staff are to be vigilant for hair, clothing and jewellery that may cause harm to the participant and brief the individual accordingly. • Removal of personal belongings to be advised. • Lanyards are installed and always used on staff radios. • Lanyards are well maintained and inspected prior to and during daily operations. Faulty lanyards are placed in quarantine and replaced. 	1	5	5
3.4	Participants - Piercings - Jewellery	Injury from body piercings or other jewellery	Staff and Participants	<ul style="list-style-type: none"> • Staff to brief removal of body piercings before participation. • Staff shall be vigilant for participants with obvious body 	1	2	2

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				<p>piercings or jewellery and shall ask them to remove them.</p> <ul style="list-style-type: none"> Participants who are unable to remove jewellery may be asked to tape over the jewellery (where appropriate) to lower the risk of catching edges. Where removal or taping of the jewellery is not sufficient, the Duty Manager may decide to refuse entry to the activity. 			
4.1	Vandalism	Injury or incident arising from vandalism	Staff, Participants, visitors	<ul style="list-style-type: none"> Pre-use checks carried out prior to any participants using the activity Any signs of unauthorised access are to be investigated CCTV in operation on site with suitable signage Records of pre-use checks are maintained 	3	3	9

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4.2	Misuse	Falls or injuries caused by misuse of the facility	Unauthorised persons	<ul style="list-style-type: none"> Main site gate locked at night to prevent access. All equipment (PPE) is locked in stores when the site is not in use. Anti-access gates are installed at the base of the entry steps when the activity is unsupervised. 	3	3	9
5.1	Staff - Procedures	Injury due to failure of staff to follow procedures	Staff, Participants, visitors	<ul style="list-style-type: none"> Staff are trained and assessed in the operation of the activity before they can work unsupervised. Staff are audited regularly to check compliance with Standard Operating Procedures. Records of training, assessments and audits are maintained. 	1	2	2
5.2	Staff - Human Error	Instructor human error/poor staff decisions/actions	Staff and Participants	<ul style="list-style-type: none"> Staff are trained and assessed in the operation of the activity before they can work unsupervised. 	1	5	5

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				<ul style="list-style-type: none"> • Staff are audited regularly to check compliance with Standard Operating Procedures. • Records of training, assessments and audits are maintained. • Staff duty rotation to avoid prolonged exposure to repetitive tasks. 			
		Injury due to incorrectly fitted harness, lanyards and helmets		<ul style="list-style-type: none"> • Staff training to include the correct fitting and use of Trek PPE. • Staff to brief all participants on correct fitting of all safety equipment. • Staff to check participants PPE before they go to height. • Records of staff training are maintained. 	1	5	5

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6.1	Zip Lines	Collision of participants with structures whilst on zip lines	Staff and Participants	<ul style="list-style-type: none"> • Padding on zip landing platforms. <ul style="list-style-type: none"> - On the bottom of the ramp - Around the tree • Landing ramps to be kept clear of debris by staff. • Pre use checks by competent staff members include: <ul style="list-style-type: none"> - Padding - Platforms clear of debris • Participants trained in correct zip procedures. • Competent staff members issue rope roller lanyards to ensure participants' rope roller allow them to land at an appropriate height. • Rope roller lanyard tightened to appropriate length by competent staff members before participants go to height. • Records of staff training, inspections and actions are maintained. 	2	3	3
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		Collision with other participant whilst on zip lines		<ul style="list-style-type: none"> Participants are briefed and shown the correct zip protocol, to make sure that the zip and landing are clear before zipping. Cams on rope rollers prevent participants who stop short from rolling back further, thus minimizing time spent on the zip line. 	1	3	3
6.2	Persons at height	Falling from height (detachment from the safety system)	Participants and Staff	<ul style="list-style-type: none"> Staff are fully trained and assessed before being allowed on the activity, or under the direct supervision of a fully trained and assessed staff member. Staff to ensure that the Rope roller system is correctly attached to the course before participants go to height. Rope roller system checked pre-use to ensure the gate is in place before the trolleys are permitted on the activity. 	1	5	5

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				<ul style="list-style-type: none"> Participants to be issued and trained with the lanyard system. Rope roller belay system (Category E as defined in EN15567:2015) used to prevent detachment from the safety system unless in a designated safe area. Pre-use checks of the course include the integrity of all the elements to ensure the continuity of the belay system. Records of pre-use checks are maintained. 			
6.3	Fall factors	Injury due to high fall factors breaking equipment or impact within harness	Staff and Participants	<ul style="list-style-type: none"> Participants supervised by competent staff members to ensure that they are not climbing above lanyards. Removable staples on access parts of the course not left in situ to prevent participants from getting into a high fall factor situation. 	1	4	4

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6.4	Participants on challenging activities	Injury due to collision with other participants on elements	Participants and staff	<ul style="list-style-type: none"> Staff are to brief participants during the safety brief about the importance of keeping a suitable distance between each other (i.e., no more than one person per cable element & 2 per platform, however parents/ guardians are permitted to assist smaller children on elements, but not zips). Staff are vigilant for participants too close together, with particular attention paid to the zip wires. Participants complete a training zip to get used to height, before embarking on the main course. Participants unable to complete the first zip are removed from the activity. 	1	3	3
		Injury due to collision with elements (when slipping from		<ul style="list-style-type: none"> Staff to check participants have suitable footwear. <ul style="list-style-type: none"> Participants without suitable footwear will not 	2	2	4

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		elements but attached to belay system)		<p>be permitted to participate in the activity.</p> <ul style="list-style-type: none"> • Elements and platforms checked during pre-use inspections to ensure they have sufficient grip. • Records of pre-use checks are maintained. 			
6.5	Participants wrapping lanyards around hands/ hands in between lanyard attachment and belay look on harness	Crush injuries	Participants	<ul style="list-style-type: none"> • Competent staff brief all participants on hand positions. <ul style="list-style-type: none"> - Not touching any metalwork. - Not wrapping the lanyard around their hands. • Small children asked questions about the rules of where hands are permitted to confirm understanding. 	2	3	6

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6.6	Left at height	Harness suspension injuries	Participants and staff	<ul style="list-style-type: none"> ZW should always be able to rescue a stuck participant from anywhere on the activity. Staff provided with harnesses designed to minimise risk. 	1	4	4

Version control/Amendments			
Amendment ref.	Change	Editor	Date
1.3	Deleted reference to boiler suits as they are no longer in use	S Strevens Health, Safety and Technical Training Advisor	Feb 24
All	Annual Review: Wording and format changes.	Kai Davies Site Safety Advisor	February 2026

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