

What are the hazards?	Who could be harmed? Staff / Guests / Visitors	Possible consequences	Control measures in place already
Slips, trips and falls on entry and while walking up/down the stairs between levels.	Staff, Guests or Visitors	Impact with floor, wall, stairs following the slip/trip/fall resulting in cuts, abrasions or bruising, possibility of fall down stair case.	All slip/trip/fall hazards are identified and isolated from all access routes during operational hours of The View from The Shard. The cleaning department are informed of any spillages and the area is isolated from all access routes. First aid staff are always present during operational hours.
Fire evacuation.	Staff, Guests or Visitors	Bruising, cuts, sprains following a fall from stairs.	The Shard is fitted with a full fire control system with audible alarms and announcements which can be heard in all areas of the building. Fire exits are clearly signposted and well lit with rehearsed evacuation procedures in place to ensure all guests can safely and quickly exit the building.
Drink or food spilled (purchased in the viewing platforms only).	Staff, Guests or Visitors	Possible serious injury caused to the person who happens to slip on the substance.	All slip/trip/fall hazards are identified and isolated from all access routes during operational hours of The View from The Shard.
Injuries from planned educational activities.	Guests and Visitors	Tripping over activity workbook/work sheets. Slipping on pens/pencils.	Risk assessment of activity carried out by The View. Introductory talk at start of activity.
Lift door entrapment.	Guests and Visitors	Collision with guests and visitors. The lift could go out of sync causing delays.	A staff member is stationed near the lifts at all times. They ensure guest/visitors are informed that the lift door operates automatically when opening/closing.
Height of The Viewing Platforms.	Guests and Visitors	Those who suffer from vertigo may find the experience uncomfortable.	Supervision is required within the attraction.
Items in the retail outlet and sky boutique.	Guests and Visitors	Cuts or bruising from items in the shops if not handled with care.	Any materials brought in to the attraction or purchased within our retail outlets will be the responsibility of the guest to ensure safe use. These objects will also be subject to the standard security check prior to being able to travel to the upper viewing levels.

#### Legal requirements and attraction information

Public liability	The View from The Shard is covered by Public Liability Insurance to the amount of £5 million. The Policy is with ACE Europe Limited.
Attraction Staff/Staff identification	Venue staff wear uniforms and name badges and are easily identified. Full criminal record check are carried out first aiders and permanent front of house staff.
Security	The attraction has a dedicated security team who are able to deal with minor security issues on site. The team is also trained to deal with emergency incidents that may arise.
Vehicle access	There is no parking or drop off points near the entrance of The View from The Shard. Information on coach drop off points provided upon request.

#### Attraction arrangements

Parking	If you are bringing a group by minibus or coach and need to drop off and pick up your group at The View from The Shard, please note the drop off points on the webpage.
First aid	The View from The Shard has a dedicated team of qualified first aiders.
Emergency planning	The View from The Shard has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services who have regular meetings regarding emergency procedures.
Fire safety	In the event of an emergency please follow all evacuation procedures.
Wheelchair access	The View from The Shard is fully accessible for wheelchair users. Due to safety restrictions, only two wheelchairs are allowed at a time per platform, and up to four wheelchairs are allowed in the viewing platforms at the same time.
Unruly children	Staff will instruct children to behave where necessary.
Lost children	Please notify a member of staff or security guard.
Age/height restrictions	There are no age or height restrictions for this attraction.