

Risk Assessment Activity – Zipwire

| Pioneer Centre | Assessed by: James Kniffen | Assessed/Reviewed: | Next Review Date |
|----------------|---|---|------------------|
| | | 13/01/2023 08/01/2025 Updated 04/11/2025 12/12/2025 | 12/12/2026 |
| Reviewed by: | Assist Chief: Max Bishop | | |
| Reviewed by: | Senior Instructors: Andrew Evrard, Joseph Page, Steph McMenemy, Kieren Plant & Ronan Halpenny Lead Instructors: Rebecca Arms | Dec 2025 | |

Overview: Zipwire - Steel cables are tensioned between purpose-built poles and climbing towers. The towers, poles and wires are inspected annually by High Times Technical Consultants. Trained staff do a check of the zipstop mechanisms before the zip wires can be used for the day as recommended by the manufacturing company and the zipstops themselves are sent off for annual servicing and inspection. Also, a quarterly inspection of the wires and brake bomb trolleys are carried out by trained staff. All rope techniques, together with equipment and its life inspection procedures are established and overseen by the Chief instructor who has the Winter Mountaineering and Climbing Instructor (WMCI). Staff are in-house trained and assessed. Preferred Staff to Client ratio 2:12 and a maximum of 2:16 under supervision (under instruction 1:1 instructor to client for doing the zip line). All instructors are first aid trained and emergency procedures are in place in case of a major accident.

| Hazards | Groups of People at Risk from the Hazards Identified | Probability | Control Measures – Reduces the severity and lowers the probability to acceptable levels |
|--------------------|--|---------------|---|
| | | Severity | |
| Structural Failure | Instructors, staff and guest/participants | Very unlikely | Zip wire built by approved contractors. External annual inspection carried out. Bimonthly checks on PPE are carried out and quarterly checks on structural elements. Any issues of damage or faulty equipment are raised immediately with senior staff and appropriate action is taken to resolve the issues e.g. repair, suspend use, etc. The maximum number of participants on a tower is 15 plus staff on the activity. |
| | | Fatal | |
| | | Medium | |
| Falling objects | Instructors, staff and guest/participants | Unlikely | Helmets are worn by anyone in the area when activities are being delivered or maintenance is being done and guests briefed on how to stand if objects fall to protect themselves and guests advised to remove things from pockets or have them stored safely in pockets. All equipment at top of tower secured. |
| | | Major | |
| | | Medium | |

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|-------------------------------|---|--------------------------------|---|
| Unauthorized access to Towers | Instructors, staff, guest/participants and general public | Very likely Fatal Medium | Tower doors are locked and shut when not in use and zipwire ropes are pulled up to the top of the tower between sessions to prevent people climbing up them. Access to the Towers is only allowed with a trained staff member. No access signs clearly displayed on fencing around the tower areas. |
| Rope burns | Instructors, staff and guest/participants | Unlikely | Group briefed on correct clothing. Instructor supervises guests contact with rope. Instructors are trained in safe lowering practices of lowering slowly and smoothly. |
| | | Minor | |
| | | Low | |
| High level fall | Instructors, staff and guest/participants | Very Unlikely | Detailed in-house training & assessment are carried out to ensure safe practice is used for activity. Participants told not to go through top gates until instructed and this is monitored by instructors. Correct use of all equipment. All PPE checked and recorded monthly. See supporting documents for safety practices. |
| | | Fatal | |
| | | Medium | |
| Low level fall | Instructors, staff and guest/participants | Unlikely | Instructors belay participants down upon finishing the zipwire by taking hold of rope they are attached and walking the participant through the lowering process. The instructor has hold of the rope while lowering to ensure participant is brought to the ground safely. |
| | | Major | |
| | | Medium | |
| Environmental Hazards | Instructors, staff and guest/participants | Very likely | All participants are briefed on proper clothing for the current weather conditions. Instructors are issued appropriate PPE, waterproof jacket, warm layers, and gloves to use for activity delivery. Towers not used or sessions cancelled in the event of thunder & lightning (activities can resume 30mins after last thunder sound was heard) and/or winds gusts above 40/45mph (senior staff may reassess and end sessions below this level or may let continue if direction is suitable and hazards are managed). Also, further control measures under the Adverse Weather Risk Assessment are to help with environmental hazards. |
| | | Fatal | |
| | | High | |
| Slips, trips and falls | Instructors, staff and guest/participants | Likely | Maintenance of the site is done by the activities team and maintenance team. Instructors visually check the area upon arrival. General brief and group management is provided by instructors to ensure activities are run safely. |
| | | Minor | |
| | | Medium | |
| Soft tissue injury | Instructors, staff and guest/participants | Unlikely | Instructor aware of group's capabilities. Warm up/warm down as needed. |
| | | Minor | |
| | | Low | |
| Physiological effects | Guest/participants | Very unlikely | Instructors are aware of the group's needs and medical issues. Challenge by choice brief is given and instructors will respect participants choices and be |
| | | Major | |

| | | | |
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| | | Medium | sensitive and adapt to their reactions to the activity they are invited to participate in. |
| Stress / Panic Attack | Guest/participants | Likely | Challenge by choice brief is given and instructors will respect participants' choices. Instructors will err on the side of caution if participants start to panic or have strong emotional reaction to the activity. The instructors will react quickly to ensure the level of stress is brought back down to an acceptable level. This should help ensure the activity runs well for all those involved. |
| | | Major / trauma | |
| | | High | |
| Trolley coming off its track wheels | Instructors, staff and guest/participants | Unlikely | Instructor leading the group on top section of Zipwire will make sure participants step off and not jump or flip off the platform. This ensures the trolley runs correctly down the line. |
| | | Major | |
| | | Medium | |
| Helmet suspension (caught on an element) | Instructors, staff and guest/participants | Unlikely | Lowering practices taught that prevent helmets catching on elements e.g. slow careful lowering of participants in the correct position. |
| | | Major | |
| | | Medium | |
| Equipment failure (Zipstops system) | Instructors, staff and guest/participants | Unlikely | Zipstop system check at the beginning of the day when being set up which is done by trained staff. All critical equipment is checked according to the manufacturer's specifications. The Zipstops are sent off annually for their service and maintenance by Entre-prises and service records kept on file. High Times (external inspectors that look at all adventure structures on site) check and raise issues in their reports which are sorted appropriately through replacement and repair. While in use rope / pulley system is checked to make sure it will run smoothly and is not caught on the wires or wrapped on anything (check and confirmed by instructors for each participant coming down). |
| | | Fatal | |
| | | High | |