



# *Risk Management of Amusement Park*

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# Classification

Amusement Park Industry Comprises:

- ✱ Theme Parks
- ✱ Zoos and Aquariums
- ✱ Family Entertainment Centers
- ✱ Carnivals
- ✱ Water Parks

# Show & Entertainment Components

- ✦ Thrill Rides
- ✦ Aquariums
- ✦ Mammal Shows
- ✦ Video Game Centre
- ✦ Playgrounds
- ✦ Themed Areas
- ✦ Merchandize/Retail outlets
- ✦ Restaurant/Food & Beverage Outlets
- ✦ Special Events (Christmas, Halloween)
- ✦ Mascots

# The Risk Equation

- ✦ Probability X Severity
- ✦ Frequency X Harmful effect

# *What is Safety ?*

☀ *Safety is never an accident:*

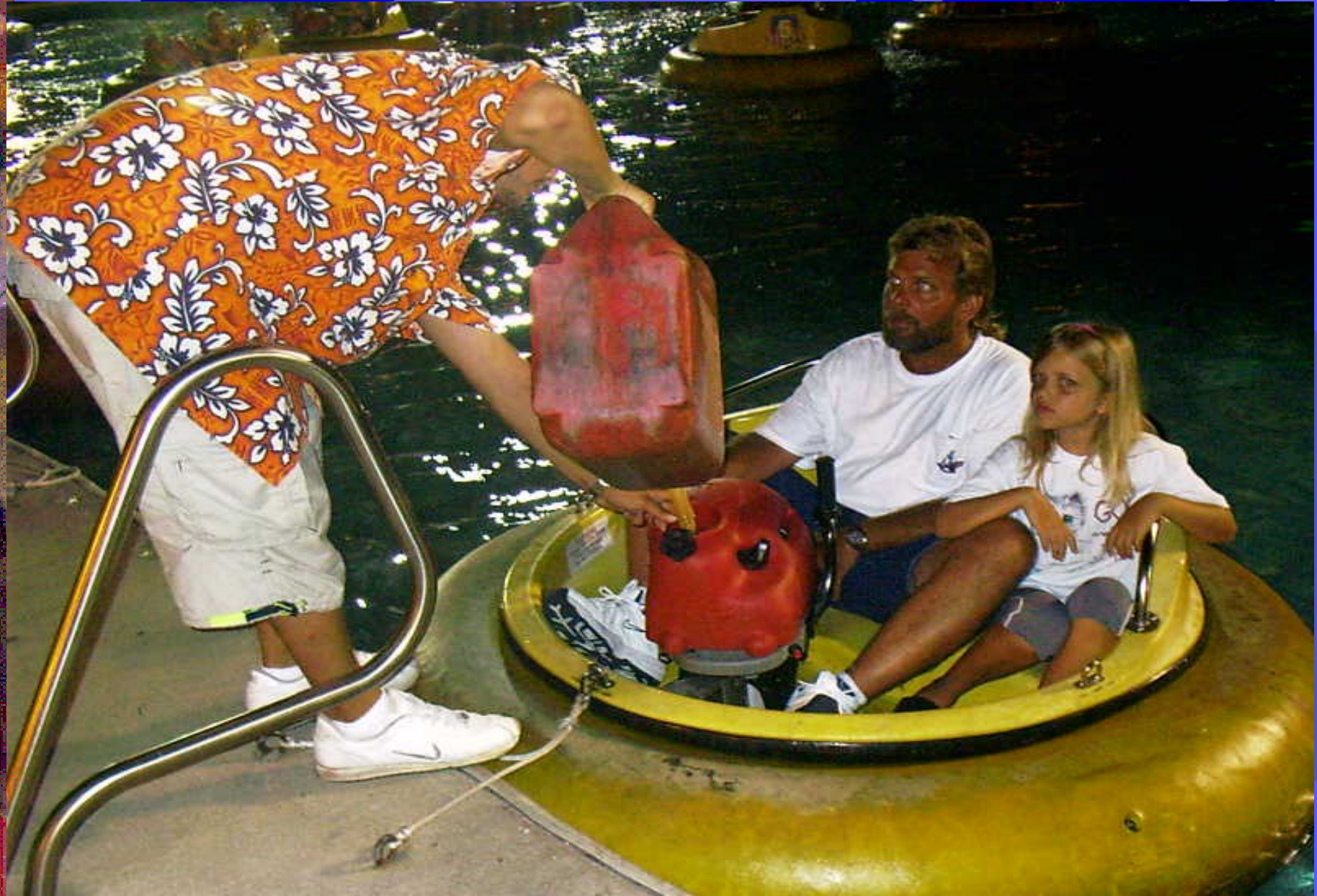
*It is always the result of high intension, sincere effort, intelligent direction and skillful execution, it represents the wise choice of many alternatives.*



# The Philosophy of Safety

- ✦ So far as reasonably practicable, improves the safety performance on all aspect in a continuous manner, in order to achieve the goal of elimination or reduction of human injuries and loss of property.

Does this looks safe to you.... ?



# Typical Theme Park Safety Program

- ✱ The following slides portray a typical sample of a safety management program in amusement park.....



# Safety in Amusement Park

**We are focusing on**

- ✱ **Ride Safety**
- ✱ **Facility Safety**
- ✱ **Guest Safety**
- ✱ **Food Safety and Hygiene**
- ✱ **Staff Safety**
- ✱ **Safety Training and Promotion**
- ✱ **Contagious Diseases (e.g. Dengue Fever, Melioidosis, SARS, Avian Flu)**

# Ride Safety



# Ride Safety

- ★ All Rides are conformed to the ASTM F24 safety standard
- ★ Ride inspection & Emergency drill have to conduct to meet statutory requirements
- ★ Independent inspection by Safety Consultant
- ★ Independent surveyor to do NDT
- ★ All Competent Persons/Operators are certified by Local Authority (EMSD)
- ★ Daily pre-opening test, monthly test and annual overhaul for each Ride

# Ride Safety

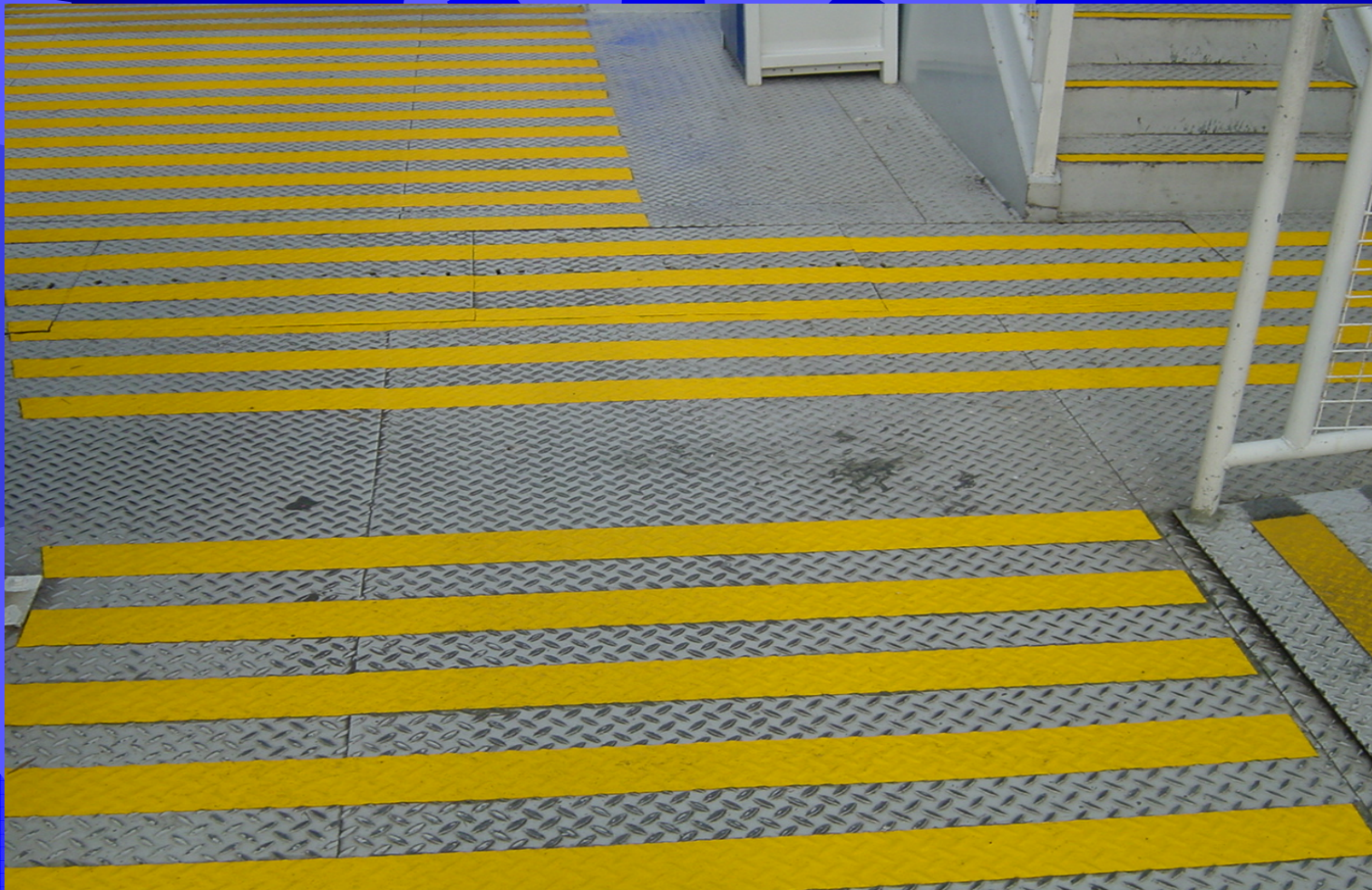
## Example (1) of Improvement Works



*Clear zone on Dragon and Mine Train to prevent guest from falling into ride track*

# Ride Safety

## Example (2) of Improvement Works



**Non-slip tapes to ride platform to prevent slip accident**

# Facility Safety

## Examples of Facility Safety Improvement Works

- ✱ Non-slip reflective strips
- ✱ **Stainless steel gate for stair clearance**
- ✱ Removed the mosaic tile at main entrance ramp to eliminate slip hazard
- ✱ Themed safety signs for reminding patrons proper and safe use of the facility
- ✱ Installation of cable duct for special event to prevent trip accident

# Facility Safety

## Example (1)

- ☀ Control of slip and fall hazard – Ocean Theatre



Non-slip Reflective Strips



Stainless Steel Gate for Stair Clearance

# Facility Safety

## Example (2)

- Control of slip and fall hazard – Ocean Theatre



Removal of Mosaic Tiles



# Facility Safety

## Example (3) – Signage & Equipment



Cable Duct for  
Special Events



Themed Signage at  
Tai Shue Wan Escalator

# Guest Safety

- ☀ Formulate Crisis Management Plan and conduct emergency drills with relevant government departments
- ☀ Annual Inspection by Safety Consultant
- ☀ Monitoring and Continual Improvement by Safety Committee
  
- ☀ Paramedic - 5 First Aid Booths
- ☀ All First Aid staff were trained by St. John Ambulance for the Automated External Defibrillator (“AED”) operation

# Guest Safety

## Example of Improvement to Guest Safety

- ✦ Normally the Park will deploy Automated External Defibrillator (“AED”) in rides Area



AED

# Guest Safety

focuses on

- ★ Accident Statistic
- ★ Accident prevention  
– proactive measure
- ★ Post accident handling





# Guest Safety

## Accident Statistics

- ★ Annual Accident Statistic will be compiled and analyzed for the accident pattern & trend

# Food Safety & Hygiene

- ✦ Quality assurance of food safety
- ✦ Food Hygiene & Safety Manager
- ✦ Safety Sub-committee – Food safety

# Staff Safety

- ★ Provide safe working environment
- ★ Arrange mandatory safety training
- ★ Arrange general safety training
- ★ Monitored by Safety Committee

# Staff Safety

## Internal Rule & Regulations

- ★ *Health Assurance*
- ★ *MSDS*
- ★ *Safe Guide for Non-permanent staff*
- ★ *Staff safety escape route*
- ★ *SOP for Tropical Cyclone & Rainstorm*
- ★ *Confined Space Entry Program*
- ★ *Safety Inspection Program*



# Mandatory Training

- ✦ Manual Handling Regulation
- ✦ Load Shifting Machine Regulation
- ✦ Flume Cutting and Gas Welding
- ✦ Green Card Training
- ✦ Display Screen Equipment

# General Safety Training

- ☀ Office Safety
- ☀ Personal Protective Equipment
- ☀ *Risk Assessment*
- ☀ Driving Safety
- ☀ Emergency Plan Briefing
- ☀ *Manual Handling Operation*
- ☀ Basic First Aid
- ☀ Working in hot environment

# Internal staff Safety Training

- ☀ Needs Analysis – Training Curriculum
- ☀ Induction Training – Manager and Staff
- ☀ Tailor made special training



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# Tailor-made training

- ✦ General cleaning staff Health & Safety
- ✦ Golf-cart driving
- ✦ *Air- compressor unit safety handling*
- ✦ Ride Operator and Attendant Safety
- ✦ Snake handling procedure

# Safety Promotion

- ☀ Staff Suggestion Scheme
- ☀ Safety Leaflets



# Emergency Preparedness – Avian Flu

- ★ *Formation of Cross Divisional Team (“CDT”) against contagious diseases, team members are managerial staff of each Division with Vet. And Bird Experts.*
- ★ *Set up of Standing Operational Procedures, Preventive Measures and Contingency Plan against pandemic outbreak of the disease*
- ★ *Establishment of the Special Cleaning Team for handling disinfections to suspected infected area.*

# Avian Flu (Guest)

Measures taken for prevention of outbreak, guests will be supplied freely with

- ☀ Face Mask
- ☀ Cleaning Towels
- ☀ Disinfecting gel
- ☀ Regular Disinfections of Facilities & Rides

# Avian Flu (Staff)

## Measures taken for prevention of among Staff

- ★ Free Supply of all PPEs
- ★ Training by Medical Practitioner
- ★ Home Working is allowed
- ★ Split Workforce into different teams
- ★ Work at alternate office locations
- ★ Frequent disinfections of back-of-house facilities
- ★ Grant special leave to staff for suspected cases



# Roles of Safety Committee

- ✦ Corporate Committee Vs Sub-Committees
- ✦ Implement and Monitor the Park's Safety and Health policy to ensure its adequacy with reference to local and international safety standards
- ✦ Analysis of accident statistics and trends for making recommendations to Senior Management for corrective actions

# Roles of Safety Committee

- ✱ Provision of professional information to Senior Management in devising “In-house Safety Rules & Regulations as well as Safe Systems of Works”
- ✱ Guidance and recommendations to employees on the implementation of the Park’s Safety and Health Policy

# Roles of the Safety Department

- ✱ Provide professional advice, information, support and training on H&S issues
- ✱ *Conduct research, review and update on regulatory requirements*
- ✱ **Assist line departments in conducting workplace assessments and audits**

# Roles of the Safty Department

- ✦ Retain detailed logs on all inspection/audit reports and maintain an action list with regular updates
- ✦ Schedule meetings – Safety Sub-committees, & functional departments
- ✦ Liaise with relevant Government Departments in respect of statutory requirements. (FSD, LD, E&M Dept.)



*Thank You!*