



Ruislip Lido

Operational Safety Plan

Version 1 Revision 4

Last Updated: 01/08/2026

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Important Note

This Operational Safety Plan has been prepared by A.C.T. (National) Ltd in conjunction with [London Borough of Hillingdon](#) (the Client) who are the owner / operators of the [Ruislip Lido](#) (the Lido). Content is based on the discussions and information provided by the Client but does not include any areas, activities or processes that A.C.T. (National) Ltd was not made aware of or where information was not provided prior to the issue of the plan.

A.C.T. (National) Ltd shall have no liability for matters or information that have not been provided by the Client or which when asked by A.C.T. (National) Ltd, the Client did not make A.C.T. (National) Ltd aware. Nothing in this statement is intended to exclude A.C.T. (National) Ltd.'s liability for negligence in preparing this document or where the information was provided by the Client but not included or omitted by A.C.T. (National) Ltd.

This document should not be reviewed in isolation. It should be read in conjunction with all other applicable documentation which includes but is not limited to the Lido Risk Assessment, Fire Risk Assessment, Client Health and Safety Management Policies, Procedures, Risk Assessments, relevant standards i.e. BS's or ISO, HSE guidance, industry best practice guidance and manufacturer's instructions.

It is essential that the Client reviews and approves for implementation the information and controls as set out in this Operational Safety Plan. A.C.T. (National) Ltd will not be held responsible for a failure by the Client to, once approved, comply with the information outlined within this Operational Safety Plan.

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Document Management

Project number	ACTEV 126/17-01		
Client	London Borough of Hillingdon		
Document title	Ruislip Lido Operational Safety Plan		
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Client reviewer	Marcus Harvey	Date	03.08.26

Revision History

Revision No	Date	Details
V1 R0	31/03/2026	Document issued for the consideration and comment by the client.
V1 R1	29/05/2026	Document updated following client feedback and re-issued for comment
V1 R2	03/06/2026	Updated following client feedback and re-issued for comment
V1 R3	29/06/2026	Following a final site visit and no further required amends advised by the client, this document is handed over to the client who are now responsible for any further development and implementation of the content contained herein.
V1 R4	01/08/26	Additional requested comments based upon Council amends

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Introduction

A.C.T. (National) Ltd, hereafter referred to as ACT, has been appointed by the London Borough of Hillingdon hereafter referred to as the Client, to produce, in conjunction with the Client, this Operational Safety Plan covering the Business-as-Usual activities at the Ruislip Lido, hereafter referred to as the Lido.

Information relating to the event is as outlined in the emails, discussions and documentation shared between Chris Hall from ACT and Marcus Harvey Head of Waste & Green Spaces, Hillingdon Council and Harvey Kirk Lido Site Manager.

ACT has a wealth of experience and a proven record of accomplishment in the field of leisure, entertainment and event space activations, general health & safety and fire safety, and has been appointed to produce this Operational Safety Plan, in conjunction with the Client.

The safety arrangements outlined within this document have been developed utilising the knowledge and experience of the ACT team and the application of the relevant information from the following publications, as applicable. The Client may also find additional supporting information from these publications of assistance when organising and running their event.

- ✓ The Event Safety Guide (The Purple Guide)
- ✓ Guide to Safety at Sports Grounds (The Green Guide)
- ✓ The Regulatory Reform (Fire Safety) Regulations 2005
- ✓ HM Government Fire Safety Risk Assessment for Open Air Events and Venues
- ✓ IEE Regulations 18th Edition (BS7671: 2018)
- ✓ Temporary Electrical Systems for Entertainment (BS 7909: 2023)
- ✓ Temporary Demountable Structures Fourth Edition (IStructE 2017)
- ✓ Safe Use and Operations of Marquees and Temporary Structures (MUTA)

It is however, recognised that these documents are not wholly applicable to this normal park use and as such, a practical, pragmatic, and proportionate approach will be applied in respect of the health and safety management.

This Operational Safety Plan represents a live document and as such are subject to change and dynamic amendments due to developing circumstances and evolving hazards and risks. As a result of which, the arrangements outlined herein may not be final and definitive procedures adopted but are representative of the intended systems and arrangements for implementation at the Lido.

The content details those principles and controls to be implemented for the business-as-usual day to day operations and, where applicable, can be scaled up for organised events.

There are large areas of cross over between this Operational Safety Plan, the Ruislip Lido Operational Plan 2025 V1.0 issued 15/04/2025 and the Clients wider health and safety management systems and procedures and as such this Operational Safety Plan should be viewed alongside any other relevant Client safety documents, policies, procedures, risk assessments, relevant standards i.e. BS's or ISO, HSE guidance, and industry best practice guidance.

Health & Safety Statement of Intent

The councils most recent Health and Safety statement is available on request

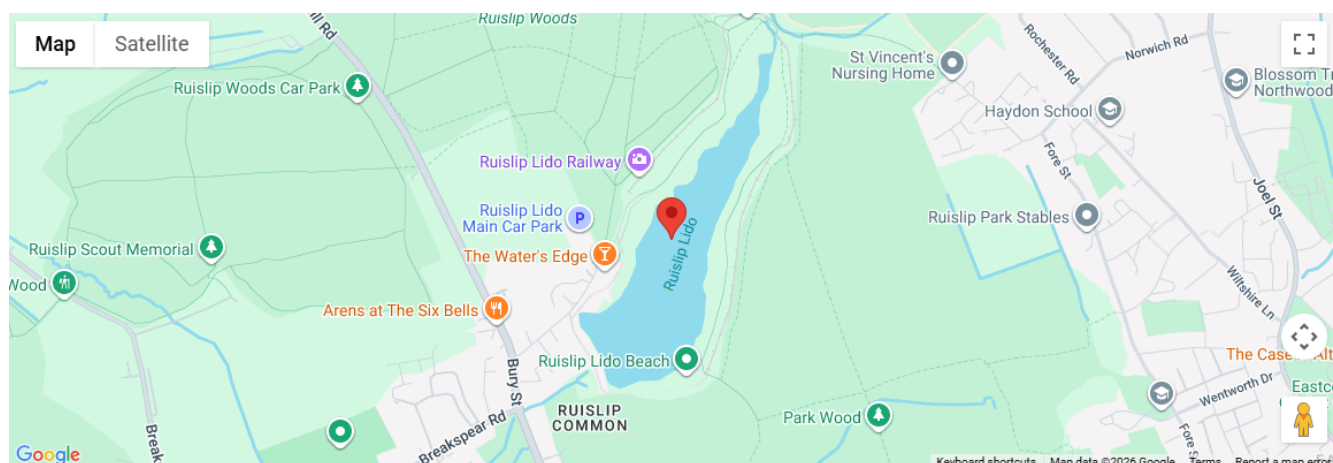
Ruislip Lido Overview

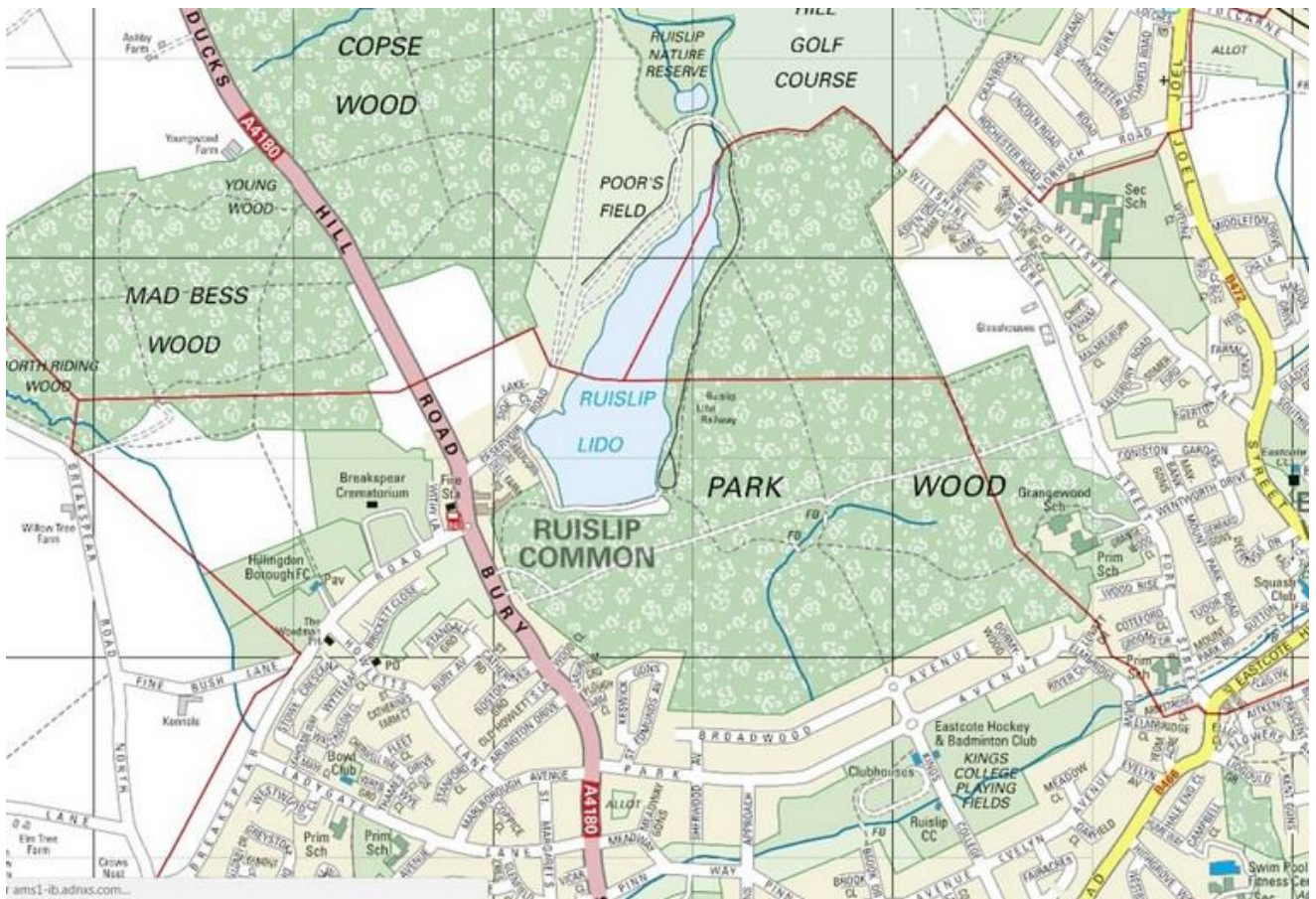
Ruislip Lido is a 60-acre reservoir situated between Ruislip Common, Ruislip Woods and Poor's Field and Reservoir Road HA4 7TY. The site consists of a reservoir / lake, a sandy beach, play areas, woodland walks, internal maintained roads and pathways and a narrow-gauge railway. There is a 1.5-mile maintained walking trail around the edge of the lake.

The Lido is located between Reservoir Road HA4 7TY and Ruislip Woods. There are three car parks located at the bottom of Reservoir Road. Car park one being the main car park, car park two being Willow Lawn car park, and car park three being the Water's Edge Public house car park. There is a combined total of 300 parking spaces available.

Amenities include the Lakeside Café located near to the Beach on the South side of the lido, Woodland Centre and meeting space, and public toilets. Additional public toilets can be found adjacent to the Water's Edge Public House and Ruislip Lido Railway, on the Northwest side of the Lido, where there is also a second smaller café

The lido and surrounding parkland including the woodland, lake and beach are public open space with multiple entry points, wide expanses of space and no access controls.





The lido is accessible all year round and extremely popular when the weather is good and holiday seasons. Typically, the Lido sees >20,000 visitors per day over the Easter period and summer months through to mid-September.

Visitors consist of a very broad demographic and age range from young – old. Visitor data generated by installed visitor counters is available for 2020, 21, 22 and up until Aug 2023 when the last report was generated, see Appendix A. The report states that the site attracts over a million visitors per annum.

Official opening times are:

January & February – 9am to 4pm
 March – 9am to 5pm
 April – 9am to 6pm
 May, June, July, August – 9am to 9pm
 September – 9am to 7pm
 October – 9am to 5pm
 November & December – 9am to 4pm

Staffing

Tier 1: High Impact Activities

High volume of visitors anticipated due to weather forecasts, seasonal or planned activities or events creating a significant impact on local infrastructure and park resources. In general this plan is executed in Easter, late spring, summer and early autumn, depending on weather.

- Existing Lido Manager and team on site (Lido Manager and minimum x1 additional officer)
- Additional Lido litter team staff in place during the day(s) and for the subsequent clear up.

- Mobilisation of additional car parking spaces Breakspear Crematorium on weekends and bank holidays. Clear signage in place for the overflow car park, immediately outside the car park.
- Additional 4 X APCOA parking enforcement officers deployed (in addition to the 1 x parking enforcement already permanently deployed to this area) (5 in total)
- Events management company staffing - 4 traffic marshals in the Lido car parks, 4 traffic marshals at the crematorium overflow car park, 2-4 traffic marshals per overflow car park subject to the requirements of the car park layout. Marshals to also be stationed at the end of Reservoir Road to assist with traffic flows.
- Deployment of 1 x Tow truck (with 2 x CEOs/ drivers)
- x4 VSM signs in place (placed in high-visibility locations to indicate Lido car parks full and to direct traffic to overflow car parks – to include the junction of Ruislip High Street and Bury Street, at the Junction of Ducks Hill and Rickmansworth Rd and Breakspear and Swakeleys Roads)

Tier 2: Medium Impact Activities

Medium volume of visitors anticipated with moderate impact on local infrastructure and park resources at peak times.

- Existing Lido Manager and team on site (Lido Manager and minimum x1 additional officer)
- Existing Lido litter team in place during the day(s)
- Additional 2 X APCOA parking enforcement officers deployed (in addition to the 1 x parking enforcement already permanently deployed to this area) (3 in total)
- Deployment of 1 x Tow truck (with 2 x CEO/ driver)
- Events management company engaged- 3 traffic marshals deployed in Lido car parks

Tier 3: Low Impact Activity

- Existing Lido Manager and team on site (Lido Manager and minimum x1 additional officer)
- Existing Lido litter team in place during the day(s)
- No additional external resources required

Resourcing

Where additional support and resourcing is required , it shall be sourced via the following departments:

- Civil Enforcement Officers and Tow Truck: Parking Services.
- Car Park Marshals and road signage: Green Spaces Team.
- Street Scene Enforcement/ ASB: Street Scene Enforcement Team.
- Lido facilities management: Green Spaces Team
- Litter clearance/ waste removal: Waste Services

Health, Safety and Welfare

The London Borough of Hillingdon are aware of their responsibilities for ensuring the health, safety, and welfare of all persons, including employees, volunteers, contractors, suppliers, and visitors, etc. to the Lido at all times

It is however recognised that all persons have a responsibility to undertake their activities in such a manner so as to safeguard the safety of themselves and those others who may be affected by their undertakings and these responsibilities are outlined in detail within the Organisational Arrangements.

Organisational Arrangements, Roles and Responsibilities

The organisational arrangements, roles, and responsibilities for the day-to-day Business-as-Usual (BAU) operations at the lido are as outlined below.

London Borough of Hillingdon, as owners and operators for the Ruislip Lido, are responsible for:

- Procuring and reviewing those resources and facilities required for the health, safety and wellbeing of those working at or visiting the Lido, and for ensuring that those resources, services, arrangements and infrastructure comply with the relevant statutory requirements, approved codes of practice and official guidance.
- Ensuring the selection and appointment of a sufficient number of competent and appropriately trained personnel for the management and delivery of the Operational Safety Plan and those other relevant controls and arrangements for ensuring the health safety and wellbeing of all persons working at or visiting the Lido.
- Appointing a manager for the Lido who shall be responsible for the implementation, monitoring and effectiveness of the Operational Safety Plan and any other relevant safety information, including Risk Assessments, Safety Operational Polices (SOPs), Method Statements and Safe Systems of Working (SSoW).

The Lido Manager, shall, via the Lido management structure, be responsible for and on behalf of the London Borough of Hillingdon:

- Managing the implementation, monitoring and effectiveness of the Operational Safety Plan and any other relevant safety information, including Risk Assessments, Safety Operational Polices (SOPs), Method Statements and Safe Systems of Working (SSoW)
- Ensuring that the content of the Operational Safety Plan and any other relevant safety information, including Risk Assessments, Safety Operational Polices (SOPs), Method Statements and Safe Systems of Working (SSoW) is communicated to all relevant persons.
- Providing, directly or via suitable delegation, the supervision and management of health and safety of those persons employed or otherwise engaged for the delivery of services at the Lido.
- Co-operating and co-ordinating with those relevant others on the management and delivery of health and safety.
- Encouraging, by personal example and attitude, the observance and compliance with the content of the operational safety plan, health and safety policies and procedures, the relevant statutory requirements, approved codes of practice and official guidance.
- Providing, directly or via suitable delegation, safety supervision and monitoring for the health, safety and wellbeing of all Lido personnel.
- Ensuring that any accidents, incidents or near misses are appropriately investigated.

All Employees, engaged by the Client inclusive of any agency personnel, shall:

- Attend any required,
 - safety training,
 - safety inductions,
 - safety briefings and toolbox talks.
- Comply with all applicable statutory regulations and duties, British and European Standards, manufacturer's instructions, approved codes of practice, industry guidance and best practice along with all operational safety plan, safety policies, procedures, risk assessments and safe systems of work.
- Take reasonable care of the health, safety, and wellbeing of themselves and of all others who may be affected by their acts or omissions at work.
- Co-operate fully with all relevant parties in all matters concerning health and safety.

- Not tamper with or otherwise misuse anything issued, installed, or otherwise provided for the purpose of safeguarding persons whilst working or at work.
- Use correctly and take reasonable care of any plant, equipment, machinery, appliances, tools, and other items provided for the work they undertake.
- Use correctly and take reasonable care of any supplied personal protective equipment.
- Report to the Lido manager, their supervisor or other appropriate persons, any unsafe plant, equipment, machinery, tools, or other hazards, including any which arise from organisational or operational failing, human errors, or deliberate safety violations.
- Support the Lido manager in the investigation of any accidents, incidents or near misses.
- Assist the Lido manager in monitoring health and safety compliance inclusive of that of those others in attendance at the Lido including contractors, visitors and public.

Contractors and Relevant Others will be responsible for:

- Ensuring that all their activities and undertakings are in compliance with all applicable statutory regulations and duties, British and European Standards, manufacturer’s instructions, approved codes of practice, industry guidance and best practice along with all company health and safety policies, procedures, risk assessments and safe systems of work.
- Supplying requested safety documentation for review, inclusive of:
 - Copies of relevant insurances
 - Details of their health and safety plans, design drawings, safety systems and procedures
 - Risk Assessments
 - Safe systems of work / method statements
 - Certificates of competency / licences
- Co-operating and co-ordinating with the Lido manager and relevant others on matters relating to health and safety.
- Demonstrating and encouraging good safety culture and behaviours.

Safety Monitoring & Inspections

The Lido manager will be responsible for the management of health and safety at the Lido. They shall delegate, as appropriate, health and safety responsibility to those other employed at the Lido to support them in ensuring the Lido is a safe site.

Regular site inspections will be undertaken, with further independent inspections of the site and infrastructure by appointed third parties and Statutory Authorities including the HSE, Local Authorities and Fire Service.

All accidents/incidents must be reported to the Lido manager or Lido personnel, in accordance with the accident reporting procedures, in a timely manner reflective of the severity of the incident. All accidents / incidents will be investigated and, where it is required, reported to the appropriate Statutory Authorities.

Insurances

Suitable levels of insurances including but not limited to Employees Liability and Public & Products Liability to always be in place.

Licences and Permits

All required licenses and permits for the operation of the Lido to always be in place.

Site Plans

Current site plans and drawings to be maintained and posted as required.

Visitor Numbers

Historical studies have demonstrated the sites capability for accommodating transient visitor numbers peaking at >20,000 visitors per day over the Easter period and summer months through to mid-September. 2025 studies have evidenced that a maximum attendance was recorded during the busiest period of the year in excess of 30,000 persons.

Construction Phase Health and Safety Plan

Where required due the nature of new or ongoing projects, a construction phase health and safety plan to be developed, communicated and implemented.

Risk Assessments

Numerous pieces of legislation require risk assessments to be carried out and, in particular, the Management of Health and Safety (Workplace) Regulations 1999. All work activities need to be assessed by a competent person in order to identify the hazards and quantify the risks of these hazards causing harm to people.

Hazards and risks that are not eliminated must be controlled and the control measures, be they physical or procedural, must be communicated to those who will work, or otherwise come into contact with the hazards.

Risk assessments applicable to those activities, tasks and operations routinely undertaken at the Lido to be developed, communicated and control measures implemented as required.

Risk assessments are underpinned by method statements and safe systems of working, which should be developed, communicated, and implemented, as required.

Infectious, Contagious & Notifiable Diseases

The site shall operate in accordance with any Government or other Statutory body issued infectious, contagious, or notifiable diseases including Acute Respiratory Infections (ARIs) guidelines, as and when these come into effect.

Environmental scanning and reviews of Government and NHS guidance and instruction will be conducted regularly enabling an agile and proportionate response to any emerging health threats or identified risks.

Serious Incident Management Plans

In the event of a major incident where the resources at the site are unable to contain the prevailing situation, management of the incident has to default to the Police for the maintenance of Public Order and Public Safety.

A Serious Incident Management Plan shall be produced for any major events at the Lido and will include proportionate and graduated response protocols for:

- Public disturbance
- Terrorism
 - Marauding Terrorist Attacks
 - Vehicle as a Weapon
 - Improvised Explosive Device
 - Fire as a Weapon
- Fire
- Medical
- Structural failure

The serious incident Management Plan shall also contain details of evacuation plans (full, partial or zoned), invacuation plans and any potential lockdown plans that may be required.

Following the conclusion of any incident, the Lido restoration of normality / business continuity plan to be enacted as applicable.

Communications Plan

There needs to be a means of clear and effective communication both between Lido employees and contractors but also the visitors to the Lido. This could be achieved via the use of:

- Radios
- Mobile Phones
- public address systems, if installed
- Loud hailer.

Procurement

As part of the procurement process, all contractors and suppliers shall be subject to a procurement vetting process in accordance with the Clients procurement policies and procedures which shall include the review of contractors:

- Insurances
- Health and safety plans, design drawings, safety systems and procedures
- Risk Assessments
- Safe systems of work / method statements
- Certificates of competency / licences

Contractor Management

In addition to its own direct employees, the Lido will rely upon contractors and suppliers to provide a range of resources, services and infrastructure. These contractors are appointed in accordance with the Client procurement process and after having satisfied a number of safety, competency and performance criteria.

When engaging the third-party services of contractors, traders and suppliers, hereafter collectively referred to as contractors, the Lido shall fulfil its responsibilities under Health and Safety Legislation and good practise by taking reasonably practicable steps to assure itself as to the competency, suitability and sufficiency of the safety controls, systems and procedures employed by the appointed contractors.

All contractors will be expected, prior to commencing any work, to have completed the Contractor Health & Safety Questionnaire. They shall have in place all relevant insurances, licenses, certifications, competencies and safety documentation including risk assessments and method statements / safe systems of work applicable to their undertakings. Additionally, they shall nominate a suitably competent individual, who will be in attendance onsite, to be responsible for the management and monitoring of the safe delivery of their undertakings.

Details of all contractor insurances, risk assessments, method statements, safety policies and procedures, licences, and certificates of competency applicable to their undertakings shall be collated, reviewed, and held on file by the Lido and / or the Client

All personnel working on site shall do so in compliance with all applicable statutory regulations and duties, British and European Standards, manufacturer's instructions, approved codes of practice, industry guidance and best practice along with their employers' company health and safety policies, procedures, risk assessments and safe systems of work.

The Lido will provide a site induction and issue a copy of the site rules to individual contractors which shall include details of any site and vehicle restrictions, required PPE, access routes, first aid and welfare provision

and details of the accident reporting procedures. The Lido manager shall also hold a daily briefing with relevant contractors, as required, where health and safety issues will be discussed.

All contractors must maintain a full record of any injuries on-site in a suitable first aid book. Serious incidents must be reported to the Lido manager immediately for investigation and reporting as required. Where required due to the nature of the incident, accidents will be investigated and reported to the appropriate authorities.

Security and Stewarding

During expected periods of high activity, the councils tiered operational plan will be executed, for temporary planned events, support may be required from a competent security / stewarding provider and shall be sourced and appointed to assist the Lido in the delivery of the activity / temporary event as required.

Crowd Management

Where appointed to assist with temporary events, crowd management will be facilitated by the appointed security and stewarding provider. They will work in conjunction with the Lido manager to ensure the safety of all visitors to the site throughout their arrival, ingress, circulation, departure and dispersal. A Security and Stewarding Plan shall be produced for the event by the appointed security & stewarding provider to provide details of the Crowd Management strategy for the event.

Medical / First Aid Provision

During Business-as-Usual operations medical / first aid provision is available from:

- Woodlands Activity centre or Cafe

During larger planned temporary events a competent medical provider may be required and shall be sourced and appointed to assist the Lido in the delivery of the organised activity / temporary event.

The level of cover shall be appropriate to the nature of the event, reflective of any event history and any applicable guidance and best practice. A suitably qualified person, nominated by the medical provider, shall assume the role of medical manager for the event and be the main point of contact.

The closest hospitals with 24-hour Accident and Emergency Facilities are:

- Hillingdon Hospital (Primary), Pield Heath Road, Uxbridge, Middlesex, UB8 3NN.
Phone: 01895 238282
- Northwick Park Hospital (Secondary), Watford Road, Harrow, Middlesex, HA1 3UJ
Phone: 020 8864 3232

Emergency Vehicle Rendezvous Points

The designated Lido emergency vehicle rendezvous points (EVRVP) for the emergency services and main access route into site is:

- Main Gate on Reservoir Road taking lower access road behind Boat House
 - W3W ///anyone.incomes.scales

A nominated member of staff / the security team will be deployed to meet any incoming emergency vehicles and direct them to the location of the incident.

Water Safety

There Lido has a large expanse of open water. These bodies of water can contain hazardous bacteria, contact with the water should therefore be avoided and swimming is not permitted.

Signage is posted advising 'No Swimming' however persons are known to ignore the instruction and enter the water via the beach area. Therefore, the risk assessment and controls may benefit from an external review to manage these occurrences.

A water safety plan will be devised for the Lido as a separate document and an external water safety consultant engaged to review and make any required amends.

Traffic Management

During Tier 1, and larger expected periods of activity or for temporary events, a competent traffic management provider may be required and shall be sourced and appointed to assist the Lido in the delivery of the organised activity / temporary event.

The appointed supplier shall be responsible for the development and implementation of a traffic management plan in consultation with the London Borough of Hillingdon, Highways and other relevant stakeholders.

A communications programme will be implemented where it is anticipated that planned activities and road closures may impact upon the local community.

Onsite Vehicle Management

Local site rules apply, are posted at entry points and communicated to employees, contractors and relevant others. A site wide speed limit of 10mph is in effect.

The parking of vehicles and/or storage of equipment, stillages etc directly under trees, to the extend of the tree canopy, is prohibited.

As the Lido has an established road / pathway system in place, all vehicle/plant operators/drivers will be required to drive on designated roads / pathways, not use hazard lights but have headlights / flashing beacons on during movement so as to allow indicators to be used as required.

Site Access / Deliveries

Lido main entrance located on Reservoir Road, to be used for all deliveries.

Lido site rules to apply along with any additional controls implemented by security or traffic management during Tier 1 & 2 activities / temporary events.

Temporary Structures, Installations & Infrastructure

All temporary structures, installations and infrastructure will be designed and built / installed by competent appointed contractors.

Construction projects will be managed in accordance with Construction, Design and Management Regulations 2015.

Adverse Weather Conditions

An adverse weather plan has been produced and includes information on the following:

- Wind
- Rain
- Electrical Storms
- Hot Weather
- Snow and Ice

Fire Precautions and Equipment

Fire risks are captured within the Lido site fire risk assessment and individual contractor and supplier safety documentation including risk assessments.

The Lido shall source and deploy a suitable and sufficient number of fire extinguishers, fire points, means of raising the alarm and fire action plans, across the site as required for both BAU and temporary events.

Fire safety measures shall include, but is not limited to:

- The use of petrol generators is prohibited at the Lido. Where there is no suitable alternative, a risk assessment must be submitted to the Lido manager for their consideration before authorisation for the use of a petrol generator is given.
- Smoking & Vaping will not be permitted in any enclosed or substantially enclosed structure in accordance with current legislation. No Smoking signs will be posted as appropriate and suitable sand bins or ashtrays will be set up at various open-air areas to allow for the safe disposal of smoking material for those smoking in designated external areas.
- All furniture, drapes, curtains, etc. will be certificated to the relevant fire resisting/retardant standard.
- Provisions to permit site access for emergency vehicles will be maintained at all times. As and when appropriate, security and stewarding will ensure that the public are kept clear to allow emergency vehicles unrestricted access to the affected area.
- Person who may be called upon to use fire-fighting equipment should be trained to a suitable standard.
- The use of fire-fighting equipment to tackle a fire should be considered an emergency first response measure only and should only be attempted unless safe to do so.

Electrical Systems

All fixed and temporary electrical installations and equipment used must comply with the requirements of the Electricity at Work Regulations 1989, i.e. installed, tested and maintained in accordance with the latest edition of the Institution of Electrical Engineers BS 7671 "Regulation for Electrical Installations" and other relevant guidance. Due regard should also be paid to the requirements of BS 7909 "Code of practice for temporary electrical systems for entertainment and related purposes".

All electrical equipment should comply with the above requirements and be maintained, inspected and tested in accordance with the guidance found in the Health & Safety Executive HSG107, maintaining portable electrical equipment.

Hand-held tools should, where possible, be 110v or battery operated. Where this is not possible and for other hand-held equipment, residual current devices having a 30mA tripping current and a maximum operating time of 30 milliseconds should be used. Test buttons should be incorporated.

As far as is reasonably practicable, any temporary cabling will be located away from the public circulation routes and will be covered with suitable cable ramps, matting or similar suitable protection where required.

Site Lighting

There is minimal lighting across the site. Where required, due to temporary events or planned works, additional temporary lighting shall be sourced from a reputable supplier and distributed accordingly.

Catering Concessions and Bars

There are two independently operated cafés and a tenanted public house that are open for business on a day-to-day basis and on occasions mobile catering units / food concessions, ice cream units, tea and coffee vendors may operate within the Lido.

As with contractors, each operator is responsible for compliance with all applicable statutory regulations and duties, British and European Standards, manufacturer's instructions, approved codes of practice, industry

guidance and best practice along with their employers' company health and safety policies, procedures, risk assessments and safe systems of work. In addition to which, they are also required to comply with all relevant food hygiene regulations. They shall be inspected by the Local Authority and have in place all relevant licences and insurances to cover their undertakings.

Those operators utilising an LPG supply for the preparation of food etc shall have the relevant, current Gas Safe certification in place for their gas equipment. Additionally, they shall have completed a risk assessment and have in place controls for the safe operation of all gas appliances. Mobile catering units are restricted to the quantity of LPG they can store locally. There will be no changing of gas cylinders during the live event. A suitable change over valve should be used in accordance with manufacturer's instructions and industry best practice.

Operators are required to manage all waste within their areas inclusive of any food waste and grey water generated as a result of their undertakings.

Alcohol is only available from licensed bars. All bars will be supplied and operated by a competent contractor experienced in the management of bars at similar events with all appropriate licenses and staff in place as required. All staff serving alcohol will exercise all due diligence and ask for proof of age from any person who they suspect to be under the age of 18 and shall operate the Challenge 25 system. All drinks sold on site are to be in cans, reusable / plastic cups and receptacles.

Fresh potable water will be available through existing onsite provision, for purchase from catering outlets and via the bars which will have free drinking water available upon request.

Water Supply

A mains water line is installed across the site with double check safety valves, to provide access to fresh drinking water.

Any temporary water supplies and dispensers (water bowsers) are to have the appropriate potability and cleaning certification to evidence compliance with the water hygiene regulations.

Sanitary Arrangements

Permanent public toilets, accessible toilets and baby changing facilities, with handwash facilities are provided, serviced and maintained daily as per the established schedule.

All facilities, permanent and temporary, shall be maintained to ensure that they are kept in a clean and serviceable condition and maintained to a high standard of hygiene. The company contracted to supply the sanitary facilities should also be licensed to remove and dispose of all waste.

Baby changing facilities are also provided.

Cleaning and Waste Management

The London Borough of Hillingdon is committed to the minimising of waste and the recycling of materials where practicable and will arrange the provision of waste and recycling bins across the site.

Deposited and windblown litter shall be cleared and removed from site by the appointed cleaning and waste management supplier.

Facilities for People with Additional Needs

Disabled Parking

There are 10 disabled parking spaces located at both the main car park and Willow Lawn.

Access into enclosed areas will be provided with suitable thresholds and ramps where practicable.

Accessible Toilets

Accessible toilets located at:

- Willow Lawn Station (1)
- Adjacent to the Waters Edge Public House (1)
- The Beach toilet block (2)

Lost Child / Vulnerable Persons

There is a policy and procedure for lost and found children and vulnerable persons (appendix C). The goal of the policy and procedure to reunite lost or found child / vulnerable persons with their parents, guardians, or carers.

Accident, Incident & Near Miss Reporting Procedures

Any employee, contractor or freelance worker who suffers an accident must ensure that the accident is reported as soon as possible.

All accidents, incidents and significant near misses must be reported to The Client. Details of the accident shall be recorded on the Incident Report Form (Appendix C) by The Client or, where the injured party presents themselves to the medical team, by the medical team in accordance with their accident reporting procedures. The medical provider shall then inform The Client of the accident.

The Client will, via their site safety provision, undertake a proportionate investigation of all accidents, incidents and significant near misses with a view to identify any key learnings, remedial actions and the prevention of a reoccurrence.

Employers, self-employed or persons in control of a premises, have a duty to report some accidents and incidents at work under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

RIDDOR Reporting

Online: Go to the online reporting portal and complete the appropriate online report form. The form will then be submitted directly to the RIDDOR database. You will receive an electronic copy of the report, for your records, once you have submitted the online form.

Telephone: All incidents can be reported online but a telephone service exists for **reporting fatal and specific injuries only**. Call the incident Contact Centre on:

0345 300 9923 (opening hours Monday to Friday 08.00 to 17.00)

Reporting out of hours: HSE has an out-of-hours duty officer. Circumstances where the HSE may need to respond out of hours include:

- following a work-related death.
- following a serious incident where there have been multiple casualties.
- following an incident which has caused major disruption such as evacuation of people, closure of roads, large numbers of people going to hospital etc.

If your incident fits these descriptions ring the duty officer on 0151 922 9235.

Appendix A: Site Safety Protocols

Alcohol and Substance Abuse

Abuse of alcohol or substances can affect performance and safety. Anyone employees or contractors found to be under the influence of alcohol, drugs or other substances shall, where safe to do so, be asked to leave site. All occurrences shall be reported to the individual's employer and where necessary reported to the police.

Hazardous Substances

Hazardous substances are used for a variety of purposes. Any use of a hazardous substance must have a Control of Substances Hazardous to Health (CoSHH) risk assessment completed for that substance, the safety data sheet to be appended to the risk assessment. The risk assessment is carried out to identify the measures necessary to reduce exposure to the lowest level that is reasonably practicable and that all relevant legal requirements are met.

Temporary Structures and Marquees

All temporary structures and buildings (e.g. marquees, portable buildings) should be designed and erected by competent persons. Surfaces must be suitable for the positioning and loads imposed by the structures.

The suppliers of marquees and other temporary structures must, upon completion, provide a written confirmation of the safety of the structure issued by a competent person to the Lido Manager or appointed deputy.

Marquees and temporary structures must be subject to further inspection by a competent person at seven-day intervals, following any substantial damage or adverse weather conditions that might have caused damage.

Contractors erecting structures are responsible for ensuring that all relevant work is carried out in accordance with the CDM regulations, any other applicable regulations, codes of practice and industry standards.

Any guide ropes, metal stakes etc. must be clearly marked with coloured plastic strips or be otherwise protected to prevent persons from tripping.

Fire Safety

Fire risk assessments will be completed and regularly reviewed and updated for all permanent premises and any control measures identified implemented and maintained. Contractors, traders and tenants are required to have completed a fire risk assessment relative to their undertakings.

Fire Safety - Temporary Structures – Marquees etc.

Where temporary structures and marquees are installed a fire risk assessment is required.

The fire risk assessments will ensure that the means of escape are satisfactory for the numbers in occupancy, there is adequate firefighting equipment, and means for giving warning in the event of a fire.

The fire safety requirements (means of escape etc) must be maintained at all times.

Means of Escape from Temporary Structures

All materials of tented structures, including linings, must either be inherently non-flammable or should comply with the performance requirements of *BS 5867 pt 2 1980* when tested in accordance with test 2 of *BS 5438 1976* or should comply with *BS 3119/3120*. Rigid linings to tents and stands must provide a standard surface spread of flame not less than class 1 as defined by *BS 476*.

The required exits must be evenly distributed around the structure so that genuine alternative routes are available from all parts. These exits must discharge directly to open air. Structures with an area greater than 100m² require a minimum of four such exits, clearly indicated by appropriate exit signs (mounted a high level for visibility in crowded areas). For stands under 100m², two exits (one at either end) should suffice.

All steps forming part of the means of escape from a structure must be of even dimensions with a slip resistant surface. Each structure should nominate a Responsible Person to oversee fire precautions and be familiar with the location and use of appropriate fire safety equipment.

Means of Giving Warning in the Event of a Fire or Other Emergency

A suitable means of providing warning in the event of fire must be provided within buildings. This should consider the size and layout of the premises, number of people likely to be present, number of exits, and the travel distances to those exits. It should be possible to raise the alarm promptly to allow the premises to be evacuated in less than 2 minutes, or as otherwise specified within the fire risk assessment.

Barbecues and Campfires

To prevent the risk of fires and ground damage, the use of barbecues, open fires and fire pits is not permitted anywhere on site.

Water Supplies

Supplies of clean and safe drinking water are provided on site.

Only authorised persons may install or alter temporary water supplies. All pipework and tanks will be cleansed and flushed prior to use. Water samples from temporary water sources will be taken periodically for analysis.

Electrical Safety (Temporary Electrical Installations)

All new installations (including temporary installations) must be made by competent persons who should confirm in writing that the installation is safe and complies with *BS 7909: 2008 - The Code of Practice for the creation and operation of Temporary Electrical Systems for Entertainment and Related Purposes*.

Cables must be routed so as not to cause a hazard. In areas where cables might cause a hazard or be vulnerable to damage, they should be dug into the ground or have suitable covers placed over them. The presence of buried cables should be indicated appropriately (surface painted line, signs etc.) to avoid accidental damage to them. All cables are considered live unless proved otherwise by a competent person.

Lighting

Contractors are required to make adequate provision for lighting their work area when working during the hours of darkness.

Live Working

No live electrical system, equipment, conductor or terminal shall be left exposed. No live work is permitted other than for diagnostic purposes by a suitably qualified and competent person.

Portable Electrical Appliances

Portable electrical appliances are required to be tested or inspected by a competent person within the last twelve months. Wherever practicable, electrical hand tools should be of the 110V centre tapped earth type. All portable electrical appliances must be inspected for damage and defects prior to use. Electrical extension cables must be fully unwound to prevent overheating. The use of multiple extension cables is not advised.

Generators

On occasions, additional power sources (generators) may be required and are sourced from a reputable supplier.

Private generators will not be allowed except with the written permission of the Client and petrol generators are not permitted. Any generators that are authorised for use on site must be provided with appropriate noise suppression and must not cause an unacceptable fire risk or be a source of annoyance or nuisance to others.

Private generators with noise suppression may be used on camp/caravan sites provided they are not considered to be an unacceptable fire risk and are not a source of annoyance or nuisance. Generators should be positioned to facilitate safe refuelling and to allow fumes to disperse without causing a hazard. Spare fuel must be stored in clearly marked approved containers within the designated fuel store in DLP.

The person responsible for the generator must provide a suitable fire extinguisher next to each generator.

All generators must be located at least four metres away from combustible material, to allow safe refuelling and fumes to disperse without causing a hazard. Generators must not be refuelled while running unless they are designed to allow this to be done.

Large generators in public areas must be provided with barriers to prevent unauthorised access, accidental damage and tampering.

Flammable Liquids and Gases (other than LPG)

All flammable liquids and gasses to be stored in the designated, secure storage area located at the service yard at the rear of the boathouse. CoSHH assessment required for each product and firefighting measures to be in proximity to the store. Signage to be posted advising of the presences of flammable liquids and gasses.

Petrol and Diesel Fuel

- A dedicated fuel store is provided for the storage of surplus fuel.
- Petroleum spirit may only be stored in approved containers with a maximum capacity of 10 litres. All containers must be clearly marked to identify their contents.
- Petroleum spirit and diesel fuel may only be handled by persons aged 16 or over.
- Smoking is strictly prohibited during refuelling and while handling petroleum spirit.
- Refuelling of vehicles and generators must take place at least four metres from combustible materials, including tents, marquees and temporary buildings.
- The engine must be switched off prior to the commencement of refuelling.
- Where there is a risk of fuel splashing onto hot engine or exhaust parts sufficient time must be allowed for the parts to cool prior to refuelling. A funnel should be used to reduce the risk of splashing.

Battery Charging

Battery charging can generate flammable hydrogen gas and must therefore be carried out in a well-ventilated area away from sources of ignition.

Liquefied Petroleum Gas (LPG)

The main hazards in the storage and use of LPG are leakage (which leads to possible fire or explosion risks) and inadequate ventilation (which leads to the build-up of toxic gases). Operators using LPG are obliged to ensure that the gas and fittings/appliances are installed, maintained, stored, inspected and operated without risk to themselves or other persons. Surplus gas cylinders and flammable liquids must be stored securely in designated fuel store to prevent theft or misuse

The Client may employ independent Gas Safety Engineers to conduct inspections of temporary gas installations. Any defects must be rectified prior to the installation being used. Inspection certificates must always be available for inspection.

Operators should ensure their LPG installations meet the following requirements:

LPG cylinders must be installed in the vertical position in either a suitable compartment on the unit/vehicle or located in a suitable outdoor position.

All compartments used for holding LPG cylinders in catering units must:

- Be accessible only from the outside.
- Be properly ventilated.
- Be secure against unauthorised access.
- Contain only cylinders, regulators, manifolds change-over devices and pipework.
- Be gas-tight to the interior of the unit.
- Have 30 minutes' fire-resistant walls or lining (*BS 476 Parts 20-22*)
- Display an 'Extremely Flammable LPG' sign.

Open air cylinder installations must be:

- On firm and level ground with cylinders secure in the vertical position
- Secure against unauthorised interference.
- Sited at least one metre (horizontally) from any ventilation opening, accessible compartments of adjacent permanent or temporary buildings or structures, or other possible sources of ignition.

General requirements for the safety of LPG cylinders:

- Cylinders must not be changed in the presence of naked lights.
- The number of cylinders kept should be the minimum necessary for the appliances served.
- Any reserve cylinders in stock should be on a one-for-one replacement basis.
- Tools must never be used to turn cylinder valves on or off.

Regulators and Pipework

- LPG regulators must comply with *BS 3016* or *BS EN 12864* and be correctly matched to both the type of gas and the appliances in use.
- All fittings and threads which connect to the cylinder must be clean and undamaged.
- Sealants must never be used.
- Where spanners are in use, they must be produced for the purpose (e.g. Calor Spanner).

Any high-pressure pipework between cylinder and regulator must:

- Be of minimum practical length
- If flexible, only use certified hoses (*BS 3212* or *BSEN 1763*), bearing the year and manufacturer
- Fitted with integrally threaded end connections.

Any low-pressure pipework beyond the regulator must:

- Be of minimum practical length
- Wherever possible be of suitable rigid material, properly secured at one metre intervals - except soft copper which must be secure at 0.5 metre intervals.

- If flexible, use only certified hoses to *BS 3212* or *BSEN 1763*, bearing the year and manufacturer.
- Have integrally threaded end connections or be otherwise permanently secured by hose clips.

Extensions to flexible pipes are not recommended but if unavoidable must be made by installers who are Gas Safe registered. Every LPG supply must terminate with an accessible shut off valve immediately before the appliance.

Further advice on LPG pipework is contained in *UKLPG Code of Practice No. 22*.

Catering Appliances Must:

- Be securely fastened or supported in the unit.
- Be manufactured to a recognised standard and carry the CE mark.
- Be fitted as the manufacturer recommends (see also *BS 5482 part 2* and *BS 6173*)
- Have adequate ventilation for the type of appliance.
- Preferably be fitted with a properly designed flue.
- Have canopies or extractor hoods if appropriate (always for fryers)
- Have fixed ventilation appropriate to the size of appliance (not doors, windows, hatches, or skylights), which must never be less than a total of 4000 sq. mm (equivalent to 2" x 4")
- Not be located to endanger emergency escape routes from the unit.
- Protected with a flame failure device.
- Have a thermostatic gas cut-off valve on deep fat fryers which operates if frying medium exceeds 230°C
- Not be operated whilst vehicle is in motion.

Maintenance

A visual examination of all cylinders, pipework, appliances, vents and flues should be made daily.

An inspection of the installation must be made by a Gas Safe registered gas installer at least once a year. Evidence of the most recent Gas Safe inspection must be available for inspection at all times.

Any gas appliances that have not been so inspected within the last 12 months may not be used.

NOTE: It is unlawful for any person who is not a registered Gas Safe installer to interfere with, service or modify any LPG installation used for a commercial purpose. The changing of cylinders does not constitute work and may be done by a person who is trained to do so but need not be a Gas Safe registered installer.

Operation of LPG Catering Units

All persons working in mobile catering units must have been adequately trained in the hazards associated with LPG, safe methods of cylinder changing and the proper use of catering appliances. Written details of emergency measures should be easily accessible in the unit.

Fire Precautions in LPG Catering Units

Fire extinguishers in accordance with *BS 5306 part 3* should be carried. The size and type of extinguisher is as determined by the operator's fire risk assessment and should also include a fire blanket.

Work at Height

Where reasonably practicable work at height should be avoided. In all cases where work at height cannot be avoided a risk assessment is required. This should determine the most suitable means of access and any further requirements that may be necessary such as fall arrest or restraint equipment.

Access Equipment

Scaffolds, ladders and other access equipment must be sound, of good construction, adequate for purpose and properly maintained. The relevant statutory conditions should be complied with – e.g. periodic thorough examination of work platforms etc.

Use of Ladders and Stepladders

Ladders and Stepladders should only be used as a working platform if not reasonably practicable to use other safe means of access (e.g. portable scaffold tower, mobile elevated platform etc.) and where:

- The ladder is in good condition and is inspected prior to use.
- Work only requires the use of one hand to maintain three points of contact with the ladder
- The work is of short duration (i.e. less than 20 minutes)
- The work can be reached without stretching.
- The ladder can be fixed to prevent slipping (ladders less than three metres may be footed)
- A good handhold is available.
- The person conducting the work is competent to use the ladder.
- The ladder can be pitched at angle of 1:4.
- At least one metre of the ladder extends above the working landing or support.
- There is no danger from overhead services or other hazards.

Scaffolds

Scaffolds must be erected by competent persons and be subjected to inspection on completion, at seven-day intervals or following adverse weather conditions.

Where there is risk of injury as a result of a person or object falling from a scaffold, appropriate safeguards (handrails/toe boards etc.) must be provided. Where scaffolding protrudes into any road, path or gangway, appropriate warnings (including additional lighting if necessary) must be provided.

Mobile Platforms

Mobile elevated work platform (MEWP) operators must be trained and hold an appropriate licence. Fall restraint harnesses and lanyards (suitably anchored) must be worn when working in a MEWP.

All MEWPs must be subject to periodic thorough examination as required under the *Lifting Operations and Lifting Equipment Regulations, 1998*.

General Precautions

Crawling boards or ladders must be used for work on sloping or fragile surfaces.

Work at height should not commence until the area below the work being carried out has been cordoned off to prevent unauthorised access and injury from falling objects.

Warning signs should be displayed and if necessary additional personnel should be positioned in the area to warn pedestrians.

Flagpoles, Banners, High Structures and Signs

Whenever used these must be securely installed, of adequate strength considering wind and other stresses and must not be erected in the close proximity of overhead cables.

The use of guide ropes and wire should be avoided with this type of structure but if they have to be used the guided area must be adequately fenced.

All such structures must be inspected routinely inspected and following adverse weather conditions that could affect their stability.

Excavations and Raised Inspection Covers

Before excavation work commences or anything is driven into the ground, the location of any buried services must be ascertained. During excavation work, the surrounding area must be maintained in a safe condition.

Excavations and raised inspection covers must be securely fenced or covered and suitable warning notices displayed.

During hours of darkness, excavations must be marked by a sufficient number of suitably positioned warning lights. Precautions must be taken to avoid the collapse of trench walls or other excavations.

Confined Spaces

Confined spaces should not be entered without appropriate measures in place. Risk Assessments, Method Statements and Permits to Work must all be in place before any activity takes place. Where this permit requires testing for fumes, vapours, gas or lack of oxygen, the contractor must make appropriate arrangements for these tests to be carried out.

Lone Working

Risk assessments, safe systems of work must be in place to ensure that appropriate controls are in place to minimise the risk from lone working.

Lifting Operations

All contractors carrying out work must provide lifting appliances/gear, mobile cranes, hoists, chains, ropes etc where they form a necessary part of the work and ensure compliance with the requirements of the *Lifting Operations and Lifting Equipment Regulations, 1998*, including periodic thorough examination.

Only equipment designed for use as lifting equipment may be used to lift or support loads. Operators of lifting equipment (including slingers) must be trained and competent to perform the required tasks. They should carry evidence of their training from a recognised training body with them at all times.

The persons organising the lifting operation must conduct an assessment to identify any potential hazards such as overhead cables and weak spots on the ground such as drain and inspection covers. All lifting equipment and lifting gear must be inspected prior to use to identify any damage and defects. The area around the lifting operation should be cordoned off and warning signs displayed. Where necessary, additional personnel should be deployed to warn pedestrians of the hazard.

Manual Handling

Where reasonably practicable, the need for manual handling should be eliminated when planning the work to be carried out. Where unavoidable, control measures must be taken to reduce the risk to be as low as is reasonably practicable (e.g. provision of handling aides and/or training). All personnel involved in manual handling tasks must have received appropriate instruction and training to enable them to do the work safely.

Tools and Work Equipment

All tools and work equipment provided will be risk assessed to identify any hazards and control measures to reduce the resulting risk to the lowest level reasonably practicable will be implemented. The requirements of these risk assessments will be communicated to personnel using the equipment, who are required to observe them at all times.

Contractors are required to provide all their own tools, plant and equipment (including personal protective equipment) necessary to carry out the required work on site.

All users of work equipment must be competent to use it safely. In particular, personnel using chainsaws and strimmer's with brush cutting blades must also hold a certificate of training from a recognised body. The training certificate must be produced for inspection on request.

In all cases the requirements of the *Provision and Use of Work Equipment Regulations, 1998* and other relevant statutory requirements must be complied with.

Plant and Mobile Work Equipment

All operators of mobile plant and equipment (e.g. tractors, forklifts, dumper trucks etc.) must have received appropriate training and hold the required licence (RTITB OR Construction Plant Competence Scheme or equivalent) for the type of machine. The operator must be in possession of their licence which must be produced on request.

Vehicles and Parking

Vehicles may only be parked in clearly marked designated areas. Any vehicle obstructing traffic or pedestrian routes may be removed. Drivers must always follow the site rules and any instructions from Lido personnel or the appointed traffic management company and traffic marshal. Traffic Marshals are responsible for ensuring sufficient space between parked vehicles to allow for public and emergency access.

A 10mph speed limit applies on site and in all car parks, reduced to 5mph around pedestrians

Large vehicles must not be parked on sloping ground to avoid the risk of a runaway - if necessary, wheels must be chocked to prevent movement. It is the drivers' responsibilities to ensure that their vehicle is parked safely. No vehicle shall be left unattended with the engine running.

Vehicles and Drivers

The following rules apply to all vehicles used on site, including golf buggies, ATVs etc

2. A speed limit of 10mph is in force, reduced to 5mph around and pedestrians. This must be adhered to at all times. Where a speedometer is not installed a brisk walking pace should not be exceeded.
3. Drivers are responsible for the condition and safe operation of the vehicle. It is recommended that the vehicle should be inspected for damage and defects prior to use.
4. Golf buggies must only be used on level ground.
5. The driver must be aged 17 or over, hold a full valid driving licence (not provisional), be competent to operate the vehicle safely, and have appropriate insurance cover.
6. The driver is responsible for the safety and behaviour of all passengers while in the vehicle.
7. Where fitted, seatbelts must be worn by the driver and all passengers.
8. The driver must not be under the influence of alcohol or drugs (prescription or otherwise)
9. Although privately owned land, the Lido is a public place and therefore road traffic legislation applies at all times. This means that drivers may be held responsible in law if they contravene any legal requirements (e.g. use of mobile phones whilst driving, driving whilst intoxicated etc.)

10. Passengers may only be carried where a specific seat is provided – passengers must not be permitted to travel in load carrying compartments.
11. The number of passengers must not exceed the number of seats.
12. Handheld mobile phones and radio transceivers should not be used while driving a vehicle.
13. All accidents must be reported immediately.
14. Drivers should use hazard warning beacons and reversing alarms when reversing (where fitted). A banksman should be used when reversing in public areas.
15. Drivers must always follow the instructions of Lido personnel or the appointed traffic management company and traffic marshal.
16. Vehicles must be operated with the utmost courtesy, care and consideration for the safety and convenience of others.
17. Pedestrians have right-of-way at all times.

All-Terrain Vehicles

In addition to the above rules for all vehicles the following requirements apply to the users of all-terrain vehicles (ATVs), including Mules, Gators, and Groundhogs etc.

- All drivers and vehicles must be registered prior to arriving on site and must display the appropriate pass for the vehicle. Any person who has not registered is not authorised to operate an all-terrain vehicle on site. Please note that authorisation will only be given where there is a demonstrated operational need for the vehicle to be used on site.
- All operators must be competent to operate the equipment. The driver must in turn brief all passengers about the hazards associated with the use of the vehicle and the precautions they should take.
- If the vehicle is to be used on uneven terrain a roll cage or cab should be fitted.
- Where a roll cage only (i.e. no cab) is installed and the vehicle is to be used on uneven terrain, drivers and passengers are advised to also wear head protection to prevent injury should the vehicle overturn.

Bicycles (including e-bikes), e-scooters and hover board

The use of bicycles, e-bikes, e-scooters and hover boards are not permitted on site.

Motorcycles

The use of motorcycles is not permitted on site.

Unmanned Aircraft (Drones)

The use of unmanned aircraft, without the authorisation, is prohibited. For authorisation to be given the operator of the drone must have a valid purpose, provide copies of their CAA licence, their public liability insurance and their risk assessment. Please note that authorisation will only be given in limited circumstances.

Any unauthorised person using a drone is likely to be committing an offence under the Air Navigation Order 2009 and will be reported to the Police and Civil Aviation Authority. Any person witnessing the use of such aircraft should immediately report the matter to Event Control or an official.

Young Persons

Additional precautions are required to ensure the safety of young persons (under the age of 18 years). Any organisation employing a young person (or child) on site must conduct a risk assessment of their activities to identify necessary control measures to ensure their health and safety.

Pregnant and Nursing Mothers

All organisations employing personnel at the site must make appropriate arrangements to ensure expectant and nursing mothers and their children are provided with adequate facilities and are not exposed to unacceptable risk.

Food Safety

Any person or organisation intending to provide food for consumption at the Lido must meet the *Food Hygiene Regulations* requirements and exercise due diligence to ensure that the food is fit for consumption.

Dogs

Dogs must always be on leads / under control and owner / handlers are required to clean up after their dogs.

Trees and Woodland

The site includes areas of woodland and trees. The Lido is responsible for ensuring that trees are maintained in a safe condition. Foresters are appointed for the maintenance and management of trees. Any unsafe trees must be reported to the Lido manager without delay.

Vehicles should only be parked directly under trees where the risk assessment indicates the risk to be acceptable.

Pedestrians should avoid walking directly under trees in windy conditions.

Water Safety

There Lido has a large expanse of open water. These bodies of water can contain hazardous bacteria, contact with the water should therefore be avoided and swimming is not permitted.

Water warning signage is posted, and water safety is subject to risk assessment and periodical review, including external expertise where considered necessary

Appendix B: Incident Report Form

Incident Report Form:							
Event / Site:							
Location / W3W:							
Incident Date & Time:							
Nature of the incident:	Near Miss:		Injury:		Ill Health:		Damage:
What Happened:							
Individual Details:							
Name:							
Address:							
Contact No:							
Email:							
Purpose: (employee, contractor, public etc)					Competitor No: (If applicable)		
Medical Required? (Yes/No)?					Medical PRF No:		
Nature of the injury / damage:							
Witnesses:							
Name:							
Address:							
Contact No:							
Email:							
Additional Information - Remedial / Further Actions / Witness statement:							
Media:							

Completed by:

Signed:

Dated:

Appendix C: Lost / Found Child / Vulnerable Person Procedures

The goal of this policy and procedure is to reunite a lost or found child / vulnerable person with their parents, guardians or carers as quickly as possible reducing the stress and anxiety caused by unintended separation whilst at the same time taking reasonable measures for the safeguarding of the child / vulnerable person.

For the purposes of this procedure, the following definitions apply:

- a. Lost Child - a child reported missing by parent(s), guardian, or carer.
- b. Found Child - a child that has come to the attention of event personnel and appears to be separated from their parent(s), guardian, carer, family or group.
- c. Vulnerable adult - any adult (with or without learning difficulties) who does not have the ability to re-establish contact with their parent(s), guardian, carer, family or group without assistance.

A safe secure welfare point has been set aside for found children / vulnerable persons and is located at:

Location: Woodland Centre

A member of staff, security or stewarding should remain with the parent / guardian or person reporting the lost child vulnerable person to control / safety officer so that valuable information can be obtained and to ensure that once the child / vulnerable person is found, they can be repatriated and / or control / safety officer notified that the issue is resolved.

Where a child / vulnerable person is found and has been separated from their parent or guardian a minimum of two staff (ideally one of which to be female) will remain with the found child / vulnerable person at the location in which they are found for a period of 10 minutes to allow parents, guardians or carers to find them. They shall notify control / safety officer via the agreed protocol (see flow chart).

If after 10 minutes repatriation has not happened, the child / vulnerable person should be taken to the designated welfare point and further attempts to repatriate to be undertaken. If after a total of 30 minutes, this has not been successful, police to be notified.

A child / vulnerable person should not be immediately repatriated with a parent or guardian until such time as reasonable checks have been undertaken to assure that it is appropriate to release the child / vulnerable person back to the parent or guardian. The repatriation form at the end of this document to be completed in all instances.

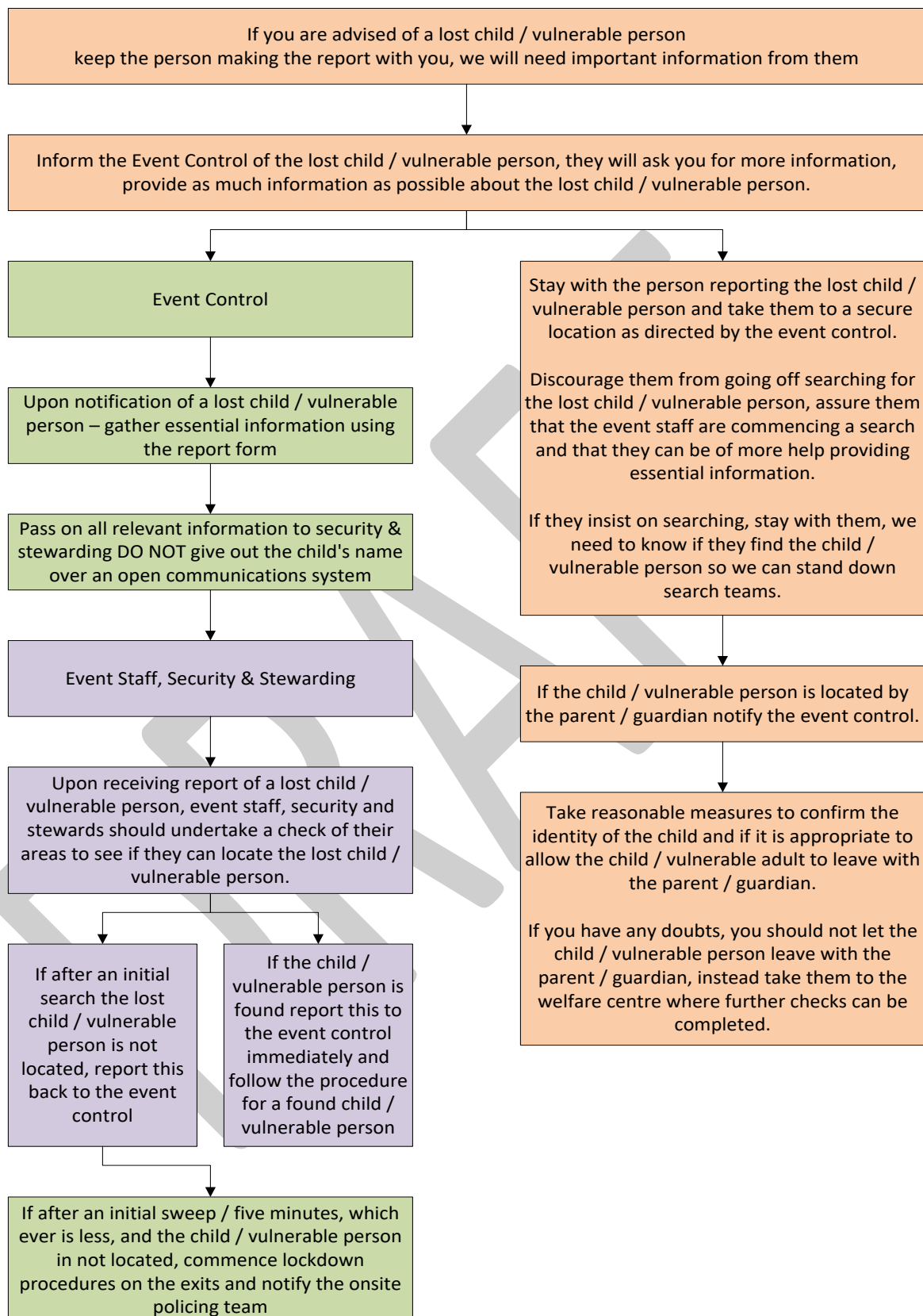
Code words

If these are forgotten than plain English to be adopted. No names of children / vulnerable persons to be given over an open radio network.

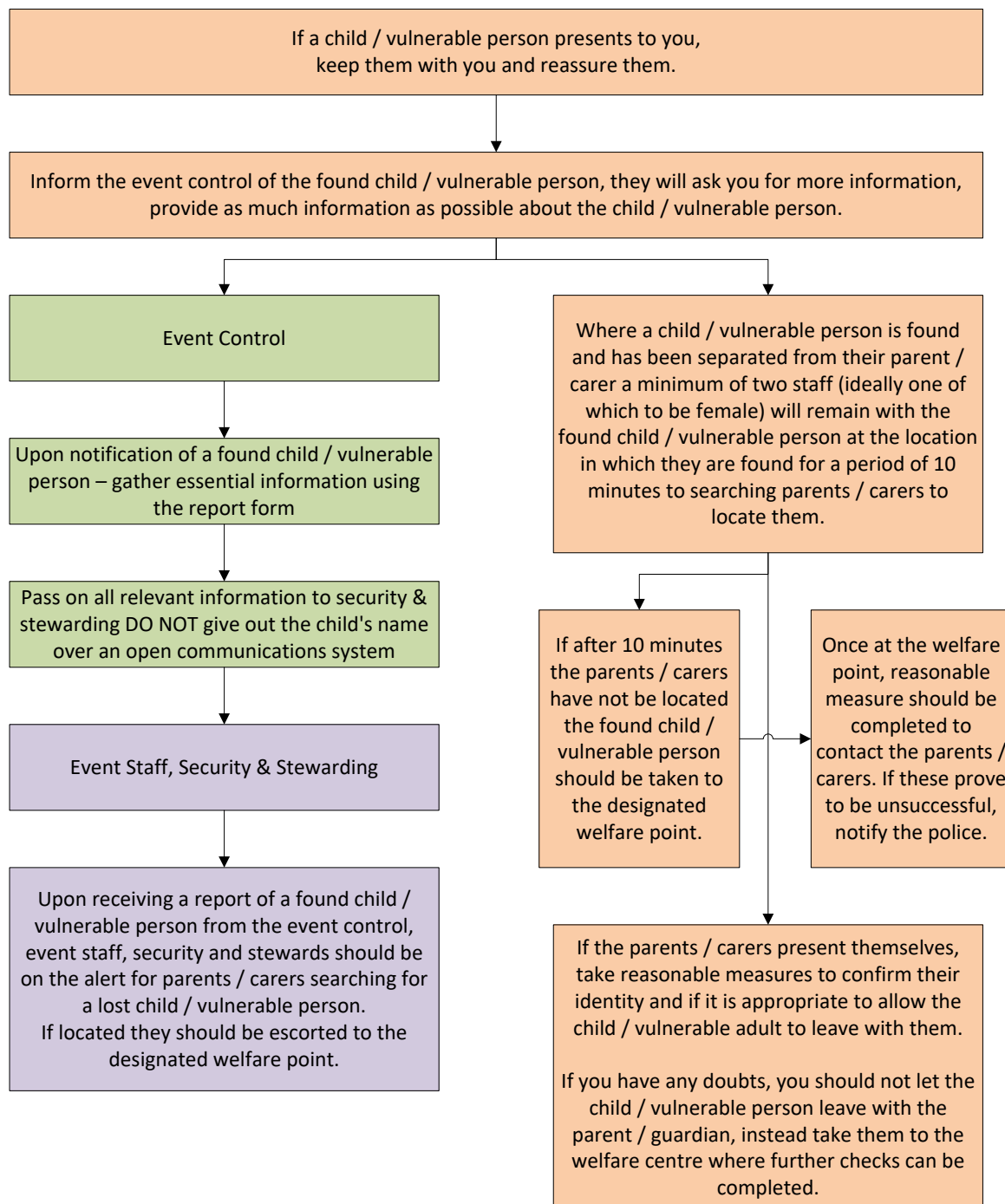
Lost child – vulnerable person – MISPER

Found child / vulnerable person - MOSES

Process for a lost child / vulnerable person (to be updated to follow Lido process)



Process for a found child / vulnerable person



Lost / Found Child / Vulnerable Persons Report Form

Date & Time		
	Person completing the form	Person monitoring the found person
Name		
Contact Number		

Details of the lost / found child or vulnerable person	
Name	
Male / Female	
Last known location	
D.O.B / Age	
Hair colour	
Eye colour	
Height	
Build	
Distinguishing marks	
Clothing	
Other information	

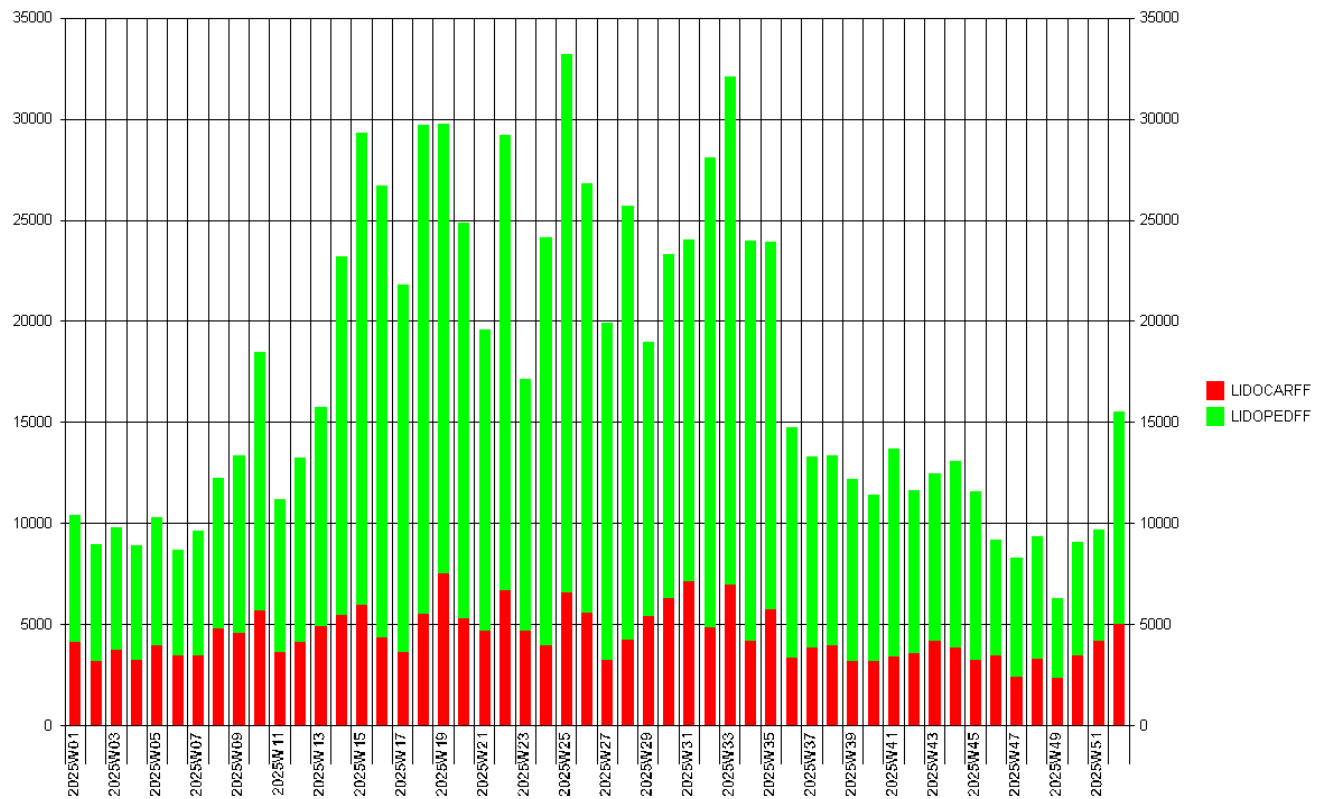
Details of the Parent / Guardian.	
Name	
Address	
Contact number	
Has their identity been verified by means of photo ID e.g. driving licence?	Y / N

Outcome	
Lost child / vulnerable person found and reunited with parent / guardian / appropriate other?	Y / N
Found child / vulnerable person reunited with parent / guardian / appropriate other?	Y / N
Has there been a need to notify any external agency e.g. Police or Social Services?	Y / N
If you have answered yes to contacting external agencies, please provide further information:	

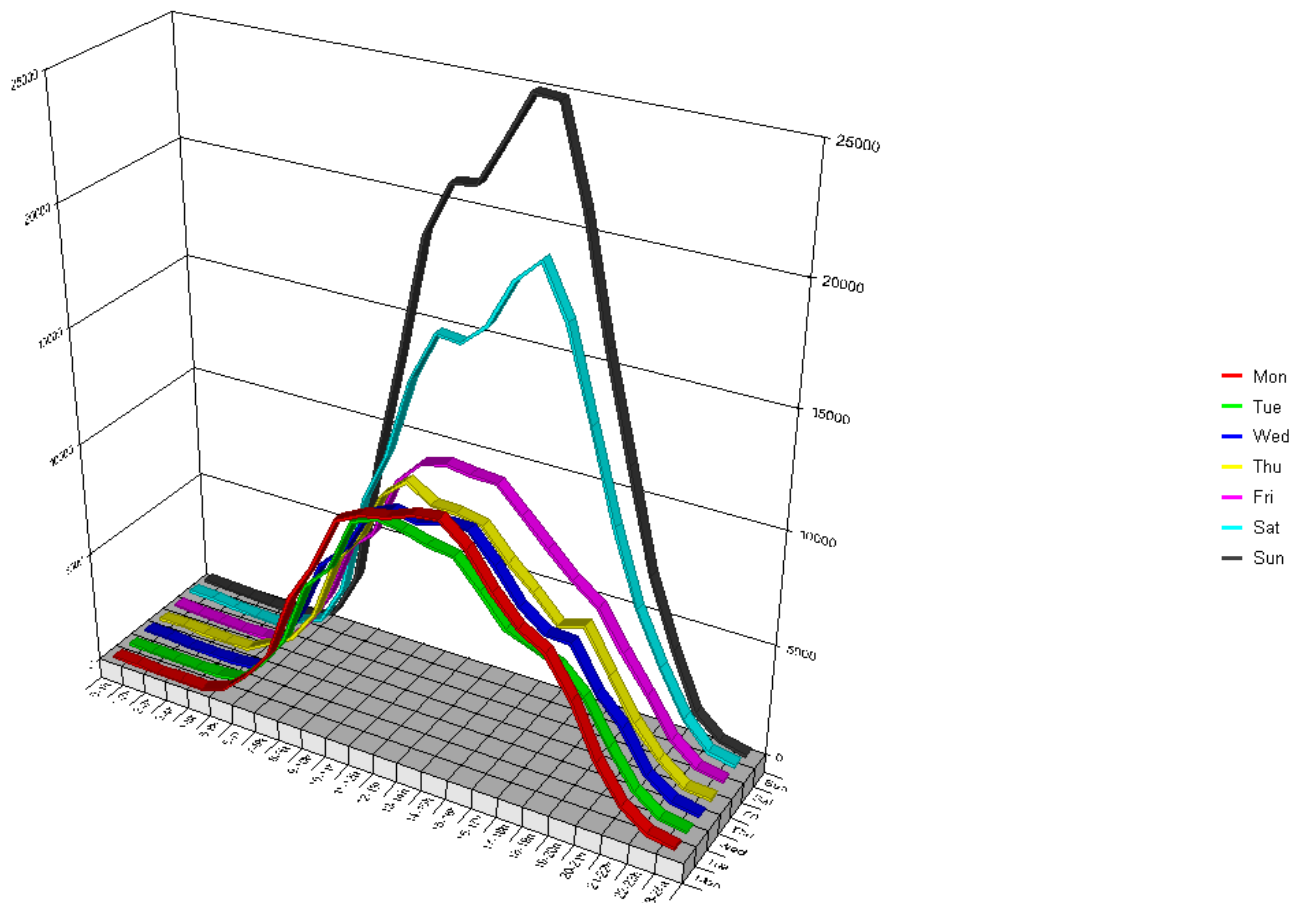
Appendix D: 2025 Footfall Data

Information sourced from the Linetop Ltd Visitor Counter Report No.10 Dated April 2026.

Weekly footfall Car vs Pedestrian



Footfall per Hour / Per Day



Quarterly and Annual Footfall By Year

LIDOFF	Y2020	Y2021	Y2022	Y2023	Y2024	Y2025
Q1	122308	219979	179305	152626	172436	143849
Q2	311215	287667	303738	315395	303254	335173
Q3	339046	296225	307188	292270	279809	273251
Q4	203987	164380	145643	148173	128834	144697
TOTAL	976556	968251	935874	908464	884333	896970
Q1-Q2	433523	507646	483043	468021	475690	479022
Q2-Q3	543033	460605	452831	440443	408643	417948
CHANGE	n/a	-1%	-3%	-3%	-3%	+1%