



## **Walthew Leisure Risk Assessment covering: Clip 'n Climb Cambridge and Climb Quest Milton Keynes**

**September 2025**

Risk assessment for the non-climbing parts of Walthew Leisure's climbing centres (excluding the walls) was checked by Reece Laffar of C&C Consulting in September 2025. Risk assessments for the climbing operations and walls have been completed by the climbing wall manufactures Entre-Prises UK, with additional site- specific points approved by Chris Walthew, Director, Walthew Leisure Ltd.

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**For hard copy kept in each climbing centre:**

**Accepted by:**

**Date:**

**Signed:**

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## Part One - Risk assessment of the non-climbing parts of the Clip ‘n Climb Cambridge & Climb Quest Milton Keynes centres

This risk assessment covers all general working activities in support of the Climbing Structures which are individually risk assessed.

Hazard	Who affected	How they might be harmed	Risk level	Control measures
Unfamiliarity with premises and associated hazards	Employees, contractors, visitors and customers	Injuries would be dependent on the hazard encountered, but would include, sprains, strains, cuts or abrasions, etc.	Low	<ul style="list-style-type: none"><li>• All employees, contractors, lawful visitors and customers at Clip N Climb (CNC) undergo a visitor's brief, safety brief or induction.</li><li>• All customers are monitored throughout their visit and employees are on hand to assist as required.</li><li>• Visitors are escorted for the duration of their visit.</li><li>• All employees are inducted with records maintained</li></ul>

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Hazard	Who affected	How they might be harmed	Risk level	Control measures
<p>Violence towards employees and visitors. This includes from people entering the building who are not connected to a climbing session running in the centre.</p> <p>Disturbance outside the centre, that may put occupants of the building in danger if they were to exit.</p> <p>Employees may be at greater risk of violent attacks when alone, or may have a medical emergency/ accident to deal with.</p>	Primarily the receptionist, but also all other employees and customers.	Injuries would be consistent with violence or assault, stress as a result of abuse or bullying	Low	<ul style="list-style-type: none"> <li>• CNC have a robust policy against violence or abuse towards employees.</li> <li>• At least two employees are normally on the premises throughout the day.</li> <li>• The police will be summoned and charges pressed against any person subjecting employees to violence or abuse. In the case of a violent or abusive customer, they will receive a lifetime ban.</li> <li>• Additional security to be added to the entrance if needed.</li> <li>• All climbers are required to check in at reception. If climbers are under 13 this must be done by a responsible adult over the age of 18.</li> <li>• Climbers between the ages of 13 and 15 can attend on their own but must have a waiver completed by an adult over the age of 18.</li> <li>• The waiver includes expected standards of behaviour for all visitors on-site.</li> <li>• Non-climbers entering the arena are required to wear a hi-vis vest so anyone not wearing this can be identified and challenged by staff.</li> <li>• Reception and café servery are situated with sight of the customer entrance, so all visitors entering the building are easier to monitor.</li> <li>• Staff ratios are kept at a level where visitor behaviour can be observed</li> <li>• Emergency and evacuation procedure training is provided to staff including: <ul style="list-style-type: none"> <li>○ How to manage and reassure the public.</li> <li>○ Emergency lockdown and hold procedures.</li> </ul> </li> <li>• The building can be locked down if an invacuation is required, so customers and staff can stay inside the building until it is safe to exit, or emergency services have arrived</li> <li>• Staff to keep customers clearly informed including using megaphone plus radios to communicate with staff members</li> <li>• Mobile phones to be used if internet and phone lines are down</li> <li>• Implement measures to secure the premises to prevent unauthorised entry or exit while awaiting emergency services (e.g. controlled doors, monitored exits).</li> </ul>

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				<ul style="list-style-type: none"> <li>• Incident management plan detailing roles and responsibilities</li> <li>• Ensure access to: <ul style="list-style-type: none"> <li>○ Drinking water</li> <li>○ Toilets</li> <li>○ Basic first aid</li> </ul> </li> <li>• Consider the needs of vulnerable persons, including children, disabled guests, or those with medical conditions.</li> </ul>
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Hazard	Who affected	How they might be harmed	Risk level	Control measures
General access and egress routes, Slips, Trips and Falls	All employees, contractors and customers.	Injuries may include back strain, muscular strain or joint sprain, cuts and abrasions	Low	<ul style="list-style-type: none"> <li>• Area to be kept clear and free from obstruction wherever possible.</li> <li>• Routes which are used predominantly (or are designated as emergency routes) to gain access to and from the area are to be kept clear at all times.</li> <li>• Spills are to be cleaned up immediately. Trailing hoses, pipes or leads are to be routed safely.</li> </ul>

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Hazard	Who affected	How they might be harmed	Risk level	Control measures
Offices environmental control measures including lighting, heating, ventilation, noise, work space.	All employees, contractors and lawful visitors	All may suffer with the following types of injury: Heat/ Cold Exhaustion, Stress, Tiredness. Loss of Concentration	Low	<ul style="list-style-type: none"> <li>Natural ventilation in all areas, opening doorways, windows, etc.</li> <li>Sufficient workspace provided. Adequate lighting provided and adjustable, both natural and complimentary.</li> <li>Thermostatic heating provided and Air conditioning/fans as required.</li> <li>Adequate work space provided.</li> <li>Employees are encouraged and empowered to manage their own work ethic and are free to change their working position as required.</li> </ul>

Hazard	Who affected	How they might be harmed	Risk level	Control measures
Office Equipment including display screen equipment (DSE), Printers, etc.	Employees that use display screen equipment as part of their employment for a large proportion of their working day.	Injuries may include WRULD, RSI, stress, headaches, tiredness, etc. Employees may suffer with symptoms similar to	Low	<ul style="list-style-type: none"> <li>All users of DSE complete an online DSE self assessment and training course.</li> <li>Printers are to be located separate from workstations, where possible.</li> <li>If printers are located on workstations paper discharge trays are to point away from operators.</li> <li>If signs of allergy symptoms or irritation to eyes/ nose develop when in proximity of printers, a full COSHH assessment will be required.</li> </ul>

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		hay fever due to fine dust particles from desktop printers.		
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Hazard	Who affected	How they might be harmed	Risk level	Control measures
Manual handling of paper, office equipment, supplies etc	All employees, contractors and visitors.	Injuries would be consistent with joint, muscular or back pain from handling heavy/bulky objects, e.g. deliveries of paper		<ul style="list-style-type: none"> <li>• All employees attend Manual Handling Training.</li> <li>• Gripped gloves provided, if required. Employees to wear suitable PPE when appropriate (suitable Clothing, Footwear).</li> <li>• Utilise mechanical handling aids wherever possible, trolley, etc.</li> <li>• Consider team lifting. Supervision may be required on difficult lifts or when team lifting.</li> <li>• Plan lift prior to operation.</li> <li>• Ensure routes are clear and free from obstructions or additional hazards, particularly on Stairwells</li> </ul>

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Hazard	Who affected	How they might be harmed	Risk level	Control measures
Personnel who may require First Aid Treatment	All employees, contractors, visitors and customers suffering with accidents or injuries that may require attention of First Aiders.	Risks may include stress, cross contamination, infections and bloodborne diseases.	Low	<ul style="list-style-type: none"> <li>Employees are trained First Aiders whose names are displayed throughout the premises.</li> <li>All personnel who are able to duty manage the site are first aid trained so there is always at least one person on site who is first aid trained.</li> <li>They are always available on site when occupied.</li> <li>First Aid boxes and first aid supplies are available throughout the premises.</li> <li>Latex gloves to be worn by first aiders and clinical waste containers / bags provided are to be used for all waste products (Sanitary units).</li> </ul>

Hazard	Who affected	How they might be harmed	Risk level	Control measures
Employees, visitors and contractors with specific medical conditions.	All employees, contractors, visitors and customers	Employees, visitors and contractors who have medical conditions which may affect the way that First Aid is administered	Low	<ul style="list-style-type: none"> <li>All employees are requested to provide such information at induction, or when first notified of any medical conditions. First Aiders are to check for medical markers when administering First Aid, or if casualty is conscious, ask casualty about medical conditions/ treatment.</li> </ul>

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Hazard	Who affected	How they might be harmed	Risk level	Control measures
Minor electrical equipment	All employees, contractors, visitors and customers	Employees could get electrical shocks or burns from using faulty electrical equipment. Electrical faults can also lead to fires.	Low	<ul style="list-style-type: none"> <li>• Employees required to spot and report (to Shift Manager) any defective plugs, discoloured sockets or damaged cable/ equipment.</li> <li>• Defective equipment taken out of use safely and promptly replaced.</li> <li>• Employees told not to bring in their own appliances, toasters, fans etc.</li> </ul>

Hazard	Who affected	How they might be harmed	Risk level	Control measures
Heating and ventilation. Environmental control and welfare.	All employees, contractors, visitors and customers	Injuries may include, Thermal Stress, Thermal Discomfort, etc.	Medium	<ul style="list-style-type: none"> <li>• All areas have good natural ventilation and heating system.</li> <li>• This will be utilised as required to ensure thermal comfort is maintained throughout sessions.</li> <li>• Increase in temperature is expected as climbers reach top of structures.</li> <li>• A heating and air conditioning system has been installed to ensure a comfortable heat is maintain throughout the year.</li> <li>• Windows can also be opened to aid ventilation.</li> </ul>

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Hazard	Who affected	How they might be harmed	Risk level	Control measures
<p>Accumulations of combustible packaging materials such as cardboard boxes and paper.</p> <p>Injuries and fire from the lighting on birthday cake candles</p>	All employees, contractors, visitors and customers in building	Injuries would be consistent with those experienced from fire, burns and smoke inhalation.	Low	<ul style="list-style-type: none"> <li>• Regular fire inspections carried out in all areas and recorded in fire log.</li> <li>• Appropriate and well-signed fire extinguishers located throughout the premises.</li> <li>• Smoke detectors located throughout the buildings.</li> <li>• Periodic fire drills carried out.</li> <li>• Lighting of birthday cake candles are supervised by the responsible adults of any party group</li> </ul>

Hazard	Who affected	How they might be harmed	Risk level	Control measures
Poorly fitted, warped or propped open fire doors.	All employees, contractors, lawful visitors and customers in building	Risk of injury would increase by quickly spreading fires, causing burns or smoke inhalation.	Low	<ul style="list-style-type: none"> <li>• All fire doors are checked regularly on walk-rounds to ensure that they are not propped open and fully self close.</li> <li>• Checks recorded in Fire Log</li> </ul>

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Hazard	Who affected	How they might be harmed	Risk level	Control measures
General Light Cleaning Activities using Mops, Buckets, Brooms, etc..	All CNC Personnel and/ or cleaning contractors	Injuries include those associated with handling chemicals or substances or work related upper limb disorders	Low	<ul style="list-style-type: none"> <li>Only CNC Personnel or contract cleaners are to carry out such activities.</li> <li>If cleaning or mopping up spilled liquids or fluids, Caution Wet Floor signs are to be displayed, particularly in areas used by members of the public.</li> <li>Personnel are to be fully aware of risks associated with any cleaning products or sprays. Refer to relevant COSHH assessment where applicable.</li> </ul>

### Sign off for risk assessment of the non-climbing parts of the Clip 'n Climb Cambridge & Climb Quest Milton Keynes centres

All points have been reviewed and signed off as suitable and sufficient.

**Accepted by:**

**Date:**

**Signed:**

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## Part Two - Risk assessment of the climbing parts of the Clip 'n Climb Cambridge & Climb Quest Milton Keynes centres

Clip 'n Climb Cambridge and Climb Quest Milton Keynes are owned by Walthew Leisure Ltd. Clip 'n Climb Cambridge opened in 2016 and Climb Quest Milton Keynes opened in 2020.

Our 'Clip 'n Climb' walls are manufactured by Entre-prises, one of the world's largest climbing wall companies. They provide clear written guidelines on how to run climbing sessions, maintain the climbing equipment and train staff, which we follow as the basis of how we run our climbing operations. These guidelines include a risk assessment on each of their climbing elements installed in our centre.

### Staff ratios for climbing sessions

We work to Entre-prises' suggested staff ratios:

- Minimum 2 members of staff present in all sessions
- Recue trained staff member present on site and available if required
- Standard ratio 1:8-10
- Matters to be considered:
  - Abilities/limits of individuals and groups (physical and mental)
  - In regard to groups, leaders will have risk assessments requested (schools and organised groups should be able to provide details on supervision required)
  - Extra supervision and care provided by the guardians/carers/persons with duty of care to the group or individuals
  - Any other factor that the centre becomes aware of which may require additional supervision
- Centre will not allow session to run if required supervision cannot be provided

### Clip 'n Climb Cambridge climbing elements

Clip 'n Climb Cambridge has the following climbing walls elements: Aliens; Amazing; Big Cheese; Checker Plate; Cloud 9; Detonator; Dry Ice; Face to Face; Hexed; Jungle Gym; Jungle Vines, Orbital; Skyscraper; Speed Climb; The Crag, Triffid; Twister.

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In addition, Clip 'n Climb Cambridge has the following non climbing wall elements; Stairway to Heaven; Vertical Drop Slide.

## Climb Quest Milton Keynes climbing elements

Climb Quest Milton Keynes has the following climbing wall elements: Aliens; Ascendor; Amazing; Big Cheese; Caving Ladder; Checker Plate; Detonator; Face to Face; Hexed; Jungle Gym; Lightning Crack; Orbital; Spaghetti Junction; Skyscraper; Speed Climb; Tree Trunk; Triffid; Twister.

In addition, Climb Quest Milton Keynes has the following non climbing wall elements; Stairway to Heaven; Vertical Drop Slide.

## Belaymate and update to individual wall element risk assessments

Prior to June 2018, the method we used in our Cambridge centre to attach a participant to the TRUBLUE™ Auto **Belay** involved attaching the two carabiners connected to the Auto Belay line to the participants' harnesses. A special pin key was required to both attach and detach a participant from the Auto Belay. This key was only provided to 'clippers'. The term 'clippers' refers to parents/guardians/staff who have been given a thorough brief and training session on the best practise method for attaching a participant to the Auto Belay.

In 2018, Entre-prises UK introduced the Belaymate clipping device. This is an innovative and fool-proof safety mechanism that provides 100% safety for climbers when connected to an Auto Belay. It has the following quality control certifications:

- CE Certified and manufactured in an ISO 9001 registered facility
- Manufactured in stainless steel it has been tested to withstand 2.2 tons.
- BS EN12275:1998 – Mountaineering Equipment – Connectors
- EN362:2004 – Personal protective equipment against falls from height – Connectors

Entre-Prises UK installed Belaymate into Climb Quest Milton Keynes as part of their installation of our Clip 'n Climb facility.

## Non-climbers on the arena

- Non-climbers are requested to attend the safety briefing
- Numbers are managed to ensure there is not overcrowding on the area
- In peak time sessions, non-climbers are requested to wear a hi-vis vest to identify them
- Rules for non-climbers are contained in the booking disclaimer that the responsible adult for each group must sign, as well as on signage in the centre

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## Points for all climbing wall elements and ‘Stairway to Heaven’ element

Hazard	Who affected	Risk level	Control measures
Fall by an unclipped climber	<ul style="list-style-type: none"> <li>Participant</li> <li>Persons in immediate lowering zone</li> </ul>	Low	<ul style="list-style-type: none"> <li>All participants receive an introduction and safety brief before entering activity arena.</li> <li>All participants are fitted with climbing harnesses before being allowed to commence activities.</li> <li>Dependant on the systems in place for the Clip’n Climb/Climb Quest arena participants may attach themselves to the TRUBLUE™</li> <li>Auto Belay if the <b>BelayMate</b> attachment device is in use in said arena and this was confirmed during the initial safety brief. Or; if the ‘<b>PinLock</b>’ karabiner connector is being used then participants should wait in-front of the matting with their hand raised signalling they wish to climb before being attached to the TRUBLUE™ Auto Belay by a Clip’n Climb/Climb Quest staff member or trained ‘clipper’ see note 1.</li> <li>Padded matting protects start of climbing walls and cannot be lowered until the TRUBLUE™ Auto Belay is attached to the participant). Stairways to Heaven has a padded red cone that protects start of the element.</li> <li>Qualified and up to date trained staff monitor Clip’n Climb/Climb Quest arena at all times during a session.</li> <li>Non-climbing helpers easily identified in busy sessions by the wearing of fluorescent jackets.</li> <li>Signs displayed warning not to climb unclipped or before being checked.</li> </ul>

Hazard	Who affected	Risk level	Control measures
Impact injuries from participant being hit by participant being lowered.	<ul style="list-style-type: none"> <li>Participant</li> <li>Persons in the lowering zone</li> </ul>	Low	<ul style="list-style-type: none"> <li>All participants receive an introduction and safety brief before entering activity arena</li> <li>All participants made aware of the need to look up when entering the ‘lowering area’ and recognising that if padded mat is lowered then a climber is above them.</li> <li>Climbers and non-climbing adults responsible for groups of children are made aware of the need to be vigilant for enthusiastic participants stood waiting in the lowering area.</li> </ul>

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Hazard	Who affected	Risk level	Control measures
Injury to non-participants	<ul style="list-style-type: none"> <li>Spectators</li> </ul>	Low	<ul style="list-style-type: none"> <li>Non-climbing adults responsible for groups of children are made aware in the safety brief aware of the need to be vigilant for enthusiastic participants and themselves stood waiting in the lowering area.</li> <li>Clip 'n Climb/Climb Quest staff remain vigilant for overzealous parents, guardians and spectators.</li> </ul>

Hazard	Who affected	Risk level	Control measures
Fall from faulty equipment failure or incorrect clipping.	<ul style="list-style-type: none"> <li>Participant</li> <li>Persons in fall zone</li> </ul>	Low	<ul style="list-style-type: none"> <li>All participants receive an introduction and safety brief before entering activity arena</li> <li>All equipment (harness / karabiners / TRUBLUE™ Auto Belay / attachment devices / climbing elements) checked and serviced as required (as per manufacturers recommendations) by qualified staff prior to the day's activity commencing.</li> <li>Equipment records maintained and reviewed.</li> <li>All staff remain in date for staff training.</li> <li>Dependant on the systems in place in the arena all parent/guardian/assistant clippers given a through brief and demonstration of the correct way of clipping a harness to the TRUBLUE™ Auto Belay via the 'PinLock' karabiner connector prior to the activity commencing.</li> <li>All Clip'n Climb/Climb Quest staff remain vigilant during the session monitoring both the non-climbing adult helpers and the climbers.</li> </ul>

Hazard	Who affected	Risk level	Control measures
Failure of TRUBLUE™ Auto <b>Belay</b> lowering device to lower participant rendering them stuck at the top of the element or partially lowered.	<ul style="list-style-type: none"> <li>Participant</li> </ul>	Low	<ul style="list-style-type: none"> <li>All equipment regularly inspected by qualified Clip 'n Climb/Climb Quest staff.</li> <li>All Clip 'n Climb/Climb Quest staff trained in best practise rescue drill.</li> <li>Only Clip 'n Climb/Climb Quest staff allowed to be involved in the rescue.</li> </ul>

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Hazard	Who affected	Risk level	Control measures
<p>Unexpected falls from spinning hand holds.</p> <p>Applies to the following walls: Face to Face, Jungle Gym, Lightning Crack, Speed Climb, The Crag, Tree Trunk, Zig Zag</p>	<ul style="list-style-type: none"> <li>Participants</li> </ul>	Low	<ul style="list-style-type: none"> <li>Holds regularly checked for tightness.</li> <li>Climbers attached to TRUBLUE™ Auto <b>Belay</b> lowering device meaning any unexpected falls are lowered to the ground in the normal safe manner.</li> </ul>

Hazard	Who affected	How they might be harmed	Risk level	Control measures
Repetitive clipping of harnesses	Employees	Musculoskeletal problems from repetitive wrist motion of clicking harnesses	Low	<ul style="list-style-type: none"> <li>Harnesses are regularly maintained to ensure they are not too stiff.</li> <li>Regular inspections of harness clips, including checking tensionable screws are not over-tightened. Any stiff harnesses are taken out of use until they can be repaired.</li> <li>Employees are encouraged to maintain good posture whilst clipping harnesses.</li> <li>Employees take regular breaks.</li> <li>Employees are encouraged to regularly stand up and stretch.</li> <li>2018 update – The introduction of the Belaymate clipping device enables customers to attach and detach themselves from the climbing walls, dramatically reducing the number of times an employee is requirement to clip harnesses.</li> </ul>

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## Points for specific climbing elements

### ‘Big Cheese’ Element

Hazard	Who affected	Risk level	Control measures
Injury through entrapment of hand or foot.	<ul style="list-style-type: none"> <li>Participant</li> </ul>	Low	<ul style="list-style-type: none"> <li>All climbers warned of the danger of inserting their hand fully into the gap behind the ‘big cheese’ holes.</li> <li>Clip ‘n Climb/Climb Quest staff remain vigilant at all times.</li> <li>Clip ‘n Climb/Climb Quest staff are trained to deal with an entrapment in a calm and efficient manner.</li> <li>Only Clip ‘n Climb/Climb Quest staff allowed to be involved in the rescue.</li> </ul>

### ‘Caving Ladder’ Element

Hazard	Who affected	Risk level	Control measures
Fall by an unclipped climber (additional point)	<ul style="list-style-type: none"> <li>Participant</li> <li>Persons in immediate lowering zone</li> </ul>	Low	<ul style="list-style-type: none"> <li>2023 update for this wall – Entre-prises has manufactured a barrier to block the reverse side of the caving ladder which previously was not blocked by the climbing mat. This is to make it even more obvious not to climb the wall without being attached to the TRUBLUE™ Auto Belay</li> </ul>

### ‘Caving Ladder’ & ‘Jungle Gym’ Elements

Hazard	Who affected	Risk level	Control measures
Injury through entrapment of hand or foot in net or ladder  (dependant on element set-up and design).	<ul style="list-style-type: none"> <li>Participant</li> </ul>	Low	<ul style="list-style-type: none"> <li>Clip ‘n Climb/Climb Quest staff remain vigilant at all times.</li> <li>Potential for helmets to be worn – centre management specific.</li> <li>Clip ‘n Climb/Climb Quest staff are trained to deal with an entrapment in a calm and efficient manner.</li> <li>Only Clip ‘n Climb/Climb Quest staff allowed to be involved in the rescue.</li> </ul>

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Hazard	Who affected	Risk level	Control measures
1. Head or back injury from being forced upside down if legs are caught in netting or ladder while being lowered 2. Upside down entrapment.	<ul style="list-style-type: none"> <li>Participant</li> </ul>	Medium	<ul style="list-style-type: none"> <li>All participants shown how to push away from the netting with their hands as they are lowered.</li> <li>Clip 'n Climb/Climb Quest staff remains vigilant at all times.</li> <li>Clip 'n Climb/Climb Quest staff trained in best practise rescue drill for an entrapped upside down climber.</li> </ul>

Hazard	Who affected	Risk level	Control measures
Climbing the wrong side of the ladder element without being attached as this side is not blocked by a protective mat	<ul style="list-style-type: none"> <li>Participant</li> </ul>	Medium	<ul style="list-style-type: none"> <li>Milton Keynes – A barrier has been installed on the other side of 'Caving Ladder' and 'Jungle Gym' to stop climbers being able to climb up unattached</li> <li>Cambridge – 'Jungle Gym' is against the building's wall so climbers are blocked from being able to climb the wrong side of the ladder. slid</li> </ul>

### **'Checker Plate' Element**

Further recommendations	Date implemented by
Light fittings and panel attachments checked regularly for damage including light bulb protection covers	On-going

### **'Detonator' Element**

Hazard	Who affected	Risk level	Control measures
Injury through entrapment of hand or foot.	<ul style="list-style-type: none"> <li>Participant</li> </ul>	Low	<ul style="list-style-type: none"> <li>Clip'n Climb/Climb Quest staff remain vigilant at all times.</li> <li>Clip'n Climb/Climb Quest staff are trained to deal with an entrapment of the hand or foot in a calm and efficient manner. (A foot entrapment is more likely during the descent).</li> <li>Only Clip 'n Climb/Climb Quest staff allowed to be involved in the rescue.</li> </ul>

Risk assessment for the non-climbing parts of Walthew Leisure's climbing centres (excluding the walls) was checked by Reece Laffar of C&C Consulting in September 2025. Risk assessments for the climbing operations and walls have been completed by the climbing wall manufactures Entre-Prises UK, with additional site- specific points approved by Chris Walthew, Director, Walthew Leisure Ltd.

			<ul style="list-style-type: none"> <li>2020 update – Entre-prises moved the angle of handholds to reduce the likelihood of entrapment of the hand.</li> </ul>
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Hazard	Who affected	Risk level	Control measures
Participant stuck at the top of the element; (either by standing on the final ‘Detonator’ or by reaching the top and grasping the element fixing chains).	<ul style="list-style-type: none"> <li>Participant</li> </ul>	Low	<ul style="list-style-type: none"> <li>Clip’n Climb/Climb Quest staff remain vigilant at all times.</li> <li>Clip’n Climb/Climb Quest staff are trained to deal with a stuck climber in a calm and efficient manner.</li> <li>Only Clip ‘n Climb/Climb Quest staff are allowed to be involved in the rescue.</li> </ul>

## Dry Ice

Hazard	Who affected	Risk level	Control measures
Impact injuries due to dropped ‘ice picks’ (wooden poles)	<ul style="list-style-type: none"> <li>Participant</li> <li>Persons in the lowering zone</li> </ul>	Low	<ul style="list-style-type: none"> <li>All participants shown correct attachment procedure for use of ‘climbing picks’.</li> <li>Participants asked not to remove their hands from the wrist loops during the activity.</li> <li>All participants asked to shout ‘below’ if they drop one</li> <li>All staff and non climbers made aware of potential fall zone when watching element.</li> </ul>

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Hazard	Who affected	Risk level	Control measures
Muscle damage due to dislocation when being lowered if 'ice picks' are not removed from final holes.	<ul style="list-style-type: none"> <li>Participant</li> </ul>	Low	<ul style="list-style-type: none"> <li>All participants shown correct attachment procedure for use of 'climbing picks'.</li> <li>All participants told to fully remove 'ice picks' from final holds in a concerted jumping method before commencing the lower.</li> <li>All Clip 'n Climb/Climb Quest staff trained in best practise rescue drill.</li> <li>Only Clip 'n Climb/Climb Quest staff are allowed to be involved in the rescue.</li> </ul>

### ‘Lighting Crack’ Element

Hazard	Who affected	Risk level	Control measures
Injury through entrapment of hand or foot in crack.	<ul style="list-style-type: none"> <li>Participant</li> </ul>	Low	<ul style="list-style-type: none"> <li>All climbers warned of the danger of inserting their hand fully into crack (small children more at risk).</li> <li>Clip 'n Climb/Climb Quest staff vigilant at all times.</li> <li>Clip 'n Climb/Climb Quest staff trained to deal with an entrapment in a calm and efficient manner.</li> <li>Only Clip 'n Climb/Climb Quest staff are allowed to be involved in the rescue.</li> </ul>

### ‘Stairway to Heaven’ Element

Hazard	Who affected	Risk level	Control measures
Fall by an unclipped climber (additional point)	<ul style="list-style-type: none"> <li>Participant</li> <li>Persons in immediate lowering zone</li> </ul>	Low	<ul style="list-style-type: none"> <li>While the element does not have a protective barrier matt, it has a red cone over the second Stairway to Heaven pole and the TRUBLUE™ Auto Belay line provides a further barrier to climbs using the element unattached.</li> </ul>

Hazard	Who affected	Risk level	Control measures
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1. Head or back injury from clashing with top of 'stairway poles' during the lowering phase. 2. Frozen climbing at high point.	<ul style="list-style-type: none"> <li>Participant</li> </ul>	Medium	<ul style="list-style-type: none"> <li>All participants shown how to push away from the 'stairway columns' during the lowering phase and to be aware of their surroundings.</li> <li>Participants asked not to pull slack down from TRUBLUE™ Auto <b>Belay</b> before stepping from their high point.</li> <li>Clip 'n Climb/Climb Quest staff remains vigilant at all times.</li> <li>Clip 'n Climb/Climb Quest staff trained in best practise rescue drill for a participant frozen at their high point unable to step off.</li> <li>Walthew Leisure policy – We station a climbing instructor to supervise the participant during their use of the element including the lowering phase.</li> </ul>
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### 'Vertical Drop Slide' Element

Hazard	Who affected	Risk level	Control measures
Injury from holding on to slide handle	<ul style="list-style-type: none"> <li>Participant</li> </ul>	Low	<ul style="list-style-type: none"> <li>Minimum height requirement of 120cm to mean participant is more likely to have the upper body strength to hold on to the bar</li> <li>Instructions given by slide operator for how to hold onto the slide and how to let go of the handle.</li> </ul>

Hazard	Who affected	Risk level	Control measures
Friction Burns	<ul style="list-style-type: none"> <li>Participant</li> </ul>	Low	<ul style="list-style-type: none"> <li>All Participants to wear a protective slide suit and socks</li> <li>All participants briefed to clap hands together as the let go of the handle, thereby keeping hands out of contact from slide surface</li> </ul>

Hazard	Who affected	Risk level	Control measures
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Head coming into contact with slide surface	<ul style="list-style-type: none"> <li>Participant</li> </ul>	Low	<ul style="list-style-type: none"> <li>All participants to wear a safety helmet</li> </ul>
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Hazard	Who affected	Risk level	Control measures
Impact injuries to spectators being hit by participant being lowered.	<ul style="list-style-type: none"> <li>Participant</li> <li>Persons near the lowering zone</li> </ul>	Low	<ul style="list-style-type: none"> <li>Raised sides as boundary to slide</li> <li>Appropriate waiting/queueing area</li> <li>Staff vigilant for enthusiastic participants stood encroaching on the slide area i.e. leaning over</li> </ul>

## Risk Assessment for Assistance Hoist

Both Clip 'n Climb Cambridge and Climb Quest have several assistance hoists that can be used to aid participants with mobility problems to climb the walls.

Hazard	Who affected	Risk level	Control measures
Installing the Hoist – risk of carabiner used to attach hoist falling to the floor	<ul style="list-style-type: none"> <li>Clip 'n Climb/Climb Quest staff</li> <li>Participants and non-climbers on the arena</li> </ul>	Low	<ul style="list-style-type: none"> <li>Clip 'n Climb/Climb Quest staff trained to safely install hoist</li> <li>A member of the Climb 'n Climb/Climb Quest team maintains a no go zone underneath the wall so no person is directly underneath where the hoist is being attached</li> </ul>

Hazard	Who affected	Risk level	Control measures
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Injury while operating the hoist <ol style="list-style-type: none"> <li>1. Fitting harnesses on wheelchair users</li> <li>2. Lifting heavy climbers</li> <li>3. Friction burns from the rope</li> </ol>	<ul style="list-style-type: none"> <li>• Clip ‘n Climb/Climb Quest Staff</li> </ul>	Low	<ul style="list-style-type: none"> <li>• 1. Climber or their accompanying helper to lift climber so that a Clip ‘n Climb/Climb Quest staff member can slide the harness into position</li> <li>• 2. The resistance from Assistance Hoist, will depend on the weight and also how much they are able to contribute to ascending up the wall. The Clip ‘n Climb/Climb Quest staff have received manual handling training and are trained to ask a supervisor/manager if they are unsure they can lift a climber without risking a manual handling injury</li> <li>• 3. The Assistance Hoist kit bag includes a pair of heavy duty gloves to wear</li> </ul>
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Hazard	Who affected	Risk level	Control measures
Potential injury to participants <ol style="list-style-type: none"> <li>1. Hair entrapment in the one point pulley sits above the TRUBLUE™ Auto <b>Belay</b></li> <li>2. Fall by an unclipped climber</li> <li>3. Entrapment if using a helmet</li> </ol>	<ul style="list-style-type: none"> <li>• Participants</li> </ul>	Low	<ul style="list-style-type: none"> <li>• 1. Climbers instructed to tie hair back as part of standard briefing</li> <li>• 2. The TRUBLUE™ Auto <b>Belay</b> is also used to connect the climber as well as the rope used for the Assistance Hoist.</li> <li>• 3. Helmets are not worn by climbers as standard. However, if a climber requires a helmet for head protection, Clip ‘n Climb/Climb Quest staff monitor their climb and can lift the climber off an obstruction if the helmet gets entrapped.</li> </ul>

## Risk Assessment for staff using a Gri-Gri self-belaying device

This Gri-Gri device may sometimes be used by staff for maintenance and cleaning of the climbing walls.

Hazard	Who Affected	Risk Level	Control Measures
Fall by an unclipped climber	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Person in immediate lowering zone</li> </ul>	Low	<ul style="list-style-type: none"> <li>• All staff are fitted with a correctly fitted climbing harness</li> <li>• User is also clipped onto the Tru-Blu unit as well so will still be safely attached to the wall. Tru-Blu is primary safety system</li> <li>• Rule of not standing on safety mats in place</li> </ul>

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Incorrect use of Gri-Gri Device	<ul style="list-style-type: none"> <li>• Employees</li> </ul>	Low	<ul style="list-style-type: none"> <li>• Belay device and carabiners inspected on a monthly basis</li> <li>• All staff trained and signed off on correct use</li> </ul>
Falling of Equipment	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Person in immediate lowering zone</li> </ul>	Low	<ul style="list-style-type: none"> <li>• Cleaning equipment to always be carried in a cleaning bag and attached with a sling to the staff member's harness</li> <li>• Rule of not standing on safety mats in place</li> </ul>
Use of Chemicals	<ul style="list-style-type: none"> <li>• Employees</li> </ul>	Low	<ul style="list-style-type: none"> <li>• All staff COSHH trained</li> <li>• All cleaning materials to have a COSHH assessment completed</li> <li>• First Aid procedures in place</li> </ul>
Entrapment of Ropes	<ul style="list-style-type: none"> <li>• Employees</li> </ul>	Low	<ul style="list-style-type: none"> <li>• All staff trained before use</li> <li>• Cleaning to be performed when other staff members present on the arena in the event of a rescue being required.</li> </ul>

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## Risk Assessment for Non-Standard Climbing Sessions

This section covers sessions that alter from our standard public climbing sessions

- Special Educational Needs & Disability (SEND) sessions
- Little Rockers sessions for 2-4 year olds
- After-School Club and challenges/games for Groups

The points listed under the 'Hazard' column are not so much actually hazards but how they alter from our standard public climbing sessions and the control measures outlines what we do to keep the same standard of safety.

### Send/Visually Impaired Sessions

Hazard	Who affected	Risk level	Control measures
These sessions are for more vulnerable climbers with learning difficulties, physical disabilities or other additional needs.  Briefings and harnessing are also done on the arena.	<ul style="list-style-type: none"><li>• Clip 'n Climb/Climb Quest staff</li><li>• Participants and non-climbers on the arena</li></ul>	Low	<ul style="list-style-type: none"><li>• Sessions are run with the same key safety procedures as our standard public sessions</li><li>• We consult with group organisers in advance to discuss any special requirements the climbers require</li><li>• Parents and carers are encouraged to help supervise climbers as well as our instructors who are circulating around the arena and managing the session</li></ul>

### Little Rockers

Hazard	Who affected	Risk level	Control measures
Sessions are different to our peak time public sessions in that 2 & 3 year olds can climb.  Briefings and harnessing are also done on the arena.	<ul style="list-style-type: none"><li>• Clip 'n Climb/Climb Quest staff</li><li>• Participants and non-</li></ul>	Low	<ul style="list-style-type: none"><li>• Sessions are run according to Entre-prises guidance on running under 4 sessions, including children must be 12kg to climb which is included in the terms of the session</li><li>• Parents supervise children as well as our instructors who are circulating around the arena and managing the session</li></ul>

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	climbers on the arena		<ul style="list-style-type: none"> <li>Sessions are run with the same key safety procedures as our standard public sessions</li> </ul>
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### After-School Climbing Club and challenges/games for Groups

Hazard	Who affected	Risk level	Control measures
The After School Climbing sessions are different to our standard public climbing with sessions involving games, challenges and group work. Similar challenges are also included for group sessions particularly those who come for a course of climbing.	<ul style="list-style-type: none"> <li>Clip 'n Climb/Climb Quest staff</li> <li>Participants and non climbers on the arena</li> </ul>	Low	<ul style="list-style-type: none"> <li>Sessions are run with the same key safety procedures as our standard public sessions</li> <li>Sessions are approved by the centre management team</li> </ul>
Paper prints outs - Holding the print outs produced for logbook work and climbing games	As above	Low	<ul style="list-style-type: none"> <li>Making sure people are sensible with the pages</li> </ul>
Injury with writing implement - Landing/falling on pen	As above	Low	<ul style="list-style-type: none"> <li>Making sure people are sensible with the writing implement</li> </ul>
Laminated objects stuck on walls for climbing games - Landing/falling paper from the wall	As above	Low	<ul style="list-style-type: none"> <li>Use laminated paper as the targets</li> <li>Asking climbers to be careful with items stuck to the wall.</li> <li>Making climbers aware of the situation of falling laminated paper</li> </ul>

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## Risk Assessment for Youth Groups Sleepovers

Hazard	Who affected	Risk level	Control measures
Hazards associated with the climbing sessions for the participants	<ul style="list-style-type: none"> <li>Clip 'n Climb/Climb Quest staff</li> <li>Participants and non climbers on the arena</li> </ul>	Low	<ul style="list-style-type: none"> <li>Sessions are run with the same key safety procedures as all of our other exclusive group sessions</li> <li>This includes maintaining the staff ratios detailed earlier in this risk assessment</li> </ul>
Provisions for participants with disabilities and additional needs	As above	Low	<ul style="list-style-type: none"> <li>The climbing activity is suitable for a wide range of disabilities and additional needs</li> <li>There are options for sleeping downstairs and camp beds can be bought by groups for any participants for whom sleeping on the floor is not suitable</li> <li>Group leaders are able to discuss with us in advance any additional requirements and adjustments that might be needed and we will accommodate as much as is possible</li> <li>This includes anyone who needs a personal emergency evacuation plan</li> </ul>
Food and drinks provided	As above	Low	<ul style="list-style-type: none"> <li>Allergy information is available to group leaders on all items served</li> <li>Group leaders are able to provide details of allergies of any participants prior to their visit to the centre</li> <li>We will accommodate allergies with alternative items as much as is possible</li> </ul>
Hazards associated with sleeping within the climbing centre	As above	Low	<ul style="list-style-type: none"> <li>Participants will sleep in specific zones within the centre and separated according to each specific group's guidance – e.g. boys and girls being in different areas</li> <li>Staff will sleep in separate rooms with suitable and adequate amenities for an adequate night's sleep</li> <li>Participating staff are reminded about working hours and ensuring they are suitably rested to fulfil their duties during the sleepover</li> </ul>

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			<ul style="list-style-type: none"> <li>• Participants are given a briefing on arrival which includes safe and permitted behaviour during their time at the centre, as well as which areas they are permitted to access</li> <li>• This includes only using the climbing equipment during the designated climbing sessions</li> <li>• The building will be locked to prevent the public being able to enter the building overnight, while maintaining access to required fire exits</li> <li>• Lighting will be kept at a sufficient level to allow safe movement to permitted areas around the centre such as the toilets</li> <li>• For Climb Quest Milton Keynes, screens will be put up in front of the windows to ensure privacy from outside passersby. Clip 'n Climb Cambridge is less visually open and ground floor blinds can be closed</li> <li>• The temperature will be at the standard level the centre is kept to when open to the public</li> <li>• Group leaders are responsible for monitoring the behaviour of their participants and ensuring the required safe and permitted behaviour is followed at all times</li> </ul>
Toilets and changing facilities	As above	Low	<ul style="list-style-type: none"> <li>• Participants and group leaders are able to get changed in the toilets, which do not have CCTV inside</li> <li>• Cambridge facilities:</li> <li>• Female toilets: 3 x cubicles plus wash basins</li> <li>• Male toilets: 2 x cubicles plus wash basin</li> <li>• 1 x Disabled toilet – Our policy is for staff to use this when we have customers in the building</li> <li>• Milton Keynes facilities:</li> <li>• 5 x unisex single occupancy toilets with a sink and lockable doors</li> <li>• 1 x disabled toilet with a sink and lockable doors</li> </ul>
Fire evacuations and emergencies	As above	Low	<ul style="list-style-type: none"> <li>• Staff staying overnight are 18 years or older, plus have had a DBS Check</li> <li>• There will always be one member of staff on site who is first aid trained and is a designated fire marshal</li> <li>• The building will be locked down at night to prevent members of the public from entering the building. Entrances points can only be opened from the outside by registered keyholders</li> </ul>

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			<ul style="list-style-type: none"> <li>• We will use the same protocols for fire evacuations or other reasons for evacuating the building that we would during standard opening hours for the public</li> <li>• An automatic fire detection system is in place for both locations, that is serviced and tested every 6 months</li> <li>• An annual fire risk assessment is completed for each location</li> <li>• As there will only be 2 members of staff on site, group leaders will also be briefed on our fire evacuation procedure and fire assembly point so they can assist in the event of an evacuation</li> <li>• On site staff can contact designated management colleagues if any issues arise they need help with</li> </ul>
Injury to staff or participants arising from activities within the work area or arising from verbal or physical confrontation	As above	Low	<ul style="list-style-type: none"> <li>• Group leaders are responsible for the behaviour of their participants at all times</li> <li>• Foul and abusive language is not tolerated.</li> <li>• In the event of a conflict, where possible, request other staff member(s) to attend for assistance as well as group leaders. Consider however walking away from the situation to prevent harm to further personnel. Stop works immediately. Do not continue until resolution has been made and it is safe to continue. Personnel are to be encouraged to report all such incidents promptly to management</li> <li>• Remain professional, courteous and polite at all times</li> <li>• Where necessary, identify potentially violent people in advance so that the risks from them can be minimised</li> </ul>

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**Sign off for risk assessment of the climbing parts of the Clip 'n Climb Cambridge & Climb Quest Milton Keynes centres**

All points have been reviewed and signed off as suitable and sufficient.

**Accepted by:**

**Date:**

**Signed:**

Risk assessment for the non-climbing parts of Walthew Leisure's climbing centres (excluding the walls) was checked by Reece Laffar of C&C Consulting in September 2025. Risk assessments for the climbing operations and walls have been completed by the climbing wall manufactures Entre-Prises UK, with additional site- specific points approved by Chris Walthew, Director, Walthew Leisure Ltd.

## Part Three – Safeguarding Risk Assessment

### Safeguarding policy and training

- We follow a safeguarding policy that is based on the policy issued by Cambridgeshire County Council for providers of children's services in the area to be able to us
- Our safeguarding training programme follows guidance from Cambridgeshire County Council
- Safeguarding is including as part of our staff inductions
- All staff are required to read and sign acceptance of their understanding of our safeguarding policy when they start in the business
- The policy is reviewed annually with all staff being required to read and sign acceptance of their understanding of the policy
- Our operational guidelines are for no individual member of staff to be left unattended with a child or vulnerable adult
- Our centre works to the following age requirements:
  - Children under the age of 13 must have a responsible adult present on site during their visit
  - Children between the ages of 13 and 15 can attend without adult supervision but must have a parent or responsible adult sign our participation waiver on their behalf
  - Young people 16 years can sign their own participation waiver
- Staff use of toilets
  - Clip 'n Climb Cambridge – Staff are instructed to use the disabled toilet when members of the public are in the building
  - Climb Quest – All toilets are single occupancy so staff can use any that are available

### DBS Checks

- DBS checks are carried out for the following staff:
  - Climbing instructors
  - Managers across all areas of the business
  - Staff who stay overnight as part of our Sleepover Sessions
- If any new member of staff starts their employment while the results of a DBS check are still pending, their duties will not include being left unattended with a child or vulnerable adult
- Café and reception staff are not required to have a DBS check as they do not have individual contact with children or vulnerable adults as part of their standard duties
- If non-DBS checked staff find they are left alone with children or vulnerable adults in a room or enclosed space, they are instructed to find a manager or supervisor to assist them

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**Sign off for risk assessment of safeguarding section of the Clip 'n Climb Cambridge & Climb Quest Milton Keynes centres**

All points have been reviewed and signed off as suitable and sufficient.

**Accepted by:**

**Date:**

**Signed:**

Risk assessment for the non-climbing parts of Walthew Leisure's climbing centres (excluding the walls) was checked by Reece Laffar of C&C Consulting in September 2025. Risk assessments for the climbing operations and walls have been completed by the climbing wall manufactures Entre-Prises UK, with additional site- specific points approved by Chris Walthew, Director, Walthew Leisure Ltd.