Risk Assessment for Adventure Forest Ltd T/as Go Ape! &/or Go Ape! EOT

SUBJECT: Rescue and Assists **RISK ASSESSMENT REF: Rescue/2026/V1**
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REVIEW DATE: December 2026

Risk Matrix								
Risk rating guidance	Likelihood (L)	5	5	10	15	20	25	Likelihood (L) x Severity (S) = Risk Rating (RR).
		4	4	8	12	16	20	
		3	3	6	9	12	15	
		2	2	4	6	8	10	
		1	1	2	3	4	5	
			1	2	3	4	5	
			Severity (S)					

Acceptability of risk guidance	**High-risk: 15 – 25**	High-risk activities should cease immediately. Further effective control measures to mitigate risks must be introduced.
	Medium-risk: 8 – 12	Medium-risks are an acceptable level based on the reduced likelihood after sufficient control measures are implemented.
	Low-risk: 1-6	Low-risks are largely acceptable. Where it is reasonable to do so, efforts should be made to reduce risks further.
Guidance. When completing a risk assessment, you should:	1. Identify the persons at risk and the significant hazards. 2. Calculate an initial RR for the activity. 3. Identify risk control measures that reduce the risks to an acceptable level. 4. Calculate a revised RR - you should consider how much safer the task will be if the control measures are followed. Here, you should consider changing both the likelihood (L) and the severity (S) ratings.	
Note. Ideally, you should look to reduce the risks so that the task can be classified as "low-risk".		

Likelihood	Definition	Points rating
Inevitable	If the work continues as it is, there is almost 100% certainty that an accident will happen, for examples: A broken stair or broken rung on a ladder, Bare, exposed electrical conductors, Unstable stacks of heavy boxes	**5**
Highly likely	Will happen more often than not. Additional factors could precipitate an incident but it is still likely to happen without this additional factor.	**4**
Possible	The accident may occur if additional factors precipitate it, but it is unlikely to happen without them.	**3**
Unlikely	This incident or illness might occur but the probability is low and the risk minimal.	**2**
Remote possibility	There is really no risk present. Only under freak conditions could there be any possibility of an accident or illness. All reasonable precautions have been taken - This should be the normal state of the workplace.	**1**

Severity	Definition	Points rating
Very high	Causing multiple deaths and widespread destruction eg. fire, course/building collapse.	**5**
High	Causing death, serious injury or permanent disability to an individual.	**4**
Moderate	Temporary disability causing injury (to member of the public, contractor or employees) or disease capable of keeping an employee off work for seven days or more and reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).	**3**
Slight	Minor injury (to member of the public, contractor or employee), which would allow the individual to continue work after first aid treatment on site or at a local surgery. The duration of the stoppage or treatment is such that the normal flow of work is not seriously interrupted.	**2**
Nil	Very minor injury, bruise, graze, no risk of disease.	**1**

Personal protective equipment (PPE) assessment								
Type of PPE:								
	Head	**Foot**	**Eye**	**Hand**	**Hearing**	**Hi-Visibility Vest**	**RPE**	**Fall Arrest**

This Risk Assessment for rescue and assists covers all self-belay, continuous and nets ropes courses. These are referred to in this document as ropes courses.

Rescue of types A, B and ladder

	HAZARD	**L**	**S**	**RR**	**WHO MIGHT BE HARMED**	**CONTROL MEASURES**	**FURTHER CONTROL MEASURES: Reviewed annually to formulate Risk Reduction Plan**	**L**	**S**	**RR**
1	No rescue assessed staff on site during operation. Operation refers to people going to height on the high ropes course. e.g. it does not apply to ground-based training or maintenance.	3	4	12	Course users Employees Contractors Public	• Management teams will rota to make sure that a rescuer is on site when the ropes course is being operated. • If no rescuer is available, then the ropes course is not to be operated until they are on site.	• Multiple rescuers trained at site.	1	3	3
2	Rescue bag not available for use during operation	3	4	12	Course users Employees Contractors Public	• After any rescue practise session or actual rescue the bag will be checked and readied for use. Pre use checks and post use checks just like any other item of PPE. • Maintenance tasks requiring the use of the rescue bag will only take place when there are no customers on the course	• Annual Tractel servicing and ID rope replacement will only take place when the site is not open to customers, or a replacement Tractel has been sent to the site first before inspection.	1	4	4

						• Rescue practise in controlled brief site or Site 1 environment, at quiet times of day • Rescue bag inspection, refer to PPE Inspection and Examination Policy.				
3	Site is opened/reopened without rescue trained and assessed staff	3	4	12	Course users Employees Contractors Public	• All sites to maintain competency and assessments year-round. • Operations team will ensure rescue cover is in place for newly built sites before the course is accessed, by anyone other than those involved in the construction.	• Regular reminders and task for the sites to book assessments and schedule practice • H&S and Operational audits confirm compliance.	2	3	6
4	Training and Assessment of rescuers not to correct standard	3	4	12	Employees Course users	• Training and assessment of rescue techniques only delivered by: A Go Ape External Rescue Trainer • New instructors will be trained and assessed at a maximum of 1:3 (this includes a casualty, only one rescue can be performed at any one time so in effect 1:1) • Techniques as described in rescue policy and procedures documentation to be followed. • The Trainer must never be the casualty so able to observe and react accordingly. • All rescue training/assessment and practise to be observed by third party (rescue assessor).	• Rescue trainers must hold minimum of Mountain Instructor Award Training and be trained and assessed in Company procedure • Self-belay and courses with Type B rescues training ratio: 1:2, 2 days. 1:3, 3 days. No Type B rescues training ratio: 1:3, 2 days. • Rescue training videos are available for new trainees and CPD. This will also help with standardisation of the procedure and techniques company wide.	2	3	6

						• Adherence to Go Ape Live Casualty policy.				
5	Rescue Trained and assessed the staff forget the techniques as actual rescue very infrequent	3	4	12	Course users Employees Contractors Public	• Every rescuer must complete and document practise in all techniques trained as described in company procedures. • Continued assessments and training will take place by an External Rescue Trainer: At least three times a year. • If continued assessments not passed, then further practise and reassessment required	• In exceptional circumstance such as illness or other company business an exemption from reassessment could be given. This is to be given by either the Regional Manager, an Operations Manager or Technical Support Manager. • Suitable staff identified as suitable for training and assessment for rescue. This is to consider skill, Knowledge, Experience and any other factors.	2	3	6
6	Injury to Rescuer performing a rescue	3	4	12	Employees	• Instructors and trainers to move through the course following normal Go Ape procedures • Appropriate practice and familiarity with the Chain hoist during training - care with the lever to prevent strike to rescuer by only pulling the slack chain through in the central neutral switch position. • Rescuers must be physically fit and not under influence of alcohol or drugs • Helmets will be worn by rescuer and casualty during training and practice ONLY. This reduces the risk of dropped items causing harm. • Additional training for rescuers moving above normal safety		2	3	6

						system including 3 points of attachment. • Type B rescue with a casualty should only be performed on vertical elements such as Tarzan Swings or Fisherman's Traps or if a casualty is suspended and out of reach below a platform • On Tarzan rescues, another staff member can hand the bag up from the platform to the rescuer when in position at the top of the net.				
7	Injury to Casualty during a rescue	3	3	9	Course users Employees Contractors Public	• Movement to casualty to safe lowing point is trained and assessed • Appropriate practice and familiarity with the Chain hoist during training - care with the lever to prevent strike to casualty by only pulling the slack chain through in the central neutral switch position. • All lowering is slow and controlled by rescuer either through or beside the crossing • Rescuer to assess the correct landing area to make sure it is suitable. i.e. would it help to move further along a crossing for a more suitable landing area on the ground. Also if needed ground crew are to clear. • Instructional staff will help receive casualty near the floor • If possible, remove safety lines by casualty standing up and unclipping or using a pin on a	• Before throwing the bag to the floor a visual check is done by the rescue and a verbal warning shouted • A lever hoist will be attached securely before the rescue bag is dropped. • Assist lines used to move customers away from obstacles if required.	2	3	6

						trolley or shuttle release pin if applicable. • Helmets will not be placed on real life casualty due to potential head /neck injury and strangulation hazard.				
8	Equipment Failure During rescue	3	4	12	Course Users Employees Contractors Public	• 2 independent ropes used to give redundancy. In the extremely unlikely event of rope or device failure, the other system is strong and effective to cope with the failure of the other. • Both ropes/devices rated for 2 people. • The Lever hoist is not PPE and not rated for persons in lifting. Any casualty or member of staff is supported with two safety lines. This is an approved device and standard industry practice in an emergency rescue situation. • Ropes positioned to prevent twists and rubbing on abrasive surfaces such as wire rope, course infrastructure and platform edges. • All lowering is slow and controlled by rescuer either through or beside the crossing • Use of rescuers foot to help knots pass edges • Back up device (Tractel) serviced annually by competent inspector • Ropes are both equally loaded throughout, and shock loading kept to a minimum. • Rescuers must be connected by 2 lines always	• Rescue may use instructor short sling in addition to normal long and short safety lines • Tractel and ID or rescues short line and long safety line	1	4	4

						• Casualties must be connected by 2 lines always • Rescue lines connected prior to normal safety lines being removed. • PPE inspection procedure. The PPE used is inspected as per Go Ape inspection scheme. • Course inspection is carried out in line with Go Ape inspection scheme.				
9	Lever hoist failure or slippage leading to uncontrolled lower onto safety lines.	3	3	9	Course users Employees Public	• The Lever hoist is not PPE and not rated for persons in lifting. Any casualty or member of staff is supported with two safety lines. This is an approved device to use in an emergency rescue situation. • Where possible, remove slack rope from the Id and Tractel when an upward hoist is complete before lowering on the hoist. • Inspection of the lever hoist is completed at site as per Go Ape inspection scheme. • To comply with LOLER the lever hoist is serviced annually by a competent person.		2	2	4
10	Suspension trauma to staff when practicing rescues at height with rescue trainers.	4	3	12	Course users Employees Public	• When acting as a casualty, staff move into suspension only when required and for a reasonably minimised period. • Rotation of the staff members acting as casualties.		2	3	6

11	Striking an individual with the bag and remaining rope when sending the bag down from height, prior to lowering the casualty.	4	3	12	Course users Employees Public	• Ground crew staff ensure people aren't stood under the casualty and rescuer, • Rescuer to check the ground is clear below before bag thrown and shout "Bag below". • Throw to clear area of the ground. • Rescuers can lower the rope lines and the bag if appropriate rather than throwing.		3	2	6
12	Casualty unable to be rescued from a location.	4	4	16	Course users Employees Public	• Staff are not to access anywhere that they will not be able to be rescued from. • Any site-specific rescue difficulties be considered in the individual site-specific risk assessment.		3	2	6
13	Multi-level courses and obstacles below rescuer	4	3	12	Course users Employees Public	• On multi-level courses, haul lines (used from ground) that draw casualties away from obstacles will be available for use. • When rescuing from platform using an adjacent crossing is encouraged where possible to avoid the platform edge. • When rescuing from a platform over the edge, a helper (who could be a customer) is used with the platform edge transition.		2	2	4
14	Manual handling	3	3	12	Course users Employees Public	• Staff have the option to use a haul line to haul the rescue bag up to height from the ground when in position on the course near the casualty (if using a zip wire to access). • When rescuing from a platform a helper (who could be a customer)		2	3	6

						is used with the platform edge transition • Lever hoist is used to lift the customer to unclip the lanyards.				
15	Dropped equipment	3	3	12	Course users Employees Public	• Helmets are to be worn by the ground crew, rescuer and casualty in training. This is for all rescues ladder, type A and type B. • Ground crew clear area below.		2	3	6

Zip Assists

1	Trapped, crushed or run over fingers	3	3	9	Course users Employees Public	• Staff to follow the zip ascent procedure from opening checks when ascending. • Staff are to keep fingers away from the pulley during zip ascent.		3	2	6
2	Zip collision	3	3	9	Course users Employees Public	• Instructor to communicate to next customer on zip to stop. • Instructor to communicate with stuck customer. They will try and understand the reason that they become stuck on the zipline. • Awareness that it is possible for the customer to become “unstuck” and descend the zip wire. • On the ascent the zip is to be weighted slowly and smoothly, to reduce the likelihood of the customer becoming free and moving.		3	2	6
3	Overload of the system	2	4	8	Course users Employees Public	• Customers are to be stopped verbally at the top of the zip. • Maximum one rescuing instructor on the zip at one time.		2	3	6

4	Eye damage	3	2	6	Course users Employees Public	• Customers and instructors told to "look Down" so shards of metal do not go in their eyes.		3	2	6
5	Fatigued instructor.	2	2	4	Course users Employees Public	• It is possible to swap out instructors who are fatigued. They descend so that a new instructor can climb the zip and continue the assist. • CDZA for sites / zips that require it.		2	2	4
6	Customer unattached at height	3	4	12	Course users Employees Public	• Customer clipped to instructor as soon as they reach the customer. • As standard do not remove any of the customers lines. If one must be removed at height to solve an issue (such as being tangled or jammed) then only remove one at a time for as short a time as possible, while also clipped to instructor.		1	4	4

Controlled Descent Zip Assists (CDZA)

1	Trapped, crushed or run over fingers	2	3	6	Course users Employees Public	• Gloves are recommended. Hands are placed behind the pulley. • Staff member does not have to climb the zipline		2	2	4
2	Zip collision	3	3	9	Course users Employees Public	• Instructor to communicate to next customer on zip to stop. • Training is given in use of the prussic. • Regular practice scheduled and recorded. • Assisting instructor is above the customer so not at risk if the customer becomes "unstuck".		1	3	3
3	Overload of the system	2	4	8	Course users Employees Public	• Only one rescuing instructor on the zip at one time.		2	3	6

						• Customers are stopped from descending the zip line.				
4	Uncontrolled descent on the shorter CDZA.	3	3	9	Course users Employees Public	• Consideration on if a brake rope is needed at the landing site before customer begins descent. Based on normal zip behaviour, zip profile and point customer is stuck. • Zips where brake rope is needed as standard is recorded in SSRA.		2	3	6
	Customer unattached at height	3	4	12	Course users Employees Public	• Customer lines are not removed at any point.		1	4	4
	Dropped equipment	3	3	9	Course users Employees Public	• CDZA kit clipped to instructor as they leave the take off platform.		2	3	6

Assist using the progress adjust and lever hoist

1	Trapped, crushed or run over fingers	2	3	6	Course users Employees Public	• Gloves are recommended. Hands are placed behind the pulley. • Hands where possible not placed on the cable.		2	2	4
2	Customer unattached at height	3	4	12	Course users Employees Public	• Customer clipped to instructor as soon as they reach the customer. • Customers lines adjusted one at a time. Remembering that the lever hoist is NOT PPE.		1	4	4
3	Dropped equipment	3	3	9	Course users Employees Public	• Instructor to check that ground below is clear in case of dropped items. • Pulleys are attached to the lever hoist and progress adjust. As per assist method statement.		2	3	6

References: EN 15567, HSW Act, MHSW Regs, WAH Regs, PUWER, PPE Regs, Workplace HSW Regs, H&S (Safety Signs) Regs, First Aid Regs, Occupiers Liability Act, HSE Information Sheet Entertainment Sheet No 14 ,HSE 5 Steps to Risk assessment INDG 163 ,HSE A Guide to Risk Assessment requirements INDG 218 ,Go Ape Generic Risk Assessments
Control Measures. Where a control measure has been identified, it is only included once and not repeated under every subject. Therefore, for a specific hazard identified, a control measure noted above may apply to that hazard. (HSE RA guidance.)
Go Ape operational and training systems. These include the following: Go Ape Operations on how to run a Go Ape Activity, Go Ape Training Manual including training and assessment policy, Practical Session plans and online training and Go Ape Company Handbook.
Instructor Training. Go Ape staff must undertake relevant training and assessment programme specific to their role. They undergo training in accordance with the Go Ape Online Training Manual.