



PROTECTING THE MAGIC



TAKE A PEEK INSIDE



WE'RE IN BUSINESS TO GIVE OUR GUESTS
MEMORABLE EXPERIENCES; FUN EXPERIENCES;
MAGICAL EXPERIENCES.

But delivering magic isn't easy; it requires total focus on maintaining
the very best standards in HEALTH, SAFETY AND SECURITY.
Keep on reading...



THE MERLIN WAY

IT'S AT THE HEART OF EVERYTHING WE DO.

It sums up what a Merlin person is about and it shapes how we'll continue growing our business and achieving our objectives.
At Merlin, we really CARE about Protecting the Magic.



SAFETY IS IN OUR DNA

AT MERLIN, WE PROTECT OUR MAGIC BY USING SOME OF THE BEST, MOST ADVANCED SYSTEMS AND PRACTICES AROUND.

There are no two ways about it: whether we're designing a ride, running a theme park or working behind the scenes, we're obsessive about HEALTH, SAFETY AND SECURITY. It's in our DNA, and it's staying there.

“THERE ARE NO SHORT
CUTS TO SAFETY.”

NICK VARNEY
CHIEF EXECUTIVE OFFICER



IT'S OUR TIP-TOP PRIORITY

**LISTEN TO ANY OF MERLIN'S LEADERS AND YOU'LL ALWAYS
HEAR ABOUT HEALTH, SAFETY AND SECURITY.**

We're always investing in it and we've built a community of HEALTH, SAFETY AND SECURITY wizards around the world to help us keep things safe. How? By training our people, leading by example, building a culture that cares, and using best practices to operate safely and securely.

**“SAFETY HAS TO BE IN THE LIFE
BLOOD OF THE ORGANISATION.
IT’S NON-NEGOTIABLE.”**

JUSTIN PLATT

MANAGING DIRECTOR, RESORT THEME PARKS



WE'VE GOT A MAGIC INGREDIENT

IT'S OUR PEOPLE

Keeping HEALTH, SAFETY AND SECURITY absolutely rock-solid depends on each of us – no exceptions. Everybody at Merlin has a crucial part to play in protecting our guests, our colleagues and our animals (even the spiders).

Protecting the Magic is down to us.

**“OUR OWN PEOPLE KNOW THE
MOST ABOUT KEEPING OUR
GUESTS AND ANIMALS SAFE.”**

NICK MACKENZIE

MANAGING DIRECTOR, MIDWAY ATTRACTIONS



WE'VE GOT SPELLS, TOO

TO PROTECT THE MAGIC, YOU NEED MAGIC.

Spells, to be precise. So we've got six Spells for Safety...



Think 'Safety First'
before starting every task



BE ON GUARD



! SAFETY FIRST

**SAFETY
FIRST**



Keep guests, colleagues
and animals safe



**DO
IT
RIGHT**

**SAFETY
FIRST**



Follow all safety rules,
signs and practices



TAKE A MINUTE



Always keep your work
area safe, secure and tidy





Report anything unsafe and
ask if you're ever unsure





HELP US ALL



**SAFETY
FIRST**



Share your ideas
for improving safety



**“OUR TEAMS ARE PERFORMING
AT THEIR BEST WHEN THEY
WORK TOGETHER TO MAINTAIN
THE BEST SAFETY AND
SECURITY STANDARDS.”**

PETER RONCHETTI

DIVISIONAL DIRECTOR, LEGOLAND CALIFORNIA



SAFETY IS ALWAYS ON OUR MIND

WE TAKE THESE SPELLS SERIOUSLY, REALLY SERIOUSLY.

We give them lots of attention and loads of our time. We talk about HEALTH, SAFETY AND SECURITY in our team meetings. We're always thinking up new ways to keep it number one and we're up to speed with the latest standards and training.

**“MERLIN WORKS WITH A RANGE
OF ORGANISATIONS TO HELP
DRIVE NEW HEALTH AND SAFETY
INNOVATIONS AND PRACTICES.”**

DOMINIC WIGLEY

GROUP HEALTH, SAFETY AND SECURITY DIRECTOR



FOR THE LOVE OF FUN!

ALL THIS WORK, ALL THIS TIME, ALL THESE SYSTEMS AND PRACTICES – WE DO ALL THIS FOR THE LOVE OF FUN.

Protecting the Magic means we can keep wowing our guests while keeping them safe to focus on their main priority – head-spinning, jaw-dropping, eye-popping FUN!

**“MAGIC ISN’T EASY. MOST OF ALL,
YOU’VE GOT TO STAY FOCUSED AND
WORK HARD AT IT, EVERY DAY.”**

MARK FISHER

CHIEF DEVELOPMENT OFFICER, MERLIN MAGIC MAKING



www.protectingthemagic.com

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