

Risk Assessment

Main Exhibition.





Exhibition - Casbah, Hamburg & Merseybeat - December 2025 to December 2026

Risk Assessment - Casbah, Hamburg & Merseybeat

Department(s):

Operations

Date of assessment:

25/11/2025 19:44

Location:

The Beatles Story Ltd, Albert Dock

Date of review:

13/11/2026 12:00

Description of activity:		
Casbah - Touring Room/Set		
Hazard	At Risk	Describe the consequence
Slips Trips Falls	<ul style="list-style-type: none"> • Employees • Visitors • Contractors 	<ul style="list-style-type: none"> • Injury to self
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health and safety or guest issues. Issues that can't be dealt with immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through; any Health & Safety or customer issues will be reported immediately to the Guest Experience Duty Manager on shift. • The Operations Team inspects the area once weekly as part of their weekly site walkaround and records the results on the digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • CCTV covers the area.
Legal Requirements	Initial Risk	Residual Risk
	Very Remote/Improbable::Minor (2)	Very Remote/Improbable::Minor (2)

Description of activity:		
Casbah - Strobe/Neon Lighting		
Hazard	At Risk	Describe the consequence
Medical Condition		<ul style="list-style-type: none"> Epileptic fit due to flashing neon/strobe lighting
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> Health & Safety signage is in place before (Quarrymen Section) to inform of Strobe/Neon lighting in the next room. Lighting is detailed in The Beatles Story accessibility policy. All employees have been issued a copy, which is also available to customers on our website.
Legal Requirements	Initial Risk	Residual Risk
	Foreseeable that it could occur::Reportable injury (9)	Foreseeable that it could occur::Reportable injury (9)

Description of activity:		
Hamburg - Touring Room/Set		
Hazard	At Risk	Describe the consequence
Uneven floor surfaces	<ul style="list-style-type: none"> • Employees • Visitors • Contractors 	<ul style="list-style-type: none"> • Injury to self
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the Guest Experience Duty Manager on shift. • The Guest Experience Duty Manager completes a morning walk-through of the site before opening and conducts manager checks of sets, which are digitally recorded on the company's digital system. They are responsible for dealing with any immediate health and safety or guest issues. Issues that can't be dealt with immediately will be recorded and reported to the Operations team through a structured reporting process, ensuring all issues are communicated effectively. • The Operations Team inspects the area once weekly as part of their weekly site walkaround and records the results on the company's digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the company's digital system. • A monthly inspection of the flooring is carried out to check for loose cobbles and any areas to be pointed at by the Operations Team, which are recorded on the company's digital system. • CCTV covers the area.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)

Description of activity:		
Hamburg - Strobe/Neon Lighting		
Hazard	At Risk	Describe the consequence
Medical Condition	<ul style="list-style-type: none"> • Employees • Visitors • Contractors 	<ul style="list-style-type: none"> • Epileptic fit due to flashing neon/strobe lighting
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • Health & Safety Signage is in place before (the Casbah Section) to inform of Strobe/Neon lighting in the next room. • Lighting is detailed in The Beatles Story accessibility policy. All employees have been issued a copy, which is also available to customers on our website.
Legal Requirements	Initial Risk	Residual Risk
	Foreseeable that it could occur::Reportable injury (9)	Foreseeable that it could occur::Reportable injury (9)

Description of activity:		
Hamburg - Display Set - Bike		
Hazard	At Risk	Describe the consequence
Slips Trips Falls		<ul style="list-style-type: none"> • Injury to self
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • Adequate lighting is directed at the bike to make the area clear and visible. Lighting is checked daily during the morning walk-through of the site before opening, and the results are recorded on the company's digital system. The security team replaces light bulbs in the system's operational morning checks. • The bike is secured to the floor and wall with special brackets, so it won't fall. • The GSO team reviews the area during their 20-minute walk-through; any Health & Safety or customer issues will be reported immediately to the Guest Experience Duty Manager on shift. • The Guest Experience Duty Manager conducts a morning walk-through of the site before opening and completes the manager checks, which are digitally recorded on the company's online system. They will deal with any immediate Health & Safety or guest issues. Issues that cannot be addressed immediately will be recorded and reported to the Operations team. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the company's online digital system. • The Operations Team inspects the area once weekly as part of their site walkaround and records the results in the company's online system.
Legal Requirements	Initial Risk	Residual Risk
	Very Remote/Improbable::Trivial injury (1)	Very Remote/Improbable::Trivial injury (1)

Description of activity:		
Hamburg - Fire Hydrant Prop		
Hazard	At Risk	Describe the consequence
Slips Trips Falls		<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The Guest Experience Duty Manager conducts a morning walk-through of the site before opening and completes manager checks of sets that are digitally recorded in the company's online system. They will deal with any immediate Health and safety or guest issues. Issues that can't be dealt with immediately will be recorded and reported to the Operations team. • Adequate lighting is directed at the fire hydrant to make the area clear and visible. Lighting is checked daily during the morning walk-through of the site before opening, and the results are recorded digitally on the system. The security team replaces light bulbs as part of the system's operational morning checks. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the Guest Experience Duty Manager on shift. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • The Operations Team inspects the area once weekly as part of their weekly site walkaround and records the results on the digital system.
Legal Requirements	Initial Risk	Residual Risk
	Very Remote/Improbable::Trivial injury (1)	Very Remote/Improbable::Trivial injury (1)

Description of activity:		
Hamburg To Merseybeat - Ramp		
Hazard	At Risk	Describe the consequence
Slips Trips Falls	<ul style="list-style-type: none"> • Employees • Visitors • Contractors 	<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The Guest Experience Duty Manager conducts a morning walk-through of the site before opening and completes manager checks of sets that are digitally recorded in the company's online system. They will deal with any immediate Health and safety or guest issues. Issues that can't be dealt with immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through; any Health & Safety or customer issues will be reported immediately to the Guest Experience Duty Manager on shift. • Adequate lighting on the ramp/walkway makes the area clear and viewable. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • The Operations Team inspects the area once weekly as part of their weekly site walkaround and records the results on the digital system.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)

Description of activity:		
Hamburg - Uneven Floor		
Hazard	At Risk	Describe the consequence
Uneven floor surfaces	<ul style="list-style-type: none"> • Employees • Visitors • Contractors 	<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health & Safety or guest issues. Issues that cannot be addressed immediately will be recorded and reported to the Operations team. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • The GSO team reviews the area during their 20-minute walk-through; any Health & Safety or customer issues will be reported immediately to the guest service duty manager on shift. • The Operations Team inspects the area once weekly as part of their weekly site walkaround and records the results on the digital system. • A monthly inspection of the flooring is carried out to check for loose cobbles and any areas to be pointed at by the operations team, which are recorded on the digital system.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)



Exhibition - Cavern Club - December 2025 to December 2026

Risk Assessment for the Cavern Club section of the exhibition

Department(s):

Date of assessment:

25/11/2025 20:03

Location:

The Beatles Story Ltd, Albert Dock

Date of review:

13/11/2026 08:50

Description of activity:		
General Safety		
Hazard	At Risk	Describe the consequence
Personal Injury	<ul style="list-style-type: none"> • Guests • Employees • Contractors 	<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The Guest Experience Duty Manager conducts a morning walk-through of the site before opening and completes manager checks of sets recorded in the digital system. They will deal with any immediate Health and safety or guest issues. Issues that can't be addressed immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the Guest Experience Duty Manager on shift. • The Operations Team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • The area is covered by CCTV
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)

Description of activity:		
Wooden Chairs & Round Tables		
Hazard	At Risk	Describe the consequence
Personal Injury	<ul style="list-style-type: none"> • Guests • Employees • Contractors 	<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • Preventative Maintenance - Seats and tables are inspected as part of the weekly furniture checks for any faults, and the findings are recorded on the digital system by the security team. Areas to be checked include the seats, loose legs or backs for tables, sharp edges, and loose table tops. Any faults will be reported immediately to the Guest Experience Duty Manager on shift, and items will be removed from the public area. Any faults highlighted are to be reviewed and addressed by the Operations team as needed. • The Guest Experience Duty Manager conducts a morning walk-through of the site before opening and completes manager checks of sets recorded in the digital system. They will deal with any immediate Health and safety or guest issues. Issues that cannot be addressed immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • The Operations Team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • The area is covered by CCTV • Events Duty Manager on events completes opening and closing checks of the space used on events
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)

Description of activity:		
Cavern Club Stage		
Hazard	At Risk	Describe the consequence
Movement around area	<ul style="list-style-type: none"> • Guests • Employees • Contractors 	<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The stage area is restricted and roped off to all visitors, with barriers in place to maintain safety. A sign detailing that you should not step on the stage is also in place. • The stage area features sensor alarms that alert the security team when access to the stage has been compromised. The security team carries pagers when guests visit the exhibition. Once the GSO has been paged, they will identify the location and immediately proceed to this area to remove guests from the stage. • The area is covered by CCTV • Using the stage as part of a corporate event is detailed within a separate risk assessment for corporate events. • VIP visits. The employee hosting this event will manage access to the stage for VIP photographs and other purposes. The employee will inform the security team of the required access and fully manage and oversee this task.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)

Description of activity:		
Cavern Club Bar Area		
Hazard	At Risk	Describe the consequence
Personal Injury	<ul style="list-style-type: none"> • Guests • Employees • Contractors 	<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The area is restricted and is enclosed with a no-entry latch. • The area is covered by CCTV • Using the bar as part of a corporate event is detailed within a separate risk assessment for corporate events. • The Guest Experience Duty Manager conducts a morning walk-through of the site before opening and completes manager checks of sets recorded in the digital system. They will deal with any immediate Health and safety or guest issues. Issues that can't be addressed immediately will be recorded and reported to the Operations team. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • The Operations Team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)

Description of activity:		
Accessibility Access From Matthew Street Set into Cavern Club - Ramp		
Hazard	At Risk	Describe the consequence
Personal Injury	<ul style="list-style-type: none"> • Guests • Employees • Contractors 	<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The Guest Experience Duty Manager conducts a morning walk-through of the site before opening and completes manager checks of sets recorded in the digital system. They will deal with any immediate Health and safety or guest issues. Issues that can't be addressed immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • The Operations Team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • The ramp is detailed within The Beatles Story accessibility policy. All employees have been issued a copy, and a copy is available on our website for customers.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)



Exhibition - NEMS - December 2025 to December 2026

Risk Assessment for the NEMS section of the exhibition

Department(s):

Date of assessment:

04/12/2025 13:55

Location:

The Beatles Story Ltd, Albert Dock

Date of review:

13/11/2026 12:00

Description of activity:		
Heavy Fire Exit Door - Double Door From Cavern To Nem's		
Hazard	At Risk	Describe the consequence
Movement around area	<ul style="list-style-type: none"> • Employees • Visitors • Contractors • Wheelchair User 	<ul style="list-style-type: none"> • Not wheelchair user friendly due to door being heavy • Fingers/limbs trapped indoors causing cuts and bruises
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • A fire-rated self-closer is fitted to the doors so that once opened, they automatically close. • Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health & Safety or guest issues. Issues that can not be dealt with immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through; any Health & Safety or customer issues will be reported immediately to the guest service duty manager on shift. • Accessibility points relating to doors and access into NEMs are detailed within The Beatles Story accessibility policy. All employees have been issued a copy, which is available for customers on our website. • CCTV is in use • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • The operations team inspects the area once weekly as part of their weekly site walkaround and records the results on the digital system.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Reportable injury (6)	Unlikely but Possible::Reportable injury (6)

Description of activity:		
Small spaces - Movement Around Set build up of guests throughout area		
Hazard	At Risk	Describe the consequence
Movement around area	<ul style="list-style-type: none"> • Employees • Visitors • Contractors 	<ul style="list-style-type: none"> • Cuts, bumps & bruises • Anxiety Attacks • Claustrophobia
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The Guest Experience Duty Manager completes a morning walk-through of the site before opening. The manager checks the set for any Health and safety or customer issues. If any issues can be dealt with then and there, they are reported to the Operations Manager. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • Visitor numbers to the attraction are controlled by time slots, with 60 pax allocated every 15 minutes. The Admissions Manager is responsible for setting up this process and training the admissions team on visitor flow. • Visitor numbers to the attraction are controlled by time slots, which allocate 60 pax every 15 minutes. The sales team must ensure pre-booked visitors are allocated time slots to the attraction in line with the agreed-upon process.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)

Description of activity:		
Double Music Booths		
Hazard	At Risk	Describe the consequence
Movement around area	<ul style="list-style-type: none"> • Employees • Visitors • Contractors 	<ul style="list-style-type: none"> • Rough Edges to the booths and corners
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The Guest Experience Duty Manager completes a morning walk-through of the site before opening, and the manager checks the set for any Health and safety or customer issues. If problems can be dealt with then and there, they are reported to the Operations Manager. • The GSO team reviews the area during their 20-minute walk-through; any Health & Safety or customer issues will be reported immediately to the guest service duty manager on shift. • The operations team inspects the area once weekly as part of their weekly site walkaround and records the results on the digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Trivial injury (2)	Unlikely but Possible::Trivial injury (2)

Description of activity:		
Temperate In Room		
Hazard	At Risk	Describe the consequence
Overheating	<ul style="list-style-type: none"> • Employees • Visitors • Contractors 	<ul style="list-style-type: none"> • Injury - Passing Out
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • An Air conditioning unit is located within the room and is set to 19 degrees to allow for a cool room. A central controller controls the unit and has set times to come and off each day during opening hours. • The Guest Service Management team reviews the area during busy periods to control the flow of visitors and ensure no overcrowding. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • Visitor numbers to the attraction are controlled by time slots, which allocate 60 pax every 15 minutes. The Admissions Manager is responsible for setting up this process and training the admission team on visitor flow. • Visitor numbers to the attraction are controlled by time slots, which allocate 60 pax every 15 minutes. The sales team must ensure pre-booked visitors are allocated time slots to the attraction in line with the agreed-upon process.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)



Exhibition - Abbey Road - December 2025 to December 2026

Risk Assessment for the Abbey Road Zebra & Abbey Road Studio sections of the exhibition

Department(s):

Date of assessment:

04/12/2025 13:52

Location:

The Beatles Story Ltd, Albert Dock

Date of review:

13/11/2026 12:00

Description of activity:		
General Safety - Appearance		
Hazard	At Risk	Describe the consequence
Personal Injury	<ul style="list-style-type: none"> • Guests • Employees • Contractors 	<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health & Safety or guest issues. Issues that can not be dealt with immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • The operations team inspects the area once weekly as part of their weekly site walkaround and records the results on the digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • CCTV covers the area.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)



Exhibition - Beatlemania - December 2025 to December 2026

Risk Assessment for the Beatlemania section of the exhibition

Department(s):

Date of assessment:

04/12/2025 13:55

Location:

The Beatles Story Ltd, Albert Dock

Date of review:

13/11/2026 08:50

Description of activity:		
General Safety - Appearance		
Hazard	At Risk	Describe the consequence
Personal Injury	<ul style="list-style-type: none"> • Guests • Employees • Contractors 	<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health & Safety or guest issues. Issues that can not be dealt with immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • The operations team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • CCTV covers the area.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)

Description of activity:		
Overcrowding In Room		
Hazard	At Risk	Describe the consequence
Overcrowding	<ul style="list-style-type: none"> • Guests • Employees • Contractors 	<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The Guest Service Management team reviews the area during busy periods to control the flow of visitors and ensure no overcrowding. • CCTV covers the area. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • Visitor numbers to the attraction are controlled by time slots, which allocate 60 pax every 15 minutes. The Admissions Manager is responsible for setting up this process and always training the admission team on visitor flow. • Visitor numbers to the attraction are controlled by time slots and allocation of 60 pax every 15 minutes. The sales team must ensure booked visitors are allocated time slots at the attraction in line with the agreed process.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)

Description of activity:		
Noise Levels		
Hazard	At Risk	Describe the consequence
Overcrowding	<ul style="list-style-type: none"> • Guests • Employees • Contractors 	<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The screaming girl's noise level in this room is pre-set. The GSO team conducts daily checks of these levels upon opening and records them on the digital system. • The Beatles Story accessibility policy details the screaming girl's noise in the room. All employees have been issued a copy, which is available for customers on our website.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)



Exhibition - Matthew Street - December 2025 to December 2026

Risk Assessment for the Matthew Street section of the exhibition

Department(s):

Date of assessment:

04/12/2025 13:52

Location:

The Beatles Story Ltd, Albert Dock

Date of review:

13/11/2026 12:00

Description of activity:		
Flooring- Uneven Floor		
Hazard	At Risk	Describe the consequence
Slips Trips Falls	<ul style="list-style-type: none"> • Guests • Employees • Contractors 	<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health & Safety or guest issues. Issues that can not be dealt with immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • The operations team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • The flooring is inspected monthly to check for loose cobbles and any areas to be pointed out by the Operations team and recorded on the digital system. • Flooring is detailed in The Beatles Story accessibility policy. All employees have been issued a copy, which is available for customers on our website. • CCTV covers the area.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)

Description of activity:		
Touring Room/Set		
Hazard	At Risk	Describe the consequence
Personal Injury	<ul style="list-style-type: none"> • Guests • Employees • Contractors 	<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health & Safety or guest issues. Issues that can not be dealt with immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • The operations team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • CCTV covers the area. • Additional lighting was installed down the walkway's centre to improve the area's light.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)

Description of activity:		
Accessibility Access From Matthew Street Set To Next Room Cavern Club - Ramp		
Hazard	At Risk	Describe the consequence
Movement around area	<ul style="list-style-type: none"> • Guests • Employees • Contractors 	<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health & Safety or guest issues. Issues that can not be dealt with immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • The operations team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • The ramp is detailed within The Beatles Story accessibility policy. All employees have been issued a copy, which is available for customers on our website. • Signage is located above the door to advise of the accessibility route.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)



Exhibition - America - December 2025 to December 2026

Risk Assessment for the America section of the exhibition

Department(s):

Operations

Date of assessment:

04/12/2025 13:55

Location:

The Beatles Story Ltd, Albert Dock

Date of review:

13/11/2026 12:00

Description of activity:		
General Safety		
Hazard	At Risk	Describe the consequence
Slips Trips Falls	<ul style="list-style-type: none"> • Guests • Employees • Contractors 	<ul style="list-style-type: none"> • Breaks • Bumps, cuts & bruises
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health and safety or guest issues. Issues that can't be dealt with immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • The operations team inspects the area once weekly as part of their weekly site walkaround and records the results on the digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • CCTV in use
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)

Description of activity:		
Flashing Neon lights		
Hazard	At Risk	Describe the consequence
Illness/Allergic Reactions	<ul style="list-style-type: none"> • Guests • Visitors • Disabled • Children 	<ul style="list-style-type: none"> • Epileptic fit due to flashing neon lights
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • Health & Safety Signage is in place before (Plane Section) to inform of Strobe/Neon lighting in the next room. • Lighting is detailed in The Beatles Story accessibility policy. All employees have been issued a copy, which is available for customers on our website.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Reportable injury (6)	Unlikely but Possible::Reportable injury (6)

Description of activity:		
Shea Stadium Seating		
Hazard	At Risk	Describe the consequence
Slips Trips Falls	<ul style="list-style-type: none"> • Guests • Employees • Visitors • Young persons • Contractors • School Groups 	<ul style="list-style-type: none"> • Seat gives in while being sat on
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health & Safety or guest issues. Issues that can not be dealt with immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • Preventative Maintenance - Seats are checked for any faults as part of the security team's weekly furniture checks. They are detailed on the digital checklist and reported immediately to the guest service duty manager on shift. The Operations Manager will pick up on faults highlighted and take action as needed. • Weekly inspection of the area is carried out by the Operations team once a week as part of their weekly site walkaround and recorded on the digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • The operations team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)

Description of activity:		
Wall Mounted Display Case		
Hazard	At Risk	Describe the consequence
Movement around area	<ul style="list-style-type: none"> School Groups Children 	<ul style="list-style-type: none"> Children banging head on base of wall mounted cabinet
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> Rubber corner protectors are placed in each corner. The operations team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system. Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health & Safety or guest issues. Issues that can not be dealt with immediately will be recorded and reported to the Operations team. The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system.
Legal Requirements	Initial Risk	Residual Risk
	Very Remote/Improbable::Trivial injury (1)	Very Remote/Improbable::Trivial injury (1)



Exhibition - Plane - December 2025 to December 2026

Risk Assessment for the Plane section of the exhibition

Department(s):

Operations

Date of assessment:

04/12/2025 13:53

Location:

The Beatles Story Ltd, Albert Dock

Date of review:

13/11/2026 12:00

Description of activity:		
Plane Seats		
Hazard	At Risk	Describe the consequence
Slips Trips Falls	<ul style="list-style-type: none"> • Guests • Employees • Visitors • Contractors 	<ul style="list-style-type: none"> • Bumping heads getting in & out of the seats • Trips on & off steps causing injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health & Safety or guest issues. Issues that can not be dealt with immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • Preventative Maintenance—The security team checks Seats for faults as part of the weekly furniture checks and records them on the digital system. Areas to be checked include seats, armrests, and trays. Any faults are reported immediately to the guest service duty manager on shift. The operations team reviews and takes action on any faults highlighted as needed. • Adequate lighting is pointed at the plane seats and steps to make the area clear and viewable. Lighting is checked daily on the morning walk-through of the site before opening and recorded digitally on the digital system. The security team replace light bulbs during the system's operational morning checks. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • The operations team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system. • CCTV covers the area.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)

Description of activity:		
Wall Mounted Display Case		
Hazard	At Risk	Describe the consequence
Movement around area	<ul style="list-style-type: none"> • Employees • Visitors • Contractors 	<ul style="list-style-type: none"> • Children bumping into the corners of the wall mounted display case
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • Adequate lighting is pointed at the cabinet to make the area clear and viewable. Lighting is checked daily on the morning walk-through of the site before opening and recorded digitally on the digital system. The security team replace light bulbs during the system's operational morning checks. • Rubber corner protective covers are placed on each edge of the case. • The operations team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system. • Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health & Safety or guest issues. Issues that can not be dealt with immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system.
Legal Requirements	Initial Risk	Residual Risk
	Very Remote/Improbable::Trivial injury (1)	Very Remote/Improbable::Trivial injury (1)



Exhibition - Pepperland - December 2025 to December 2026

Risk Assessment for the Pepperland room of the exhibition

Department(s):

Date of assessment:

04/12/2025 15:21

Location:

The Beatles Story Ltd, Albert Dock

Date of review:

04/12/2026 02:00

Description of activity:		
General Maintenance		
Hazard	At Risk	Describe the consequence
Slips Trips Falls	<ul style="list-style-type: none"> • Guests • Employees • Contractors 	<ul style="list-style-type: none"> • Falls causing cuts, bruises and minor abrasions
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health and safety or guest issues. Issues that can't be dealt with right away will be recorded and reported to the Operations team. • The operations team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system. • CCTV covers the area. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)



Exhibition - Yellow Submarine - December 2025 to December 2026

Risk Assessment for the Yellow Submarine area of the exhibition - January 2025 - January 2026

Department(s):

Date of assessment:

25/11/2025 19:49

Location:

The Beatles Story Ltd, Albert Dock

Date of review:

01/01/2026 12:00

Description of activity:		
General Safety - Metal Flooring & Slopes Access & Metal Steps		
Hazard	At Risk	Describe the consequence
Uneven floor surfaces	<ul style="list-style-type: none"> • Employees • Visitors • Contractors 	<ul style="list-style-type: none"> • Trips or falls due to metal stairs.
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health and safety or guest issues. Issues that cannot be addressed immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through; any Health & Safety or customer issues will be reported immediately to the Guest Experience Duty Manager on shift. • Adequate lighting is directed onto the metal slope to make the area clear and visible. Lighting is checked daily during the morning walk-through of the site before opening, and the results are recorded digitally on the system. The security team replaces light bulbs in the system's operational morning checks. • The Beatles Story accessibility policy details the metal slope in and out of Yellow Submarine. All employees have been issued a copy; a copy is also available on our website for customers. • The cleaning team is briefed to ensure that when this area is cleaned, wet floor signs are placed within the area and that the floors are dry before visitors are allowed access. • Two steps up and two steps down from the fish tank area; railings are in place, and the steps have yellow/black hazard tape to indicate the step up. • Adequate lighting in this room ensures the area is clear and well-lit. Lighting is checked daily during the morning walk-through of the site before opening, and the results are recorded digitally on the system. The security team replaces light bulbs during the system's operational morning checks. • The operations team inspects the area once a week, including railings, as part of their weekly site walkaround, and records the results in the digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • CCTV covers this area. • Railings are concreted into two posts that are then secured to

		the floor by 3 L-shaped brackets
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)

Description of activity:		
General Safety - Small space		
Hazard	At Risk	Describe the consequence
Overcrowding	<ul style="list-style-type: none"> • Guests • Visitors • Contractors 	<ul style="list-style-type: none"> • Claustrophobia
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The Guest Service Management team reviews the area during busy periods to manage visitor flow. • Time slots control visitor numbers to the attraction, allocating 60 pax every 15 minutes. The Admissions Manager is responsible for setting up this process and training the admissions team on visitor flow. • Time slots control visitor numbers to the attraction, which allocates 60 pax every 15 minutes. The sales team must ensure pre-booked visitors are allocated time slots in accordance with the agreed-upon process. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • CCTV covers this area.
Legal Requirements	Initial Risk	Residual Risk
	Very Remote/Improbable::Minor (2)	Very Remote/Improbable::Minor (2)



Exhibition - Rooftop - December 2025 to December 2026

Risk Assessment for the Rooftop section of the exhibition

Department(s):

Date of assessment:

04/12/2025 15:20

Location:

The Beatles Story Ltd, Albert Dock

Date of review:

04/12/2026 02:00

Description of activity:		
General Safety		
Hazard	At Risk	Describe the consequence
Uneven floor surfaces	<ul style="list-style-type: none"> • Guests • Employees • Contractors 	<ul style="list-style-type: none"> • Heels or wheelchairs caught in floorboard gaps causing twisted or sprained ankles.
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The Guest Experience Duty Manager completes a morning walkthrough of the site before opening and performs managers' checks of sets digitally recorded in the system. They will deal with any immediate Health and safety or guest issues. Issues that cannot be addressed immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walkthrough. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • The operations team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • CCTV covers the area.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)

Description of activity:		
Ramp leading to Rooftop set		
Hazard	At Risk	Describe the consequence
Uneven floor surfaces	<ul style="list-style-type: none"> • Guests • Employees • Contractors 	<ul style="list-style-type: none"> • Chains on either side of ramp unsecure potentially causing falls • Wheelchairs or footwear falling between the gaps
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The Guest Experience Duty Manager completes a morning walkthrough of the site before opening and performs managers' checks of sets digitally recorded in the system. They will deal with any immediate Health and safety or guest issues. Issues that cannot be addressed immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walkthrough. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • The operations team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • CCTV covers the area.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)

Description of activity:		
Wooden Floor Planks		
Hazard	At Risk	Describe the consequence
Slips Trips Falls	<ul style="list-style-type: none"> • Guests • Employees • Contractors 	<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The Guest Experience Duty Manager completes a morning walkthrough of the site before opening and performs managers' checks of sets digitally recorded in the system. They will deal with any immediate Health and safety or guest issues. Issues that cannot be addressed immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walkthrough. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • The operations team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • CCTV covers the area.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)



Exhibition - Solo Room - December 2025 to December 2026

Risk Assessment for the solo rooms within the exhibition

Department(s):

Date of assessment:

04/12/2025 13:54

Location:

The Beatles Story Ltd, Albert Dock

Date of review:

04/12/2026 12:00

Description of activity:		
Movement around space		
Hazard	At Risk	Describe the consequence
Personal Injury	<ul style="list-style-type: none"> • Guests • Employees • Visitors • Contractors 	<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • Preventative Maintenance - Seats are checked for any faults as part of the security team's weekly furniture checks. They are detailed on the digital checklist and reported immediately to the Guest Experience Duty Manager on shift. The Operations Team will address faults highlighted and take necessary action. • Visitor numbers to the attraction are controlled by time slots, which allocate 60 people every 15 minutes. The Guest Experience Assistant Manager - Admissions Manager is responsible for setting up this process and training the admissions team on visitor flow. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the Guest Experience Duty Manager on shift. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • CCTV covers the area. • The Operations Team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system. • The Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health and safety or guest issues. Issues that cannot be addressed immediately will be recorded and reported to the Operations Team. • First Aider on site
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Disabling injury (8)	Unlikely but Possible::Disabling injury (8)

Description of activity:		
Ringo Piece & Love Statue		
Hazard	At Risk	Describe the consequence
Personal Injury	<ul style="list-style-type: none"> • Employees • Visitors • Contractors 	<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health and safety or guest issues. Issues that cannot be addressed immediately will be recorded and reported to the Operations Team. • The Operations Team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system. • CCTV covers the area • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • The Security Team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • Visitor numbers to the attraction are controlled by time slots, which allocate 60 people every 15 minutes. The Admissions Manager is responsible for establishing this process and training the admissions team on visitor flow. • The black fencing around the base of the statue serves as a barrier. This area will be checked on all walk-through checks for any trip hazards. • First Aider on site
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Disabling injury (8)	Unlikely but Possible::Disabling injury (8)



Exhibition - White Room - December 2025 to December 2026

Risk Assessment for the Solo Years and White Room exhibition areas

Department(s): Operations

Date of assessment: 04/12/2025 13:54

Location: The Beatles Story Ltd, Albert Dock

Date of review: 13/11/2026 12:00

Description of activity:		
General Safety		
Hazard	At Risk	Describe the consequence
Movement around area	<ul style="list-style-type: none"> • Guests • Employees • Contractors 	<ul style="list-style-type: none"> • Injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health & Safety or guest issues. Issues that can not be dealt with immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • The operations team inspects the area once weekly as part of their weekly site walkaround and records the results on the digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • CCTV in use
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Trivial injury (2)	Unlikely but Possible::Trivial injury (2)

Description of activity:		
White Room Set - Ledge Into Set & Ledge To Dakota Set - People Sitting on it		
Hazard	At Risk	Describe the consequence
Overcrowding	<ul style="list-style-type: none"> • Guests 	<ul style="list-style-type: none"> • Minor bumps & falls • Falling back off ledge
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health & Safety or guest issues. Issues that can not be dealt with immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. • The white room set area is restricted and has a wall to distract visitors. Sensor alarms alert the security team that access to the area has been compromised. The security team carries pagers on them at all times when guests are visiting the exhibition. Once the GSO has been alerted via the pager, they will identify the location and immediately make their way to this area to remove guests from the area. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • The operations team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system. • CCTV covers the area. • Visitor numbers to the attraction are controlled by time slots, which allocate 60 pax every 15 minutes. The Admissions Manager is responsible for setting up this process and training the admission team on visitor flow. • Visitor numbers to the attraction are controlled by time slots, which allocate 60 pax every 15 minutes. The sales team must ensure pre-booked visitors are allocated time slots to the attraction in line with the agreed-upon process. • CCTV in use
Legal Requirements	Initial Risk	Residual Risk

	Very Remote/Improbable::Minor (2)	Very Remote/Improbable::Minor (2)
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Description of activity:		
White Room Set - Bench - People Sitting on it		
Hazard	At Risk	Describe the consequence
Personal Injury	<ul style="list-style-type: none"> Guests 	<ul style="list-style-type: none"> Minor bumps & falls Falling From Bench
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health & Safety or guest issues. Issues that can not be dealt with immediately will be recorded and reported to the Operations team. The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the guest experience duty manager on shift. The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. The operations team inspects the area once a week as part of their weekly site walkaround and records the results on the digital system. CCTV covers the area. Visitor numbers to the attraction are controlled by time slots, which allocate 60 pax every 15 minutes. The Admissions Manager is responsible for setting up this process and training the admission team on visitor flow. Visitor numbers to the attraction are controlled by time slots, which allocate 60 pax every 15 minutes. The sales team must ensure pre-booked visitors are allocated time slots to the attraction in line with the agreed-upon process. Preventative Maintenance - Seats are checked for any faults as part of the security team's weekly furniture checks. They are detailed on the digital checklist and reported immediately to the guest service duty manager on shift. The Operations Manager will pick up on faults highlighted and take action as needed.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Trivial injury (2)	Unlikely but Possible::Trivial injury (2)



Exhibition - Hard Days Night - December 2025 to December 2026

Risk Assessment For Hard Days Night Section

Department(s):

Date of assessment:

04/12/2025 13:55

Location:

The Beatles Story Ltd, Albert Dock

Date of review:

25/11/2026 07:50

Description of activity:		
Injury		
Hazard	At Risk	Describe the consequence
Personal Injury	<ul style="list-style-type: none"> • Employees • Visitors • Contractors 	<ul style="list-style-type: none"> • Personal injury
Supporting Files (Viewable online only)		Current Control Measures
		<ul style="list-style-type: none"> • The Guest Experience Duty Manager completes a morning walk-through of the site before opening and completes manager checks of sets digitally recorded on a digital system. They will deal with any immediate Health & Safety or guest issues. Issues that cannot be addressed immediately will be recorded and reported to the Operations team. • The GSO team reviews the area during their 20-minute walk-through. Any Health and safety or customer issues in the area will be reported immediately to the Guest Experience Duty Manager on shift. • The operations team inspects the area once weekly as part of their weekly site walkaround and records the results on the digital system. • The Operations Manager and the Guest Experience Manager conduct weekly walkthroughs of each area, which are recorded on the digital system. • CCTV covers the area.
Legal Requirements	Initial Risk	Residual Risk
	Unlikely but Possible::Minor (4)	Unlikely but Possible::Minor (4)