



SAFETY SKILLS

TEN CRITICAL COMPONENTS
OF SAFETY FOR AMUSEMENT RIDE
AND DEVICE OPERATORS

A STATE OF THE ART PROGRAM
DEVELOPED BY INDUSTRY EXPERTS

PROFESSIONALISM

IROC OPERATORS AND ATTENDANTS KNOW THAT
PROFESSIONALISM IS THE FOUNDATION OF SAFETY.
IT IS BOTH EXPECTED AND REQUIRED!



- Chin Up and Eyes Out!
- Remain fully aware and attentive
- Eyes are looking and watching
- Be ready to respond when needed
- Stand or sit with good posture
- Uniform is clean and neat with name tag visible
- Speak clearly using a pleasant tone
- Keep area clean and clear of obstructions
- Refrain from distractions

ENGAGEMENT

IROC OPERATORS AND ATTENDANTS SPEAK TO THE RIDERS TO INCREASE ALERTNESS AND AWARENESS FOR ALL.



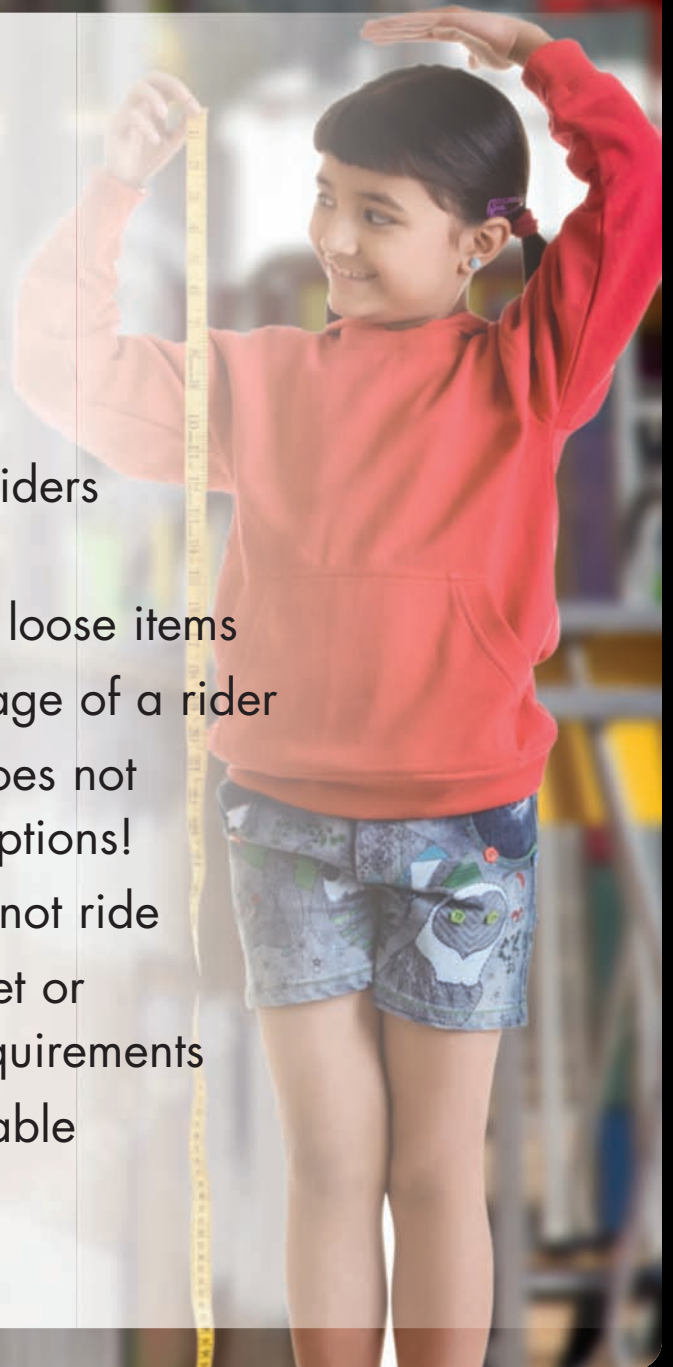
- Speak to guests
- Provide eye contact
- Greet guests
- Smile and have a pleasant facial expression
- Work efficiently
- Listen
- Identify issues and find resolutions

SCREENING

IROC OPERATORS AND ATTENDANTS KNOW THAT SCREENING FOR RIDER RESTRICTIONS AND COMMUNICATING RIDER REQUIREMENTS TO RIDERS IS ESSENTIAL FOR EVERYONE'S SAFETY.



- Communicate requirements to riders clearly and in advance
- Ensure riders remove or secure loose items
- Verify the height, weight, and age of a rider
- Rider may not ride if he/she does not meet the requirement. No exceptions!
- Offer alternatives if a rider cannot ride
- Identify those who may not meet or conform to legitimate safety requirements
- Ensure compliance with applicable attire requirements



LOAD/UNLOAD

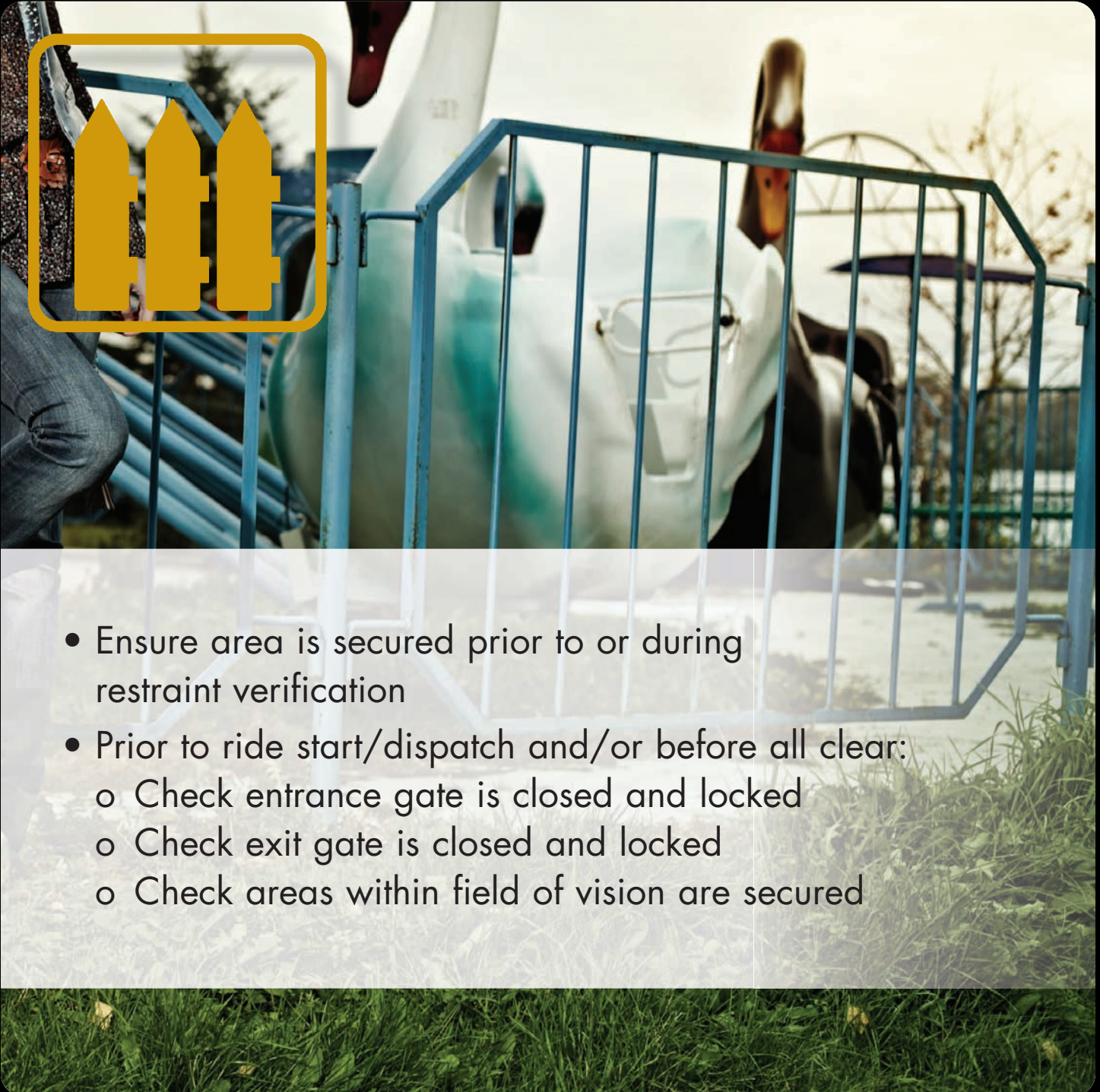
IROC OPERATORS AND ATTENDANTS ALLOW ONLY THE APPROPRIATE NUMBER OF RIDERS, COMMUNICATE INSTRUCTIONS, DIRECT AND ASSIST RIDERS SAFELY INTO AND OUT OF THE RIDE.



- Communicate with riders to “please walk”
- Count appropriate number of riders
- Pre-group riders to fill seats
- Load & Go – once safety checks begin, do not go back to admit additional riders
- Balance the load
- Ensure riders are properly seated/positioned in unit or vehicle
- Monitor for riders who need assistance
- Lend a hand while using a stability stance to steady rider if needed
- Communicate safety instructions as needed while riders are loading and unloading

AREA ACCESS CONTROL

IROC OPERATORS AND ATTENDANTS CONFIRM
THE RIDE AREA IS CLEAR AND THE PERIMETER
FENCING AND GATES ARE SECURED.



- Ensure area is secured prior to or during restraint verification
- Prior to ride start/dispatch and/or before all clear:
 - Check entrance gate is closed and locked
 - Check exit gate is closed and locked
 - Check areas within field of vision are secured

SECURITY VERIFICATION

IROC OPERATORS AND ATTENDANTS CHECK THAT THE RIDER IS PROPERLY SEATED IN THE UNIT AND VERIFY THAT THE RESTRAINT DEVICE IS SECURED.



- Verify the security of the restraint device for each ride unit prior to each ride cycle and/or ride start/dispatch
- Conduct restraint device security verification in a methodical manner such that checks are conducted in same sequence every cycle
- In the event restraint device security verification methodology is interrupted, operator/attendant must begin the process again
- Visually check ride unit for appropriate number of riders, rider seating arrangement and placement, and rider posture
- Ensure that there is no obstruction between the rider and restraint device
- For bar restraints use push and pull method:
 - Use full hand to conduct the check restraint, when applicable
 - Keep hands free of keys, water bottles, etc.
 - Push bar to lowest possible position
 - Pull up firmly to ensure restraint is secured
 - Do not tap or use fingers or any other simplified method
- For seatbelt type restraints, ensure belt is snug across the lap and secured
- Do not pass a ride unit until the ride unit is fully checked & secured
- In the event restraint device security methodology is interrupted, operator/attendant must begin the process again
- Where possible, panel operator(s) watch as each unit passes as dispatched to visually check each unit and rider. Stop ride if needed.

COMMUNICATION

IROC OPERATORS AND ATTENDANTS COMMUNICATE TO EACH OTHER USING HAND SIGNALS OR OTHER SIGNALING SYSTEMS AND COMMUNICATE TO THE RIDERS THROUGH VERBAL SPIELS.



- Speak clearly when delivering spiels
- Provide timely delivery of safety and directional information
- Sit or stand with good body posture
- Use microphone with clear, audible speech
- If no microphone is available, provides spiel to individual riders clearly and audibly
- Deliver hand signals or other signaling systems in a sharp & distinct manner

SAFE ZONE

IROC OPERATORS AND ATTENDANTS MOVE TO A SECURE, SAFE AREA PRIOR TO RIDE START/DISPATCH AND REMAIN UNTIL THE RIDE COMES TO A FULL AND COMPLETE STOP OR OTHERWISE CONCLUDES IN THE MANNER DESIGNED.



- Methodically move into safe zone prior to ride start/dispatch and/or all clear
- Keep chin up and eyes out
- Watch ride and designated area
- Stay in safe zone until ride comes to a full and complete stop or otherwise concludes in the manner designed
- Operator does not start/dispatch until all guests and associates are in their safe zones
- Stop the ride if anyone moves out of their safe zone while ride is in motion

PRE-DISPATCH SAFETY CHECK

iROC OPERATORS AND ATTENDANTS CONDUCT A SAFETY CHECK WITHIN THEIR ZONE OF OPERATOR AWARENESS FOR EVERY CYCLE.



Note: the zone of operator awareness is an area defined by the sights, sounds, smells and other stimuli an operator can reasonably be expected to monitor from their specified location(s) relative to the amusement ride or device that they are operating. The zone of operator awareness could include multiple, noncontiguous portions of a ride-vehicle path. Information provided by remote audio or video-monitoring devices may be part of the zone of operator awareness.

- Conduct Pre - Dispatch safety checks within the zone of operator awareness for every cycle
- Using defined visual confirmation from the designated safe zone, CONFIRM:
 - o entrance and exit gates/ points are secure
 - o the ride area is clear
 - o ride restraints are secure
 - o riders are in proper riding positions
- The defined visual confirmation is an intentional visual check of each specific location observed. It is not a scan where the head swings from side-to-side
- Observes dispatch intervals through timing, visual observation or other control systems

PREPAREDNESS

IROC OPERATORS AND ATTENDANTS ARE PROACTIVE AND DILIGENTLY ANTICIPATE SITUATIONS, RESOLVE PROBLEMS AND ASK FOR SUPERVISOR ASSISTANCE WHEN NEEDED.



- Conduct tasks only as trained
- Do not create shortcuts
- Know specific unique details for each ride
- Know position and duties assigned
- Use good judgment
- Stay mentally focused
- React calmly in emergency situations
- Know how to conduct operational pre-opening checks, downtime, and evacuation procedures
- Respond positively to guest concerns, questions and when reporting issues
- Ask questions when in doubt



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