



MyTAG supports Zip World

Zip World is a Welsh outdoor adventure activity company which employs over 700 people across its seven sites and hotel.

Zip World opened in 2013 with 8 employees running the fastest zip line in the world from a portable cabin, and since then has added high ropes, two roller coasters, the world's first underground golf set in a cave, and a balloon aerostat to its adventures.

In line with its rapid growth and expanding product ranges, Zip World has invested in its people and systems to support its commitment to maintaining exceptional standards of safety and welfare for its team, customers and supply partners.



MyTAG has been adopted as an integral part of the operations, maintenance and facilities management strategy and has proved invaluable, bringing large improvements in effectiveness and efficiency.

Safety is the Top Priority

Safety at Zip World is ensured through a combination of technology, training, and supervision. Daily opening and closing inspections are carried out for all adventures, using specific checklists. These used to be paper based, but inclement weather made recording information difficult, and if issues were found, radios had to be used to communicate with the centre, who would then contact the appropriate person.

MyTAG secure NFC tags have been placed on all the equipment and areas that need to be inspected. When the tag is tapped with an NFC enabled mobile device, the appropriate task list is presented to the operator, who then carries out the checks and records the results. Should an issue be found, it is instantly escalated to the responsible person, so remedial actions can be put in place immediately. The electronic solution is invaluable, particularly when working in remote outdoor locations in all weathers.



MyTAG is used to schedule and record periodic safety inspections and routine maintenance tasks on adventure products and vehicles. These may be carried out by the maintenance team or external contractors, and all details of the work carried out and by whom, are recorded electronically. The same system is used to schedule and record emergency evacuation drills.



Secure and Trusted Proof of Compliance

MyTAG Proof of Compliance is used to schedule and record the periodic inspections and testing of safety equipment such as fire extinguishers, fire alarms and emergency lighting. MyTAG secure NFC tags, which cannot be cloned or copied, are placed on each of the items that need to be tested or maintained. On carrying out the check, the engineer taps the tag with his NFC enabled-phone or other device, and inputs the required information about the work he has carried out. The MyTAG system determines that someone has physically tapped the trusted tag and verifies the user's ID and location.



Details of the testing are immediately available via the MyTAG system, and historical data can be accessed 24/7/365 for reporting or auditing. Zip World has found that having a clear audit trail of what was inspected or tested, when and by whom, and details of any follow up actions required/completed, is another very valuable benefit of using the system.

Engaging Employees and Suppliers

All employees have branded MyTAG photo ID cards, which allow electronic access to their training records, qualifications and which adventures they are qualified to work on.

Employees are also encouraged to record improvement opportunities on site. These could be related to compliance, customer experience or maintenance, and tapping a tag enables the item to be added to MyTAG Daily Occurrence log, where they are prioritised for action.

The MyTAG Deadzone app allows employees to use the system in parts of the sites where there may be no WiFi or mobile phone signal.

Suppliers are required to complete the Zip World site induction via MyAcademy prior to their visit, so they are familiar with the company and its procedures. On arrival, they are checked in with a tagged lanyard, which also ensures they are checked out on departure.

Graham Williams, Facilities Officer Zip World commented:

“Over the past year, we have implemented MyTAG across all our sites, leveraging massive improvements in effectiveness and efficiency throughout the business. The power of the MyTAG system, backed up by the friendly and comprehensive support of the team, has allowed Zip World to develop a consistent approach to ensuring and monitoring safety and compliance.”

To find out more, please call us today on 01752 657077 or visit www.mytag.io.