







Section A: Assessment summary details			
Work Activity or Workplace assessed:	Re-opening London Zoo to visitors		Document reference:
 Simple name for reference			
Directorate:	All	Department:	All
		Contact Office:	(Overseas only)
Person completing risk assessment:	Amber Dyson/Jenni Trigwell		Name of risk assessment reviewer: Jenni Trigwell
Date assessment created:	21/05/2020	Date assessment reviewed:	03/07/2020
		 Risk Assessments must be reviewed at least once a year or if something changes (see policy)	
 List supporting documents which could include safe systems of work, insurance policies, dive medicals, training certificates etc. and any other comments	Global COVID-19 risk assessment Local COVID-19 risk assessment ZSL Phased re-opening plans Communal Area Risk Assessments		
Authoriser(s):	Simon Francis		
 Risk Assessment to be authorised by line manager upon initial completion and at each review or amendment.		Date signed-off:	12/06/2020
Document to be distributed and signed by all persons undertaking the activities upon initial completion and at each review or amendment.			
 General Data Protection Regulations: Personal information collected for the purposes of risk assessment will be used to identify those at risk, and those involved in controlling risk, from this or similar activities and to fulfil ZSL's obligations under Health and Safety policy and legislation.			

Risk Assessment Form

Section B: Activity Details		
<p>i ACTIVITIES: What is the task, where, for how long and who will be involved? Complete the fields in the form below.</p>		<p>i HAZARDS: How could someone become hurt or made ill? CONTROLS: How will this be prevented from happening?</p>
<p>Work Activity or Workplace assessed:</p>	<p>Re-opening London Zoo to visitors A 4 phased approach is being taken to reopening the site to visitors; Phase 1 outdoor only, Phase 2 some indoor spaces, Phase 3 walk through and specific experiences, Phase 4 business as usual</p>	
<p>Who is at risk from this Activity?</p>	<p><input checked="" type="checkbox"/> ZSL staff <input checked="" type="checkbox"/> ZSL Volunteers/Interns <input checked="" type="checkbox"/> Visitors <input checked="" type="checkbox"/> Contractors <input checked="" type="checkbox"/> Members of the public <input type="checkbox"/> Other (specify)</p>	
Hazard	Control measures	Risk Level [After your controls have been applied what is your assessment of the risk level of this activity? (See table below)]
<p>Possibility of Covid-19 being spread between ZSL staff, volunteers, visitors and animals</p>	<p>ADMISSIONS Social distancing measures have been put in place through the pedestrian entrances to ensure that a 2m distance is maintained Contact free security bag checks will take place, with appropriate PPE provided to security personnel. All tickets must be pre-booked online, reducing contact time between visitors and admissions staff Admissions staff will be based in the kiosks or provided with PPE Information is displayed on the website about controls and what to expect before visiting. The volume has been increased from 2000 but remains capped with timed slots included to help control volume of visitors and members</p> <p>ON SITE FACILITIES Queueing systems have been put in place at toilets, kiosks and at animal enclosures to manage visitor flow. These are clearly marked by paw prints on the floor along with way finding signs for the new one-way system. Catering facilities will be limited to prepacked take-away items only and will be sold from outside kiosks.</p>	<p>Low</p>

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	<p>Screening has been installed where possible to reduce contact.</p> <p>Benches and tables will be spaced a minimum of 2 metres apart and cleaned regularly throughout the day</p> <p>Contactless payments only will be accepted at ZSL outlets</p> <p>Hand sanitiser stations have been fitted at toilet cubicles and other strategic locations around site to help people stay safe</p> <p>Toilet facilities have limited capacity with a 1 family group in and out. Doors will be propped open where possible to prevent contact surfaces being touched. Additional cleaning will be carried out throughout the day. Paper towels will be provided instead of hand dryers</p> <p>Limited playground facilities will be available with signage, hand sanitising stations, cleaning and supervision where appropriate to ensure that it is used responsibly</p> <p>ZOO EXPERIENCE</p> <p>ZSL staff and volunteers will assist with managing crowds and ensuring any temporary limits on capacity in popular exhibits e.g. penguins is managed. The individuals have been issued face masks to wear in front line roles. Additional PPE including face visors, hand sanitiser and gloves area also available</p> <p>To prevent contact with glass, additional stand-off barriers have been erected or directional signage installed as appropriate.</p> <p>Touch and feel interpretation elements have been removed from animal exhibits</p> <p>Additional signage has been installed around the site advising of new 'zoo rules'</p> <p>No talks will take place until further notice to stop people gathering</p> <p>Employees and volunteers have been advised to comply with government guidance on self-quarantine</p> <p>Visitors over the age of 3 will be required to wear face coverings in walk through exhibits with species thought to be at higher risk of contracting coronavirus</p> <p>One-way systems have been implemented in houses to ensure that social distancing can be maintained</p> <p>ADDITIONAL EXPERIENCES</p>


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	<p>The Lodge and any animal experiences will be managed to ensure that social distancing measures are in place</p> <p>Procedures have been implemented to ensure that any guests who start to display symptoms of coronavirus are isolated until they can safely leave site. Procedures are in place to ensure that any other guests will be notified as appropriate</p> <p>Additional cleaning of contact surfaces will be put in place</p> <p>A welcome briefing will be given to guests and any PPE including face masks and hand sanitiser issued as appropriate</p> <p>Limits for the number of participants is already in place</p>	
Increased risk of visitor conflict and aggression towards staff and volunteers causing injury, stress and/or anxiety	<p>Information is being displayed on the website. This includes a video outlining the new measures in place and advice on exactly which parts of the zoo will be open to the public.</p> <p>Staff will have a chance to return to work prior to opening and will be given a return to work briefing by the zoo management team, to ensure that they are familiar with the site layout and changes to their workplaces.</p> <p>There will be staff or volunteers on hand to assist with directing visitors and monitoring flow around the site. Any identified pinch-points will be reassessed as necessary.</p> <p>Staff will be given support in dealing with any conflict and the DM will be on hand every day to assist with any escalating situations. The aim will be to educate visitors on the controls, encourage them to follow the measures and escalate where required</p> <p>The security team will also be on site throughout the days to assist where necessary</p>	Medium
Vehicle and pedestrian conflict causing injury or fatality	<p>The normal site vehicle rules will be in place to ensure any non-essential traffic is not on site after 10am</p> <p>Visitors and staff will follow a 1 way system</p> <p>No vehicles will be allowed on site during opening hours, unless this has been agreed in advance with the DM, site manager and/or H&S team.</p>	Low
Emergency situations including animal incident, fire, first aid	<p>The normal emergency procedures are in place for all emergencies. Visitors will be encouraged to follow the advice of the staff managing the incident and be evacuated or invacuated as appropriate. Emergency drills have continued to be practiced ensuring the procedures remain effective</p>	Medium

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	<p>Visitors have been encouraged to provide their own first aid supplies for minor injuries such as blisters, cuts, grazes etc. Where treatment is still required the first aid team have been provided with face visors, masks, gloves and aprons. During a cardiac incident, chest compressions only will be used to avoid mouth to mouth contact</p> <p>Bag checks will be completed with social distancing and PPE in place.</p> <p>Any one-way barriers installed on emergency access routes can be easily removed (eh rope and hook) to allow access for emergency vehicles.</p>	
Management of Legionella	<p>L8 water management risk assessment and plan are in place and proactive monitoring and sampling is continuing to ensure that systems are working correctly, and any issues can be identified and actioned as quickly as possible</p> <p>Any buildings which are not being used have increased proactive flushing of low usage points</p> <p>Some buildings have been isolated by a qualified plumber and will be returned to use under an agreed program before visitors are allowed access</p>	Low

Risk Assessment Form

What do the risk levels mean?	
Low	A minor injury/minor health effect may occur. Monitoring is required to ensure suitable and sufficient control measures are maintained.
Medium	A significant injury may occur however the injured person would make a full recovery. Any health effects would be temporary. The effectiveness of control measures must be considered and implemented.
High	A fatality, serious injury or a permanent health condition where a full recovery is not expected may occur. Work should be halted and access restricted until control measures have been implemented.
<p> For further information and guidance on risk levels, please see the Risk Assessment Policy</p>	

Section C: Sign Off Log (Before you sign this record make sure that you have read and understood the contents of the risk assessment and any associated SSOW)

Employee Name	Date	Signature	Comments