







Section A: Assessment summary details			
Work Activity or Workplace assessed:	Re-opening Whipsnade Zoo to visitors		Document reference:
 Simple name for reference			
Directorate:	All	Department:	All
		Contact Office:	(Overseas only)
Person completing risk assessment:	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		
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 Whipsnade 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 type="checkbox"/> Visitors <input checked="" type="checkbox"/> Contractors <input 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</p> <p>Social distancing measures have been put in place from the subway to the pedestrian entrances to ensure that a 2m distance is maintained. Contact will be less than 15 minutes where possible</p> <p>Cars will be parked to enable sufficient social distancing between visitors arriving at the same time</p> <p>Separate members and visitor entrances have been created. Cars may still enter site</p> <p>Staff have been given face masks to wear in front line roles. Additional PPE including face visors, hand sanitiser and gloves area also available</p> <p>Screening has been installed at the membership kiosk for queries and other locations wherever possible to minimise contact</p> <p>Information is displayed on the website about controls and what to expect before visiting. The volume has been increased from 3000 visitors but remains capped with staggered entry slots included to help control volume</p> <p>Employees and volunteers will be asked to confirm that they have completed the relevant isolation period and are not displaying any active symptoms of Covid-19</p>	<p>Low</p>

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i **HAZARDS:** How could someone become hurt or made ill?
CONTROLS: How will this be prevented from happening?

CAR ENTRY

The car entrance will be managed to ensure that visitor vehicles are kept off the highway as much as possible, including opening early if appropriate. Once cars are on site car boxes 1 & 2 will be converted to pedestrian entrances with barriers in place. Car boxes 3 & 4 will be available for car entry

Staff managing the area will wear hi visibility vests. Staff will ensure that inbound and outbound vehicles do not use the same space

ON SITE FACILITIES

Queueing systems have been put in place at toilets, kiosks, some animal enclosures to manage visitor flow. These are clearly marked by paw prints on the floor

Catering facilities will be limited to prepacked items only and will predominantly be sold from outside. The River Cottage Deli will have a 1-way system in and out to minimise contact

Contactless payments only will be accepted

Hand sanitiser stations have been fitted at toilet cubicles and other strategic locations around site to help people stay safe

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

ZOO EXPERIENCE

Volunteers and some staff will assist with managing crowds and ensuring any temporary limits on capacity e.g. lions and penguins is managed

Additional stand off barriers have been installed around glass where possible to prevent contact

Additional signage has been installed advising of rules

Walk through exhibits such as lemurs will be closed off

Queue systems are in place to ensure social distancing outside of exhibits with limited capacity


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	<p>No talks or experiences will take place until further notice to stop people gathering</p> <p>Benches and tables will be spaced a minimum of 2 metres apart and cleaned</p> <p>ADDITIONAL EXPERIENCES</p> <p>Animal experiences will ensure that social distancing is maintained</p> <p>A briefing will take place with all participants and any additional PPE provided as appropriate</p> <p>Zoo Academy/Junior Keeper for a Day will form a student bubble. Activities will be designed to ensure that social distancing is maintained and adequate equipment is provided to participants.</p> <p>Procedures are in place to ensure that any participant showing symptoms during the course are isolated until they can be collected</p> <p>Track and trace procedures will be put in place to ensure participants are notified in the event of a confirmed positive case of coronavirus</p>	
<p>Increased risk of visitor conflict and aggression towards staff and volunteers causing injury, stress and/or anxiety</p>	<p>Information is being displayed on the website including a video of the measures in place to advise visitors of what changes have been made for everyone's safety</p> <p>Staff will have a chance to return to work prior to opening to ensure that they are familiar with the site layout and changes to their workplaces. The controls will be monitored and amended as necessary</p> <p>Staff will be given support in dealing with any conflict and the EDM 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>Additional security will also be on site throughout the days to assist where necessary</p>	<p>Medium</p>
<p>Vehicle and pedestrian conflict causing injury or fatality</p>	<p>The normal site vehicle rules will be in place with a 10mph speed limit (5mph at Cheetahs)</p> <p>Visitors will follow a 1-way system and staff will be encouraged as much as possible to follow the 1 way system</p> <p>No vehicles will be allowed in any of the central areas unless this has been agreed in advance with the EDM/H&S team</p>	<p>Low</p>

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	<p>Barriers have been erected to ensure that a physical separation of vehicles and pedestrians is in place at the newly created pedestrian entrance</p> <p>Where possible all deliveries to site will take place before 10am</p> <p>Pedestrian crossings are clearly marked as are parking bays on the main loop</p> <p>The parking bays at the penguins have been removed to prevent conflict by the kiosk</p>	
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> <p>Visitor 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>	Medium
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