## Risk Assessment Form

### Activity Details

<table>
<thead>
<tr>
<th>General Visit to the Zoo with/without Formal Education Sessions</th>
</tr>
</thead>
</table>

### Who is at risk from this Activity?

- ☐ ZSL staff
- ☐ ZSL Volunteers/Interns
- ☐ Visitors
- ☐ Contractors
- ☒ Members of the public
- ☒ Other (specify) School groups

### Hazards

<table>
<thead>
<tr>
<th>Animals – (Injury by)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Warning signs displayed on and around enclosures</td>
</tr>
<tr>
<td>• Safety barriers in place</td>
</tr>
<tr>
<td>• Feeding of animals is prohibited and signs displaying this information are in place at enclosures</td>
</tr>
</tbody>
</table>

### Control measures

<table>
<thead>
<tr>
<th>Risk of disease contraction or accidental injury through contact with animals, animal biofacts and walk-through exhibits</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Hand-cleansing facilities available in Animal Adventure, Clore Rainforest and Education Centre (ZSL London Zoo)</td>
</tr>
<tr>
<td>• Hand-cleansing facilities available in Hullazoo Farm, In With The Lemurs and The Butterfly House (ZSL Whipsnade Zoo)</td>
</tr>
<tr>
<td>• Water in Splash Zone play area is chlorinated (ZSL London Zoo)</td>
</tr>
<tr>
<td>• Warning and advisory signs displayed</td>
</tr>
<tr>
<td>• Feeding of animals is prohibited and signs displaying this information are in place at enclosures</td>
</tr>
<tr>
<td>• All touch tables are supervised by ZSL Volunteers</td>
</tr>
<tr>
<td>• Discovery &amp; Learning staff are fully trained in handling animals for animal contact during formal education sessions</td>
</tr>
<tr>
<td>• Soap dispensers are regularly checked by cleaning contracting on both sites</td>
</tr>
<tr>
<td>• Free roaming animals (ZSL Whipsnade Zoo)</td>
</tr>
</tbody>
</table>

### Risk Level

- Medium
- Low
<table>
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<tr>
<th>Activity Details</th>
<th>Precautions</th>
<th>Risk Level</th>
</tr>
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</table>
| **Deep water - risk of falling in water and drowning**                          | - Vegetation and fixed metal/wooden barriers  
- Danger Deep Water signs  
- Life belts at Penguin beach and Gorilla Kingdom enclosures, and at canal site (ZSL London Zoo).  
- Life belts at chimpanzee, cheetah rock, Asian rhino and sealion enclosure and lakes (ZSL Whipsnade Zoo)  
- Non slip surface in Animal Adventure Splash Zone (ZSL London Zoo). | Low        |
| Water in fountains; Regents canal; Animal Adventure Splash Zone; Penguin beach;  | Gorilla Kingdom; Flamingos (ZSL London Zoo)  
Individual lakes; Sealion Splash Zone; Penguin enclosures; Wild Bite Café Lake; In with the Lemurs; Chimpanzee enclosure; Otter enclosure; Flamingos; Passage through Asia; Cheetah Rock; Asian Rhino (ZSL Whipsnade Zoo) |            |
| **Injury from collisions and tripping**                                         | - Visitors advised to go slowly to adjust eyes  
- Light level signage  
- Low level lighting  
- Hand rails                                                                 | Low        |
| Darkness in the Night Zone (ZSL London Zoo only)                                |                                                                                                                                             |            |
| **Injury from falling:** Railings, fencing, walls, seating, raised garden areas, | Safety notice on trees, railings, fence etc. where relevant                                                                                     | Low        |
| posts, rocks and sculptures                                                     |                                                                                                                                             |            |
| **Injury of falling:** Coin operated animal rides                               | Safety notice stating children must be supervised                                                                                             | Low        |

ZSL Risk Assessment – General Visitor and School Groups
Date: 28/01/2016
## Activity Details

**Injury from falling:**
Swings, climbing frames and bouncy castle in children's play areas

- Waterpour Safety Surface BS EN 1176 (ZSL London Zoo).
- Bark chips (ZSL Whipsnade Zoo)
- Supervision notices displayed
- At London Zoo play equipment is for children ages between 3 and 11 years. At ZSL Whipsnade Zoo play equipment is for children 3 – 15 years.
- Children should be supervised at all times

**Electric shock from electric fencing around some enclosures**

- Electric fence warning signs
- ‘Danger – Keep out’ signs

**Injury from being run over by Zoo vehicle (both zoos) or privately owned vehicle (ZSL Whipsnade Zoo)**

- Site speed limit 5mph (ZSL London Zoo)
- 10mph speed limit (ZSL Whipsnade Zoo)
- All Staff driving vehicles on-site are competent and trained

**Safeguarding children**

- Lost Children's Post based at the Clock Tower (ZSL London Zoo)
- Lost Children’s Post at First Aid (ZSL Whipsnade Zoo).
- All staff are inducted in the ZSL Safeguarding Policy
- Emergency Duty Manager trained on Lost Child Procedure
- Security on site (24hrs London Zoo and 20 hours Whipsnade Zoo)
- ZSL Safeguarding Officer trained on both sites
- Children should be supervised at all times.
- Free supervision adult entry (based on Primary or Secondary) for schools and uniformed groups

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ZSL Risk Assessment – General Visitor and School Groups

Date: 28/01/2016
### Risk Assessment Form

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<th>Activity Details</th>
<th>Details</th>
<th>Risk Level</th>
</tr>
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</table>
| Anaphylactic shock - Wasp Sting | - Regular removal of waste from bins around catering and picnic facilities.  
- First Aid facilities on site | Low |
| Exposure to adverse weather | - Indoor shelters/areas  
- Freely available potable water  
- Shaded picnic areas available  
- Wet weather gear and sun cream available in zoo shop | Low |
| Crossing the road from the coach park to the Zoo entrance | - Subway from coach park under road to entrance (ZSL Whipsnade Zoo)  
- Pedestrian crossings and lights (ZSL London Zoo) | Low |
| Free roaming animals – risk of bites and scratches (ZSL Whipsnade Zoo only) | Information notice boards about not feeding, touching, chasing animals | Low |
| Animals being walked round the site – risk of bites and kicks | Trained zoo keepers leading the animal walks  
- Animals walked calmly and quietly  
- Animals trained and constantly monitored by staff | Low |
| Jumbo express – risk of accidental injury (ZSL Whipsnade Zoo only) | - Supervision in accordance with the recommended ratio is an expectation  
- Rules for riding the train will be stated before the ride by staff (e.g. must remain seated throughout the journey, hands must be kept inside the carriage).  
- The track can be crossed at 3 points: a pedestrian bridge with hand rails, level crossing with warning lights and a staff level crossing with gates. | Low |
## Activity Details

| Emergencies e.g. fire, bomb threat, dangerous animal escape | • Enclosures are designed to be secure and safe  
• Protocols are in place for emergency situations. Trained staff will deal with the emergency situation and advise visitors what to do  
• All staff are made aware of emergency procedures in induction to ZSL  
• Emergency drills done throughout the year in line with the Zoo Licence Act | Low |
### Risk Assessment Form

**What do the risk levels mean?**

<table>
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<tr>
<th>Level</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Low</strong></td>
<td>A minor injury/minor health effect may occur. Monitoring is required to ensure suitable and sufficient control measures are maintained.</td>
</tr>
<tr>
<td><strong>Medium</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>High</strong></td>
<td>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.</td>
</tr>
</tbody>
</table>

For further information and guidance on risk levels, please see the Risk Assessment Policy.