

Discovery & Learning General Visit

Risk Assessment

Section B: Activity Details

i ACTIVITIES: What is the task, where, for how long and who will be involved? Complete the fields in the form below.		i HAZARDS: How could someone become hurt or made ill? CONTROLS: How will this be prevented from happening?	
Work Activity or Workplace assessed:	London Zoo & Whipsnade Zoo		
Who is at risk from this Activity?	<input type="checkbox"/> ZSL staff <input type="checkbox"/> ZSL Volunteers/Interns <input type="checkbox"/> Visitors <input type="checkbox"/> Contractors <input checked="" type="checkbox"/> Members of the public <input checked="" type="checkbox"/> Other (specify) – potentially pregnant visitors		
Hazards	Control measures	Risk Level	
Animals – (Injury by)	<ul style="list-style-type: none"> Warning signs displayed on and around enclosures Safety barriers in place Feeding of animals is prohibited and signs displaying this information are in place at enclosures 	MEDIUM	
Risk of disease contraction or accidental injury through contact with animals, animal biofacts and walk-through exhibit	<ul style="list-style-type: none"> Hand-cleansing facilities available in Animal Adventure, Clore Rainforest and Education Centre (ZSL London Zoo) ☑ Hand-cleansing facilities available in Hullabazoo Farm, In With The Lemurs and The Butterfly House(ZSL Whipsnade Zoo) ☑ Water in Splash Zone play area is chlorinated (ZSL London Zoo) ☑ Warning and advisory signs displayed ☑ Feeding of animals is prohibited and signs displaying this information are in place at enclosures ☑ All touch tables are supervised by ZSL Volunteers ☑ Discovery & Learning staff are fully trained in handling animals for animal contact during formal education sessions ☑ Soap dispensers are regularly checked by cleaning contracting on both sites ☑ Free roaming animals (ZSL Whipsnade Zoo) 	LOW	
Deep water - risk of falling in water and drowning Water in fountains; Regents canal; Animal Adventure Splash Zone; Penguin beach; Gorilla Kingdom; Flamingos (ZSL London Zoo)	<ul style="list-style-type: none"> 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	

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<p>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)</p>		
<p>Injury from collisions and tripping Darkness in the Night Zone (ZSL London Zoo only)</p>	<ul style="list-style-type: none"> • Visitors advised to go slowly to adjust eyes ☐ Light level signage • Low level lighting • Hand rails 	<p>LOW</p>
<p>Injury from falling: Railings, fencing, walls, seating, raised garden areas, pillars, trees, posts, rocks and sculptures</p>	<ul style="list-style-type: none"> • Safety notice on trees, railings, fence etc. where relevant 	<p>LOW</p>
<p>Injury of falling: Coin operated animal rides</p>	<ul style="list-style-type: none"> • Safety notice stating children must be supervised 	<p>LOW</p>
<p>Injury from falling: Swings, climbing frames and bouncy castle in children's play areas</p>	<ul style="list-style-type: none"> • 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 time 	<p>LOW</p>
<p>Electric shock from electric fencing around some enclosures</p>	<ul style="list-style-type: none"> • Electric fence warning signs • 'Danger – Keep out ' sign 	<p>MEDIUM</p>

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Injury from being run over by Zoo vehicle (both zoos) or privately owned vehicle (ZSL Whipsnade Zoo)	<ul style="list-style-type: none"> • Majority of vehicle use is planned during non-opening hours or vehicles escorted if necessary during opening hours (LZ) • Speed restrictions in place • Clearly defined pedestrian routes with clear signage in place (WZ) 	MEDIUM
Lost Child	<ul style="list-style-type: none"> • 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 	LOW
Crossing the road from the coach park to the Zoo entrance	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • Information notice boards about not feeding, touching, chasing animals 	LOW
Animals being walked round the site – risk of bites and kicks	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • 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

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**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

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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.

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