

South West Environmental Parks Ltd

RISK ASSESSMENT

Department:	Guest Services	 Recoverable Signature	Title:	Public Journey around site during the COVID-19 outbreak and associated public health restrictions	Assessment No.	NQY GUE 08
Person(s) at Risk:	Staff, Public, Volunteers, Contractors, Students	X Helen Warren Helen Warren Director of Operations Signed by: Helen Cert	Date conducted:	01/05/2020. Amended 23/09/2020	Description of area / process being assessed: Newquay Zoo Public Areas	
Associated documents/training:	EP01 Escaped animal drill, H&S Policy, Fire safety policy, I Hasco fire training, Vehicles + driving policy, trained fire wardens					
Assessment carried out by:	X Pippa Craddock Pippa Craddock Director of Marketing & Development	David Folland	Signed:	D Folland	Review date:	23/12/2020
Approved by Safety Officer:		Name:	P Craddock	Date:	23/09/2020	

Likelihood (L)			X	Severity (S)			=	Hazard rating	Estimated Risk	(R) Risk rating	Level of risk	TIME SCALE	Action timetable
1	=	Not Likely		1	=	No injury or illness		1-2	MINOR RISK	1	LOW		Acceptable risk / no further action required
2	=	Possible	2	=	Minor injury or illness	3-6	ACCEPTABLE RISK	2					
3	=	Quite Possible	3	=	Lost time, injury or illness	8-12	MODERATE RISK	3	MEDIUM	Action within 3 months			
4	=	Likely	4	=	Over 7 day injury or illness, Major injury	15-16	SIGNIFICANT RISK	4	HIGH	Action within 1 week			
5	=	Very likely/Almost certain	5	=	Fatality, disabling injury or illness	20-25	HIGH RISK	5		Immediate action			

All staff, volunteers and students are to comply with the requirements of any risk assessment relevant to their role, and any additional requirements as noted in any corresponding Safe System of Work (SSW).

All contractors are to comply with the requirements of any risk assessment relevant to their work, and any additional requirements as noted in any corresponding Safe System of Work (SSW).

All line managers must ensure that their staff members, volunteers and students are fully aware of all risk assessments relevant to them, and that they are located in an easily accessible position within their department.

If any staff member, volunteer or student has concerns about suggested control measures being insufficient or has any further suggestions to control risk, they should approach their line manager or health and safety officer to discuss.

Hazard under review (What is it that poses a risk?)	Identified Risk (How could the hazard cause harm?)	Who may be harmed – i.e. staff, public or other.	Assessed level of risk			High medium or low	Existing controls (what are you already doing?)	Further action required to reduce the risk to an acceptable level	New risk level			High medium or low	Action by?		Date completed	
			L	X	S				=	R	L		X	S		=
Entering Zoo via car park and main admissions area	COVID-19 coronavirus: potential to cause range of health outcomes from no/mild symptoms; severe acute respiratory distress and death	Staff, public, volunteers, contractors, students	4	5	20	HIGH	Online booking only for specified timeslots to ease & spread the numbers of people arriving throughout the day. Timeslots have limited numbers . Information on social distancing & hygiene requirements & other relevant risk controls provided to guests in advance of the visit to allow them to prepare. Space markers used from car park to main entrance in accordance with social distancing guidance to allow 2m spacing between households/visitor groups. Signage in place to remind guests of general social distancing and hygiene procedures. Hand sanitiser available at zoo entrance. Floor markings & screens at points of sale to allow social distancing of guest from staff during transactions. Contactless payment encouraged to reduce cash handling. Agreement made with local council for messaging at car park pay points to assist with zoo queue management. From 24/09/2020 guest lead names recorded as part of the NHS track & trace requirement. Newquay Zoo registered as a location for the NHS track & trace app. QR code posters created & are displayed at the zoo entrance. Admissions staff ask if lead guest has scanned the QR code. Those who have not are advised we will use their online booking information for track & trace or manual records are completed for 'walk up' guests. Following the change that people should not associate in groups of more than six all group booking options have been removed from the online booking system. Admissions staff monitor online bookings, where these exceed 6 people then contact is made to ensure there is no breach of the regulations. Admissions staff also challenge any groups of more than six who arrive at the admissions desk.		1	5	5	LOW				
All public indoor areas	COVID-19 coronavirus: potential to cause range of health outcomes from no/mild symptoms; severe acute respiratory distress and death	Staff, public, volunteers, contractors, students	4	5	20	HIGH	As of the 8th August 2020 face coverings must be worn when entering all indoor areas, unless exempt as per guidelines. Face coverings can be removed when out doors. Single use face coverings will be available for a donation to guests who require them and reusable face coverings for sale in retail, catering and front of house areas. Clear consistent signage will be displayed at every entrance to indoor areas reminding guests to wear face coverings.		1	5	5	LOW				
Journey around site/ viewing animals/ accessibility assistance	COVID-19 coronavirus: potential to cause range of health outcomes from no/mild symptoms; severe acute respiratory distress and death	Staff, Public, Volunteers, Contractors, Students	4	5	20	HIGH	Clear consistent signage throughout all public areas of the site to remind guests of social distancing and hygiene guidance. Directional signage to indicate one-way routes and areas where access is narrow. Two-way paths marked with arrows to help separate guests. Cleaning team to manage cleaning of potentially high contact surfaces e.g. door handles, handrails, glass windows and seating. From 12th August 2020 access has been opened to indoor exhibits with the exception of Native Wildlife. Clear signage to allow for effective social distancing and doors open as indicated by Living Collections team. The Tropical house inner doors will remain closed to prevent escape of animals and heat. Signage is displayed advising guests that they will not be able to see how busy the Tropical House is until they enter and to consider returning at a later time. Floor markings placed at increased distances to promote greater social distancing, one way route instigated. Guests warned of single entrance/exit and potential for crossover. Handwashing and hand sanitising provision throughout the public areas of the site. Reduced number of mobility scooters and manual wheelchairs available on site, restricted to one user per vehicle per day, cleaned before and immediately after use. No pushchair hire available.		1	5	5	LOW				
Provision of Presentations Team keeper talks, bird show and keeper experiences	COVID-19 coronavirus: potential to cause range of health outcomes from no/mild symptoms; severe acute respiratory distress and death	Staff, Public, Volunteers, Contractors, Students	4	5	20	HIGH	Keeper talks/feeds and keeper experiences will not be provided until further notice as it is not reasonably practicable to reduce the risk of exposure to COVID-19 for guest and staff in the current formats.		1	5	5	LOW				

Use of Play areas, face painting, Education touch-trolley, interactive interpretation equipment	COVID-19 coronavirus: potential to cause range of health outcomes from no/mild symptoms; severe acute respiratory distress and death	Staff, Public, Volunteers, Contractors, Students	4	5	20	HIGH	As per Government guidelines all outdoor play areas will have limited number of children on each piece of equipment which is clearly displayed. Hand sanitiser units installed at each entrance/exit. Regular cleaning regime in place for all hard surface high touch areas. Signage to remind guest and staff to follow handwashing guidance and to maintain social distancing. All interactive interpretation equipment and bird feeders will be removed/barriered off to prevent use. No face painting.	1	5	5	LOW			
Using Newquay Zoo catering outlets/accessing designated picnic areas/purchasing from retail outlets	COVID-19 coronavirus: potential to cause range of health outcomes from no/mild symptoms; severe acute respiratory distress and death	Staff, Public, Volunteers, Contractors, Students	4	5	20	HIGH	As per Government guidelines all food provision will be take-away only. 13/10/20 agreed with local Environmental Health alcohol sales stopped to allow provision of limited indoor seating in cafe. Guests have to remain seated to eat and drink and cannot mix groups at a table. Appropriate signage in place and staff briefed on rules and to reinforce same. Cabins around the site are already take-away. Good food hygiene and COVID-19 infection control practiced by catering staff. Contactless payment encouraged to reduce cash handling. Sneeze guards fitted to serving areas and physical distancing lines marked on queuing areas to minimise staff-guest and between guest contact. Guests not be able to access products from fridges or counters directly to prevent handling of goods: Items will be picked on request from displays by staff to minimise the risk of contamination and allow effective social distancing. Signs on external benches encouraging 'one family group' per bench. Since July 2020 all guests must wear a face covering when inside the cafe or kiosk unless exempt. From 24th September 2020 staff in retail and catering outlets wear face coverings in accordance with latest government requirements. Exempt staff will be identified.	1	5	5	LOW	24.9.2020	Catering and retail managers	
Use of toilet, changing place and baby changing areas across the site	COVID-19 coronavirus: potential to cause range of health outcomes from no/mild symptoms; severe acute respiratory distress and death. Safeguarding of vulnerable persons when using facilities.	Staff, Public, Volunteers, Contractors, Students	4	5	20	HIGH	Staff will follow the 2m social distancing in all situations. Guests will be asked to observe social distancing and to use sanitiser prior to entering toilet and to thoroughly wash hands after. Toilets to be closed to public every hour for a thorough clean of the touch points, appropriate signage displayed for public to explain this closure. All washroom facilities to be well ventilated and staff to ensure that windows are left open during the day. Where an assessment has highlighted that space is not adequate to maintain social distancing, some facilities may be closed off. Cleaning staff must wear provided PPE and to follow the training given. All tools used for cleaning toilets to be thoroughly disinfected after every use. Staff and guests to follow NHS hand washing guidance at all times.	1	5	5	LOW			
Exiting the zoo via the retail area/ purchasing goods and merchandise	COVID-19 coronavirus: potential to cause range of health outcomes from no/mild symptoms; severe acute respiratory distress and death	Staff, Public, Volunteers, Contractors, Students	4	5	20	HIGH	Stock in Shop to be reduced to allow for a wider path to the exit door. Doors into shop kept open. Exit door to be cleaned every 30 minutes by Shop staff. As of the 24th July all guests exiting the zoo via the shop will be required to wear face covering regardless of whether making a purchase or not. An alternative exit via the entrance area to be made available for those without or refusing to wear face coverings.	1	5	3	LOW			

Assessed by:	Dave Folland	Date: 23/9/2020	Review Date:	23/12/2020
H&S Officer Review:	Amendments made to reflect new government requirements			

Assessed by:	Dave Folland	Date: 26/10/2020	Review Date:	26/01/2021
H&S Officer Review:	Amendment made to reflect changes to comply with changed government guidelines relating to groups of six			

Assessed by:		Date:		Review Date:
H&S Officer Review:				

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