

Exmoor Zoo Risk Assessment Guidelines 2019 – Visiting Exmoor Zoo

Please use these guidelines to complete your own risk assessment for your visit. You can contact the zoo on 01598 763352 or bookings@exmoorzoo.co.uk to arrange a free visit for one member of your staff within term time to conduct your risk assessment.

| Task / Potential Hazard | Person and Harm | Controls in place by Exmoor Zoo | *Calculation of residual risk (RR) | | | | Additional Controls School/Visitor responsibilities | Persons Responsible |
|---|--|---|------------------------------------|---|---|----|---|------------------------|
| | | | S | L | R | RR | | |
| Animal handling/feeding sessions | Staff and Visitors Scratches and bites | Health and safety requirements are explained by staff at the start of every session Animals covered by the dangerous wild animal's act are not used Immune challenged visitors, pregnant women, and children under 5yrs old participate at the discretion of adults, supervisor or guardian No unaccompanied / unsupervised children are allowed at sessions First aid trained staff members are available on call, or in the cafe The Zoo ensures staff are familiar with the animals used at these sessions Zoo staff do not leave animals unattended at these sessions | 2 | 4 | 8 | L | Ensure children are supervised at all animal contact sessions Ensure Health and safety is listened to by all participants in your group | Visiting establishment |
| | Staff and Visitors Allergies, infection | Health and safety is explained by staff at the start of every session All contact animals are checked by a vet regularly Immune challenged visitors, expectant mothers, and children under 5yrs can participate at discretion of adults, supervisor or guardian Hand washing reiterated at each session with hand washing facilities provided (either sinks with soap, or sanitizer bottles) Food and drink are not allowed in animal contact areas | 4 | 2 | 8 | L | Ensure any allergies, especially severe, are mentioned when booking so relevant animals/ items will not be used in private session Ensure medication for those visitors needing it are with you always Ensure children wash their hands before eating | |

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| | | | S | L | R | RR | | |
| Animal handling/feeding sessions | Visitors Phobias/Fears/Distress | Session name, time and location listed on zoo map handed to visitors at entrance Content of session identified at the beginning of talks Carnivore feeding times may involve whole pieces of meat or animal by-products which some people may find distressing | 2 | 2 | 4 | L | Ensure you are aware of fears and phobias within your group People with specific fears are advised not to attend respective sessions | Visiting establishment |
| Free roaming birds | Visitors Puncture wounds | Signs displayed in the zoo remind you not to feed or touch the birds Private groups are reminded at introduction to the zoo about not feeding, touching or chasing the free roaming birds | 2 | 4 | 8 | L | Supervise children around the zoo at all times Remove children from the area if they are distressing the animals If you see animals or birds being fed, report it to a member of staff | |
| Play Area Unsafe behaviour /misuse of equipment | Visitors, mainly children Trips, slips falls, broken bones, impact injuries | Member of staff will explain in the zoo introduction that the trampoline and plastic tubes slides are out of bounds to school groups Signs displayed to advise that children must be supervised at all times | 4 | 4 | 16 | M | Observe instructions on safety signs Ensure children under your control are adequately supervised when using play equipment Ensure children are using the play equipment as intended | |

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| Craft activities Scissors, glue, hot melt glue gun, | Visitors Minor cuts, burns, eye injuries | A member of staff will supervise craft activities and explain what the craft entails Zoo will provide materials for craft A member of zoo staff will use the glue gun and make sure it is supervised at all times Children under 5 will not be permitted to use scissors, even when supervised | 2 | 2 | 4 | L | School staff may prohibit children over 5 using scissors - School staff to assist supervising craft sessions | Visiting establishment |
| Car park Moving vehicles and pedestrians | Staff and Visitors Impact, crush injuries | Safety warning and instruction signs displayed. Including site speed limit. Open plan areas with good visibility Staff supervision when appropriate (See Workplace Transport Assessment) | 8 | 2 | 16 | M | Ensure children are kept together and provide sufficient staff to adequately supervise Provide high viz vests when appropriate | |
| Café Using facilities | Staff and Visitors Allergies, spillages, burns | Cafeteria staff knowledge of food ingredients Packaged items labelled with allergens Staff twill clear spillages to avoid falls or burns from hot beverages | 4 | 2 | 8 | L | Advise us in writing of childs allergies prior to visit and have appropriate medicine available Persons with special dietary requirements should bring their own packed lunch Ensure children are adequately supervised Report any spills or health concerns to staff | |

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| Children becoming lost whilst on the premises | Children Stress, fright | Staff who greet you at the entrance will inform you of the lost child direction signage and the procedure to follow should a child become separated from their group Staff are equipped with communication radios The main zoo grounds are fenced | 1 | 4 | 4 | L | Ensure there are an adequate number of staff to effectively supervise children within your group Children should wear school uniform or a badge for easy identification The children should be instructed to follow lost child signs if they become detached from their group | Visiting establishment |
| Enclosure fencing Climbing barriers and fencing. Coming into contact with electrified fencing | Staff and Visitors Impact/crush injuries, electric shock (low voltage) | Electric fences are located behind barriers. Electric fence warning signs are displayed | 4 | 2 | 8 | L | Ensure adequate supervision Do not let anyone touch the electric fences | |

***CALCULATING A RISK RATING**

| <u>Severity Index</u> | | <u>Likelihood Index</u> | | <u>Risk Rating</u> | <u>Residual Risk</u> |
|-----------------------|-------------------------------|-------------------------|-------------------|--------------------|----------------------|
| 8 | Death | 8 | Very likely | 32-64 | High |
| 6 | Major injury (Non reversible) | 6 | Likely | | |
| 4 | Serious (Reversible) | 4 | Possible | 16-31 | Medium |
| 2 | Under 7 day Riddor | 2 | Unlikely | 0-15 | Low |
| 1 | Minor | 1 | almost impossible | | |



Additional notes

- Please ensure your group is dressed appropriately for your visit. The zoo is located up on the moors and can experience more extreme weather than the surrounding area so rain coats are advised. Hats in the summer are also advised and plenty of drinking water and sun block.
- Please inform us of any allergies or special needs within your group before your visit. This information can be written on your application form in the additional information section, or by contacting us directly.
- Please ensure you bring any specialist medicines and medical equipment that your group may need.

Date 06-01-2020