

Risk Assessment		COVID - 19: Reopening to Guests					
The Living Rainforest		Assessment by: Rupert West			Date: 10.4.20		
Review Date: 01.12.20		Approved by: Rupert West, Health and Safety Officer			Date: 09.07.20		
Activity	Risk Level (after controls)	Type of Risk (what can the hazard cause)	What is The Living Rainforest doing to manage the risk?				
Purchasing entry tickets	low	Risk of transmission of COVID-19 among guests, staff,	<ul style="list-style-type: none"> Zoo entry tickets must be purchased online in advance of arrival to avoid cash handling and to ensure the restricted on-site guest limited is not exceeded 				
Guest use of public car park	Low	as detailed above	<ul style="list-style-type: none"> Limited number of guest space to reduce number of cars on site Path from car park to entrance is marked in accordance with physical distancing guidance to allow 2m spacing 				
Guest entering and leaving the zoo premises	Low	as detailed above	<ul style="list-style-type: none"> Strict limits on number of guests visiting at one time: advance online bookings information on physical distancing and hygiene requirements and other relevant risk controls provide to guest in advance of visit on The Living rainforest website 				
Walking around the Rainforest and main building	low	as detailed above	<ul style="list-style-type: none"> Clear and consistent signage throughout all public area of site to remind guest to physical distance and hygiene guidance Clearly marked one-way pedestrian routes throughout the whole site Regular cleaning of potentially high contact surfaces e.g. door handles, handrails, clipboards handwashing and hand sanitising stations provide around site for guest use Zoo will close between 12:30-1:00 pm for deep clean between sessions and again at 4pm for second deep clean 				
Accessibility and general guest assistance- e.g. Wheelchair hire	low	as detailed above	<ul style="list-style-type: none"> Guest must contact The Living Rainforest prior to arrival to book as wheelchair so it can be properly sanitised 				
Use of toilets and baby changing areas on site	low	as detailed above	<ul style="list-style-type: none"> A 1 in 1 out policy is in place at toilets to ensure physical distancing is maintained Floor marking are in place to indicate where guest should stand while queuing for toilets Signage indicating hand hygiene inside facilities All toilets are regular cleaned and deep clean twice a day 				
Purchasing refreshments from café	low	as detailed above	<ul style="list-style-type: none"> Adherence to food hygiene and COVID-19 for food businesses Contactless or card payments only accepted to avoid cash handling Sneeze guards will be fitted to serving areas and physical distance marks on the floor to minimise contact 				
Accessing and using Outside seating	low	as detailed above	<ul style="list-style-type: none"> Outdoor tables will be placed at a minimum of 2 meters apart to maintain physical distancing Guests are asked not to bring own picnic on site Waste bin will be provided and emptied regular 				
Public engagement activates	low	as detailed above	<ul style="list-style-type: none"> All public engagement activities (keeper talks, animals feed, guided tours, craft sessions etc) are suspended to ensure that we do not encourage gatherings of guest in close proximity 				
Use of Playground	low	as detailed above	<ul style="list-style-type: none"> The play area is temporality closed for the safety for guests 				
Zoo emergencies- animal escape, fire etc	medium	as detailed above	<ul style="list-style-type: none"> Emergency procedures in place Regular staff emergency drills and training throughout closure period we require all guest to follow advice from staff managing animal related emergency and evacuate or take shelter 				
First aid provision and persons demonstrating symptoms of COVID-19	low	as detailed above	<ul style="list-style-type: none"> First aid team available on site First aiders training refreshed to include government guidelines on first aid treatment during COVID-19 Guests encouraged to bring their own first aid kits (plasters, wipes etc) to minimise the need to use the services of our first aiders If you demonstrate symptoms of COVID-19 on your visit or a first aider considers you may be symptomatic, you 				
Face to Face contact between guests and staff	low	as detailed above	<ul style="list-style-type: none"> The Living Rainforest expects staff & volunteers to follow our guidelines and be considerate of guests and colleagues. Guests are expected, as a condition of entry, to respect our guidance and measures also. The Living Rainforest reserves the right to ask anyone who does not, or who causes disruption in the zoo, to leave the site 				
Water Systems	low	as detailed above	Legionella risk assessment in place and monitoring and sampling continues. Water systems which have not been				
Reviews:							
Name of assessor:	Rupert West			Name of assessor:		Comments: Record any comments reviewer wishes to make. Including recommendations for future reviews.	
Signed:				Signed:			