

Risk Assessment		Risk assessment for Guests		
The Living Rainforest		Assessment by: Alison Robinson & Rupert West		Date: 31.05.22
Review Date: 01.06.23		Approved by: Rupert West, Health and Safety Officer		Date: 31.05.22
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, volunteers and animals via inhalation and/or absorption	<ul style="list-style-type: none"> • Zoo entry tickets encouraged to be purchased online in advance of arrival to avoid cash handling and to ensure the restricted on-site guest limits are not exceeded 	
Guest use of public car park	Low	as detailed above	<ul style="list-style-type: none"> • Limited number of guests on site to reduce number of cars on site • Car parking areas are provided and marked. Disabled & school visitors are segregated from these areas as far as is appropriate. • Path from car park to entrance is marked in accordance with physical distancing guidance to allow 2m spacing between family/guest groups • Speed limits are set and signage used on driveway - Speed Bump in Place • Ensure plant foliage is cut back to allow a visual sight line. Cut back twice a year. 	
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 encouraged • Signage in place to remind guests of general physical distancing and hygiene procedures • Hand sanitiser available at entrance and exit of building • Perspex screens at all till points to reduce germ transmission. • Card/contactless payment to avoid cash handling preferred • External lighting is provided on the main pathways during winter months from 4pm • Smoking and use of e-cigarettes is not permitted in the buildings and discouraged in the garden and car park. 	



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 and requests to follow hygiene guidance •Clearly marked one-way pedestrian routes throughout the whole site where applicable •Regular cleaning of potentially high contact surfaces e.g. door handles and handrails •Handwashing and hand sanitising stations provided around site for guest use •Zoo will close between 12:30-1:00 pm for sanitising between sessions
Accessibility and general guest assistance- e.g. Wheelchair hire	low	as detailed above	<ul style="list-style-type: none"> •Guests must contact The Living Rainforest prior to arrival to book a 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"> • Toilets cleaned daily and inspected on a regular basis by staff • Procedures in place for cleaning up spillages • Locks can always be opened from outside by staff • Warning signs are supplied in the toilets • Children to be supervised by parents/carers when using toilet • Adults and children to use the designated pathways to the toilets to minimize incident risk of contact with hot food and drink in the café area
Purchasing refreshments from café	low	as detailed above	<ul style="list-style-type: none"> •Adherence to food hygiene and COVID-19 for food businesses •Card/contactless payment to avoid cash handling preferred •Staff will wear appropriate PPE at all times •Picnics or food not purchased on site must be consumed in our outside picnic area. •Café sells specific gluten-free snacks. No other guarantees are given regarding the content of snacks (All foods have full ingredient lists available) •Guests who have allergies or special dietary requirements should consult a member of the cafe staff if they have any concerns.
Accessing and using Outside seating	low	as detailed above	<ul style="list-style-type: none"> •Picnics or food not purchased on site must be consumed in our outside picnic area •Waste bins will be provided and emptied regularly •Staff will regularly clean and sanitise picnic tables
Public engagement activities	low	as detailed above	<ul style="list-style-type: none"> •All public engagement activities (keeper talks, animals feed, guided tours, craft sessions etc) we would recommend guests make use of our hand washing facilities and that children are encouraged to wash hands after activities and when exiting glasshouses.

Use of Playground	low	as detailed above	<ul style="list-style-type: none"> • Daily & weekly countersigned inspections of paths, steps, walkways and play equipment. The area is kept tidy and debris-free • Regular equipment review, and maintenance • Staff trained in Health & Safety procedures. Duty managers are “appointed” persons and are qualified in First Aid • Equipment chosen for its high standard and child protection ROSPA inspected • All fall-arrest equipment to current specification and inspected daily
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 •We require all guests to follow advice from staff managing animal related emergency and evacuate to agreed location
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 government guidelines. •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 will be requested to leave the zoo
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	<ul style="list-style-type: none"> •Legionella risk assessment in place and monitoring and sampling continues. Water systems which had not been in continuous use were extensively flushed prior to zoo opening

Reviews:					
Name of assessor:	Rupert West		Name of assessor:	Alison Robinson	Comments: <i>Record any comments reviewer wishes to make. Including recommendations for future reviews.</i>
Signed:			Signed:		