



Risk Assessment

Summary

Reference: RA001402/21

Sign-off Status: Approved

Date Created:	08/04/2021	Confidential?	No
Assessment Title:	COVID-19 (Coronavirus)		
Assessment Outline:	<p>The COVID-19 (Coronavirus) outbreak has now been classified as a pandemic by the World Health Organisation with a growing number of infections and fatalities in the UK. Although there remains some uncertainty, those at most risk of becoming seriously ill if they catch COVID - 19 appear to include older people, pregnant women and those with pre-existing medical conditions such as diabetes, heart disease and respiratory or immune problems. For the purposes of this assessment elderly persons are considered to be those over the age of 65 years old. It is acknowledged that the risk from COVID-19 cannot be eliminated or the severity reduced and that activities deemed business critical are undertaken in accordance with Government guidance on social distancing, hygiene and personal protection. Assessments will be updated based on recommendations from Public Health England, World Health Organisation and other official agencies. Update 4/1/21 to reflect changes to Cheshire moving into Tier 4 - closure of retail outlets; no mixing of households within the outdoor areas of zoo Update 6/1/21 to reflect national lockdown introduced 5/1/21 and subsequent closure of zoo to the public Update 29/1/21 to include availability of asymptomatic lateral flow tests in local area and updated guidance on travelling to UK England from abroad Update 29/03/21 to include the planned reopening of the Zoo to members of the public on the 12th April 2021. Update also includes the requirement for those classed as clinically extremely vulnerable to no longer shield from the 1st April 2021.</p>		
Area Responsible (for management of risks)		Location of Risks	
Division:	All Divisions	Site:	Other
Department:	All Departments	Area:	ALL Areas
Team:	All Teams	Sub Area:	ALL Sub-Areas
Further Location Information:	All zoo locations; UK and travel destinations abroad		
CountryLabel:			
Assessment Start Date:	08/04/2021	Review or End Date:	05/07/2021
Relevant Attachments:	<p>Description of attachments:</p> <p>Location of non-electronic documents:</p> <p>https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19 https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own https://www.gov.uk/guidance/local-restriction-tiers-what-you-need-to-know https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/</p>		
Assessor(s):	Bennette, Stuart Shuker, Lorraine		
Approver(s):	Richie Owen		
Reason fo Review			
Type:	Periodic Review		
Reason:	Review		
Signed Off:	Richie Owen (08/04/2021 16:29)		

PEOPLE AT RISK (from the Activities covered by this Risk Assessment)
CATEGORY
Employees
Contractors
Members of the Public
Visitors
Disabled Persons
Inexperienced Workers/Trainees
Women of Child-bearing Age
Young Persons



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1. Contact with infected persons during work activities

Description of Activity:

General zoo activities for non-vulnerable individuals. Some tasks may require supplementary assessment. Indoor activities carry a higher risk of transmission than those outside.

Hazard 1. Contact with infection / virus

Transmission routes could be direct or indirect.

Existing Control Measures

Provision and use of handwashing facilities such as wash stations with soap, water and hand drying; and hand sanitiser - either personal or communal dispensers - for additional hand sanitising. Provision of instructions for good hand cleaning techniques ie cleaning hands on entering buildings and vehicles; before and after eating and smoking, after using the toilet and after sneezing or coughing. Guidance recommends a minimum of 20 seconds to wash hands thoroughly.

Communications to be provided to all personnel reiterating the current advice from the UK Government. Including personal hygiene and cough and sneeze etiquette.

Advice communicated to all staff includes:
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately
- wash your hands with soap and water often - use hand sanitiser gel if soap and water are not available
- try to avoid close contact with people who are unwell
- do not touch your eyes, nose or mouth if your hands are not clean.

Communications to be provided to all personnel reiterating the current advice from the UK Government on Self/household/support bubble isolation triggers and requirements.

A COVID - 19 Policy has been developed and

With Existing Controls:

Low

Further Control Measures



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communicated to all staff and volunteers which outlines roles and responsibilities of employees, managers and other key roles, in respect of NHS Test and Trace and isolation periods.

Communications to be provided to all personnel reiterating the current advice from the UK Government. Including social distancing.

'Social distancing' measures to be facilitated with regular reminders such as verbal messaging; posters and signage; floor markings; tannoy announcements, closure of some indoor areas, managing occupancy of all other indoor areas and appropriate supervision / monitoring.

All staff advised to follow Government updates as they are received. All staff working on site will follow the applicable COVID Secure Guidance for the sector / type of work that they are undertaking.

In consultation with their line manager those who can effectively work from home should continue to do so.

Operational on site roles are under continuous review to reduce the need to travel to the Zoo and to work from home when and where possible.

Reducing the numbers of people in contact with each other prevent the potential spread of any infected member of staff impacting on whole teams.

Includes division of work teams into smaller groups that remain separated; staggered work shifts and separate break facilities; introduction of 'fixed partnering' - assigning regular jobs that require close contact to the same two or more person.

All "keeper for a day" sessions and animal encounters are suspended until further notice. However this may change in the near future as COVID Secure arrangements for these activities are being reviewed.

The Staff Canteen is currently open to staff as a welfare / break area. From the 5th April 2021 the Staff



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Canteen will no longer be used as a rest / welfare area and will start to serve food on a takeaway only basis accessible to employees only. Signage in place to remind staff of hand washing upon entry to the staff canteen, floor markings used on queue line to reinforce social distancing. Windows and doors will be opened to maximise ventilation and the passage of fresh air throughout the building. Air conditioning will be set to utilise fresh air. Contactless payments and disposable cuttlery / condiments will be provided. Enhance cleaning will be undertaken by the F&B Team.

Bembe snacks will continue to operate as a takeaway service until the 5th April 2021 serving food and refreshments for staff and contractors with additional mitigations ie contactless payments, outdoor queuing, etc

Meetings, seminars, talks, lectures, school workshops and university training are permitted but should utilise remote working tools to avoid face to face meetings where possible.

Where the use of remote working tools is not reasonably practicable, only the necessary participants should attend adhering to social distancing requirements and avoiding transmission through not using shared equipment. Please see CEE specific risk assessment and rationale for how school educational activities / workshops will be managed.

Meetings should be held outdoors where possible or in well-ventilated rooms whenever possible.

Signage is used on meeting rooms that are regularly used stating the maximum occupancy.

Installation of additional barriers and 'sneeze guard' screens in areas where there is a possibility close interaction between staff and public such as ticket gates, till areas, food serving, reception desks, etc.

Reducing numbers in office spaces and communal areas such a corridors with workplace layout changes and maximum occupancy for meeting rooms, kitchens, washrooms, toilets, offices.

This includes designated entry and exit points; one



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way pedestrian routes; rearrangement of workstations to back-to-back or side-by-side working; removing the use of workstations that are not 2 metres apart from each other or pedestrian traffic routes / doorways etc; one-in-one-out and queueing system for smaller areas such as toilets, staff kitchens, post and photocopying rooms, storage rooms, changing rooms, locker rooms, etc.

Ventilation will be maximised by opening windows and doors (not fire doors) or setting air conditioning units to utilise fresh air.

Signage and communications to be used to reinforce what is required.

Defined and enhanced cleaning schedules and routines for communal areas; fixtures; fittings and equipment to be provided to all parts of the organisation stipulating minimum requirements.

This includes the provision of suitable hygiene chemicals which have been determined to be effective in destroying COVID-19 (5 minute contact time).

Includes the regular cleaning frequently-touched communal areas, including door and window handles, kitchens, break areas, toilets, showers, and shared keyboards, phones and desks; shared or communal tools and equipment.

Provision of appropriate Personal Protective Equipment (including appropriate don, doffing and disposal methods) based on the requirements identified in team / activity specific risk assessments.

Managers will re-design work processes to reduce close contact and facilitate 2 metre social distancing - or 1 metre plus other mitigation - as far as is reasonably practicable.

This includes assigning tasks to a sole worker where it is safe to do so; decreasing occupancy of work areas / vehicles; encouraging remote communication ie phone/radio; avoiding multiple occupancy of work vehicles.

Where 2 metre distance is not possible back-to-back or side-by-side work methods for shortest possible



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duration should be employed as well as increased natural ventilation by working outdoors / opening windows or using air conditioning that has a fresh air feed.

Reducing a team's contact with other work teams as far as is reasonably practicable - in particular where there is a 'handover' point ie food preparation staff to serving staff, delivery drivers to recipients, etc.

Government Working Safely During Coronavirus (COVID-19) Guidance to be followed by the all departments / teams taking account of any specific requirements set out within the different guidance documents (which are specific to different work sectors) to ensure that the Zoo is COVID-19 Secure. As the Zoos undertakings include operations which fit into a multitude of different work sectors, Departmental / Team Managers have used these respective guidance documents to formally risk assess and implement the necessary control measures in respect of COVID-19 on a team by team basis.

This now specifically requires all staff to wear face coverings in indoor areas that are open to the public and where they are likely to come within close contact of a member of the public, unless they have an exemption.

Information provided specifically to visitors via the Visitor Charter, Visitor Booking Form, Visitor FAQ's, signage around site and tannoy announcements to reaffirm the Governments legal requirement of meeting others safely by limiting social gatherings to those that are permitted in line with Government guidance (exceptions apply) and wearing face coverings (indoor public spaces - when and where required) and other guidance on washing / sanitising hands and social distancing.

NHS Test and Trace legal requirement to maintain records of staff, customers and visitors is undertaken and includes the display of the official Government / NHS QR Code Posters at various locations around the Zoo including the main entrance.

Requirement to appoint a single point of contact (Head of Health and Safety or deputy) who are to



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contact / liaise with the local Public Health Team, should there be an outbreak of COVID-19 cases associated with the workplace in line with current guidance.

Additional checks are in place at the business visitor/contractor entrance points across the Zoo with visitor / contractor inductions being undertaken. These follow up to date Government advice and prohibits zoo entry to those who are either symptomatic or are required to self-isolate while testing is undertaken or is from a household/support bubble where a person has either tested positive or is symptomatic awaiting the results of a test.

Communication to staff informing them that access lateral flow tests are available at a local testing facility. This is to aid identification of asymptomatic cases who must self isolate who might otherwise spread the virus. Permission will be given to attend during working hours.

All staff will be required to undertake COVID - 19 Induction Training, which includes the requirement to read and understand the Zoo's COVID - 19 Policy.

2. Vulnerable People in Contact with Infected Persons

Description of Activity:

Additional hazards and controls for those persons identified as "Clinically Extremely Vulnerable" and "Clinically Vulnerable" on medical grounds.

The People Team are liaising with staff classed as vulnerable along with Line Managers to manage their situation on a case-by-case basis.



Risk Assessment

Hazard 1. Contact with infection for Clinically Vulnerable

'Clinically Vulnerable' is defined as people who may be at increased risk from COVID-19, including those aged 70 or over and those with some underlying health conditions. People considered to be at higher risk of serious illness from COVID-19 risk such as over 70s; people with liver disease, diabetes; pregnant women and others.

Existing Control Measures

Those who cannot work at home should be assigned the safest possible on site role where 2 metre social distance is easily maintained.

Line Managers / People Team to identify clinically vulnerable persons (including volunteers) and where appropriate update any person specific risk assessments with appropriate controls.

With Existing Controls:

Low

Further Control Measures



Risk Assessment

Hazard 2. Contact with infection for clinically extremely vulnerable

'Clinically Extremely Vulnerable' refers to people who have specific underlying health conditions that make them extremely vulnerable to severe illness if they contract COVID-19.

People who are identified within this category may include those solid organ transplant recipients; people receiving chemotherapy; people with severe respiratory conditions including cystic fibrosis, severe asthma and severe chronic obstructive pulmonary (COPD) and others.

Clinically extremely vulnerable people will have received a letter telling them they are in this group, or will have been told by their GP.

This may also apply to those who share a household with someone in this category.

Existing Control Measures

From the 1st of April 2021, those who are classed as 'Clinically Extremely Vulnerable' will be required to work from home where possible. However, if an individual cannot work from home, they should work go to work on site.

Specific advice has been issued by the Government, NHS and HSE on shielding and protecting people who are clinically extremely vulnerable from COVID-19, which must be considered by each line manager whilst undertaking a personal risk assessment for each employee classed as clinically extremely vulnerable. The employee should be involved in talking through the working arrangements and the contents of their personal risk assessment, with every possible step taken to enable them to work from home.

With Existing Controls:

Low

Further Control Measures

3. Travel and travel to high-risk areas

Description of Activity:

Business related international travel to areas affected by coronavirus as well as UK travel.



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Hazard 1. Contact with infected persons

Transmission can be direct or indirect

Existing Control Measures

Currently business travel overseas is restricted and will be authorised on a case by case basis by Directors.

Business travel within the UK is permitted. However, visits and travel (within England) will only be authorised on a case by case basis by Directors, subject to suitable and sufficient risk assessment and arrangements being in place.

If travel to Scotland, Wales or Northern Ireland is planned, these trips will only be authorised on a case by case basis by Directors, taking account of any relevant country specific COVID-19 laws and restrictions, along with a suitable and sufficient risk assessment and arrangements being in place.

Travellers returning to the UK must follow the current government guidelines for COVID-19 which may include proof of a negative COVID - 19 test or a period of isolation either at home or in a Government designated location E.g Hotel.

With Existing Controls:

Medium

Further Control Measures

4. Contact with infected persons during zoo leisure visits

Description of Activity:

Visits to zoo for the purposes of leisure whilst operating under opening guidelines from government. Indoor activities carry a higher risk of transmission than those outside.

The Zoo will reopen to members of the public on Monday 12th April 2021 (subject to confirmation by the Government).

Hazard 1. Contact with infected persons

Transmission may be direct or indirect

Existing Control Measures

Messaging to prospective zoo visitors on website and entrance points. These advise that certain categories

Further Control Measures



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of people should not visit / enter the zoo.

These follow up to date government guidance.

For example, those who are required to self-isolate due to themselves or another in their household displaying symptoms; those being advised to be particularly stringent regarding contact with others due to being clinically vulnerable or those advised to practice shielding by staying at home due to being clinically extremely vulnerable.

There is an expectation that those affected will comply with these government guidelines as zoo staff are not empowered to make checks.

Messaging to zoo visitors on website; at entrance and repeated throughout the site, regarding the government guidance on strict 2 metre social distancing measures - or 1 metre plus other mitigation - that need to be practised between those not of the same household.

This includes signage and posters; floor marking; verbal instructions and monitoring by designated staff; maximum occupancy limits for enclosed spaces E.G Toilets that are allowed to open which will be managed and monitored by staff.

There is an expectation that visitors will comply with these guidelines and supervise children to do the same, as zoo staff are not empowered to enforce them other than by advisory intervention.

Layout changes to facilitate 2 metre distancing - or 1 metre plus other mitigation - between household groups.

This includes closure of some ticket entry lanes; physical separation and staff to direct and control queue lines; one way pedestrian routes in some areas; separation of entry and exit points in some areas.

Installation of physical separation and 'sneeze guard' screens in areas where there is a possibility close interaction between staff and public such as ticket gates, till areas, food serving, etc



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Messaging to zoo visitors on website; at entrance and repeated throughout the site regarding government advice on personal hygiene and handwashing and hand sanitising.

There is an expectation that visitors will comply with these guidelines and supervise children to do the same, as zoo staff are not empowered to enforce them other than by advisory intervention.

Total daily visitor numbers to the zoo will be capped to facilitate 2 metre social distancing as much as possible between household groups, with all visitors and members required to book visits to the Zoo via the Zoos website.

Promote and encourage 'no-touch' interactions between staff and visitors as far as is reasonably practicable

This includes on line booking and pre-payment and contactless payments on site.

Some internal buildings are closed to visitors ie animal houses. Food outlets will operate a takeaway service. The Oakfield will operate as a restaurant with designated and socially distanced outdoor seating on a strict table service only basis. Oakfield WC's may be used by patrons of the Oakfield with the requirement to wear face coverings when inside the Oakfield building

Outdoor kiosks for food and beverage and retail will continue to operate.

Indoor retail (Main Shop and Islands Shop) will be open to the public, with capacities managed, social distance markings and signage in place, ventilation and fresh air maximised, face coverings required by all customers and those staff interacting (exemptions apply) with members of the public and hand sanitising available at entry points.

Additional mitigation measures detailed in specific departmental risk assessments.

A dedicated Visitor Safety Team will monitor, manage and interact with guests to reinforce advice on social distancing, one way routes, entry and exit points and



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disperse gatherings and manage guest flow through key animal viewing points / locations and any pinch points that may arise.

To maintain flexibility as visitation decreases, operational management will continue to closely monitor all Visitor Safety Team positions, with Visitor Safety Team members on standby and able to deploy to any locations as and when necessary.

Enhanced cleaning of common areas and touch points as far as reasonably practicable.

This includes washrooms, toilets, outdoor seating and tables; doors, payment points; food preparation and serving; staff areas; play areas; workplace equipment.

There is an assumption that visitors will refrain from touching surfaces unnecessarily such as fencing and viewing windows (through the use of floor markings to encourage visitors to not touch viewing windows); refrain from touching face and wash/sanitise hands regularly and supervise children to do the same.

Emergency procedures in place for serious first aid incidents which may require close physical contact. Personal Protective Equipment is readily available to be donned prior to contact allowing first aid treatment of a patient. Specific risk assessments in place for such scenarios.

Lemur walkthrough will open with limited and managed capacity. All members of staff and visitors will be required to wear face coverings for animal health reasons. Persons under 3 may be granted access providing they are carried by their parent / guardian at all times whilst in the lemur walkthrough.

Face covering are mandatory in all indoor public spaces that remain open ie takeaway food outlets, toilets as per government advice. Visitor Charter, Visitor Booking Form, Visitor FAQ's, signage around site and tannoy announcements used to reaffirm requirements.

All staff will wear face coverings in indoor areas that are open to the public and where they are likely to come within close contact of a member of the public, unless they have an exemption.



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All play areas / features are open (with the exception of Ape Around which will remain closed) and are to be self managed by guests and are subject to further mitigation measures such as direct supervision of children by parent / guardian and applying hand sanitiser prior to entry being compulsory. All play areas will be subject to cleaning once a day by the Operations Team.

Governments legal requirement of meeting others safely (group of 6 (from any number of households), or in a group of any size from up to 2 households (a household can include an existing support bubble, if eligible) will be followed and reinforced by Visitor Charter, Visitor Booking Form, Visitor FAQ's, signage around site and tannoy announcements. There is an expectation that visitors will comply with these guidelines, as zoo staff (Visitor Safety Team) will provide advisory intervention, with any concerns raised to Security / Duty Manager when and where required.

The NHS Test and Trace legal requirement to maintain records of staff, customers and visitors (who are over the age of 16) is undertaken at the main entrance for those entering the Zoo. In addition, visitors will be required to take part in NHS Test and Trace at the Oakfield as it is designated table service hospitality setting. NHS Test and Trace posters will be displayed at the Main Entrance and at the Oakfield. A system of manually recording customer details will also be available.



Actions

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Actions associated with this Risk Assessment
*** No Actions have been recorded***