



Dear Group Organiser,

Risk Assessment

We are happy to provide information regarding Health and Safety procedures at Chester Zoo, unfortunately it is not feasible for us to forward in depth details and copies of all our documentation, given the sheer volume of information that this entails. We can however confirm that a comprehensive Health and Safety Management System, including risk assessment, is in place and can assure you that the safety of our staff and visitors is of paramount importance to us.

To this end we have in place full procedures for many topics, including:-

- Fire evacuation
- Animal escapes
- Lazy River Boat Trip evacuation
- Lost children and vulnerable adults

We also provide a comprehensive First Aid service for our visitors and acknowledge our responsibilities under the Equality Act (2010). Our food and beverage establishments are also inspected regularly under Food Safety legislation.

Chester Zoo is subject to regular inspections carried out under the Zoo Licensing Act 1981 as well as being subject to all aspects of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations (1999). We are committed to continual improvement and our performance will always be in full compliance with relevant Legislation and Approved Codes of Practice.

We can also confirm that we have adequate Public Liability Insurance cover for all our activities.

Please note that Chester Zoo holds a valid Learning Outside the Classroom (LOtC) Quality Badge which provides assurance that we meet accepted standards of risk management.

More information on all Health and Safety related topics and legislation may be found either on the Health and Safety Executive Web site - www.hse.gov.uk or Chester Zoo website – www.chesterzoo.org

We trust these comments alongside the following Health and Safety information are sufficient for your requirements.

Yours faithfully,

Chester Zoo Health and Safety Team
February 2021



Health & Safety Information for Group Visits to Chester Zoo

Unfortunately we are not able to carry out risk assessments on behalf of groups because we are not aware of all the pertinent circumstances regarding your particular visit, for example, we do not know the level of supervision which you are proposing, whether you have anyone with special needs, or other relevant individual details. However, we have prepared this document to help you and we also provide a free preview visit (by prior arrangement) for members of staff to carry out risk assessments on the premises if required.

Please feel free to contact our Health and Safety team if you have any further queries.

Tel: 01244 380280

healthandsafety@chesterzoo.org

COVID-19 Coronavirus Statement

The zoo has COVID-19 precautions in place that will comply with the current government guidelines. This includes, but is not limited to

- Pre-booking and restricted visitor numbers
- Social distancing measures
- Additional hand sanitiser stations
- Requirement to wear face coverings in some areas
- Restricted numbers in some areas
- Closure of some areas and facilities
- Enhanced cleaning

Due to rapidly changing guidance on the current COVID-19 pandemic some of our normal arrangements may be subject to change at short notice.

Please refer to website pages for the most up to date information

Frequently Asked Questions:

1. Medical Provision

What are the medical provisions on site?

The site has a first aid post by the entrance. Fully qualified First Aiders are always on hand when the zoo is open. If necessary, you can contact any member of staff who will contact the duty first-aider by telephone or radio.

First Aiders are trained to deal with all minor injuries on site and also, in the initial stages of any major injuries until the emergency services arrive. The Countess of Chester Hospital is nearby and has accident and emergency facilities.

There are numerous Automatic External Defibrillators located around the Zoo site.

2. Slopes, Steps and Surfaces



Are there any steep slopes or any steps to climb within the zoo?

There are no prolonged steep slopes within the zoo, although there are some steep bridges. There are some steps, but disabled access is provided where necessary.

Could any ground or floor surfaces be wet and slippery? If so, what measures are in place to prevent accidents?

Ground and floor surfaces are non-slip wherever possible. The outdoor nature of the zoo means that it is exposed to weather conditions that can have an adverse effect on surfaces and care needs to be taken when surfaces are wet. Indoors, a 'Wet Floor' sign procedure is in operation when required.

3. Signposting

Is there clear signposting within the zoo?

Yes, the zoo is well sign-posted throughout. There are large maps displayed on noticeboards at various points around the site. A downloadable map is available via our website.

The zoo itself is also well signposted on the local roads.

4. Traffic and Transport

Are there any traffic hazards, if so, how are these minimised?

The zoo is an enclosed area and contains no public roads. It is closed to most vehicular traffic whilst open to the public. Critical zoo vehicles and emergency vehicles will on occasion move around the grounds during open hours at slow speeds. Some staff also use bicycles within the site at slow speeds.

There is a large coach and car parking facility near the main entrance. Pedestrian walkways are provided throughout the zoo.

How do we see the zoo if we get tired?

The zoo covers a large area of ground but seating is available at numerous locations to enable visitors to sit and rest when required.

The Lazy River Boat Trip allows viewing of a portion of the Islands zone of the zoo – supervision of children is required to ride on this.

Children's buggies are available for hire.

5. Disabled Persons Provision

What provisions are there for disabled persons?

The walkways are all surfaced throughout the zoo and there is ramp access as alternatives to steps to areas where there are steps.

Wheelchairs and mobility scooters are available free of charge with a £25.00 refundable deposit. These can be reserved in advance on 01244 389482. Powered mobility aids are speed restricted and familiarisation training will be given upon collection.

Please note that the bridge adjacent to Tropical Realm entrance is not suitable for wheelchairs and mobility scooters due to the steep slopes at both sides of the bridge.



There are a number of accessible toilet facilities and changing facilities for children and an adult changing facility with hoist is located at the Jubilee toilets near to June's Food Court.

There are many seats at various locations within the zoo grounds.

6. Lost Children and Vulnerable Adults

What are the zoo provisions for lost people?

We can only arrange searches for children and vulnerable adults so wherever possible, please make plans beforehand of what to do if your group becomes separated ie exchange of mobile phone numbers; arrange meeting points, etc

If you lose a child or vulnerable adult from your group, ask any member of staff to help (staff are recognisable by their blue uniforms with zoo logos and their name badges). They will radio or telephone security who will coordinate a search and inform exit gate staff to prevent them leaving site.

7. Emergency procedures

Is there a team of trained staff members on hand at all times and briefed in emergency and First Aid procedures?

Yes. The zoo has a comprehensive emergency plan that has been developed in conjunction with the emergency services. The emergency plan covers incidents such as fire, animal escape, boat failure, and security incidents.

Is there an evacuation procedure?

Yes. There is a full evacuation procedure in place, which the zoo takes care of.

8. Security

What security measures are there in the zoo?

The zoo has a dedicated security team which is able to deal with any minor security issues on site. The security team spend their time patrolling the zoo and dealing with any security related matters and the team is also trained to deal with any emergency incidents. To help ensure your safety, CCTV is in operation throughout the zoo.

What supervision is required for children?

Unaccompanied children under 14 are not allowed alone in the zoo.

Within organised educational visits we're happy to admit a quota of adults free of charge to supervise students in the zoo. It is the group leader's responsibility to ensure that is in effective supervision arrangements and appropriate adult to child ratios are in place to ensure acceptable behaviour at all times.

School groups of all ages must be accompanied by a responsible adult in order to enter Fruit Bat Forest; Butterfly Journey; ride on the Lazy River Boat Trip; and use playground equipment.

Year 10 students and below must be accompanied in our main retail outlets.

In the event that children are unruly or misbehave and climb on fences etc. do staff members take disciplinary action?



Uniformed zoo staff are on duty at all times and would take the necessary steps. The zoo has regulations which are displayed at the entrance. Staff are trained to enforce these regulations for the benefit of all guests and will instruct children to behave when necessary.

The quality and safety of all our attractions are important and therefore, a considerable amount of time and effort is spent on ensuring that all our visitors have a safe and enjoyable experience at the zoo.

9. Lockers

Are lockers available to store belongings?

No. There are no lockers for visitors to store their belongings. You may however return to your vehicle and re-enter the zoo. However, it is not advised to leave valuables in your car.

10. Shelters

Are there areas of shelter for use during adverse weather conditions?

Sheltered areas are located throughout the zoo and sheltered picnic areas are also available (*subject to COVID precautions*). Many of the animals are themselves housed in weatherproof viewing enclosures, so that large parts of the zoo can be seen in comfort, whatever the weather.

11. Food Safety

Is the food in the shops and food outlets clearly labelled?

Yes. All food for sale has 'use by' dates and fully complies with trading standards for food. The food and beverage outlets operate within Food Safety legislation and are regularly inspected by the local Environmental Health Department.

If you any questions about food allergens please speak to a member of the team at any of the food and beverage outlets

12. Glass Hazards

Do glass doors and windows pose a hazard to children?

No. Safety glass is used wherever necessary throughout the zoo.

13. Enclosed Spaces

Do any of the attractions involve being in small enclosed spaces?

Some areas may feel enclosed because are dimly lit to resemble night time such as Fruit Bat Forest and AyeAyes exhibit at Tropical Realm.

There is also a tunnel section of pathway within Monsoon Forest.

14. Safety Inspections

Are the boats and play areas inspected daily for any hazards?

Yes. Daily inspections are carried out by zoo staff. The play areas are also inspected annually by RoSPA and the boat trip is inspected regularly by a third party engineering company.



15. Access to the Animals

Can we stroke the animals?

Sorry, no. For your own protection from possible kicks, bites or scratches, for hygiene reasons and so that the animals are not stressed; we do not allow any of the animals to be stroked or petted.

How safe are we from the wild animals?

The animals are housed behind suitably constructed barriers through which the visitors are able to see, but through which the animals cannot pass.

Chester Zoo is operated under strict licensing conditions. A dedicated team of experienced animal keepers care for the animals. To ensure that they are content and to avoid stress, the animals are able to go into areas within their enclosures which are away from public view if they choose. Therefore not all of the animals may be visible for all of the time.

There are some areas where birds, bats, butterflies are in free flight and where small mammals are not separated from visitors. There should be no attempt to touch animals in these areas. Handwashing is also recommended after visiting these areas with sinks provided for handwashing in certain walkthrough exhibits in addition to those in WCs located around the zoo.

The zoo is also home to large numbers of native British wildlife, particularly wild birds. Again no attempt should be made to touch these as they can bite and peck. Children should be discouraged from chasing these animals and this can also cause distress to the animal.

Chester Zoo Health and Safety Team

February 2021