**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.*

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| **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 sessionAnimals 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 sessionsFirst 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 sessionsEnsure 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 sessionAll contact animals are checked by a vet regularlyImmune challenged visitors, expectant mothers, and children under 5yrs can participate at discretion of adults, supervisor or guardianHand 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 sessionEnsure medication for those visitors needing it are with you alwaysEnsure children wash their hands before eating  |  |
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| **Animal handling/feeding sessions****Free roaming birds****Play Area**Unsafe behaviour /misuse of equipment | Visitors Phobias/Fears/DistressVisitors Puncture woundsVisitors, mainly children Trips, slips falls, broken bones, impact injuries | Session name, time and location listed on zoo map handed to visitors at entranceContent of session identified at the beginning of talksCarnivore feeding times may involve whole pieces of meat or animal by-products which some people may find distressingSigns displayed in the zoo remind you not to feed or touch the birdsPrivate groups are reminded at introduction to the zoo about not feeding, touching or chasing the free roaming birdsMember of staff will explain in the zoo introduction that the trampoline and plastic tubes slides are out of bounds to school groupsSigns displayed to advise that children must be supervised at all times  | 224 | 244 | 4816 | **L****L****M** | Ensure you are aware of fears and phobias within your groupPeople with specific fears are advised not to attend respective sessionsSupervise children around the zoo at all timesRemove children from the area if they are distressing the animalsIf you see animals or birds being fed, report it to a member of staffObserve instructions on safety signsEnsure children under your control are adequately supervised when using play equipmentEnsure children are using the play equipment as intended | Visiting establishment  |
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| **Craft activities** Scissors, glue, hot melt glue gun,**Car park**Moving vehicles and pedestrians**Café**Using facilities | Visitors Minor cuts, burns, eye injuriesStaff and Visitors Impact, crush injuries  | A member of staff will supervise craft activities and explain what the craft entailsZoo will provide materials for craft A member of zoo staff will use the glue gun and make sure it is supervised at all timesChildren under 5 will not be permitted to use scissors, even when supervisedSafety warning and instruction signs displayed. Including site speed limit.Open plan areas with good visibilityStaff supervision when appropriate (See Workplace Transport Assessment) | 28 | 22 | 416 | **L****M** | School staff may prohibit children over 5 using scissors - School staff to assist supervising craft sessionsEnsure children are kept together and provide sufficient staff to adequately superviseProvide high viz vests when appropriate | Visiting establishment |
| Staff and Visitors Allergies, spillages, burns | Cafeteria staff knowledge of food ingredientsPackaged 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 haveappropriate medicine availablePersons with special dietary requirements should bring their own packed lunchEnsure children are adequately supervisedReport any spills or health concerns to staff  |  |

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| **Children becoming lost whilst on the premises****Enclosure fencing**Climbing barriers and fencing. Coming into contact with electrified fencing | ChildrenStress, frightStaff and Visitors Impact/crush injuries, electric shock (low voltage) | 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 groupStaff are equipped with communication radiosThe main zoo grounds are fenced Electric fences are located behind barriers. Electric fence warning signs are displayed  | 14 | 42 | **4****8** | **L****L** | Ensure there are an adequate number of staff to effectively supervise children within your groupChildren should wear school uniform or a badge for easy identificationThe children should be instructed to follow lost child signs if they become detached from their groupEnsure adequate supervisionDo not let anyone touch the electric fences | Visiting establishment |
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**\*CALCULATING A RISK RATING**

**Severity Index Likelihood Index Risk Rating Residual Risk**

**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