

Exmoor Zoo Risk Assessment Guidelines 2024 – Visiting Exmoor Zoo

Please use these guidelines to help 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.

Task/ Potential hazard	Person and Harm	Controls in place by Exmoor Zoo	*Calculation of residual risk (RR)				Additional Controls Venue/School Responsibilities	Persons Responsible
			S	L	R	RR		
Infection control/poor hygiene	All – transmission of disease	<ul style="list-style-type: none"> • Ensure hygiene procedures are followed • Hand washing facilities in café, toilets and Encounter Zone • Picnic benches disinfected after each use • Ensure animals and staff are in good health • Ensure animal enclosures are clean and hygienic • All contact animals regularly examined by vet 	2	4	8	L	<ul style="list-style-type: none"> • Ensure hygiene procedures are followed • Pupils to be supervised at all times 	Supervisors from visiting establishment
Animal handling/feeding sessions	All - scratches and bites	<ul style="list-style-type: none"> • Health and safety requirements are explained by staff at the start of every session • Animals covered by the 	2	4	8	L	<ul style="list-style-type: none"> • Ensure children are supervised at all animal contact sessions • Ensure Health and safety is 	Supervisors from visiting establishment

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		<p>dangerous wild animal's act are not used</p> <ul style="list-style-type: none"> • 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 sessions • First aid trained staff members are available on call, or in the café • The Zoo ensures staff are familiar with the animals used at these sessions Zoo staff do not leave animals unattended at these sessions 					<p>listened to by all participants in your group</p>	
	All - allergies, infection	<ul style="list-style-type: none"> • Health and safety is explained by staff at the start of every session • All contact animals are checked by a vet regularly • Immune challenged visitors, expectant mothers, and children under 5yrs can participate at discretion of adults, supervisor or guardian • Hand washing reiterated at each session with hand washing facilities provided (either sinks with soap, or 	4	2	8	L	<ul style="list-style-type: none"> • Ensure any allergies, especially severe, are mentioned when booking so relevant animals/ items will not be used in private session • Ensure medication for those visitors needing it are with you always • Ensure children wash their hands before eating 	Supervisors from visiting establishment

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		<ul style="list-style-type: none"> sanitizer bottles) Food and drink are not allowed in contact areas 						
	Visitors – phobias, fears, distress	<ul style="list-style-type: none"> Session name, time and location listed on zoo map handed to visitors at entrance Content of session identified at the beginning of talks Carnivore feeding times may involve whole pieces of meat or animal by-products which some people may find distressing 	2	2	4	L	<ul style="list-style-type: none"> Ensure you are aware of fears and phobias within your group People with specific fears are advised not to attend respective sessions 	Supervisors from visiting establishment
Free roaming birds	Visitors – puncture wounds	<ul style="list-style-type: none"> Signs displayed in the zoo remind you not to feed or touch the birds Private groups are reminded at introduction to the zoo about not feeding, touching or chasing the free roaming birds 	2	4	8	L	<ul style="list-style-type: none"> Supervise children around the zoo at all times Remove children from the area if they are distressing the animals If you see animals or birds being fed, report it to a member of staff 	Supervisors from visiting establishment
Play area	Visitors/mainly children – trips, slips, falls, broken bones, impact injuries	<ul style="list-style-type: none"> Member of staff will explain in the zoo introduction that the trampoline and plastic tubes slides are out of bounds to school groups Signs displayed to advise that children must be supervised at all times 	4	4	16	M	<ul style="list-style-type: none"> Observe instructions on safety signs Ensure children under your control are adequately supervised when using play equipment Ensure children are using the play equipment as intended 	Supervisors from visiting establishment
Craft activities	All - minor cuts,	<ul style="list-style-type: none"> A member of staff will supervise 	2	2	4	L	<ul style="list-style-type: none"> School staff may prohibit 	Supervisors from visiting

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Scissors, glue, hot melt glue gun	burns, eye injuries	<p>craft activities and explain what the craft entails</p> <ul style="list-style-type: none"> • Zoo will provide materials for craft • A member of zoo staff will use the glue gun and make sure it is supervised at all times • Children under 5 will not be permitted to use scissors, even when supervised 					<p>children over 5 using scissors</p> <ul style="list-style-type: none"> • School staff to assist supervising craft sessions 	establishment
Car park Moving vehicles and pedestrians	All – impact, crush injuries	<ul style="list-style-type: none"> • Safety warning and instruction signs displayed. Including site speed limit. • Open plan areas with good visibility • Staff supervision when appropriate <p>(See Workplace Transport Assessment)</p>	8	2	16	M	<ul style="list-style-type: none"> • Ensure children are kept together and provide sufficient staff to adequately supervise • Provide high viz vests when appropriate 	Supervisors from visiting establishment
Café Using facilities	All - allergies, spillages, burns	<ul style="list-style-type: none"> • Cafeteria staff knowledge of food ingredients • Packaged items labelled with allergens • Staff clear spillages promptly to avoid slips and trips 	4	2	8	L	<ul style="list-style-type: none"> • Advise us in writing of visiting child's allergies prior to visit and have appropriate medicine available if appropriate. • Persons with special dietary requirements should bring their own food • Ensure children are adequately supervised • Report any spills or other 	Supervisors from visiting establishment

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							concerns to staff	
Children becoming lost whilst on the premises	Children, stress, fright	<ul style="list-style-type: none"> • 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 group • Staff are equipped with communication radios • The main zoo grounds are fenced 	1	4	4	L	<ul style="list-style-type: none"> • Ensure there are an adequate number of staff to effectively supervise children within your group • Children should wear school uniform or a badge for easy identification • The children should be instructed to follow lost child signs if they become detached from their group 	Supervisors from visiting establishment
Enclosure / water feature barriers Climbing barriers and fencing. Coming into contact with deep water / electrified fencing	Visitors, Impact / crush injuries, electric shock (low voltage)	<ul style="list-style-type: none"> • Electric fences are located behind barriers. Electric fence warning signs are displayed 	4	2	8	L	<ul style="list-style-type: none"> • Ensure adequate supervision • Do not allow anyone to climb barriers or touch the electric fences 	Supervisors from visiting establishment

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***CALCULATING A RISK RATING**

<u>Severity Index</u>		<u>Likelihood Index</u>	<u>Risk Rating</u>	<u>Residual Risk</u>	
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 06-2020 Rev 07-2024

Assessors Name

R Duchesne. Tech IOSH, MIIRSM

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