



Risk assessment title	General public visiting Wild Planet Trust sites during the COVID-19 outbreak.		Section	All
Description of task/ activities carried out and location	Public journey around our zoos, including arrival and departure, access to public areas of the site, viewing animal enclosures and interpretation materials and use of catering and retail services		Department	All
			Date of assessment	June 2020
Activity	What are the hazards?	Who might be harmed and how?	What are we doing to manage risk?	
Entering Zoo via car park and main Admissions area	COVID-19 coronavirus: potential to cause range of health outcomes from no/ mild symptoms; severe acute respiratory distress and death.	<ul style="list-style-type: none"> • Visitors, Staff, volunteers, contractors: inhalation or absorption via the mouth/ eyes of live COVID-19 virus in airborne droplets from others coughing/ sneezing/ breathing. • Vulnerable groups: pregnant women/ visitors who are in vulnerable groups as defined under the current public health guidance. • Hand and subsequent mouth/nose/eye contamination from droplets containing virus settling on surfaces. The virus may be viable for up to 72 hours in dried droplets on solid impermeable indoor surfaces. 	<ul style="list-style-type: none"> • Advance online booking only for specified timeslots to ease and spread the numbers of people arriving throughout the day. Timeslots are limited. • Information on social distancing and hygiene requirements and other relevant risk controls provided to guests in advance of the visit to allow them to prepare. • Signage in place on entry to car park advising guests to use every other parking space in order to maintain physical distance when getting out of vehicles. • Paths from car parks to main entrance marked in accordance with social distancing guidance to allow spacing between households/visitor groups. • Turning circle (Paignton) to be used for queueing area to keep guests from queueing through the car park. • The 'drop off point' (Paignton) will relocate to the main gates of the turning circle. • Signage in place to remind guests of general social distancing and hygiene procedures. • Hand sanitiser available in Front of House. • Floor markings and screens at points of sale to allow social distancing of guest from staff during transactions. • Contactless payment will be encouraged to reduce cash handling. 	

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Journey around site/ viewing animals/ accessibility assistance	COVID-19 coronavirus: potential to cause range of health outcomes from no/ mild symptoms; severe acute respiratory distress and death.	<ul style="list-style-type: none"> • Visitors, Staff, volunteers, contractors: inhalation or absorption via the mouth/ eyes of live COVID-19 virus in airborne droplets from others coughing/ sneezing/ breathing. • Vulnerable groups: pregnant women/ visitors who are in vulnerable groups as defined under the current public health guidance. <p>Hand and subsequent mouth/nose/eye contamination from droplets containing virus settling on surfaces. The virus may be viable for up to 72 hours in dried droplets on solid impermeable indoor surfaces.</p>	<ul style="list-style-type: none"> • Clear consistent signage throughout all public areas of the site to remind guests of social distancing and hygiene guidance. • Directional signage to indicate one-way routes and areas where access is narrow. • Two-way paths marked with arrows to help separate guests. • Cleaning team to manage cleaning of potentially high contact surfaces e.g. door handles, handrails, glass windows and seating. • Access to small indoor exhibits is prohibited. • Where indoor exhibits are open, clear signage to allow for effective social distancing and where possible doors to be held open. • Handwashing and hand sanitising provision throughout the public areas of the site. • Reduced number of mobility scooters and manual wheelchairs available on site, restricted to one user per vehicle per day, cleaned before and immediately after use. • No pushchair hire available. • No lockers available to guests at Paignton until further notice.
Provision of Presentations Team keeper talks, bird show and keeper experiences	COVID-19 coronavirus: potential to cause range of health outcomes from no/ mild symptoms; severe acute respiratory distress and death.	<ul style="list-style-type: none"> • Visitors, Staff, volunteers, contractors: inhalation or absorption via the mouth/ eyes of live COVID-19 virus in airborne droplets from others coughing/ sneezing/ breathing. • Vulnerable groups: pregnant women/ visitors who are in vulnerable groups as defined under the current public health guidance. <p>Hand and subsequent mouth/nose/eye contamination from droplets containing virus settling on surfaces. The virus may be viable for up to 72 hours in dried droplets on solid impermeable indoor surfaces.</p>	<ul style="list-style-type: none"> • Keeper talks/feeds, bird show and keeper experiences will not be provided until further notice as it is not reasonably practicable to reduce the risk of exposure to COVID-19 for guest and staff in the current formats.

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Use of Play areas, face painting, Education touch-trolley, interactive interpretation equipment	COVID-19 coronavirus: potential to cause range of health outcomes from no/mild symptoms; severe acute respiratory distress and death.	<ul style="list-style-type: none"> • Visitors, Staff, volunteers, contractors: inhalation or absorption via the mouth/ eyes of live COVID-19 virus in airborne droplets from others coughing/ sneezing/ breathing. • Vulnerable groups: pregnant women/ visitors who are in vulnerable groups as defined under the current public health guidance. • Hand and subsequent mouth/nose/eye contamination from droplets containing virus settling on surfaces. The virus may be viable for up to 72 hours in dried droplets on solid impermeable indoor surfaces. 	<ul style="list-style-type: none"> • Play areas will be barriered off and signage installed to prevent access. • Indoor play areas will remain closed. • All interactive interpretation equipment and bird feeders will be removed/barriered off to prevent use. • No face painting. • At Paignton the train will not be running.
Using catering outlets/accessing designated picnic areas/purchasing from retail outlets	COVID-19 coronavirus: potential to cause range of health outcomes from no/mild symptoms; severe acute respiratory distress and death.	<ul style="list-style-type: none"> • Visitors, Staff, volunteers, contractors: inhalation or absorption via the mouth/ eyes of live COVID-19 virus in airborne droplets from others coughing/ sneezing/ breathing. • Vulnerable groups: pregnant women/ visitors who are in vulnerable groups as defined under the current public health guidance. • Hand and subsequent mouth/nose/eye contamination from droplets containing virus settling on surfaces. The virus may be viable for up to 72 hours in dried droplets on solid impermeable indoor surfaces. 	<ul style="list-style-type: none"> • As per Government guidelines all food provision will be take-away only. • The main restaurant/cafes will use counters to serve food but will remove some furniture to allow for social distancing, providing take away food only. • Cabins around the site are already take-away. • Good food hygiene and COVID-19 infection control practiced by catering staff. • Hand sanitizers at all catering locations. • Contactless payment will be encouraged to reduce cash handling. • Sneeze guards will be fitted to serving areas and physical distancing lines marked on queuing areas to minimise staff-guest and between guest contact. • Guests will not be able to access products from fridges or counters directly to prevent handling of goods: items will be picked on request from displays by staff to minimise the risk of contamination and allow effective social distancing. • Signs will be put on external benches encouraging 'one family group' per bench. • As per Government Guidance, from 24th July 2020, all guests must wear face coverings in the restaurant when ordering food and in the shop unless they have an exemption certificate or are under 11 years old.

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Use of toilet, changing place and baby changing areas across the site	COVID-19 coronavirus: potential to cause range of health outcomes from no/ mild symptoms; severe acute respiratory distress and death.	<ul style="list-style-type: none"> • Visitors, Staff, volunteers, contractors: inhalation or absorption via the mouth/ eyes of live COVID-19 virus in airborne droplets from others coughing/ sneezing/ breathing. • Vulnerable groups: pregnant women/ visitors who are in vulnerable groups as defined under the current public health guidance. <p>Hand and subsequent mouth/nose/eye contamination from droplets containing virus settling on surfaces. The virus may be viable for up to 72 hours in dried droplets on solid impermeable indoor surfaces.</p>	<ul style="list-style-type: none"> • Staff will follow the recommended social distancing in all situations. • Guests will be asked to observe social distancing and to use sanitiser prior to entering toilet and to thoroughly wash hands after. • Toilets to be closed to public every hour for a thorough clean of the touch points, appropriate signage displayed for public to explain this closure. • All washroom facilities to be well ventilated and staff to ensure that windows are left open during the day. • Where an assessment has highlighted that space is not adequate to maintain social distancing, some facilities may be closed off. • Cleaning staff must wear provided PPE and to follow the training given. • All tools used for cleaning toilets to be thoroughly disinfected after every use. • Staff and guests to follow NHS hand washing guidance at all times.
Exiting the Zoo via the retail area/ purchasing goods and merchandise	COVID-19 coronavirus: potential to cause range of health outcomes from no/ mild symptoms; severe acute respiratory distress and death.	<ul style="list-style-type: none"> • Visitors, Staff, volunteers, contractors: inhalation or absorption via the mouth/ eyes of live COVID-19 virus in airborne droplets from others coughing/ sneezing/ breathing. • Vulnerable groups: pregnant women/ visitors who are in vulnerable groups as defined under the current public health guidance. <p>Hand and subsequent mouth/nose/eye contamination from droplets containing virus settling on surfaces. The virus may be viable for up to 72 hours in dried droplets on solid impermeable indoor surfaces.</p>	<ul style="list-style-type: none"> • Guest Experience management/Duty Manager to assess the requirement of using the second exit should numbers in Entrance building (Paignton) make social distancing difficult. This will be via the side exit from the Shop. There is also the option of using the 'back gate' should it be required. • Stock in Newquay shop to be reduced to allow for a wider path to the exit door. • Doors into shop kept open. • Exit door to be cleaned every 30 minutes by Shop staff. • As per Government Guidance, from 24th July 2020, all guests must wear face coverings in the shop unless they have an exemption certificate or are under 11 years old.