

Ref No:	MWHS2020 Covid 19: Reopening to Guests RA V12		
Title & Version No.	MWHS2020 General guest & staff health and safety requirements to enable guest visits, with regards to ensuring 'Covid-19 Secure' requirements are met.	Section/Department:	Health & Safety
		Assessment carried out by:	Louise Keys, H&S Manager
Description:	Zoo guests accessing public areas of the site for leisure visits: car park, entering/ leaving the site; viewing of animal exhibits (inside and exterior) and use of interpretation materials, toilet facilities, catering and retail services.	Date of Assessment:	3 <sup>rd</sup> August 2020
		Review Date: (6 months – 1 year)	3 <sup>rd</sup> October 2020

Activity	Risk level (after controls)	Type of Risk (what can the hazard cause):	What is Marwell Wildlife doing to manage the risk?
Purchasing Marwell entry tickets	Low	Risk of transmission of Covid-19 Coronavirus among guests, staff, volunteers and animals via inhalation and/or absorption	<ul style="list-style-type: none"> <li>Zoo entry tickets must be purchased online in advance of arrival to avoid cash handling and to ensure the restricted on-site guest limit is not exceeded</li> </ul>
Guests use of public car park	Low	As detailed above	<ul style="list-style-type: none"> <li>Car parking attendants when on duty will wear any required PPE and maintain physical distancing</li> <li>Guest guidance to advise parking next to empty cars when staff not marshalling (ie not next to a car unloading)</li> <li>Path from car park to Admissions' building is marked in accordance with physical distancing guidance to allow 2m spacing between family /guest groups</li> </ul>
Guest entering and leaving the zoo premises via the Admissions area.	Low	As detailed above	<ul style="list-style-type: none"> <li>Strict limits on number of guests visiting at any one time: advance online bookings only</li> <li>Information on physical distancing and hygiene requirements and other relevant risk controls provided to guests in advance of the visit available on Marwell website</li> <li>Signage in place to remind guests of general physical distancing and hygiene procedures</li> <li>Hand sanitiser available on entry to Admissions buildings.</li> <li>PPE will be worn by staff welcoming guests.</li> <li>Face coverings available to guests for purchase at Retail outlets</li> <li>Floor markings and Perspex screens at Admissions' desks to allow physical distancing of guests from staff during scanning of electronic tickets. Admissions staff will wear PPE</li> <li>Where additional payments may be required contactless payments or card payments shall be encouraged. All card machines will be cleaned after processing and staff will wear PPE</li> <li>Guests will exit the Zoo via a separate gate at Admissions and at peak times, via a second distanced gate</li> </ul>

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Walking around site/ viewing animal enclosures	Low	As detailed above	<ul style="list-style-type: none"> <li>• Clear consistent signage throughout all public areas of the site to remind guests of physical distancing and hygiene guidance</li> <li>• Clearly signposted one-way pedestrian routes introduced in narrow areas</li> <li>• Clear directional signage to indicate areas where access is restricted, e.g. glass viewing panels</li> <li>• Two-way paths marked with 'keep left/right' signage as appropriate to help separate guests</li> <li>• Regular cleaning of potentially high contact surfaces e.g. door handles, handrails, glass windows and seating</li> <li>• Buildings, when re-opened, will be fully risk assessed to ensure hygiene standards and physical distancing are maintained</li> <li>• Handwashing and hand sanitising provision available throughout guest areas of the site</li> <li>• Zoo will close at 5pm to allow for end of day site clean</li> </ul>
Accessing walkthrough indoor animal enclosures	Low	As detailed above	<ul style="list-style-type: none"> <li>• Indoor enclosures have reopened on completion of enclosure-specific risk assessment</li> <li>• Supervision of some indoor enclosures by volunteers and staff to ensure social distancing is maintained</li> <li>• Handwashing / hand sanitising provision available at entrance and exit of public areas of animal enclosures</li> <li>• Signage placed at viewing windows and doors</li> <li>• The wearing of face coverings is now required inside animal enclosures. Face coverings are available for purchase at retail outlets.</li> </ul>
Accessibility and general guest assistance – eg wheelchair hire	Low	As detailed above	<ul style="list-style-type: none"> <li>• Individual wheelchair hire will be restricted to one guest per day to allow full cleaning of equipment prior to use the next day</li> </ul>
Use of toilet and baby changing areas across the site	Low	As detailed above	<ul style="list-style-type: none"> <li>• Toilet queues and access will be supervised by staff at peak times</li> <li>• Hand sanitisers in place at entry /exit points and replenished regularly</li> <li>• Signage indicating hand hygiene and physical distancing</li> <li>• All toilets will be cleaned regularly with the facility secured to prevent guest access during cleaning</li> <li>• Staff and guests to follow NHS hand washing guidance at all times</li> <li>• Face coverings to be worn inside toilet blocks</li> </ul>
Purchasing refreshments and gifts from catering & retail outlets	Low	As detailed above	<ul style="list-style-type: none"> <li>• Indoor cafes and the gift shop have opened in July 2020 based on individual risk assessments and mitigating control measures introduced.</li> <li>• Takeaway food and drink available using physical distancing queuing systems.</li> <li>• Adherence to food hygiene and COVID-19 guidance for food businesses</li> <li>• Contactless or online payments only accepted to avoid cash handling</li> <li>• Sneez guards fitted to serving areas and physical distancing lines marked in queuing areas to minimise staff-guest and between guest contact</li> <li>• Small standalone retail outlets will also be used in locations across the site</li> <li>• Staff are expected to wear appropriate PPE and catering staff will be temperature checked prior to starting work</li> </ul>

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Accessing and using public picnic areas including use of outdoor tables and benches	Low	As detailed above	<ul style="list-style-type: none"> <li>All indoor picnic huts are closed until further notice</li> <li>Outdoor picnic tables will be placed at a minimum of 2 metres apart to maintain physical distancing.</li> <li>Additional picnic areas have been identified and signed for guests</li> <li>Bold signage and hand sanitisation dispensers will be available adjacent to each area</li> <li>Staff will regularly clean and sanitise picnic tables and benches</li> <li>Waste containers will be made available and will be regularly emptied</li> </ul>
Public Engagement activities	Low	As detailed above	<ul style="list-style-type: none"> <li>All public engagement (keeper talks, animal feeds, touch tables, etc) are suspended to ensure that we do not encourage gatherings of guests in close proximity</li> </ul>
Use of playgrounds	Low	As detailed above	<ul style="list-style-type: none"> <li>Playgrounds have now re-opened (8<sup>th</sup> July 2020) having taken into consideration government guidelines for playgrounds. Individual playground risk assessments prepared. Signage is clearly visible stating maximum numbers permitted on play equipment at any one time, hand sanitising provision is available to the guests and equipment is cleaned regularly.</li> </ul>
Guest Services – lost children and enquires	Low	As detailed above	<ul style="list-style-type: none"> <li>The Duty Manager will be available as usual and shall practise physical distancing</li> <li>PPE will be used by Guest Experience staff if a risk assessment determines they need to be used</li> <li>The Lost Child procedure will operate as usual</li> <li>Lost child stickers are still available, with guests using their own, or purchased pens to fill in phone numbers</li> </ul>
Zoo emergencies – animal escape, fire etc	Medium	As detailed above	<ul style="list-style-type: none"> <li>Emergency procedures in place</li> <li>Regular staff emergency drills and training throughout closure period</li> <li>Guests encouraged to follow advice from staff managing animal related emergency and evacuate or take shelter on-site as appropriate</li> </ul>
First Aid provision and persons demonstrating symptoms of Covid-19	Low	As detailed above	<ul style="list-style-type: none"> <li>First Aid team available on site at all time</li> <li>First aiders training refreshed to include government guidance on first aid treatment during Coronavirus</li> <li>Guests encouraged to bring their own first aid kit (plasters, wipes etc) to minimise the need to use the services of our first aiders</li> <li>If you demonstrate symptoms of Covid-19 on your visit or a first aider considers you may be symptomatic, you will be requested to leave the zoo</li> </ul>
Purchasing Membership packages /adoptions at Membership office	Low	As detailed above	<ul style="list-style-type: none"> <li>Contactless or online payments only accepted to avoid cash handling</li> <li>Sneeze guards fitted to serving areas</li> <li>Face coverings must be worn by guests entering the Membership office</li> <li>Physical distancing lines marked in queuing area to minimise guest contact</li> </ul>
Face to face contact between guests and staff	Low	As detailed above	<ul style="list-style-type: none"> <li>Marwell expects staff &amp; volunteers to follow our guidelines and be considerate of guests and colleagues in the park. Guests are expected, as a condition of entry, to respect our guidance and measures also. Marwell Wildlife reserves the right to ask anyone who does not, or who causes disruption in the zoo, to leave the site.</li> </ul>
Vehicle movements in guest areas	Low	As detailed above	<ul style="list-style-type: none"> <li>The rail and road trains are not operational until further notice. Normal vehicle operations rules in place to limit traffic after 10am. ie none without express permission of the Duty Manager.</li> </ul>

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Water systems	Low	As detailed above	• Legionella risk assessment in place and monitoring and sampling continues. Water systems which have not been in continuous use will be flushed prior to zoo opening
Managing a Covid 19 outbreak	Low	As detailed above	• Marwell to adhere to PHE early outbreak management for Tourist Attractions and NHS Test and Trace procedures

### Risk Assessment Review

Name & Signature of assessor:	Louise Keys – Health and Safety Manager	Line Manager Signature	
Date Completed:	3 <sup>rd</sup> August 2020	Date for Revision:	3 <sup>rd</sup> October 2020

*General Data Protection Regulations: Personal information collected for the purposes of risk assessment will be used to identify those at risk, and those involved in controlling risk, from this or similar activities and to full Marwell's obligations under Health and Safety policy and UK legislation.*

Reviewed by	Date for revision	Signature
1.		
2.		

### Identify any relevant Risk Assessments/Procedures or Protocols that should be read in conjunction with this Risk Assessment below

Ref No:	Government Covid-19 Secure guidance documents
	Organisational internal risk assessments - updated
	Marwell Re-opening Highlight Plan
	PHE - early outbreak management for Tourist Attractions