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| Ref No: | <i>MWHS2020 Covid 19: Reopening to Guests RA V13</i> | | |
| 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: | 29 th September 2020 |
| | | Review Date: (6 months – 1 year) | 29 th March 2021 |

| 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"> • 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 • Card machines only available at Admissions • Admissions staff trained in hygiene procedures |
| Guests use of public car park | Low | As detailed above | <ul style="list-style-type: none"> • Car parking attendants when on duty will wear any required PPE and maintain physical distancing • Guest guidance to advise parking next to empty cars when staff not marshalling (ie not next to a car unloading) • Path from car park to Admissions' building is marked in accordance with physical distancing guidance to allow 2m spacing between family /guest groups |
| Guest entering and leaving the zoo premises via the Admissions area. | Low | As detailed above | <ul style="list-style-type: none"> • NHS QR codes installed at entrance to zoo and indoor venues around the zoo and guests encouraged to scan the codes with the NHS QR code App. • Strict limits on number of guests visiting at any one time: advance online bookings only. • Information on physical distancing and hygiene requirements and other relevant risk controls provided to guests in advance of the visit available on Marwell website • Signage in place to remind guests of general physical distancing and hygiene procedures. • Hand sanitiser available on entry to Admissions buildings and throughout strategic places throughout the zoo. • PPE will be worn by staff welcoming guests at entrance. • Face coverings available to guests for purchase at Retail outlets. • 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 • 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 |

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

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| | | | <ul style="list-style-type: none"> Small standalone retail outlets will also be used in locations across the site Staff are expected to wear appropriate PPE and catering staff will be temperature checked prior to starting work |
| Accessing and using public picnic areas including use of outdoor tables and benches | Low | As detailed above | <ul style="list-style-type: none"> Outdoor picnic tables will be placed at a minimum of 2 metres apart to maintain physical distancing. Indoor picnic areas have now reopened with QR Codes at entrances. Non-porous tables provided at a distance of 2 metres apart. Regular cleaning of all surfaces by Guest Operations team. Additional outdoor picnic areas have been identified and signposted for guests Bold signage and hand sanitisation dispensers available adjacent to all picnic areas Guest Operations staff regular clean and sanitise picnic tables and benches Waste containers made available and regularly emptied |
| Public Engagement activities | Low | As detailed above | <ul style="list-style-type: none"> Ongoing review of public engagement activities with some guest facing activities resuming. |
| Use of playgrounds | Low | As detailed above | <ul style="list-style-type: none"> Playgrounds have now re-opened (8th 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. |
| Guest Services – lost children and enquires | Low | As detailed above | <ul style="list-style-type: none"> The Duty Manager available daily and practises physical distancing PPE used by Guest Experience staff if a risk assessment determines they need to be used The Lost Child procedure in operate as usual Lost child stickers are still available, with guests using their own, or purchased pens to fill in phone numbers |
| Zoo emergencies – animal escape, fire etc | Medium | As detailed above | <ul style="list-style-type: none"> Emergency procedures in place Regular staff emergency drills and training throughout closure period Guests encouraged to follow advice from staff managing animal related emergency and evacuate or take shelter on-site as appropriate |
| First Aid provision and persons demonstrating symptoms of Covid-19 | Low | As detailed above | <ul style="list-style-type: none"> First Aid team available on site at all time First aiders training refreshed to include government guidance on first aid treatment during Coronavirus Guests encouraged to bring their own first aid kit (plasters, wipes etc) to minimise the need to use the services of our first aiders 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 |
| Purchasing Membership packages /adoptions at Membership office | Low | As detailed above | <ul style="list-style-type: none"> Contactless or online payments only accepted to avoid cash handling Sneeze guards fitted to serving areas Face coverings must be worn by guests entering the Membership office Physical distancing lines marked in queuing area to minimise guest contact |
| Face to face contact between guests and | Low | As detailed above | <ul style="list-style-type: none"> Marwell expects staff & 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 |

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| staff | | | reserves the right to ask anyone who does not, or who causes disruption in the zoo, to leave the site. |
| Vehicle movements in guest areas | Low | As detailed above | <ul style="list-style-type: none"> 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. |
| Water systems | Low | As detailed above | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | Kevin Morse – Head of Infrastructure |
| Date Completed: | 29 th September 2020 | Date for Revision: | 29 th March 2021 |

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 |
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| 1. | | |
| 2. | | |

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

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| 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 |