

Ref No:	<i>MWHS2020 Covid 19: Reopening to Guests RA V14</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:	Susannah Benham, H&S Advisor
Description:	Zoo guests accessing public areas of the site for leisure visits: car park, entering/ leaving the site; viewing of animal exhibits and use of interpretation materials, toilet facilities, catering and retail services.	Date of Assessment:	31 <sup>st</sup> March 2021
		Review Date: (6 months – 1 year)	30 <sup>th</sup> September 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	Possible transmission of Covid-19 among guests, staff, volunteers in any queue and at the entrance gates 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</li> <li>• Pre-sales also limits guest numbers and directs visitors to specific entry times to limit congestion. Proof of purchase shown / scanned which is a quicker process.</li> <li>• Card machines (only) available at Admissions</li> <li>• Admissions staff trained in Covid procedures and risk controls</li> <li>• Screens installed to protect staff and visitors during any interaction at entry gates</li> <li>• Mainly open air so ventilation is excellent</li> </ul>
Guests use of public car park	Low	Possible transmission of Covid-19 among guests, staff, volunteers via inhalation and/or absorption	<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 (i.e. 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 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, hygiene requirements and other relevant risk controls provided to guests in advance of the visit – available via Marwell website</li> <li>• Guests are required to wear a face covering as they enter the building between gate 1 &amp; 2 and gates 3 &amp; 5</li> <li>• Signage in place to remind guests of physical distancing and hygiene measures</li> <li>• Hand sanitiser available on entry to Admissions buildings and throughout in strategic places throughout the zoo</li> <li>• PPE will be worn by staff welcoming guests at entrance</li> <li>• Admissions staff and guests are protected by control measures including Perspex screens. Therefore, Admissions staff are not required to wear a face covering too – although they can do, should they wish to (in a single occupancy gate)</li> <li>• Face coverings available to guests for purchase at retail outlets</li> </ul>

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			<ul style="list-style-type: none"> <li>• Floor markings and perspex screens at Admissions' desks to allow physical distancing of guests from staff during scanning of electronic tickets</li> <li>• Where additional payments may be required contactless payments are encouraged. When larger card payments are taken, 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> <li>• Lateral flow testing of Marwell staff is being introduced to monitor staff health and ensure that the chance of infection spread is further reduced</li> <li>• NHS QR codes installed at entrance to zoo and indoor venues around the zoo so that guests can scan the codes with the NHS QR code app</li> </ul>
Walking around site/ viewing animal enclosures	Low	As 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 advice. Use of paw prints to indicate where visitors should stand</li> <li>• Clearly signposted one-way pedestrian routes introduced in narrow areas</li> <li>• Clear signage to indicate areas where access is restricted e.g. glass viewing panels</li> <li>• Two-way paths and roads marked with paw prints to indicate routes and to help separate guests</li> <li>• Regular cleaning of potentially high contact touch points e.g. door handles, handrails, glass windows and seating</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 thorough site clean</li> <li>• Buildings will re-open – when permitted – with the findings of reviewed, thorough risk assessments, communicated to ensure hygiene standards and physical distancing are maintained</li> </ul>
Accessing walkthrough indoor animal enclosures	Low	As above	<ul style="list-style-type: none"> <li>• Indoor enclosures will re-open when permitted. Each area has an enclosure-specific risk assessment which will be reviewed prior to opening</li> <li>• Some indoor enclosures will require supervision 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 required inside animal enclosures. (Face coverings are available for purchase at retail outlets.)</li> </ul>
Accessibility and general guest assistance – e.g. wheelchair hire	Low	As above	<ul style="list-style-type: none"> <li>• Individual wheelchair hire will be available and recorded / monitored.</li> <li>• Wheelchairs are thoroughly cleaned prior to each use</li> <li>• Accessible toilet facilities signed on entry</li> <li>• Any assistance provided by Marwell staff will consider social distancing and use of appropriate PPE. Marwell staff reminded that some visitors may have a valid exemption from wearing a face covering</li> </ul>
Use of toilet and baby changing areas across the site	Low	As above	<ul style="list-style-type: none"> <li>• Additional toilet blocks have been installed close to the penguin, giraffe and tiger enclosures. This additional provision will reduce queues and encourage social distancing</li> <li>• Toilet blocks provide facilities for hand washing and sanitiser will be available</li> <li>• Barriers and signage give guidance on queues and hand hygiene</li> <li>• Toilet queues / access may be supervised by staff at peak times</li> <li>• Hand sanitisers in place at entry / exit points and replenished regularly</li> </ul>

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			<ul style="list-style-type: none"> <li>. All toilets will be cleaned regularly throughout the day. The facility will be secured to prevent guest access during cleaning</li> <li>. Staff and guests encouraged to follow NHS hand washing guidance i.e. thoroughly for at least 20 seconds</li> <li>. Mandatory for face coverings to be worn inside toilet blocks</li> </ul>
Purchasing refreshments and gifts from catering & retail outlets	Low	As above	<ul style="list-style-type: none"> <li>. Indoor cafes (take away) and the gift shop permitted to reopen based on a revised Covid-specific risk assessment, with the associated risk control measures in place</li> <li>. Takeaway food and drink available using physical distancing queuing systems.</li> <li>. Staff monitor guest access to catering and retail outlets – maximum capacity limits known and managed</li> <li>. Adherence to food hygiene and COVID-19 guidance for food businesses</li> <li>. Contactless or online payments (only) to avoid cash handling and reduce contact</li> <li>. Sneeze guard screens fitted to serving areas and physical distancing lines marked in queuing areas to reduce contact between staff and guest and between guests</li> <li>. Perspex screens have been installed to protect guests and retail staff. Retail staff, behind a perspex screen, are not required to wear a face covering. However, they are welcome to wear one should they wish to</li> <li>. Small standalone retail outlets will also be used in locations across the site to reduce congestion and encourage social distancing</li> <li>. Regular top up cleans throughout the day – focussed on high frequency touch points</li> <li>. Staff will wear appropriate PPE</li> <li>. Catering staff will be temperature checked prior to starting work</li> <li>. NHS QR code at entrance to Café Graze</li> <li>. Lateral flow testing of Marwell staff is being introduced to monitor staff health and ensure that the chance of infection spread is further reduced</li> </ul>
Accessing and using public picnic areas including use of outdoor tables and benches	Low	As above	<ul style="list-style-type: none"> <li>. Outdoor picnic tables will be placed at a minimum of 2 metres apart to maintain physical distancing</li> <li>. Indoor picnic areas will reopen when permitted – with the QR Codes displayed at entrances. All indoor spaces have been risk assessed and when they reopen will have risk controls in place including regular cleaning</li> <li>. Ventilation is very important so eating outside follows government advice</li> <li>. Non-porous tables provided at a distance of 2 metres apart</li> <li>. There will be regular cleaning of all surfaces (by Environmental Services) including picnic tables and benches</li> <li>. Additional outdoor picnic areas have been identified and signposted for guests</li> <li>. Clear signage and hand sanitisation dispensers available adjacent to all picnic areas</li> <li>. Waste containers are available and regularly emptied</li> </ul>
Public Engagement activities	Low	As above	<ul style="list-style-type: none"> <li>. Ongoing review of public engagement activities with some guest facing activities resuming</li> </ul>
Use of playgrounds	Low	As above	<ul style="list-style-type: none"> <li>. Playgrounds have re-opened (but government advice prohibits the consumption of food and drink on play equipment. Picnic tables have been moved to encourage compliance)</li> <li>. Signage states maximum numbers permitted on play equipment at any one time to encourage distancing</li> </ul>

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			<ul style="list-style-type: none"> <li>Hand sanitising provision is available to guests</li> <li>Play equipment is cleaned regularly</li> </ul>
Guest Services – lost children and enquires	Low	As above	<ul style="list-style-type: none"> <li>The Duty Manager is in charge daily and understands the Covid-specific risk controls</li> <li>PPE used by Guest Experience staff if in close contact with a guest or if they are offered transport</li> <li>The Lost Child procedure will operate as usual</li> </ul>
Zoo emergencies – animal escape, fire etc	Medium	As above	<ul style="list-style-type: none"> <li>Emergency procedures have been reviewed in light of Covid precautions</li> <li>Staff emergency drills and training has continued throughout the closed period</li> <li>Guests encouraged to follow advice from staff managing animal related emergency and evacuate or take shelter on-site as appropriate.</li> <li>Any immediate threat to safety, takes precedence over any potential infection risk from Covid. However, where possible, Covid risk controls should still be followed within an emergency procedure e.g. should an area need to be evacuated visitors will be asked to keep their distance from one another so far as possible</li> </ul>
First Aid provision and persons demonstrating symptoms of Covid-19	Low	As above	<ul style="list-style-type: none"> <li>Please only come to site if you are fit and well i.e. not exhibiting any Covid-19 symptoms, not self-isolating or in a household with anyone who is currently isolating</li> <li>The First Aid team is available on site at all times</li> <li>First aiders' training refreshed to include government guidance on first aid treatment during Covid-19 e.g. change to CPR protocol</li> <li>Guests may be asked to assist with first aid for someone within their group e.g. a parent could be asked to assist with cleaning a child's grazed knee. This will enable Marwell staff to help but stay a suitable distance from guests</li> <li>First aid staff will be wearing appropriate PPE</li> <li>Should you feel that you are starting to feel any of the known symptoms of Covid-19 we ask politely that you leave site. Should you later test positive for Covid-19 (within three days from your visit) do please contact us to let us know as part of track and trace</li> </ul>
Purchasing Membership packages /adoptions at Membership office	Low	As above	<ul style="list-style-type: none"> <li>Contactless or online payments only accepted to avoid cash handling</li> <li>Protective screens fitted to serving areas</li> <li>Face coverings will be worn by staff and 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 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 control measures too. 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 above	<ul style="list-style-type: none"> <li>The rail and road trains are not operational until further notice</li> <li>When either train is re-introduced it will be subject to a Covid specific risk assessment</li> <li>Normal vehicle operations rules remain in place to limit traffic during opening hours. i.e. none without the express permission of the Duty Manager</li> <li>At any time should staff need to be in a vehicle together, or transport guests, they must wear a face covering and thoroughly clean the vehicle after use</li> </ul>

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Water systems	Low	As above	<ul style="list-style-type: none"> <li>Legionella risk assessment is in place and monitoring and sampling continues so any water systems which have not been in continuous use will be flushed prior to zoo opening</li> </ul>
Managing a Covid 19 outbreak	Low	As above	<ul style="list-style-type: none"> <li>Marwell to follow the PHE early outbreak management for Tourist Attractions and NHS Test and Trace procedures</li> </ul>

### Risk Assessment Review

Name & Signature of assessor:	Susannah Benham – Health and Safety Advisor	Line Manager Signature	Kevin Morse – Head of Infrastructure
Date Completed:	31 <sup>st</sup> March 2021	Date for Revision:	30 <sup>th</sup> September 2021

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

Ref No:	Government Covid-19 guidance documents
	Organisational internal risk assessments - updated
	PHE - early outbreak management for Tourist Attractions