

Ref No:	<i>MWHS2020 Covid 19: Reopening to Guests RA V15</i>		
Title & Version No.	MWHS2020 General guest & staff health and safety requirements to enable guest visits, while ensuring ongoing management of Covid-19	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, while controlling risk of Covid-19	Date of Assessment:	1 st February 2022
		Review Date: (1 year)	1 st February 2023

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"> . Zoo entry tickets to be purchased online in advance of arrival to avoid cash handling . Pre-sales also enable Marwell to control guest numbers and directs visitors to specific entry times to limit congestion . Timed sessions established to avoid congestion on entry / exit. (2 timed sessions when the park closes at 4pm and 3 timed sessions when the park closes at 5pm.) . Proof of purchase shown / scanned which is a quicker process . Card machines (only) available at Admissions . Admissions staff trained in Covid risk management . Screens installed to protect staff and visitors during any interaction at entry gates . Mainly open air so ventilation is excellent
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"> . Car parking attendants (used at busy times) will wear required PPE on duty and maintain physical distancing . Guest guidance to advise parking next to empty cars when staff not marshalling (i.e. not next to a car unloading) . Path from car park to Admissions' building is clearly marked – and gives indication of suitable distancing should visitors wish to maintain spacing between family /guest groups
Guest entering and leaving the zoo premises via the Admissions area	Low	As above	<ul style="list-style-type: none"> . Limits on number of guests visiting at any one time, controlled through advance online bookings . Information on physical distancing, hygiene requirements and other relevant risk controls provided to guests in advance of the visit on the Marwell website . Timed sessions established to avoid congestion on entry / exit. (2 timed sessions when the park closes at 4pm and 3 timed sessions when the park closes at 5pm.) . Guests are asked to wear a face covering as they enter the building between gate 1 & 2 and gates 3 & 5 . Signage in place to remind guests of physical distancing and hygiene measures . Hand sanitiser available on entry to Admissions buildings and throughout in strategic places throughout the zoo . PPE may be worn by staff welcoming guests at entrance . Admissions staff and guests are protected by control measures including Perspex screens. Admissions staff encouraged to wear a face covering too – should they wish to

Activity	Risk level (after controls)	Type of Risk (what can the hazard cause):	What is Marwell Wildlife doing to manage the risk?
			<ul style="list-style-type: none"> • Face coverings available to guests for purchase at retail outlets and at Admissions. • Perspex screens at Admissions' desks to promote physical distancing of guests from staff during scanning of electronic tickets • 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 may wear PPE • Guests will exit the Zoo via a separate gate at Admissions and at peak times, via a second distanced gate • Lateral flow testing of Marwell staff is encouraged to monitor staff health and ensure that the chance of infection spread is further reduced • 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
Walking around site/ viewing animal enclosures	Low	As 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 advice • Some suggested one-way pedestrian routes used in narrow areas • Clear signage used when preferred routes are operational to help distance guests • Regular cleaning of potentially high contact touch points e.g. door handles, handrails, glass windows and seating • Handwashing and hand sanitising provision available throughout guest areas of the site • End of day thorough site clean, after closing. • Individual building risk assessments completed and the findings are kept under reviewed to communicate risk controls e.g. hygiene standards and physical distancing
Accessing walkthrough indoor animal enclosures	Low	As above	<ul style="list-style-type: none"> • Each area has an enclosure-specific risk assessment which will be kept under review • Some indoor enclosures could require supervision by volunteers and staff to ensure risk controls continue • Handwashing / hand sanitising provision available at entrance and exit of public areas of animal enclosures • Relevant signage in place to advise visitors of risk controls • The wearing of face coverings is promoted inside animal enclosures. (Face coverings are available for purchase at retail outlets and at Admissions.)
Accessibility and general guest assistance – e.g. wheelchair hire	Low	As above	<ul style="list-style-type: none"> • Individual wheelchair hire will be available and recorded / monitored. • Wheelchairs are thoroughly cleaned prior to each use • Accessible toilet facilities signed on entry • Any assistance provided by Marwell staff will consider social distancing and use of appropriate PPE
Use of toilet and baby changing areas across the site	Low	As above	<ul style="list-style-type: none"> • Additional toilet blocks installed in peak visitor months, close to the penguin, giraffe and tiger enclosures. This additional provision will reduce queues and encourage social distancing • Toilet blocks provide facilities for hand washing and sanitiser will be available • Signage gives guidance on queues and hand hygiene • Hand sanitisers in place at entry / exit points and replenished regularly • All toilets will be cleaned regularly throughout the day • Staff and guests encouraged to follow NHS hand washing guidance i.e. thoroughly for at least 20 seconds • Guests and staff encouraged to wear face coverings inside toilet blocks

Activity	Risk level (after controls)	Type of Risk (what can the hazard cause):	What is Marwell Wildlife doing to manage the risk?
Purchasing refreshments and gifts from catering & retail outlets	Low	As above	<ul style="list-style-type: none"> . Cafes and the gift shop open and have had a Covid-specific risk assessment, with the associated risk control measures in place . Takeaway food and drink available, with encouraged physical distancing queuing systems . Staff monitor guest access to catering and retail outlets – to prevent overcrowding and encourage distancing . Adherence to food hygiene and Covid-19 guidance for food businesses . Contactless or online payments reduce cash handling and close contact . Perspex guard screens fitted to serving areas and physical distancing lines marked in queuing areas to reduce contact between staff and guest and between guests . Perspex screens have been installed to protect guests and retail staff. Retail staff, may also wear a face covering, should they wish to . Small standalone retail outlets used in locations across the site to reduce congestion and encourage social distancing . Regular top up cleans throughout the day – focussed on high frequency touch points . Staff will wear appropriate PPE . Catering staff are temperature checked prior to starting work . NHS QR code at entrance to Café Graze . Lateral flow testing of Marwell staff encouraged to monitor staff health and ensure that the chance of infection spread is further reduced
Accessing and using public picnic areas including use of outdoor tables and benches	Low	As above	<ul style="list-style-type: none"> . Outdoor picnic tables available – good ventilation reduces the likelihood infection . Indoor picnic areas available – with the QR Codes displayed at entrances. All indoor spaces have been risk assessed and have risk controls in place including regular cleaning . Non-porous tables provided at a reasonable distance apart . There will be regular cleaning of all surfaces including picnic tables and benches . Clear signage and hand sanitisation dispensers available adjacent to all picnic areas . Waste containers are available and regularly emptied
Public Engagement activities	Low	As above	<ul style="list-style-type: none"> . Ongoing review of public engagement activities and guest facing activities have restarted
Use of playgrounds	Low	As above	<ul style="list-style-type: none"> . Playground signage states maximum numbers permitted on play equipment at any one time . Play equipment outside ensures good ventilation . Hand sanitising provision is available to guests . Play equipment is cleaned regularly
Guest Services – lost children and enquires	Low	As above	<ul style="list-style-type: none"> . The Duty Manager is in charge daily and understands the Covid-specific risk controls . PPE used by Guest Experience staff if in close contact with a guest or if they are offered transport or first aid . The Lost Child procedure will operate as usual
Zoo emergencies – animal escape, fire etc	Medium	As above	<ul style="list-style-type: none"> . Emergency procedures have been reviewed in light of Covid precautions . Marwell staff have access to additional face masks should visitors need to stay inside during an emergency . Staff emergency drills and training have continued

Activity	Risk level (after controls)	Type of Risk (what can the hazard cause):	What is Marwell Wildlife doing to manage the risk?
			<ul style="list-style-type: none"> • Guests encouraged to follow advice from staff managing animal related emergency and evacuate or take shelter on-site as appropriate • Any immediate threat to safety, takes precedence over any other concern. However, staff and guests are encouraged to consider one and another in the event of an emergency and maintain distancing where possible
First Aid provision and persons demonstrating symptoms of Covid-19	Low	As above	<ul style="list-style-type: none"> • Please only come to site if you are fit and well i.e. not exhibiting any Covid-19 symptoms or self-isolating • The First Aid team is available on site at all times • First aiders' training refreshed to include government guidance on first aid treatment during Covid-19 e.g. change to CPR protocol • 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 • First aid staff will be wearing appropriate PPE • 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
Purchasing Membership packages /adoptions at Membership office	Low	As above	<ul style="list-style-type: none"> • Contactless or online payments only accepted to avoid cash handling • Protective screens fitted to serving areas • Face coverings may be worn by staff and guests are encouraged to wear masks when entering the Membership office • Physical distancing lines are marked in queuing area to reduce guest contact
Face to face contact between guests and staff	Low	As 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 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.
Vehicle movements in guest areas	Low	As above	<ul style="list-style-type: none"> • The rail and road trains are not operational until further notice • A Covid specific risk assessment and safety management system have been produced for the road train • Normal vehicle operations rules remain in place to limit traffic during opening hours. i.e. none without the express permission of the Duty Manager • At any time should staff need to be in a vehicle together, or transport guests, they are encouraged to wear a face covering, ensure good ventilation and thoroughly clean the vehicle after use
Water systems	Low	As above	<ul style="list-style-type: none"> • Legionella risk assessment is in place and monitoring and sampling continues so the risk is appropriately managed
Managing a Covid 19 outbreak	Low	As above	<ul style="list-style-type: none"> • Marwell to follow the PHE advice and liaise with local public health and NHS Test and Trace procedures

Risk Assessment Review

Name & Signature of assessor:	Susannah Benham – Health and Safety Advisor	Line Manager Signature	Kevin Morse – Head of Infrastructure
-------------------------------	---	------------------------	--------------------------------------

Date Completed:	1 st February 2022	Date for Revision:	1 st February 2023
-----------------	-------------------------------	--------------------	-------------------------------

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