

Corporate Engagement Risk Assessment Guidelines

We are happy for you to use the following information to carry out a risk assessment of our site, but would like to make it clear that these are guidance notes only.

Responsibility for carrying out a full risk assessment for your group's visit to Marwell Wildlife remains within the group and under no circumstances should these notes be used in place of that assessment. If you wish to attend site to carry out a Risk Assessment, please contact us.

Hazard	Associated Risk	People at Risk	Hazard Zone	Zoo's Control Measures	Volunteer Responsibility
Use of hand tools	Risk of personal injury	All	Medium	Demonstration of how to use the tools correctly from a trained Marwell staff member.	Appropriate supervision of groups.
Manual handling/lifting	Risk of personal injury	All	Medium	Demonstration of how to lift correctly from a trained Marwell staff member.	Appropriate supervision of groups.
Use of cutting and powered equipment	Risk of personal injury	All	Medium	Demonstration of how to use the tools correctly from a trained Marwell staff member.	Appropriate supervision of groups.
Slopes, steps, uneven surfaces, wet leaves and mud	Slips, trips, falls, grazes, sprains	All	Medium	Pre-opening inspections and regular maintenance of pathways and roads particularly in winter. Disabled access is provided. Team leading the volunteer day will check the site in preparation.	Appropriate supervision of groups.
Proximity of ponds, lakes and water features	Risk of accidental drowning	All	Low Risk	Vegetation and fixed metal/wooden barriers.	Appropriate supervision of group



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				Deep Water Warning signs. Buoyancy aids in prominent locations.	
Contact with Zoo Animals	Risk of physical injury eg bites.	All	Low Risk	Suitably constructed safety barriers meeting UK Zoo Licensing inspections requirements. Warning & advisory signs displayed. Rules in place for supervised enrichment sessions.	Group leaders to make their group aware of risks and supervise at all times.
Contact with zoo animals, animal artefacts and exhibits	Risk of exposure to zoonotic disease or accidental injury	All	Low risk	Hand washing facilities available. Warning signs displayed to not touch animals or cross barriers. Feeding of animals prohibited.	Wash hands with soap and water before eating, smoking and leaving the park (stopping work)
Escape of Zoo Animal /Birds	Risk of injury from animal /bird	All	Low Risk	Security of enclosures is tightly controlled & regularly inspected. Emergency escape Protocols in place and trained staff available at all times to manage emergencies and to advise guests.	Appropriate supervision of guests. Please listen to instructions from Marwell staff and move swiftly inside a building.
All trees located in public areas	Falling limbs, persons	All group	Medium Risk	No climbing permitted on any trees.	Appropriate Supervision of group.



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	falling from trees			Trees regularly inspected and maintained.	Do not picnic under trees or climb trees
Zoo vehicles operating inside the park	Risk of accident /injury	All	Low Risk	Vehicle usage kept to a minimum during opening hours.	Group leaders to make their group aware of vehicles.
Electric fencing around some enclosures	Risk of injury from electric shock	All	Low Risk	Electric warning signs in place. "Danger keep out" signs in place. First Aid team and emergency procedures in place.	Appropriate supervision of group
Insect bites including ticks, nettles, wasps etc	Risk of stings and bites. Allergic reaction to sting Anaphylactic shock (rare) Lyme disease	All	Low Risk	Regular removal of waste from bins around catering and picnic facilities. Grass cut short in public areas. First Aid facilities available.	Appropriate Supervision of group
Adverse Weather	Exposure to extremes of weather conditions. Sunburn/dehydration.	All	Low Risk	Indoor shelters/areas. Freely available potable water from catering outlets. Shaded picnic areas available throughout. Wet weather gear and sun cream available to purchase.	Ensure suitable footwear and wet weather clothes and/or protection from the sun are not forgotten. Don't forget water bottles.
Glass fronted exhibits and doors	Risk of personal injury	All	Low Risk	Safety glass or plastic used throughout.	Appropriate Supervision of group
Fire	Risk of personal injury & damage to property	All	Low Risk	Fire fighting and alarm equipment inspected & maintained.	Appropriate Supervision of group



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				Fire Risk Assessments in place.	
Train Journeys inside the park (rail & road)	Risk of accidental injury	All	Low Risk	Rules for riding the train will be stated by the train driver and guard before the ride (e.g. people must remain seated throughout the journey, hands must be kept inside the carriage).	Appropriate supervision of groups.
Access to Walk- through /immersive animal /bird enclosures <ul style="list-style-type: none"> • Wallaby Walkthrough • Bird Aviaries • Tropical World • Lemur Loop 	<p>Risk of animal bite, pecking, scratch allergic reaction,</p> <p>Exposure to surface contamination</p> <p>Tripping on uneven walkways (mud or wet leaves).</p>	All	Low Risk	<p>Safety signs at entry/exit points to enclosure.</p> <ul style="list-style-type: none"> • No feeding of animals • No eating inside enclosure. <p>Enclosures cleaned and inspected daily. All animals & birds inspected for signs of illness or injury. Hand sanitizers and /or soap and water available at exit points and public hand washing facilities located adjacent to enclosures.</p> <p>Supervision of many walkthrough enclosures by volunteers /staff in busy periods.</p>	Appropriate supervision of groups.
Heated Tropical House	Heat exhaustion	All	Low Risk	Advised to bring water. Cooler temperatures maintained in	Supervision of children by school



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				science room area. First aiders on duty in zoo.	appointed staff.
Food Safety and Hygiene (cafes and shop)	Risk of food poisoning.	All	Low Risk	Hygiene regulations adhered to. Food labelled according to trading requirements. Level 5 Food Safety score. Hand washing facilities available around the zoo.	Appropriate Supervision of group. Wash hands with soap and water before eating
Pedestrians at rail train level crossing points	Risk of accidental collision between train and pedestrians.	All	Low Risk	Safety/Warning notices at crossing points. Bright yellow hatchings. Trained drivers and good visibility.	Appropriate supervision of groups
Raised Pedestrian Walkways through enclosures	Risk of injury from falling, slipping	All	Low Risk	All walkways maintained and regularly inspected. Safety notices in place and access prohibited in frosty conditions.	Appropriate supervision of group

Fire Evacuation Procedure

- In the event of a fire the fire alarm will sound, or a member of staff will advise
- Exit the building you are located in by the nearest door and head for the closest fire evacuation point.
- Please assist our staff by following their guidance and keeping your group calm
- You are responsible for keeping your group together and for a head count once at the fire evacuation point.

Accident Procedure

- If you require first aid, please contact any member of staff.
- We always have a team of first aiders available on-site.
- We are obliged under Health & Safety law to ensure an incident form is completed.

Health and Safety information

- For further information on health and safety consult [our website](#).

Smoking on site

- Marwell Zoo is a family attraction, and we wish to ensure that all our guests are free to enjoy a great day out in comfort. As such we would prefer you not to smoke whilst on the site. However, if you do need to smoke, please follow the [guidance online](#).