



RISK ASSESSMENT

SECTION: Whole site

DOC. No: HZRA-004

OWNER: H&S TEAM

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Persons involved: Staff, volunteers, visitors, contractors	Describe activity/event: Group Visits	Describe equipment used: Play equipment, zoo facilities, hand tools if helping zoo staff	Work area: Whole site
Activity/Process: Group Visits (Please be advised, owing to the amount of individual risk assessments that cover Hertfordshire Zoo's operation, it is not possible to send them all out on an individual basis. This document only contains risk guidelines and we would strongly recommend that all organisers make a preliminary visit to Hertfordshire Zoo to carry out their own risk assessment before bringing a group.)			

Activity	Hazard(s)	Persons at risk/ numbers affected	Existing control measures	Initial Risk Likelihood x Severity = Risk			Additional control measures	Residual Risk Likelihood x Severity = Risk		
				L	S	R		L	S	R
Group visit safety	Slips, trips & falls: Uneven surfaces, wet leaves and mud; deep water – Staff & Visitors by slips, trips & falls	Children, parents, visitors, guardians 1 – 200 persons	<ul style="list-style-type: none"> Regular maintenance of path and walkways; damaged areas of decking to be marked out of bounds using barriers until repaired Safety notices re uneven surfaces etc. on railings, fence etc. where relevant Physical barriers between the public and electric fences/deep water Staff trained in water rescue with lifebuoys positioned near areas of deep water which are regularly inspected 	2	3	6	New Mobaro App now utilized for reporting of any maintenance required; Duty Manager onsite every day completes a twice-daily walk around, spot checking areas are safe and everything is in good working order.	2	3	6

			<p>and replaced where necessary</p> <ul style="list-style-type: none"> • First aiders available at all times 							
Group visit safety	Viewing platforms: Risk of slips & falls on stairways and platforms – Staff & Visitors by slips, trips & falls	Children, parents, visitors, guardians 1 – 200 persons	<ul style="list-style-type: none"> • Safety notices where relevant (e.g. warning of steep steps, do not climb, do not sit children on rails, lean on fences or cross barriers) • Barriers halfway up steep steps to viewing platforms (Lions) • One-way system in operation for Cappybara enclosure viewing platform; clear signage ('this way up', 'exit other end', 'exit this way') • Step edges marked with yellow & handrails in place • Physical barriers are in place at all viewing areas to prevent visitor/animal interaction • Regular maintenance programme in place • First aiders available at all times 	2	4	8	<ul style="list-style-type: none"> • If concerned about the age or the size of the group and their ability to use certain viewing platforms safely, group leaders should refrain from their use. Other ground level viewing areas are accessible in most areas. 	1	1	1

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Group visit safety	Visiting Animal Enclosures: Entering or reaching into enclosures – Staff & Visitors; injury from unsupervised contact (bite, allergic reaction, serious injury or death)	Children, parents, visitors, guardians 1 – 200 persons	<ul style="list-style-type: none">• Zoo staff & Group Leaders should ensure groups are quiet and calm when near animal enclosures and adhere to zoo rules at all times• Pathways must be kept to and safety barriers not to be crossed or climbed on• Warning signs are clearly displayed and there are physical barriers between the public and electric fences/deep water• Lifebuoys are positioned near areas of deep water; these are regularly inspected and replaced where necessary• First aiders available at all times• First aid staff trained in administering allergy auto-injector pens	1	5	5				
Group visit safety	Free roaming animals - Staff & Visitors via animal bites and scratches or from contamination or infection after contact (e.g.	Children, parents, visitors, guardians 1 – 200 persons	<ul style="list-style-type: none">• Hand washing facilities available where appropriate• All animals are regularly examined and screened by our vet• Zoo staff will remove animals if they show any signs of agitation	2	2	4	Specific signage to instruct people to wash their hands after any contact/touching animals. Public informed of the risks as far as is practicable. Advise that pregnant women do not enter the area. Hand washing is imperative.	2	2	4

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	farmyard animals, Emus, Wallabies, Goat Walk Through)		<ul style="list-style-type: none"> ○ Clear signage ('all free roaming animals should be respected and treated with care') • In the event of a bite or scratches a First Aider will attend and medical assistance will be sought as required 				Ensure that hand wash facilities with running water and soap is maintained in working order. Regularly test hand wash water temperatures recording findings. Preventative health checks on animals at regular intervals – sick animals are isolated from the walkthrough; animals screened twice a year for zoonotic diseases.			
Group visit safety	Soft play area (Tumble Jungle) – Children; injury from unsupervised or incorrect use	Children, parents, visitors, guardians 1 – 200 persons	<ul style="list-style-type: none"> • Large groups are not permitted to use the Tumble Jungle soft play equipment; Facility has undergone a complete refurb so all equipment is new and in good working order. Specific RA in place for soft play area which the Catering Manager regularly reviews • Daily checks (records kept of such) and cleaning; any foreign matter removed and spills cleaned • A member of staff is always present at all times • No food or drink allowed in soft play area 	1	4	4	Use of soft play is now on a pre-booked basis only, gaining better control on number and age of users	1	4	4

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			<ul style="list-style-type: none"> No shoes allowed in soft play area Prominent signage regards health & safety aspects; including the requirement for parental/adult supervision and responsibility First aiders available at all times 						
Group visit safety	Outdoor Play areas, Undercover Play, Paddling Pool (Boulders Beach) and Rex-Express Train - Staff & Visitors by slips, trips & falls or incorrect use of equipment or play areas/pool	Children, parents, visitors, guardians 1 – 200 persons	<ul style="list-style-type: none"> Large groups are not permitted to use Boulders Beach (to prevent overcrowding and overly boisterous activity). Separate RA in place that the Park Services Manager regularly reviews. Prominent signage regards health & safety aspects, including statements that parental/carer/adult supervision is required for children using the playgrounds/paddling pool and static rides Rex-Express Train– all passengers to remain seated when vehicle moving and 	2	4	8			

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			<p>adhere to instructions given by Driver</p> <ul style="list-style-type: none">Regular maintenance checks and inspections of all equipment/rides is completed, to comply with all relevant safety legislationAnnual ADIPS inspections completed on specific equipmentSeparate risk assessments are in place for rides/play areasFirst aiders available at all times							
Group visit safety	Zoonosis – touching animals may result in exposure to zoonotic infections - Staff & Visitors via contamination or infection after contact with animals	Children, parents, visitors, guardians 1 – 200 persons	<ul style="list-style-type: none">Animals are excluded from areas where food and drink are consumedSignage informing of the risks (i.e. signs and pictures)Adequate hand washing facilities - soap provided & anti-bacterial dry gels/sprays available where it is not possible to provide proper hand washing facilities	1	4	4	Specifically re new Goat Walk Through, hand washing stations with running water and soap; Signage in place; Staff trained to reinforce hygiene rules and staff have Zoonotic Disease training	1	4	4
Group visit safety	Escaped animals - Staff & Visitors; serious injury or even death if attacked by a	Children, parents, visitors, guardians	<ul style="list-style-type: none">Visitor safety is of prime importance at all timesIn event of an animal escape HZ Protocols are in place	1	5	5				

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	dangerous escaped animal	1 – 200 persons	<p>(staff move visitors into a building/designated place of safety until the situation has been dealt with by the dedicated HZ Team)</p> <ul style="list-style-type: none"> Regular drills are carried out to ensure protocols are tested and updated accordingly If safe to do so, groups that travel by bus may be escorted to the vehicle to ensure group is kept together as best as possible 						
Group visit safety	Fire - Staff & Visitors may be injured during a fire	Children, parents, visitors, guardians 1 – 200 persons	<ul style="list-style-type: none"> Visitor safety prime importance at all times – visitors will be moved to designated fire assembly areas as per current fire procedures Regular Fire Drills are undertaken (at least 6 monthly) and additional Fire Marshall Training has been done to increase number of competent people on-site to handle a fire and evacuate effectively Fire extinguishers available at the entrance/exit to all 	1	5	5			

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			buildings for use if fire blocks a means of escape <ul style="list-style-type: none">Periodic inspections completed on fire equipment and systems by external contractor							
Group visit safety	Lost children. Children if lost – could be injured or abducted etc	Children, parents, visitors, guardians 1 – 200 persons	<ul style="list-style-type: none">Zoo staff are trained in procedures in dealing with lost childrenAll staff are approachable for help and the majority have access to radios in order to alert other departments of a lost childLost children are taken to the Welcome Centre or Zoo HQ and announcements/calls put out over the Park Tannoy system and radiosGroup leader to undertake frequent head countsNew lost Child procedure introduced in 2024Safeguarding staff are available if required	2	3	6	In Addition, Duty Managers now in place to oversee any lost child situation and coordinate appropriately.	2	3	6
Group visit safety	Movement of vehicles around the site - Staff & Visitors could be	Children, parents, visitors, guardians	<ul style="list-style-type: none">Only experienced and fully trained staff drive vehicles on-site; public vehicle access is restricted to the Car Parks	1	5	5				

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	injured by a moving vehicle	1 – 200 persons	<ul style="list-style-type: none"> Site speed limits are in place and adhered to at all times Visitors are instructed to keep to pathways at all times where possible 						
Group visit safety	Emergencies	Children, parents, visitors, guardians 1 – 200 persons	<ul style="list-style-type: none"> Alert protocols are in place for various scenarios that require both evacuation and invacuation Groups are to strictly follow staff instructions in an emergency In situations of immediate concern (e.g. bomb threat), all visitors will be evacuated to the further point of the HZ premises – Group leaders are to assist keeping their group together and leaving in an orderly fashion If a lockdown occurs, group leaders are to instruct their group to comply with emergency response units, which may include armed police response In case of serious injury, air ambulance landing plates are in place 	1	5	5			

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Group visit safety	Adverse weather; Extreme weather could cause falling objects, slippery surfaces or even a threat to life. Certain weather conditions may also affect the parks infrastructure such as lighting and power	Children, parents, visitors, guardians 1 – 200 persons	<ul style="list-style-type: none"> In extremely hazardous weather conditions (e.g. thunder and lightning storms, heavy snow, excessively high winds etc.) the park may choose to close and ask visitors to leave. If this occurs group visits will be re-arranged or refunded In high winds, heavy snow, storms etc. animals are closed in their off-show enclosures for their safety Certain areas of the Zoo may be closed to visitors in extreme winds Heated areas around the Zoo for cold days Areas for shade are provided around the Zoo, with some areas having air conditioning for hot days Refreshments and water available around the Zoo Emergency lighting in place in case of power loss 	1	5	5				
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Severity of harm rating					Likelihood rating					Risk rating						
1	2	3	4	5	1	2	3	4	5	Severity (S)						S (Severity) x L (Likelihood) = R (Risk rating)
Slight / Superficial	Minor injury	Serious injury/Lost time (RIDDOR)	Severe / Specified injury (RIDDOR)	Permanent (RIDDOR)	Improbable	Unlikely / Remote	Possible	Very probable	Certain	1	2	3	4	5		
Full recovery expected					Fatal / Permanent Disability						Likelihood (L)	1	2	3	4	
Minimum disruption to normal activities	Return to normal activities expected within 7 days	Return to normal activities expected after 7 days	Return to normal activities expected to be protracted	2		2	4	6	8	10						
				3		3	6	9	12	15						
				4		4	8	12	16	20						
				5		5	10	15	20	25						

Comments:	
Risk Assessment carried out by: Lisa Pressland (Print and Sign)	Approved by Line Manager: Lynn Whitnall (Print and Sign)
Department / Building / Project: Head of HR and H&S	Date of Risk Assessment: 01/03/18

Assessment Review						
02/2019	Name:	Lisa Pressland	Role:	Head of HR and H&S	Signature:	<i>Lisa Pressland</i>
06/2021	Name:	Lisa Pressland	Role:	Head of HR and H&S	Signature:	<i>Lisa Pressland</i>
04/2022	Name:	Lisa Pressland	Role:	Head of HR and H&S	Signature:	<i>Lisa Pressland</i>
01/2023	Name:	Lisa Pressland	Role:	Head of HR and H&S	Signature:	<i>Lisa Pressland</i>



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30/04/2024	Name:	Chris Woodall	Role:	H&S Officer	Signature:	<i>Chris Woodall</i>
30/05/2025	Name:	Lisa Pressland	Role:	Head of HR	Signature:	<i>Lisa Pressland</i>
	Name:		Role:		Signature:	
	Name:		Role:		Signature:	