



Risk Assessment

Summary

Reference: RA001402/6

Sign-off Status: Approved

Date Created:	14/05/2020	Confidential?	No
Assessment Title:	COVID-19 (Coronavirus)		
Assessment Outline:	The COVID-19 (Coronavirus) outbreak has now been classified as a pandemic by the World Health Organisation with a growing number of infections and fatalities in the UK. Although there remains some uncertainty, those at most risk of becoming seriously ill if they catch COVID - 19 appear to include older people, pregnant women and those with pre-existing medical conditions such as diabetes, heart disease and respiratory or immune problems. For the purposes of this assessment elderly persons are considered to be those over the age of 65 years old. It is acknowledged that the risk from COVID-19 cannot be eliminated or the severity reduced and that activities deemed business critical are undertaken in accordance with Government guidance on social distancing, hygiene and personal protection. Assessments will be updated based on recommendations from Public Health England, World Health Organisation and other official agencies. Update 10/03/2020 to reflect further restrictions on travel to Italy. Update 13/03/2020 to reflect change in UK risk status (medium to high) and current UK Government advice (self isolation for 7 days where symptoms are displayed). Update 17/03/2020 to reflect latest government guidance and zoo communications. Update 24/03/2020 to reflect zoo closure and updated government guidelines Update 24/03/2020 to reflect zoo application of updated government guideline Update 09/04/20 to acknowledge that risk of COVID-19 cannot be eliminated Update 14/05/20 to include COVID-19 Secure Workplace guidance		
Area Responsible (for management of risks)	Location of Risks	On-Site	
Division:	All Divisions	Site:	Other
Department:	All Departments	Area:	ALL Areas
Team:	All Teams	Sub Area:	ALL Sub-Areas
Further Location Information:	All zoo locations; UK and travel destinations abroad		
CountryLabel:			
Assessment Start Date:	14/05/2020	Review or End Date:	05/08/2020
Relevant Attachments:	Description of attachments: Location of non-electronic documents: https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19		
Assessor(s):	Bennette, Stuart Ozanne, Morven Shuker, Lorraine		
Approver(s):	Gareth Simpson Richie Owen		
Reason fo Review	Type: Superficial Change Reason: Include new government advice and availability of testing		
Signed Off:	Gareth Simpson (19/05/2020 12:13) Richie Owen (19/05/2020 12:33)		

Distribution List: Richie Owen (richie.owen@chesterzoo.org) - 14/05/2020

PEOPLE AT RISK (from the Activities covered by this Risk Assessment)

- CATEGORY**
- Employees
 - Contractors
 - Visitors
 - Disabled Persons
 - Inexperienced Workers/Trainees



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1. Contact with infected persons during work activities

Description of Activity:

General zoo activities for non-vulnerable individuals. Some tasks may require supplementary assessment.

Hazard 1. Contact with infection / virus

Transmission routes could be direct or indirect.

Existing Control Measures

Provision and use of handwashing facilities such as wash stations with soap, water and hand drying; and hand sanitiser - either personal or communal dispensers - for additional hand sanitising. Provision of instructions for good hand cleaning techniques ie cleaning hands on entering buildings and vehicles; before and after eating and smoking, after using the toilet and after sneezing or coughing. Guidance recommends a minimum of 20 seconds to wash hands thoroughly.

Regular communications to be provided to all personnel reiterating the current advice from the UK Government. Including personal hygiene and cough and sneeze etiquette.

Advice communicated to all staff includes:
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately
- wash your hands with soap and water often - use hand sanitiser gel if soap and water are not available
- try to avoid close contact with people who are unwell
- do not touch your eyes, nose or mouth if your hands are not clean

Regular communications to be provided to all personnel reiterating the current advice from the UK Government. Including self / household isolation triggers and requirements.

With Existing Controls:

Low

Further Control Measures



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Management plan in place should staff members become ill or are diagnosed with COVID-19.

Ensuring that anyone with coronavirus symptoms (as defined by government advice) does not come into work and informs their line manager accordingly. They should isolate for 7 days and refer to government guidelines for when to end their isolation. Antigen Testing is now available to confirm presence of COVID-19 infection.

As well as staff, interns and volunteers self-isolating if they have symptoms of Covid-19 (as defined by government guidelines), any member of staff, intern or volunteer who has someone in their household with these symptoms is to go home immediately. They should isolate for 14 days and refer to government guidelines for when to end their isolation. Antigen Testing is now available to those over 5 years old to confirm presence of COVID-19 infection.

This is due to the potential incubation period and any subsequent infection period lasting that long.

Additional checks are in place at the business visitor entrance points across the Zoo. These follow up to date Government advice and prohibits zoo entry to those who are required to self-isolate while testing is undertaken by the NHS / PHE.

Regular communications to be provided to all personnel reiterating the current advice from the UK Government. Including social distancing.

'Social distancing' measures to be facilitated with regular reminders such as verbal messaging; posters and signage; floor markings; managing occupancy of enclosed areas such as toilets.

All staff advised to follow Government updates as they are received. This includes the "stay at home" message. As from 17/03/2020, all those staff who can, in consultation with their line manager, are working from home and will remain doing so until



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further notice.

Essential operational roles which have been identified are under continuous review to reduce the need to travel to the Zoo.

Reducing the numbers of people in contact with each other prevent the potential spread of any infected member of staff impacting on whole teams.

Includes division of work teams into smaller groups that remain separated; staggered work shifts and separate break facilities; introduction of 'fixed partnering' - assigning regular jobs that require close contact to the same two or more person.

Zoo closed to the public until government guidelines allow opening.

All "keeper for a day" sessions and animal encounters are suspended until further notice.

Closure of staff canteen facilities

Cancellation of all indoor face to face seminars, talks and lectures, school workshops, university training and any non-vital meetings with the exception of below:

- o Crisis Management Team
- o Meetings where there is a significant impact on finances
- o Operational meetings to discuss:
 - Staff, animal or visitor welfare
 - Public access
 - Legal/ Compliance

All meetings should be held with a critically minimal level of staff.

Installation of additional barriers and 'sneeze guard' screens in areas where there is a possibility close interaction between staff and public such as ticket gates, till areas, food serving, reception desks, etc

Reducing numbers in office spaces and communal areas such a corridors with workplace layout changes and maximum occupancy for meeting rooms, kitchens, washrooms, toilets, offices.

This includes designated entry and exit points; one way pedestrian routes; rearrangement of workstations to back-to-back or side-by-side working; removing the use of workstations that are not 2 metres apart from



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each other or pedestrian traffic routes / doorways etc; one-in-one-out and queueing system for smaller areas such as toilets, staff kitchens, post and photocopying rooms, storage rooms, changing rooms, locker rooms, etc.

Signage and communications to be used to reinforce what is required.

Defined and enhanced cleaning schedules and routines for communal areas; fixtures; fittings and equipment to be provided to all parts of the organisation stipulating minimum requirements.

This includes the provision of suitable hygiene chemicals (D10 and Safe4) which have been determined to be effective in destroying COVID-19 (5 minute contact time).

Includes the regular cleaning frequently-touched communal areas, including door and window handles, kitchens, break areas, toilets, showers, and shared keyboards, phones and desks; shared or communal tools and equipment.

Provision of appropriate Personal Protective Equipment based on requirements identified in specific risk assessments.

Managers will re-design work processes to reduce close contact and facilitate 2 metre social distancing as far as is reasonably practicable.

This includes assigning tasks to a sole worker where it is safe to do so; decreasing occupancy of work areas / vehicles; encouraging remote communication ie phone/radio; avoiding multiple occupancy of work vehicles

Where 2 metre distance is not possible back-to-back or side-by-side work methods for shortest possible duration should be employed as well as increased natural ventilation by working outdoors or opening windows

Reducing a team's contact with other work teams as far as is reasonably practicable - in particular where



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there is a 'handover' point ie food preparation staff to serving staff, delivery drivers to recipients, etc

2. Vulnerable People in Contact with Infected Persons

Description of Activity:

Additional hazards and controls for those persons identified as 'Clinically Extremely Vulnerable' and 'Clinically Vulnerable' on medical grounds. The People Team are liaising with staff classed as vulnerable to manage their situation on a case-by-case basis.

Hazard 1. Contact with infection for Clinically Vulnerable

'Clinically Vulnerable' is defined as people who may be at increased risk from COVID-19, including those aged 70 or over and those with some underlying health conditions. People considered to be at higher risk of serious illness from COVID-19 risk such as over 70s; people with liver disease, diabetes; pregnant women and others.

This may also apply to those who share a household with someone in this category.

Existing Control Measures

As per government advice, those who can do so must work at home until further notice

As per government advice, those who cannot work at home should be assigned the safest possible on site role where 2 metre social distance is easily maintained.

Line Managers / People Team to identify clinically vulnerable persons and where appropriate update any person specific risk assessments with appropriate controls.

All volunteers over the age of 70 and/or clinically vulnerable are NOT to attend the site as volunteers for the foreseeable future.

With Existing Controls:

Low

Further Control Measures



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Hazard 2. Contact with infection for clinically extremely vulnerable

'Clinically Extremely Vulnerable' refers to people who have specific underlying health conditions that make them extremely vulnerable to severe illness if they contract COVID-19.

People who are indentified within this category may include those solid organ transplant recipients; people receiving chemotherapy; people with severe respiratory conditions including cystic fibrosis, severe asthma and severe chronic obstructive pulmonary (COPD) and others.

Clinically extremely vulnerable people will have received a letter telling them they are in this group, or will have been told by their GP.

This may also apply to those who share a household with someone in this category.

Existing Control Measures

Those people in this category will not be permitted to work on zoo premises.

With Existing Controls:

Low

Further Control Measures

3. Travel and travel to high-risk areas

Description of Activity:

Travel to areas affected by coronavirus as well as UK travel.



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Hazard 1. Contact with infected persons

Transmission can be direct or indirect

Existing Control Measures

All overseas and UK travel has been suspended until further notice in line with the Government's Foreign & Commonwealth (FCO) advice that British people should not travel abroad on any trips that are non-essential travel. This applies for an indefinite period due to unprecedented international border closures and other restrictions. All countries may restrict travel without notice. Only travel to work and home is recommended and only where workers have been identified as essential to operations at the Zoo. This is to protect staff and also ensure they are not left stranded if airlines stop operating or borders are closed.

No travel to anywhere on business is permitted, including in the UK.

With Existing Controls:

Low

Further Control Measures

4. Contact with infected persons during zoo leisure visits

Description of Activity:

Visits to zoo for the purposes of leisure whilst operating under opening guidelines from government

Hazard 1. Contact with infected persons

Transmission may be direct or indirect

Existing Control Measures

Messaging to prospective zoo visitors on website and entrance points. These advise that certain categories of people should not visit / enter the zoo.

These follow up to date government guidance.

For example, those who are required to self-isolate due to themselves or another in their household displaying symptoms; those being advised to be particularly stringent regarding contact with others due to being clinically vulnerable or those advised to practice shielding by staying at home due to being clinically extremely vulnerable.

With Existing Controls:

Low

Further Control Measures



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There is an expectation that those affected will comply with these government guidelines as zoo staff are not empowered to make checks.

Messaging to zoo visitors on website; at entrance and repeated throughout the site, regarding the government guidance on strict 2 metre social distancing measures that need to be practiced between those not of the same household.

This includes signage and posters; floor marking; verbal instructions and monitoring by designated staff; maximum occupancy limits for enclosed spaces.

There is an expectation that visitors will comply with these guidelines and supervise children to do the same, as zoo staff are not empowered to enforce them other than by advisory intervention.

Maximum occupancy limits for enclosed spaces will be reinforced by deployment of staff to manage entry, exits, pinch points and queue lines.

Layout changes to facilitate 2 metre distancing between household groups.

This includes closure of some ticket entry lanes; barriers to control queue lines; one way pedestrian routes in some areas; separation of entry and exit points in some areas.

Installation of additional barriers and 'sneeze guard' screens in areas where there is a possibility close interaction between staff and public such as ticket gates, till areas, food serving, etc

Messaging to zoo visitors on website; at entrance and repeated throughout the site regarding government advice on personal hygiene and handwashing and hand sanitizing.

There is an expectation that visitors will comply with these guidelines and supervise children to do the same, as zoo staff are not empowered to enforce them other than by advisory intervention.

Closure of some enclosed buildings where it would not be reasonably practical to assure 2 metre social distancing measures are maintained.



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Total daily visitor numbers to the zoo will be capped to facilitate 2 metre social distancing between household groups.

Promote and encourage 'no-touch' interactions between staff and visitors as far as is reasonably practicable

This includes on line booking and pre-payment and contactless payments on site.

Food and beverage offerings will be on a take away service only basis with minimal numbers of persons entering an outlet through entry and exit door management by staff. External outlets will also be used.

Retail offerings will be pre-pay and collect only.

Enhanced cleaning of common areas and touch points as far as reasonably practicable.

This includes washrooms, toilets, outdoor seating and tables; doors, payment points; food preparation and serving; staff areas; workplace equipment.

There is an assumption that visitors will refrain from touching surfaces unnecessarily such as fencing and viewing windows (through the use of floor markings to encourage visitors to not touch viewing windows); refrain from touching face and wash/sanitise hands regularly and supervise children to do the same.

Emergency procedures in place for serious first aid incidents which may require close physical contact. Personal Protective Equipment is readily available to be donned prior to contact allowing first aid treatment of a patient.



Actions

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Sign-off Status: Approved

Actions associated with this Risk Assessment
<p>*** No Actions have been recorded***</p>