



# Risk Assessment

## Summary

Reference: RA001402/14

Sign-off Status: Approved

<b>Date Created:</b>	20/10/2020	<b>Confidential?</b>	No
<b>Assessment Title:</b>	COVID-19 (Coronavirus)		
<b>Assessment Outline:</b>	<p>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 09/04/2020 to acknowledge that risk of COVID-19 cannot be eliminated Update 14/05/2020 to include COVID-19 Secure Workplace guidance Update 11/06/2020 - Review as per announcement that Zoo we reopen to members of the public on 15/06/2020 - inclusion of Government Test and Trace Approach Update 17/06/2020 - Review to include the updated Government Guidance on if there is more than one case of COVID-19 associated with a workplace, employers should contact their local health protection team to report the suspected outbreak. Update 02/07/2020 - review to reflect changes to zoo operations in response to changes to govt guidance due to take effect from 04/07/20 - opening of some animal houses; food and beverage outlets; retail outlets and reduction of social distancing requirements in some settings to 1 metre plus Update 27/07/2020 - review to reflect changes to FCO travel advice; return of volunteers; opening of more animal houses; opening of play areas; face covering in shops; indoor seating for F&amp;B. Update 30/07/2020 to reflect changes to self isolation requirement (symptomatic individuals to isolate for 10 days, up from 7 days). Inclusion of Occupational Health and person specific risk assessment for clinically vulnerable and those who have been shielding and returning to work. Update 11/08/2020 to reflect requirement for face coverings in all public indoor spaces Update 11/09/2020 to reflect the new law (from Monday 14th September 2020) which restricts the meeting of friends and family in groups to no more than 6 people either indoors or outdoors (exceptions apply). Update also reflects that from the 18th September 2020, the participation in NHS Test and Trace by Organisations in certain Sectors will be enforced in law. Update also includes opening of more animal houses / walk throughs, the opening of more play areas and the changes to the supervision/staffing of Wild Life Wood Play Area at during weekdays. Update 29/09/2020 - to reflect legal requirement of NHS Test and Trace Records &amp; Display of QR Code (for some locations in the Zoo), All staff will wear a face coverings in indoor areas that are open to the public and where they are likely to come within close contact of a member of the public, unless they have an exemption. Also includes the addition of the Staff Canteen being available as a rest / break area and amendment of play areas that are open. Update 20/10/2020 - to reflect launch of COVID Local Alert Levels and the placing of Chester and Cheshire West into 'High' Alert Level, update to advice for those who are clinically extremely vulnerable as a result of different COVID Local Alert Levels being rolled out, the reopening of Monsoon Forest to the public from the 24th October 2020, an alteration to the Welcome Teams operation as a result of lower visitation numbers and an update to business travel arrangements.</p>		
<b>Area Responsible (for management of risks)</b>	<b>Location of Risks</b>	On-Site	
<b>Division:</b>	All Divisions	<b>Site:</b>	Other
<b>Department:</b>	All Departments	<b>Area:</b>	ALL Areas
<b>Team:</b>	All Teams	<b>Sub Area:</b>	ALL Sub-Areas
<b>Further Location Information:</b>	All zoo locations; UK and travel destinations abroad		
<b>CountryLabel:</b>			
<b>Assessment Start Date:</b>	20/10/2020	<b>Review or End Date:</b>	17/01/2021
<b>Relevant Attachments:</b>	<p><b>Description of attachments:</b></p> <p><b>Location of non-electronic documents:</b></p> <p><a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19</a> <a href="https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace">https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace</a> <a href="https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own">https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own</a></p>		
<b>Assessor(s):</b>	Bennette, Stuart		
<b>Approver(s):</b>	Richie Owen		
<b>Reason for Review</b>	<p><b>Type:</b></p> <p>Periodic Review</p> <p><b>Reason:</b></p> <p>Review includes a number of changes in light of new Government Legislation and Guidance and the reopening of Monsoon Forest.</p>		
<b>Signed Off:</b>	Richie Owen (21/10/2020 11:00)		
<b>Distribution List:</b>	Richie Owen (richie.owen@chesterzoo.org) - 14/05/2020		



# Risk Assessment

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

### CATEGORY

- Employees
- Contractors
- Members of the Public
- Visitors
- Disabled Persons
- Inexperienced Workers/Trainees
- Women of Child-bearing Age
- Young Persons



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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. Indoor activities carry a higher risk of transmission than those outside.

### 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.

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.

Communications to be provided to all personnel reiterating the current advice from the UK Government on Self/household/support bubble isolation triggers and requirements.

A COVID - 19 Policy has been developed and

#### With Existing Controls:

Low

#### Further Control Measures



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communicated to all staff and volunteers which outlines roles and responsibilities of employees, managers and other key roles, in respect of NHS Test and Trace and isolation periods.

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; tannoy announcements, managing occupancy of enclosed areas such as animal houses, food and beverage outlets, toilets, offices and meeting rooms.

All staff advised to follow Government updates as they are received. This includes the "stay at home" message. Essential roles are permitted to attend the Zoo site to allow the organisation to operate its key operational functions with working practices following the applicable COVID Secure Guidance.

In consultation with their line manager those who can effectively work from home should continue to do so.

Operational on site roles are under continuous review to reduce the need to travel to the Zoo and to work from home when and where possible.

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.

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

The Staff Canteen is open to staff as a welfare / break area but is not serving any food. Tables and



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seating are socially distanced, cleaning products available, with staff with staff encouraged to bring food with them from home.

Meetings, seminars, talks, lectures, school workshops and university training are permitted but should utilise remote working tools to avoid face to face meetings where possible.

Where the use of remote working tools is not reasonably practicable, only the necessary participants should attend adhering to social distancing requirements and avoiding transmission through not using shared equipment. Please see CEE specific risk assessment and rationale for how school educational activities / workshops will be managed.

Meetings should be held outdoors where possible or in well-ventilated rooms whenever possible.

Signage is used on meeting rooms that are regularly used stating the maximum occupancy.

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 as 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 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.



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This includes the provision of suitable hygiene chemicals 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 - or 1 metre plus other mitigation - 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 / opening windows or using air conditioning that has a fresh air feed.

Reducing a team's contact with other work teams as far as is reasonably practicable - in particular where there is a 'handover' point ie food preparation staff to serving staff, delivery drivers to recipients, etc.

Government Working Safely During Coronavirus (COVID-19) Guidance to be followed by the all departments / teams taking account of any specific requirements set out within the different guidance documents (which are specific to different work sectors) to ensure that the Zoo is COVID-19 Secure. As the Zoos undertakings include operations which fit into a multitude of different work sectors, Departmental / Team Managers have used these respective guidance documents to risk assess and implement the necessary control measures in respect of COVID-19.



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This now specifically requires all staff to wear face coverings in indoor areas that are open to the public and where they are likely to come within close contact of a member of the public, unless they have an exemption.

This includes information provided to specifically to visitors via the Visitor Charter, Visitor Booking Form, Visitor FAQ's, signage around site and tannoy announcements to reaffirm the Governments legal requirement of meeting others safely by limiting social gatherings to a maximum of no more than six people (exceptions apply) and wearing face coverings (indoor public spaces - when and where required) and other guidance on washing / sanitising hands and social distancing.

NHS Test and Trace legal requirement to maintain records of staff, customers and visitors is undertaken and includes the display of the official Government / NHS QR Code Posters at various locations around the Zoo including the main entrance.

Additional checks are in place at the business visitor/contractor entrance points across the Zoo this a visitor / contractor induction. These follow up to date Government advice and prohibits zoo entry to those who are either symptomatic or are required to self-isolate while testing is undertaken or is from a household/support bubble where a person has either tested positive or is symptomatic awaiting the results of a test.

Communications provided to all staff on the current advice from the UK Government. This includes information provided on the COVID Local Alert Levels launched by Government and the actions required after Chester and Cheshire West were placed in the 'High' alert level on the 14th October 2020.



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## 2. Vulnerable People in Contact with Infected Persons

<b>Description of Activity:</b>	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 along with Line Managers to manage their situation on a case-by-case basis.
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### Hazard 1. Contact with infection for Clinically Vulnerable

<p>'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.</p> <p>This may also apply to those who share a household with someone in this category.</p>	<p><b>Existing Control Measures</b></p> <p>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.</p> <p>Line Managers / People Team to identify clinically vulnerable persons and where appropriate update any person specific risk assessments with appropriate controls.</p> <p>All volunteers who are clinically vulnerable are NOT to attend the site as volunteers for the foreseeable future.</p>	<p><b>With Existing Controls:</b></p> <p><b>Low</b></p> <p><b>Further Control Measures</b></p>
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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 identified 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 without prior review by site Occupational Health and person specific risk assessment in place.

If individuals cannot work from home, they can still go to work. However, if they live or work in an area where formal shielding advice has been put in place and they have received a new shielding notification informing them of this, the People Team will evaluate whether an individual should attend work or not on a case by case basis.

Specific advice has been issued by the Government on shielding and protecting people who are clinically extremely vulnerable from COVID-19 following the introduction of the Local COVID Alert Levels in October 2020. This guidance specifically requires individuals and employers to follow guidance based upon the COVID Alert Level in the area of the clinically extremely vulnerable person. If work and home are in different COVID alert level areas, the guidance for whichever area has the higher alert level should be followed.

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

Travel corridors are now open to allow some essential overseas travel. All countries may restrict travel without notice and the UK may impose isolation requirements for returning travellers.

Currently business travel overseas is restricted and will be authorised on a case by case basis by Directors.

Business travel within the UK is permitted. However, visits and travel (within England) will only be authorised on a case by case basis by Directors, taking account of the relevant COVID Local Alert Level restrictions in place at the destination and or any potential stop off locations.

If travel to Scotland, Wales or Northern Ireland is planned, these trips will only be authorised on a case by case basis by Directors, taking account of any relevant country specific COVID-19 laws and restrictions.

With Existing Controls:

**Medium**

### 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. Indoor activities carry a higher risk of transmission than those outside

## 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

### Further Control Measures



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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.

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 - or 1 metre plus other mitigation - that need to be practised 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 - or 1 metre plus other mitigation - between household groups.

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

Installation of physical separation 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 sanitising.



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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.

Total daily visitor numbers to the zoo will be capped to facilitate 2 metre social distancing as much as possible between household groups, this will be monitored closely as Zoo members are now permitted to visit the Zoo without a booking on weekdays only (excluding recognised school holidays).

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.

Some internal buildings are open to visitors ie animal houses; food and retail will where suitable mitigation methods can be imposed.

June's Food Court will operate on a mainly take away service basis with minimal numbers of persons entering; entry and exit door management by staff and limited internal seating. Additional mitigation measure detailed in specific departmental risk assessments.

Oakfield will open for restricted numbers of pre-booked diners; with additional mitigation measure as detailed in specific departmental risk assessments. Walk ins may be permitted where social distancing can be maintained. Oakfield is subject to table service only.

Main entrance shop will open with limited and managed capacity.

Outdoor kiosks for food and beverage and retail will continue to operate.

Realm of the Red Ape; Jaguar House; Tropical Realm; Monkey house; Butterfly House; Giraffe & Okapi House; Dragons in Danger, Elephant House, Chimpanzee House, Aquarium and Monsoon Forest (from 24th October 2020) are open with limited and managed capacity. Additional mitigation measure



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detailed in specific departmental risk assessments.

Other smaller internal areas, buildings, aviaries are open with visitor self management in place with remote and transient monitoring of capacities by Operations and Welcome Teams.

To maintain flexibility as visitation decreases, operational management will continue to closely monitor all Welcome Team positions, with Welcome Team members on standby and able to deploy to any locations as and when necessary.

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. Specific risk assessments in place for such scenarios.

Lemur walkthrough will open with limited and managed capacity. All members of staff and visitors will be required to wear face coverings for animal health reasons. Persons under 3 may be granted access providing they are under close supervision of an adult at all times.

Face coverings are mandatory in all indoor public spaces ie retail outlets, takeaway food outlets, animal houses, toilets as per government advice. Visitor Charter, Visitor Booking Form, Visitor FAQ's, signage around site and tannoy announcements used to reaffirm requirements.

All staff will wear face coverings in indoor areas that are open to the public and where they are likely to



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come within close contact of a member of the public, unless they have an exemption.

Wildlife Wood play area will open with limited and managed capacity on weekends and recognised school holiday periods. Wildlife Wood Play Area will be monitored by Visitor Operations Supervisors and Coordinators through out the day - Monday to Friday. All other play areas / features are open (with the exception of Ape Around) and self managed by visitors and are subject to further mitigation measures such as direct supervision of children by parent / guardian and applying hand sanitiser prior to entry being compulsory.

Governments legal requirement of meeting others safely by limiting social gatherings to a maximum of no more than six people (exceptions apply) are reaffirmed by Visitor Charter, Visitor Booking Form, Visitor FAQ's, signage around site and tannoy announcements. There is an expectation that visitors will comply with these guidelines, as zoo staff will provide advisory intervention, with any concerns raised to Security / Duty Manager when and where required.

NHS Test and Trace legal requirement to maintain records of staff, customers and visitors is undertaken. Visitors are encouraged to take part in NHS Test and Trace at additional locations around the Zoo with the display of official NHS QR Posters.

Visitor FAQ's and Visitor Booking Page updated to provided information on the COVID Local Alert Levels launched by Government and how this affects visitors coming to the Zoo, notably as Chester and Cheshire West were placed in the 'High' alert level on the 14th October 2020. Tannoy announcements will be used to reaffirm Local COVID Alert Level Restrictions.



## Actions

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