

RISK ASSESSMENT

ACTIVITY ASSESSED: Birdworld during COVID-19 **ASSESSMENT DATE:** MAY 2020

NAME OF ASSESSOR: Mark Anderson

REVIEW DATE: as required due to Government guidelines

	HAZARD	Persons at Risk & how they might be harmed	Controls currently in place	Current risk level				Further controls recommended	Action by whom	Action by date	Completed date
				L	S	R	Risk Rating				
	Transmission of COVID-19 via person to person contact	All persons working and visiting Birdworld People may be at risk of contracting the virus from infected individuals they encounter. At particular risk are persons identified as extremely vulnerable or clinically vulnerable.	<p>Birdworld has done everything reasonably practicable to minimise the risks posed by the COVID-19 virus to visitors and colleagues. Control measures have been put in place to minimise the risks of transmission from person to person. Potential visitors are informed of these measures and restrictions in place on the Birdworld website where they have to pre-book their tickets.</p> <p>Vulnerable Colleagues Colleagues who have been identified as extremely vulnerable have not been recalled to the workplace and are shielding. Other colleagues identified as vulnerable are working from home where possible. If working from home is not possible, they will be employed in low risk work environments and will be instructed to take extra care in exercising social distancing.</p> <p>Social Distancing To maintain the 2m social distance between people who are not part of the same household, numerous control measures have been put in place. Layout changes across the site have been made to maximise the amount of space between people when working or visiting. Exhibits and other areas where social distancing is not possible have been closed to the visitors. Signage is displayed to remind everyone about the minimum 2m distancing. Signage will also encourage visitors to walk on the left where possible. Colleagues are instructed to remind visitors of the requirement to maintain social distancing if they get too close. The number of visitors permitted into Birdworld has been restricted to allow for social distancing. During</p>	3	5	15	Medium				

			<p>the COVID-19 period, to limit the number of visitors, all tickets must be booked online for a specific day.</p> <p>To manage the number of visitors, a Greeter is stationed on the Park entrance to control queuing visitors and the number of visitors entering the park. Where queues are likely clear markers on the ground indicate the 2m distance which should be maintained in the queue.</p> <p>Barriers and signage are in situ to assist visitors to enter and exit the park using the correct doors.</p> <p>In the walk-through exhibits, flow has been indicated with markings on the floor to show a one-way system.</p> <p>At the visitor facing counters, including the tills, kiosks and customer service desks, screens have been erected and signage is in place indicating where the visitor must wait and stand whilst being served to maintain a safe distance.</p> <p>The shop area is controlled by a member of staff to manage the number of visitors entering it to ensure social distancing is maintained.</p> <p>Only one customer per family group is permitted to stay at the gift shop till whilst being served at the till. Colleagues serving customers at the various Desks and Kiosks have been instructed on how to do this safely whilst adhering to the social distancing requirements and have been issued with relevant PPE.</p> <p>The number of people in the Birdworld offices has been restricted so that social distancing may be maintained. Unnecessary visits to the office have been discouraged.</p> <p>Social distancing measures have also been put in place in the animal departments.</p> <p>To protect the Birdworld colleagues and allow for social distancing staff room facilities have been reviewed. Additional suitable areas have been made available for staff breaks. The Keepers, Ground Staff, Maintenance staff and Educational Team may use the existing Keepers Staff Room, the Educational Team Office, and the Contractors Break Room. These areas have appropriate seating arrangements, hand washing facilities and hand gel. The Front of House, catering, office, shop, and admissions colleagues may use the Main Staff Room. The Aviary Room has been opened to provide additional space for staff use during break times. Break times are staggered to</p>								
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			<p>maintain low numbers of colleagues using these areas at one time.</p> <p>To ensure that there is space for social distancing, replenishment of stock in the Gift Shop is completed before or after closing times wherever possible.</p> <p>Colleagues tasks have been amended so that they can work alone where possible. Only one till operator is permitted at the till point and only one person is permitted to work in the cash office at a time.</p> <p>To prevent larger groups of visitors congregating in one place, no public events are held, some birds are being fed at random times with no public feeds being done.</p> <p>To keep the visitor flow moving, no bird food is being sold to the visitors. The Kiddies Rides have been removed and the Birdworld buggies have been removed. The Land Train is not in action and the Children’s play areas have been closed.</p> <p>Toilets To ensure that correct social distancing and cleaning is made possible not all toilets are open to the public. Three toilet blocks are available to visitors. The Ladies toilets have been renamed Family Toilets and are available for one family group at a time. Social distancing in queues is indicated with floor markings. Where possible attendants will manage the queues and ensure that the facilities are kept clean and stocked. The disabled toilets and baby changing facilities are available.</p> <p>Staff are instructed not to use the Visitor toilets. The Gents toilets have been renamed Staff Toilets. These dedicated staff toilet facilities will be cleaned regularly.</p> <p>Catering No indoor restaurants are currently open. Takeaway services only are available from the three park kiosks. Queuing systems are in place with 2m markers on the ground. Perspex screens are in place at all serving hatches. Contactless payment only is accepted.</p>								
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Transmission of COVID-19 via hard surfaces	All persons working and visiting Birdworld. People may be at risk of contracting the virus from infected hard surfaces they may touch. At particular risk are persons identified as extremely vulnerable or clinically vulnerable.	<p>To prevent the transmission of COVID-19 via cash, vouchers or other forms of payment which require the till operator to touch, only card payments via the chip and pin unit or contactless or Apple Pay are accepted at the tills. Signage asking visitors not to touch products that they do not wish to purchase are displayed throughout the gift shop area. Sanitising products are available to use on equipment used by colleagues and visitors.</p> <p>Cleaning and Sanitising To help prevent the transmission of the virus appropriate cleaning and sanitising products are always available for cleaning equipment, fixtures, and fittings that colleagues and visitors may have need to touch. Chip and pin units are wiped with sanitiser after use. Till screens are cleaned before and after each shift and when there is a change in operator. Wheelchairs are thoroughly sanitised after use and before they are re-issued. Office equipment, including shared keyboards, phones, headsets, photocopier keypads, T and A terminal and other touch points are cleaned after use. Sanitiser will be available for visitor use at all key points around the park and will be replaced daily or as required.</p>	3	5	15	Medium					

Other hard surfaces (padlocks on enclosures, gate handles etc) and touch points across the site are sanitised as required.

Toilets.

To reduce contact of surfaces, toilet facilities for visitors will be minimised to a family group facility in each location. Initially this will have an attendant who will clean the facility between groups. Staff toilets will be separate. All toilets will be cleaned regularly.

Personal hygiene

Colleagues are instructed to wash their hands thoroughly with soap and water for at least 20 seconds regularly throughout the day. Hand sanitiser may also be used where hand washing is not possible. Hand sanitiser is available throughout the site, staff facility areas and in the offices. Colleagues are instructed to avoid touching their noses or mouths. Tissues should be used for coughs and sneezes and these must be disposed of after use.

Personal Protective Equipment (PPE)

Personal use or disposable, one time use protective equipment is always available and colleagues are given instructions on the safe use of this. Colleagues are made aware that the use of PPE does not mean that other control measures such as social distancing or hand washing/sanitising may be ignored. There is a Safe System of Work outline the PPE available and the correct and safe method to use it. Visitors may choose to wear their own PPE.

Training

'Operation Guidelines for the Re-Opening of Birdworld' explains to colleagues the measures that have been put in place to ensure that the attraction is safe for colleagues and Visitors. This risk assessment will be available for inspection and will be published on the Website. In addition, colleagues will be issued with a familiarisation induction in the park to explain the measures put in place regarding preventing the transmission of the virus. Safe Systems of Work regarding working in Birdworld and the use of PPE during the COVID-19 period must be read by all relevant colleagues.

