

ZOOROPIA COVID 19 RISK ASSESSMENT

SITE: Zooropia / Bristol Zoo Gardens College Rd, Clifton, Bristol BS8 3HA

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Date: 12th July / Dynamic Risk Assessment carried out 9th July by Rod Baber/ Tom Foley and senior Instructors

Opening Method Statement

This Risk Assessment Document only covers the specifics of risk and controls relating to the transmission of COVID-19 during this global pandemic. Our duty as an operator is to support the Government in keeping the potential transmission rate as low as reasonably practicable.

It must be employed alongside the standard Vertex Instructor Training Health and Safety policy and also any specific operating policies at each individual site that training is to be undertaken. It will be used by Vertex Trainers and also operators compliant to these directives.

In writing this document and compiling the control measures the following was taken into account and should be considered when reading this document.

- <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>
- <https://www.gov.uk/government/publications/our-plan-to-rebuild-the-uk-governments-covid-19-recovery-strategy/our-plan-to-rebuild-the-uk-governments-covid-19-recovery-strategy>
- <http://www.vertex-training.co.uk/docs/VIGReopening.pdf>

Risk Assessment Process

After analysing and identifying the individual hazards, a set of appropriate controls will be planned and where needed trained to the staff.

These control measures will be a mix of personal hygiene, self-isolating if symptomatic, social distancing and where identified as required by the risk assessment, PPE.

These controls measure should also be read as the method statement.

For this risk assessment we are not assessing either the likelihood or the severity/consequences of the risk as these are factors that are outside of our expertise. It is impossible for us to either know what these are or to be able to measure them. So, for this assessment we will simply be assessing if there is risk and then reducing the risk with the controls. The level of risk before or the reduction in risk after the controls is not something we can technically measure. We are making the assumption that the controls will lower the risk.

Names and terms used in the document

Trainer – the Trainer/or instructors qualified to run, supervise and deliver training and operations

H4H- Head 4 Heights Ltd

BZG – Bristol Zoo Gardens

Instructor – the person attending the training and / or employed by H4H and being under the duty of care of Head 4 Heights Ltd

Participant – The person (also know as client) who will be under the duty of care of an instructor following successful training

Other Course Users – Means anybody else who is in the area of the ropes course or site of training other than the Trainer or Instructor being trained.

Practice Casualty – an Instructor who is acting as casualty when practicing and training rescues.

Staff – Head 4 Heights employed staff other than trainers

Clients- Zooropia participants

Visitors – Any other person on the premises during open and/or working hours

Term Definitions

Hazard: Potential for the transmission of COVID-19 through the delivery of a training course. Generic risk of transmission during all training courses

Who: Who is at risk/ may be harmed

Control Measures: Control measures in place (method statement).

Hazard**Who****Control Measures**

Instructor is Symptomatic of COVID-19 (or someone in their household is) 14 days or less before they leave home to travel to the training venue	Trainers- Instructors- Participants- Other Course Users - Visitors	All trainers to assess themselves before travel from home for symptoms of COVID-19. If they, or someone in their home is showing signs of COVID-19 symptoms then they must follow the advice of the UK Government and self-isolate. If this is the case, they must notify the Vertex Directors immediately. The Vertex Directors will take over the communication with the client with regards to the training course.
Instructor is Symptomatic of COVID-19 (or someone in their household is) 14 days or less before they leave home to travel to the training venue on a day of the course.	Trainers- Instructors- Participants- Other Course Users - Visitors	All Instructors to assess themselves before travel from home for symptoms of COVID-19. If they, or someone in their home is showing signs of COVID-19 symptoms then they must follow the advice of the UK Government and self-isolate. If this is the case, they must notify their employer immediately. All operations of the course must cease until a decision has been made if everybody on the course must now self-isolate.
Trainer is Symptomatic of COVID-19 whilst they are away from home and delivering a training course	Trainers- Instructors- Participants- Other Course Users - Visitors	If the Trainer starts to experience COVID-19 symptoms whilst away they must notify the H4H senior team immediately and return home to self-quarantine and seek medical help if needed.
The COVID secure plan and risk assessment of the training venue	Trainers- Instructors- Participants- Other Course Users - Visitors	All H4H employees and trainee instructors will be under their duty of care from point of arrival at BZG until entering Zooropia. All personnel once within marked boundaries of Zooropia including instructors, clients, contractors, and zoo staff to be under duty of care of H4H during operational hours.
The COVID secure plan and risk assessment of the training venue	Trainers- Instructors- Participants-	BZG to send in advance of any training and operations their COVID secure plan and risk assessment. All H4H staff and contractors to be fully informed on how to access zoo and follow BZG covid secure plan from point of arrival. H4H will assist them in their duty where appropriate.

	Other Course Users - Visitors	
Poor personal hygiene	Trainers- Instructors- Participants- Other Course Users - Visitors	All Trainers and Instructors will ensure that for each day of training they wear a clean set of clothing. Trainers will also have 1 clean set of clothing with them during each training day so that they can change their clothes during the training day if needed.
Poor personal hygiene	Trainers- Instructors- Participants- Other Course Users - Visitors	Trainers and Instructors will ensure they wash their hands as soon as they arrive at the training venue. They will continue to wash their hands throughout the day at the venue when it is possible. When washing their hands, they will follow the government and NHS advice on how to do so correctly.
Poor personal hygiene	Trainers- Instructors- Participants- Other Course Users - Visitors	Vertex Trainers will ensure they wash their hands as soon as they arrive at the training venue. They will continue to wash their hands throughout the day at the venue when it is possible. When washing their hands, they will follow the government and NHS advice on how to do so correctly. BZG to provide nearby handwashing facility
Poor personal hygiene	Trainers- Instructors- Participants- Other Course Users - Visitors	If at any time hand washing is not an option, then Trainer, Instructor and clients will use hand sanitiser as a temporary measure until they can wash their hands properly. They will ensure the hand sanitiser is dry before carrying out any action or function that involves them touching anything.
Social Distancing during training and specific to the training course	Trainers- Instructors- Participants- Other Course Users - Visitors	Social distancing, to that currently recommended by the UK Government, will be maintained by H4H for all persons whenever it is possible to do so. The social distancing of the instructors will remain the duty of H4H to ensure.
Face coverings	Trainers- Instructors- Participants-	All persons will be able to choose when they wish to wear their personal face covering. It will remain their personal duty to ensure it is appropriate, clean and as per the advice of the UK Government.

	Other Course Users - Visitors	Instructors will be provided with full face shields which are to be stored and cleaned in line with governmental guidance.
Setting up working groups or social bubbles at the start of the training course when not already established by the client.	Trainers- Instructors- Participants- Other Course Users - Visitors	Under the government guidance, when social distancing is not possible, it is recommended that employers may group together employees for the duration of a job or until the government no longer require us to socially distance from others. This grouping is one way of reducing the potential transmission rate of the virus within a working population. H4H will utilise this in order for training to take place and will be part of the training process. Examples of training that will require these group to be set up are training Rescues. The trainer will then keep their social distance and the trainees will remain in their established group bubbles for the duration of the training course. It will be the responsibility of H4H to supply and use PPE for the protection against the transmission of the virus
Use of PPE if breaking social distancing during training and operations	Trainers- Instructors- Participants- Other Course Users - Visitors	<p>Should the Trainer assess that they, or an Instructor, need to break social distancing in order to check a safety issue, support an Instructor in some way or for any the training purpose then they will follow the following protocol.</p> <ul style="list-style-type: none"> • Sanitise their hands • Place their face shield over their face • If possible, ask the person to face away from them • Preform the reason for breaking the social distance • Step away and Sanitise hands again, or if close by, wash hands. • If required, clean the face shield. <p>Breaking the social distance must only be done when all other options have been exhausted. The other options include but are not limited to the following</p> <ul style="list-style-type: none"> • Verbal coaching • Using your set of equipment to demonstrate • Asking other Instructors to demonstrate • If they have already been working in a group bubble, get them to help each other first. <p>Using a provided group who are in a group bubble to demonstrate</p>

Trainers and Instructors Equipment	Trainers- Instructors- Participants- Other Course Users - Visitors	Trainers/ instructors will be designated their own course and height safety equipment. They are not to allow others to use them. Instructors. PPE to be washed or quarantined.
	Trainers- Instructors- Participants- Other Course Users - Visitors	Trainers/ Instructors will be provided with an appropriate disinfecting method for cleaning metal items of safety equipment should they feel disinfection is required. Or, if textiles/plastic/rope, leave it for 72 hrs before next use. BZG to provide H4H with secure location to store quarantined PPE. Boxes to be clearly marked and identifiable, covered and include dates and time of going into storage. Or wash with soap and water but ensure it is fully dry before using again. H4H to wash and dry all PPE in controlled area secured from public access. Frequency of washing PPE determined by demand for attraction and need to recycle use of PPE. Harnesses to be washed or quarantined after every use in accordance to governmental guidance
Client Equipment	Trainers- Instructors- Participants- Other Course Users - Visitors	All client PPE to be cleaned using an appropriate disinfecting method for cleaning metal items or safety equipment should they feel disinfection is required. Or, if textiles/plastic/rope, leave it for 72 hrs before next use. BZG to provide H4H with secure location to store quarantined PPE. Boxes to be clearly marked and identifiable, covered and include dates and time of going into storage. Or wash with soap and water but ensure it is fully dry before using again. H4H to wash and dry all PPE in controlled area secured from public access. Frequency of washing PPE determined by demand for attraction and need to recycle use of PPE. Harnesses to be washed or quarantined after every use in accordance to governmental guidance
Potential for the transmission of COVID-19 through common touch on the ropes course or activity structure	Trainers- Instructors- Participants- Other Course Users - Visitors	It will be the duty of H4H to ensure that the place of work and also the activity structures are compliant with the UK Government advice on re-opening your business. H4H will only opening in accordance to Industry Group COVID-19 Re-opening Advice & Considerations: High ropes courses, adventure parks and zip wire activities.

		<p>As cleaning of the activity structures throughout the day is not practicable, all persons involved in the training will ensure they clean their hands regularly and also use hand sanitiser as appropriate throughout the training course</p>
Personal Hygiene Trainers/ Instructors	Trainers- Instructors- Participants- Other Course Users - Visitors	<p>All trainers to wash their hands before working at height and after working at height. If this is not practicable then hand sanitiser should be applied before and after working at height until hand washing is possible. When using hand sanitiser, ensure it is fully dry before placing your hands anywhere.</p> <p>Instructors to follow the risk assessment and controls of H4H</p>
Social distancing Trainers/ Instructors/Clients	Trainers- Instructors- Participants- Other Course Users - Visitors	<p>Before working at height plan you route of access to avoid others where possible. Where this is not possible ask them to move to the other side of the pole, tree or platforms as well face away from you as you pass by.</p> <p>If none of the above or similar is not possible. Or you are going to be with them in a restricted space to help them rather than just passing by, then put on the face shield to reduce transmission and also consider using your own face covering as well.</p> <p>Instructors to follow the risk assessment and controls of their employer</p>
Social distancing Zooropia site specific change to current operational procedures	Trainers- Instructors- Participants- Other Course Users - Visitors	<ul style="list-style-type: none"> -Clients to remain socially distance in queue to Zooropia entry point to be identified by markers. -Walkway at bottom of zip line to be gated and controlled for client exit only. This area will be designated for removal of client PPE after completing course and client will not be permitted into PPE fitting zone or pre-activity brief zone to prevent cross contamination. -One client per pole between activities permitted at any one time unless they are from the same household and / or social bubble. -Descent control from zip to be managed from the ground unless client needs 121 support.

		<ul style="list-style-type: none"> - Clients to be encouraged to put on their own PPE where possible and also remove where possible. -Control client participation. To commence with limited access and gradually increase. -To limit access to 12participants every 30min then increase thereafter gradually -Bristol zoo to provide client with on-line booking system every 30mins from 10.15-17.15 with 2 weeks advance purchase facility to support H4H preparing staff to participant ratio
Cross contamination of used disposable covid PPE	Trainers- Instructors- Participants- Other Course Users - Visitors	BZG has instructed H4H to dispose of waste in normal bins provided in zoo in sealed plastic bags
Cross contamination from client's personal belongings	Trainers- Instructors- Participants- Other Course Users - Visitors	<p>Cross contamination of personal belongings such as wallets, Watches, phones, rings</p> <ul style="list-style-type: none"> -H4H will no longer be able take or care for client's personal belongings -H4H will no longer be able to provide clients with appropriate footwear and sprayed with appropriate cleansing product after use
Cross contamination from client	Trainers- Instructors- Participants-	Where possible to encourage experienced and confident participants on course to reduce risk of 121 support, lowers and rescues.

	Other Course Users - Visitors		