



# Risk Assessments

REV-241227

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Entering and working inside the Otter enclosure		
Hazard Description	Hazard Classification Severity (S#) Vs. Probability (P#)	Preventative Measures
Being bitten/scratched by a Otter	S3/P3	<p>Staff Training, Animal bites protocols read, signed and a copy held at enclosure entrance</p> <p>No lone working unless otters are securely locked away. If the otters have access to the enclosure, ensure two members of staff minimum. Animal care staff/management must be informed before entering the enclosure at any time</p> <p>Radio call: "we are going in the otters" answer required.</p> <p>PPE – gloves, knee pads and steel toe wellies must be worn when working within the enclosure.</p> <p>One first aid trained member of staff on site at all times.</p> <p>Only designated staff to handle otters.</p> <p>Animal bite treatment protocol must be displayed at the entrances to the otter enclosure</p> <p>Result: S2/P2</p>
Falling/slipping in the enclosure	S4/P3	<p>Staff Training - always wear appropriate PPE (non-slip wellies or steel toed safety boots) and pay attention when in the enclosure. Staff are trained on how to work in and around the enclosure- with or without the animals present and must be signed off before working independently.</p> <p>All relevant protocols are in place and displayed in the keeper area. Animal escape procedure, general hygiene. All protocols have been read and signed by all trained members of staff with copies kept at enclosure entrance.</p>

		<p>The behind scenes of the enclosure are kept clean and tidy to avoid any trips or falls.</p> <p>Result: <b>S3/P2</b></p>
Falling into the pool	S3/P3	<p>Do not stand directly on the sides of the pool to clean, always stand on flat ground next to the pool. Always use the correct long handled equipment to clean the pool.</p> <p>Result: <b>S3/P2</b></p>
Getting burnt by heater in Otter den	S3/P3	<p>Protect the heater with a sufficient guard to ensure that the heat emitter cannot be touched directly. Turn heater off and allowed to cool before working in the den.</p> <p>Result: <b>S2/P2</b></p>
Infection / Zoonotics	S3/P3	<p>Staff Training - General hygiene protocol, first aid Written protocols - Hygiene Protocol, Working in the Enclosure Protocol, Zoonotic Disease Management Document, CoSHH. PPE is provided including gloves, alcohol gel and hand washing facilities are nearby. One first aid trained member of staff on site at all times.</p> <p>Result: <b>S2/P2</b></p>
Housekeeping / Cleaning	S3/P3	<p>Staff Training on working in and around the enclosure General hygiene, enclosure cleaning protocols displayed within main keeper area. Otters are to be kept locked out whilst cleaning the holt, and locked in the holt when working on the enclosure. Keeper access door must be shut at all times when working in the holt areas. Enclosure and holts is then to be fully checked by two members of staff before allowing the otter's access to either. If the otters have access to the enclosure, ensure two members</p>

		<p>of staff minimum. Animal care staff/management must be informed before entering the enclosure at any time.</p> <p>Double doors on all entrances to prevent escapes, these must be used correctly at all times, even if the otter is locked away.</p> <p>Please ensure the previous external or internal door is locked before opening the next.</p> <p>Result: <b>S2/P2</b></p>
Animal Escape	<b>S3/P2</b>	<p>Written protocols - Animal Escape, signed and a copy kept at enclosure entrance. This is to be updated regularly.</p> <p>Annual exercise, daily morning and evening checks to be done and signed by two separate members of staff. See Mammals open and lock up sign off check sheets.</p> <p>Only trained members off staff to allow access to enclosure.</p> <p>Double doors on all entrances to prevent escapes, these must be used correctly at all times, even if the otter is locked away.</p> <p>Please ensure the previous external or internal door is locked before opening the next.</p> <p>Whilst working in or around the enclosure please ensure all external and internal keeper doors are shut and locked before work is carried out, and throughout the entire duration of the works. Doors must never be left unlocked or open at any time. For the holt areas, the keeper door must be shut before any work is carried out.</p> <p>Result <b>S2/P2</b></p>
Human Error	<b>S3/P3</b>	<p>Staff Training -Working in the enclosure protocol - the otters must be securely locked away prior to enclosure maintenance. Enclosure is then to be fully</p>

		<p>checked by two members of staff before allowing the otter's access to either the main enclosure or holts.</p> <p>Staff must be fully trained and have read and signed the protocol for working with the otters.</p> <p>Managers must be informed before all work inside the enclosure is carried out. Radio call: we are going in the otters" answer required.</p> <p>One first aid trained member of staff on site at all times.</p> <p>Result: <b>S3/P2</b></p>
Temperature	<b>S2/P3</b>	<p>PPE is provided, these include warm winter coats, and hats for summer, sunglasses can also be worn during the summer months.</p> <p>Result: <b>S2/P2</b></p>
Reduced lighting	<b>S2/P3</b>	<p>Ensure accessible outside lighting is on before working on enclosure.</p> <p>No working in the otter enclosure at night.</p> <p>Result: <b>S2/P2</b></p>
Bumping head on objects	<b>S2/P4</b>	<p>Staff training on working in and around the enclosure and keeper areas to ensure staff are aware of main risks.</p> <p>Regular pruning of the tree inside the enclosure.</p> <p>Result: <b>S3/P2</b></p>
PPE	<ul style="list-style-type: none"> <li>• Thick gloves</li> <li>• Steel toe cap boots/wellies.</li> <li>• Knee pads</li> <li>• Handling/ restraint equipment</li> <li>• Long handled pool cleaning equipment</li> </ul>	
HAZARD CLASSIFICATION KEY	<p><b>Severity:</b></p> <ul style="list-style-type: none"> <li>▪ <b>S1 – None</b></li> <li>▪ <b>S2 – Minor injury</b></li> <li>▪ <b>S3 – Major injury</b></li> <li>▪ <b>S4 – Major injury/death</b></li> <li>▪ <b>S5 – Multiple deaths</b></li> </ul>	<p><b>Probability:</b></p> <ul style="list-style-type: none"> <li>▪ <b>P1 – Cannot occur</b></li> <li>▪ <b>P2 – Very unlikely</b></li> <li>▪ <b>P3 – Unlikely</b></li> <li>▪ <b>P4 – Likely</b></li> <li>▪ <b>P5 – Very likely</b></li> </ul>

Entering and working inside the Penguin enclosure		
Hazard Description	Hazard Classification Severity (S#) Vs. Probability (P#)	Preventative Measures
Being bitten/scratched by a penguin	S3/P3	<p>Staff Training- Animal bite protocols must be read and signed by each member of staff that is to work in the enclosure with the penguins. PPE - boots are provided and must be worn when working with the birds. Thicker gloves are available for handling the birds.</p> <p>One first aid trained member of staff on site at all times. Only designated staff to handle penguin.</p> <p>Animal bite treatment protocol must be displayed at the entrances to the penguin enclosure.</p> <p>Result: S2/P2</p>
<p>Falling/slipping in the enclosure.</p> <p>NB: this risk is higher when working near the pool, or in reduced lighting</p>	S3/P4	<p>The general area is to be kept clean and tidy, with no obstructions. All equipment is to be stored away from the doorways.</p> <p>PPE is provided including non-slip wellies and waders for working in and around the enclosure.</p> <p>A minimum of two members of staff are required when working in the pool area.</p> <p>When the pool is drained extra care must be taken as the fibreglass is slippery when wet.</p> <p>A trained first aider must be available when work is being carried out. Radios are carried in case of an emergency.</p> <p>Enclosure should always be well lit when work is carried out. Good working at height practices should be observed when working near the pool</p>

		(see working at heights manual). Result: <b>S3/P2</b>
Falling/slipping in the pool	<b>S4/P3</b>	A second member of staff will be present at all times while the pool is being cleaned. All unnecessary equipment to be kept out of the pool. Both members of staff must have radios and the member of staff on the dry side of the pool must have a mobile phone to contact emergency assistance if required. Result: <b>S3/P2</b>
Drowning	<b>S4/P3</b>	A minimum of two staff members are required when working the pool. A first aid trained member of staff must be on site during works. Life rings and poles are available for emergencies. Staff must carry radios to call for assistance and the member of staff on the dry side of the pool must have a mobile phone to contact emergency assistance if required. Result: <b>S3/P2</b>
Temperature	<b>S4/P3</b>	Make sure the correct PPE is worn- weather dependant. All PPE is provided for work outside. PPE will include: jumpers, raincoats, winter coats, hats and gloves for the winter period. And t- shirts provided for the summer months Any access points to the enclosure must be free from any ice or snow during the winter months- especially when work is being carried out in the enclosure or the pool. Result: <b>S3/P2</b>



Manual Handling	S3/P4	<p>Mechanical aids available for and heavy lifting or transport, for example a pallet truck, wheel barrows and sack barrows</p> <p>Staff Training- manual handling covered at induction and in main manual. Ensure all heavy lifting is carried out correctly.</p> <p>No lone working when heavy lifting is taking place.</p> <p>Result: S3/P2</p>
Infection/Zoonosis	S3/P3	<p>Staff Training- Manual covering zoonosis is signed and kept on file for each trained member of staff working with the Penguins.</p> <p>To have a fully trained member of staff for First Aid.</p> <p>PPE- correct clothing that is supplied is to be worn at all times whilst within the enclosure. For example disposable gloves, steel- toe cap wellies and waders.</p> <p>For more information, please see the 'zoonosis' section of the relevant protocol.</p> <p>A contingency plan for the penguins is in place if ever the event of a disease outbreak.</p> <p>Result: S3/P2</p>
House Keeping/Cleaning	S3/P3	<p>Staff Training- On usage of the provided cleaning materials used for the enclosure.</p> <p>Training on working within and around the enclosure.</p> <p>Double doors on all entrances to prevent escapes, these must be used correctly at all times, even if the animal is locked away. Please ensure the previous external or internal door is locked before opening the next.</p> <p>All behind scenes checked &amp; cleaned on a monthly basis</p>

		Result: <b>S3/P2</b>
Animal Escape	<b>S3/P3</b>	<p>Written protocols- Include animal escape procedures. All protocols are signed. All escape protocols are kept on the inside door of the enclosure for all trained members of staff to see. These protocols are updated on a regular basis.</p> <p>Regular exercises &amp; daily checks are carried out.</p> <p>No un-trained members of staff are allowed in the enclosure on their own- a trained member of staff are to be present at all times</p> <p>Double doors on all entrances to prevent escapes, these must be used correctly at all times, even if the animal is locked away. Please ensure the previous external or internal door is locked before opening the next.</p> <p>Whilst working in or around the enclosure please ensure all external and internal keeper doors are shut and locked before work is carried out, and throughout the entire duration of the works. Doors must never be left unlocked or open at any time</p> <p>Result: <b>S3/P2</b></p>
Using filtration equipment (ozone generator, pumps and UV), electrocution	<b>S4/P3</b>	<p>Only trained staff will be operating the ozone generator (See Ozone health hazards and control measures document <a href="#">Risk assesment OZONE.docx</a>).</p> <p>Pump will be switched off before any maintenance can be carried out. UV steriliser will be switched off and allowed to cool before lamps or quartz sleeves are removed.</p> <p>All equipment must be PAT Tested and Fixed tested and a</p>

		<p>record held.</p> <p>Fixed Electrical Testing (1/3 annually)</p> <p>All installed equipment is IP Rated and checked daily</p> <p>Pump maintenance and failure sheets must be displayed by the pumps</p> <p>A first aid trained member of staff are on site at all times</p> <p>All electrical work to be carried out by only trained electricians.</p> <p>Result: <b>S2/P2</b></p>
Chemicals/Cleaning fluids	<b>S2/P2</b>	<p>All cleaning products must be kept in sealed and labelled containers in accordance with instruction on packaging.</p> <p>Cleaning fluids such as Safe 4 or Exo-terra Glass cleaner are to be kept away from the face, mouth and eyes when in use.</p> <p>Correct PPE must be worn when using these items ie gloves and goggles where appropriate</p> <p>If items need to be diluted with water, the item must be added after the requisite amount of water is added to prevent splash back.</p>
PPE	<ul style="list-style-type: none"> <li>• Thick gloves</li> <li>• Goggles</li> <li>• Radio</li> <li>• Steel toe cap boots/wellies</li> <li>• Handling/ restraint equipment</li> <li>• Long handled pool cleaning equipment</li> <li>• Chest waders</li> </ul>	
HAZARD CLASSIFICATION KEY	<p><b>Severity:</b></p> <ul style="list-style-type: none"> <li>▪ <b>S1 – None</b></li> <li>▪ <b>S2 – Minor injury</b></li> <li>▪ <b>S3 – Major injury</b></li> <li>▪ <b>S4 – Major injury/death</b></li> <li>▪ <b>S5 – Multiple deaths</b></li> </ul>	<p><b>Probability:</b></p> <ul style="list-style-type: none"> <li>▪ <b>P1 – Cannot occur</b></li> <li>▪ <b>P2 – Very unlikely</b></li> <li>▪ <b>P3 – Unlikely</b></li> <li>▪ <b>P4 – Likely</b></li> <li>▪ <b>P5 – Very likely</b></li> </ul>

Entering And Working Inside The Yellow Mongoose Enclosure		
Hazard Description	Hazard Classification Severity (S#) Vs. Probability (P#)	Preventative Measures
Being bitten/scratched by a Mongoose	S3/P3	<p>Staff are trained on how to work around and with the animals.</p> <p>Animal bites protocols read, signed and a copy held at enclosure entrance.</p> <p>Appropriate PPE to be worn (steel-toe cap boots).</p> <p>One first aid trained staff on site.</p> <p>Target feed only with feeding tongs.</p> <p>Result: <b>S2/P2</b></p>
Falling/slipping in the enclosure	S4/P3	<p>Staff are trained on how to work in and around the enclosure, with or without the animals present.</p> <p>Always wear appropriate PPE (non-slip boots) and pay attention when in the enclosure.</p> <p>All relevant protocols are in place and displayed behind the enclosure. All protocols have been read and signed by all trained members of staff.</p> <p>The behind scenes of the enclosure are kept clean and tidy to avoid any trips or falls.</p> <p>Result: <b>S3/P2</b></p>
Getting burnt by heater in Mongoose den	S3/P3	<p>Protect the heater with a sufficient guard to ensure that the heat emitter cannot be touched directly. Turn heater off and allowed to cool before working in the den.</p> <p>One first aid trained staff on site at all times.</p> <p>Result: <b>S2/P2</b></p>
Infection / Zoonotics	S3/P3	<p>General hygiene protocol, first aid Hygiene Protocol, Working in the Enclosure Protocol, Zoonotic Disease Management Document, CoSHH have all been read and signed by all trained members of staff.</p> <p>PPE is provided including gloves, alcohol gel, and hand washing facilities are nearby.</p> <p>One first aid trained member of staff on site at all times.</p>

		Target feed only with feeding tongs. Result: <b>S2/P2</b>
Housekeeping / Cleaning	<b>S3/P3</b>	Staff training on working in and around the enclosure. General hygiene and enclosure cleaning protocols displayed behind enclosure. Result: <b>S2/P2</b>
Animal Escape	<b>S3/P2</b>	Animal escape, signed and a copy kept at the enclosure entrance. Daily morning and evening checks to be done and signed; two separate members of staff must sign evening checks. See Mammal open and lock up sign off check sheets. Limited access to trained staff only. Double doors on all entrances to prevent escapes, these must be used correctly at all times. Please ensure the previous external or internal door is locked before opening the next. Whilst working in or around the enclosure please ensure all external and internal keeper doors are shut and locked before work is carried out, and throughout the entire duration of the works. Doors must never be left unlocked or open at any time Result: <b>S2/P2</b>
Human Error	<b>S3/P3</b>	Staff trained with working in the enclosure protocol – care and attention must be paid whilst working in the enclosure. Staff must have read and signed the protocol for working with the Mongooses. Result: <b>S3/P2</b>
PPE	<ul style="list-style-type: none"> <li>• Thick gloves</li> <li>• Steel toe cap boots/wellies</li> <li>• Handling/ restraint equipment</li> </ul>	
<b>HAZARD CLASSIFICATION KEY</b>	<b>Severity:</b> <ul style="list-style-type: none"> <li>▪ <b>S1 – None</b></li> <li>▪ <b>S2 – Minor injury</b></li> <li>▪ <b>S3 – Major injury</b></li> <li>▪ <b>S4 – Major injury/death</b></li> <li>▪ <b>S5 – Multiple deaths</b></li> </ul>	<b>Probability:</b> <ul style="list-style-type: none"> <li>▪ <b>P1 – Cannot occur</b></li> <li>▪ <b>P2 – Very unlikely</b></li> <li>▪ <b>P3 – Unlikely</b></li> <li>▪ <b>P4 – Likely</b></li> <li>▪ <b>P5 – Very likely</b></li> </ul>

Entering And Working Inside The Swinhoe's Striped Squirrel Enclosure		
Hazard Description	Hazard Classification Severity (S#) Vs. Probability (P#)	Preventative Measures
Being bitten/scratched by a Swinhoe's striped squirrel	S3/P3	Staff Training, Animal bites protocols read, signed and a copy held at the enclosure entrance. PPE - gloves & steel toe cap boots One first aid trained staff on site Animal bite treatment protocol must be displayed at the entrances to the squirrel enclosure. Target feed only with feeding tongs. Result: <b>S2/P2</b>
Falling/slipping in the enclosure	S4/P3	Staff Training - always wear appropriate PPE (non-slip boots) and pay attention when in the enclosure. Staff are trained on how to work in and around the enclosure, with or without the animals. All relevant protocols are in place and displayed behind the enclosure. Animal escape procedure, general hygiene. All protocols have been read and signed by all trained members of staff. The behind scenes of the enclosure are kept clean and tidy to avoid any trips or falls. Result: <b>S3/P2</b>
Getting burnt by heater in squirrel enclosure	S3/P3	Protect the heater with a sufficient guard to ensure that the heat emitter cannot be touched directly. Turn heater off and allowed to cool before Result: <b>S2/P2</b>
Infection / Zoonotics	S3/P3	Staff Training - General hygiene protocol, first aid Written protocols - Hygiene Protocol, Working in the Enclosure Protocol, Zoonotic Disease Management Document, CoSHH. PPE is provided including gloves, alcohol gel and hand washing facilities nearby One first aid trained member of staff on site at all times. Result: <b>S2/P2</b>
Housekeeping / Cleaning	S3/P3	General hygiene, enclosure cleaning protocols displayed behind enclosure

		<p>Double doors on all entrances to prevent escapes, these must be used correctly at all times. Please ensure the previous external or internal door is locked before opening the next.</p> <p>Result: <b>S2/P2</b></p>
Animal Escape	<b>S3/P2</b>	<p>Written protocols - Animal Escape, signed and a copy kept at the enclosure entrance, and at the enclosure entrances- updated regularly.</p> <p>Annual exercise, daily morning and evening checks to be done and signed by trained member of staff. See MAM4 open and lock up sign off check sheets.</p> <p>Limited access to trained staff</p> <p>Double doors on all entrances to prevent escapes, these must be used correctly at all times. Please ensure the previous external or internal door is locked before opening the next. Whilst working in or around the enclosure please ensure all external and internal keeper doors are shut and locked before work is carried out, and throughout the entire duration of the works. Result: <b>S2/P2</b></p>
Human Error	<b>S3/P3</b>	<p>Staff Training -Working in the enclosure protocol - care and attention must be paid whilst working in the enclosure</p> <p>Staff must have read and signed the protocol for working with the squirrel.</p> <p>One first aid trained member of staff on site at all times.</p> <p>When leaving any enclosure or keeper areas ensure all doors are locked and bolted where required.</p> <p>Result: <b>S3/P2</b></p>
PPE	<ul style="list-style-type: none"> <li>• Thick gloves</li> <li>• Steel toe cap boots/wellies</li> <li>• Handling/ restraint equipment</li> </ul>	
HAZARD CLASSIFICATION KEY	<p><b>Severity:</b></p> <ul style="list-style-type: none"> <li>▪ <b>S1 – None</b></li> <li>▪ <b>S2 – Minor injury</b></li> <li>▪ <b>S3 – Major injury</b></li> <li>▪ <b>S4 – Major injury/death</b></li> <li>▪ <b>S5 – Multiple deaths</b></li> </ul>	<p><b>Probability:</b></p> <ul style="list-style-type: none"> <li>▪ <b>P1 – Cannot occur</b></li> <li>▪ <b>P2 – Very unlikely</b></li> <li>▪ <b>P3 – Unlikely</b></li> <li>▪ <b>P4 – Likely</b></li> <li>▪ <b>P5 – Very likely</b></li> </ul>

Entering and working inside the Crocodile enclosure		
Hazard Description	Hazard Classification Severity (S#) Vs. Probability (P#)	Preventative Measures
Being bitten/hit by a Zebra Shark	S3/P3	<p>Staff Training, Animal bites protocols read, signed and a copy held at enclosure entrance. Animal care staff must be informed before entering the enclosure at any time. One first aid trained member of staff on site at all times.</p> <p>Only designated staff to enter enclosure. Crocodile must be in the eye line of the staff at all times whilst working within the enclosure.</p> <p>PPE – non-slip wellies or steel toed safety boots must be worn and a broom in hand when working within the enclosure. Warning sign on enclosure to remind staff.</p> <p>Result: S2/P2</p>
Falling/slipping in the enclosure	S4/P3	<p>Staff Training - always wear appropriate PPE (non-slip wellies or steel toed safety boots) and pay attention when in the enclosure.</p> <p>Staff are trained on how to work in and around the enclosure- with or without the animals present and must be signed off before working independently. All protocols have been read and signed by all trained members of staff.</p> <p>The behind scenes of the enclosure are kept clean and tidy to aid movement in and out of the enclosure.</p> <p>Must be accompanied by second member of staff for entry and leaving of the enclosure.</p> <p>Result: S3/P2</p>
Falling into the pool	S3/P3	Do not stand directly on the sides of the pool to clean, always stand



		<p>on flat ground next to the pool or in the pool.</p> <p>Must be accompanied by second member of staff for entry and leaving of the enclosure.</p> <p>Result: <b>S3/P2</b></p>
Getting burnt by heater or halogen light	S3/P3	<p>Protect the heater with a sufficient guard to ensure that the heat emitter cannot be touched directly. Turn heater off and allowed to cool before working in the enclosure</p> <p>Result: <b>S2/P2</b></p>
Infection / Zoonotics	S3/P3	<p>Staff Training - General hygiene protocol, first aid</p> <p>Written protocols - Hygiene Protocol, Working in the Enclosure Protocol, Zoonotic Disease Management Document, CoSHH.</p> <p>PPE is provided including gloves, alcohol gel and hand washing facilities are nearby.</p> <p>One first aid trained member of staff on site at all times.</p> <p>Result: <b>S2/P2</b></p>
Housekeeping / Cleaning	S3/P3	<p>Staff Training on working in and around the enclosure</p> <p>General hygiene, enclosure cleaning protocols signed and read.</p> <p>Crocodile to remain in eyesight throughout cleaning process.</p> <p>Animal care staff/management must be informed before entering the enclosure at any time.</p> <p>Result: <b>S2/P2</b></p>
Animal Escape	S3/P2	<p>Written protocols - Animal Escape, read and signed. This is to be updated regularly. Regular animal escape drills to be done by team.</p> <p>Morning and evening checks to be done by two separate members of staff. Crocodile to be seen before going in enclosure, to ensure not near door.</p>

		<p>Only trained members off staff to allow access to enclosure. All sections of doors to be closed while working in enclosure.</p> <p>Result <b>S2/P2</b></p>
Human Error	<b>S3/P3</b>	<p>Staff Training - Enclosure is to be checked by two members of staff during both morning and evening checks. Staff must be fully trained and have read and signed the protocol for working with the crocodile. Displays care staff must be informed before all work inside the enclosure is carried out. One first aid trained member of staff on site at all times. When leaving enclosure, ensure all hatches are locked and bolted where required.</p> <p>Result: <b>S3/P2</b></p>
Bumping head on objects	<b>S2/P4</b>	<p>Staff training on working in and around the enclosure and keeper areas to ensure staff are aware of main risks.</p> <p>Result: <b>S3/P2</b></p>
PPE	<ul style="list-style-type: none"> <li>• Thick gloves</li> <li>• Radio</li> <li>• Steel toe cap boots/wellies.</li> <li>• Handling/ restraint equipment</li> <li>• Electrical tape</li> <li>• Towels</li> <li>• Broom</li> <li>• Long handled pool cleaning equipment</li> </ul>	
<p><b>HAZARD</b></p> <p><b>CLASSIFICATION</b></p> <p><b>KEY</b></p>	<p><b>Severity:</b></p> <ul style="list-style-type: none"> <li>▪ <b>S1 – None</b></li> <li>▪ <b>S2 – Minor injury</b></li> <li>▪ <b>S3 – Major injury</b></li> <li>▪ <b>S4 – Major injury/death</b></li> <li>▪ <b>S5 – Multiple deaths</b></li> </ul>	<p><b>Probability:</b></p> <ul style="list-style-type: none"> <li>▪ <b>P1 – Cannot occur</b></li> <li>▪ <b>P2 – Very unlikely</b></li> <li>▪ <b>P3 – Unlikely</b></li> <li>▪ <b>P4 – Likely</b></li> <li>▪ <b>P5 – Very likely</b></li> </ul>

## Entering and working inside the meerkat and tortoise enclosure

Hazard Description	Hazard Classification Severity (S#) Vs. Probability (P#)	Preventative Measures
Being bitten/scratched by an animal	<b>S3/P3</b>	Staff are trained on how to work around and with the animals. Animal bites protocols read, signed and a copy held at enclosure entrance. Appropriate PPE to be worn (steel-toe cap boots). One first aid trained staff on site. Result: <b>S2/P2</b>
Falling/slipping in the enclosure	<b>S4/P3</b>	Staff are trained on how to work in and around the enclosure- with or without the animals present. Always wear appropriate PPE (non-slip boots) and pay attention when in the enclosure. All relevant protocols are in place and displayed behind the enclosure. All protocols have been read and signed by all trained members of staff. The behind scenes of the enclosure are kept clean and tidy to avoid any trips or falls. Result: <b>S3/P2</b>
Being crushed by sulcata tortoise	<b>S4/P3</b>	Staff are trained on how to work in and around the enclosure - with the animals present. Including working in a confined space with solid boundaries. Always wear appropriate PPE (non-slip boots) and pay attention when in the enclosure. All relevant protocols are in place and displayed behind the enclosure. All protocols have been read and signed by all trained members of staff. One first aid trained staff on site. Result: <b>S3/P2</b>
Fingers crushed by sulcata tortoise	<b>S3/P4</b>	Staff are trained on how to work and handle animals. Care and attention must be used when working with the animals. Sulcata handling protocol read, signed

		<p>and a copy held at enclosure entrance.</p> <p>PPE is provided, including thick gloves.</p> <p>One first aid trained staff on site.</p> <p>Result: <b>S3/P2</b></p>
Getting burnt by heaters	<b>S3/P3</b>	<p>Protect the heater with a sufficient guard to ensure that the heat emitter cannot be touched directly. Turn heater off and allowed to cool before working on heaters.</p> <p>One first aid trained staff on site at all times.</p> <p>Result: <b>S2/P2</b></p>
Bumping head on objects	<b>S2/P4</b>	<p>Staff are trained on how to work in and around the enclosure as well as keeper areas to ensure staff are aware of main risks.</p> <p>Result: <b>S3/P2</b></p>
Infection / Zoonotics	<b>S3/P3</b>	<p>Hygiene protocol, Bites Protocol, Working in the Enclosure Protocol, Animal Health Protocol, have all been read and signed by all trained members of staff.</p> <p>PPE is provided including gloves, alcohol gel, and hand washing facilities are nearby.</p> <p>One first aid trained member of staff on site at all times.</p> <p>Result: <b>S2/P2</b></p>
Manual Handling	<b>S3/P4</b>	<p>Mechanical aids available for and heavy lifting or transport, for example a pallet truck, wheel barrows and sack barrows.</p> <p>Staff Training- manual handling covered at induction and in main manual. Ensure all heavy lifting is carried out correctly.</p> <p>No lone working when heavy lifting is taking place.</p> <p>Result: <b>S3/P2</b></p>
Housekeeping / Cleaning	<b>S3/P3</b>	<p>Staff training on working in and around the enclosure.</p> <p>General hygiene and enclosure cleaning protocols displayed behind enclosure.</p>

		<p>Doors between keeper area and enclosure used correctly (see Animal Escape hazard).</p> <p>Result: <b>S2/P2</b></p>
Animal Escape	<b>S3/P2</b>	<p>Animal escape protocol, signed and a copy kept at the enclosure entrance.</p> <p>Annual exercise, daily morning and evening checks to be done and signed; two separate members of staff must sign evening checks. See Mammal open and lock up sign off check sheets.</p> <p>Limited access to trained staff only.</p> <p>Double doors on all entrances to prevent escapes, these must be used correctly at all times. Ensure the previous external or internal door is locked before opening the next. Whilst working in or around the enclosure please ensure all external and internal keeper doors are shut and locked before work is carried out, and throughout the entire duration of the works. Doors must never be left unlocked or open at any time Bolt on outer door to be put on from the inside when working in corridors and enclosure to stop other staff entering with both doors open.</p> <p>Radio call to ensure no other staff are working in the enclosure before entering.</p> <p>Ensure that all livestock is away from the inner door before entering or exiting the enclosure.</p> <p>Result: <b>S2/P2</b></p>
Human Error	<b>S3/P3</b>	<p>Staff trained with working in the enclosure protocol - care and attention must be used whilst working in the enclosure. Staff must have read and signed the protocol for working with the animals.</p>

		One first aid trained member of staff on site at all times. Result: <b>S3/P2</b>
PPE	<ul style="list-style-type: none"> <li>• Thick gloves</li> <li>• Radio</li> <li>• Steel toe cap boots/wellies</li> <li>• Handling/ restraint equipment</li> </ul>	
HAZARD CLASSIFICATION KEY	<b>Severity:</b> <ul style="list-style-type: none"> <li>▪ S1 – None</li> <li>▪ S2 – Minor injury</li> <li>▪ S3 – Major injury</li> <li>▪ S4 – Major injury/death</li> <li>▪ S5 – Multiple deaths</li> </ul>	<b>Probability:</b> <ul style="list-style-type: none"> <li>▪ P1 – Cannot occur</li> <li>▪ P2 – Very unlikely</li> <li>▪ P3 – Unlikely</li> <li>▪ P4 – Likely</li> <li>▪ P5 – Very likely</li> </ul>

Entering and working inside the Macaque enclosure		
Hazard Description	Hazard Classification Severity (S#) Vs. Probability (P#)	Preventative Measures
Being bitten/scratched by a Macaque	S3/P3	<p>Staff Training - Animal bites protocol is to be read, signed and a copy held at enclosure entrance.</p> <p>A different TL and/or POR must be called via radio before entering the enclosure.</p> <p>PPE –One first aid trained member of staff on site at all times.</p> <p>Only designated staff are able to handle Macaques and this is only to be done in the presence of a vet.</p> <p>Animal bite treatment protocol must be displayed at the entrances to the Macaque enclosure.</p> <p>Result: S2/P2</p>
Falling/slipping in the enclosure	S4/P3	<p>Staff Training - always wear appropriate PPE (non-slip wellingtons, overalls) and pay attention when in the enclosure, note no one is allowed in the enclosure if monkeys are in that part of the exhibit. Staff are trained on how to work in and around the enclosure and must be signed off before working independently.</p> <p>All relevant protocols are in place and displayed in the keeper area, inc. Animal escape procedure, and general hygiene. All protocols have been read and signed by all trained members of staff with copies kept at enclosure entrance.</p> <p>The behind the scenes of the enclosure are kept clean and tidy to avoid any trips or falls.</p> <p>Result: S3/P2</p>
Falling into the pool	S3/P3	<p>Do not stand directly on the sides of the pool to clean, always stand on flat ground next to the pool. Always use the correct long handled equipment to clean the pool.</p> <p>Result: S3/P2</p>

Infection / Zoonotics	S3/P3	<p>Staff Training – inc. General hygiene protocol and first aid Written protocols - Hygiene Protocol, Working in the Enclosure Protocol, Zoonotic Disease Management Document, CoSHH. PPE is provided including gloves and overalls. Hand washing facilities are nearby. Foot dips/scrubs to be used when entering or exiting Macaque house. Face masks and gloves must be worn at all times to prevent zoonotic passing either way human – monkey - monkey – human. Staff to inform management if they are unwell and should not enter Macaque house if they are possibly contagious. One first aid trained member of staff on site at all times.</p> <p>Result: S2/P2</p>
Housekeeping / Cleaning	S3/P3	<p>Staff Training on working in and around the enclosure inc. General hygiene, enclosure cleaning protocols are displayed within the main keeper area. Macaques are to be kept locked in alternate pens whilst cleaning the individual pens, and locked in the pens 1, 2 and 3 when working on the outdoor enclosure. Keeper access door must be shut at all times when working in any areas. All locks must be fully checked POR or Team leader and Zoo keeper before allowing the Macaques access to an area. No lone working unless Macaques are securely locked away. Double doors on all entrances to prevent escapes, these must be used correctly at all times, even if the Macaques are locked away. Please ensure the previous external or internal door is locked before opening the next.</p> <p>Result: S2/P2</p>



Animal Escape	S3/P2	<p>Written protocols - Animal Escape, signed and a copy kept at enclosure entrance. This is to be updated regularly.</p> <p>Annual exercise, daily morning and evening checks to be done and signed by two separate members of staff. See AQ5 open and lock up sign off check sheets.</p> <p>Only trained members of staff are to be allowed access to the enclosure if necessary.</p> <p>Double airlock doors on all entrances to prevent escapes, these must be used correctly checked at all times, even if the Macaques are locked away. Please ensure the previous external or internal door is locked before opening the next. Whilst working in or around the enclosure please ensure all external and internal keeper doors are shut before work is carried out, and throughout the entire duration of the works. Doors must never be left open at any time.</p> <p>Result S2/P2</p>
Human Error	S3/P3	<p>Staff Training -Working in the enclosure protocol - the Macaques must be securely locked away prior to enclosure maintenance. ALL LOCKS TO BE DOUBLE CHECKED BY POR/TL BEFORE ENTERING THE ENCLOSURE. Enclosure is then to be fully checked by POR/Team leader and zoo keeper before allowing the Macaques access. Staff must be fully trained and have read and signed the protocol for working with the Macaques.</p> <p>One first aid trained member of staff on site at all times.</p> <p>When leaving any enclosure or the keeper areas staff must ensure all doors are locked and bolted where required.</p> <p>Result: S3/P2</p>

Temperature	S2/P3	PPE is provided, these include warm winter coats, and hats for summer. NO SUNGLASSES Result: <b>S2/P2</b>
Reduced lighting	S2/P3	Ensure accessible outside lighting is on before working on enclosure. No working in the Macaque enclosure at night. Result: <b>S2/P2</b>
Bumping head on objects	S2/P4	Staff training on working in and around the enclosure and keeper areas to ensure staff are aware of main risks. Result: <b>S3/P2</b>
PPE	<ul style="list-style-type: none"> <li>• Thick gloves</li> <li>• Overalls</li> <li>• Gloves</li> <li>• Radio</li> <li>• Boots/wellies.</li> <li>• Handling/ restraint equipment</li> <li>• Long handled pool cleaning equipment</li> </ul>	
HAZARD CLASSIFICATION KEY	<b>Severity:</b> <ul style="list-style-type: none"> <li>▪ S1 – None</li> <li>▪ S2 – Minor injury</li> <li>▪ S3 – Major injury</li> <li>▪ S4 – Major injury/death</li> <li>▪ S5 – Multiple deaths</li> </ul>	<b>Probability:</b> <ul style="list-style-type: none"> <li>▪ P1 – Cannot occur</li> <li>▪ P2 – Very unlikely</li> <li>▪ P3 – Unlikely</li> <li>▪ P4 – Likely</li> <li>▪ P5 – Very likely</li> </ul>

Entering And Working Inside The Alligator Snapping Turtle And Freshwater Fish Enclosure		
Hazard Description	Hazard Classification Severity (S#) Vs. Probability (P#)	Preventative Measures
Being bitten by an alligator snapping turtle	S3/P3	<p>Staff Training, Animal bites protocols read, signed and a copy held at enclosure entrance.</p> <p>Animal care staff must be informed before entering the enclosure at any time. One first aid trained member of staff on site at all times.</p> <p>Only designated staff to enter enclosure. Turtle must be in the eye line of the staff at all times whilst working within the enclosure.</p> <p>PPE – steel toe wellies must be worn when working within the enclosure.</p> <p>Warning sign on enclosure to remind staff.</p> <p>Feed only with designated litter-pickers held away from self and without going into the enclosure.</p> <p>Result: S2/P2</p>
Falling/slipping in the enclosure	S4/P3	<p>Staff Training - always wear appropriate PPE (steel toed wellies) and pay attention when in the enclosure.</p> <p>Staff are trained on how to work in and around the enclosure- with or without the animals present and must be signed off before working independently.</p> <p>All protocols have been read and signed by all trained members of staff.</p> <p>The behind scenes of the enclosure are kept clean and tidy to aid movement in and out of the enclosure.</p> <p>Must be accompanied by second member of staff for entry and leaving of the enclosure.</p> <p>Feed only with designated litter-pickers held away from self and without going into the enclosure.</p> <p>Result: S3/P2</p>

Falling into the pool	S3/P3	<p>Do not stand directly on the sides of the pool to clean, always stand in the pool where it's flatter.</p> <p>Must be accompanied by second member of staff for entry and leaving of the enclosure.</p> <p>Feed only with designated litter-pickers held away from self and without going into the enclosure.</p> <p>Result: <b>S3/P2</b></p>
Getting burnt by heater or halogen light	S3/P3	<p>Protect the heater with a sufficient guard to ensure that the heat emitter cannot be touched directly. Turn heater off and allowed to cool before working in the enclosure.</p> <p>Feed only with designated litter-pickers held away from self and without going into the enclosure.</p> <p>Result: <b>S2/P2</b></p>
Infection / Zoonotics	S3/P3	<p>Staff Training - General hygiene protocol, first aid.</p> <p>Written protocols - Hygiene Protocol, Working in the Enclosure Protocol, Zoonotic Disease Management Document, CoSHH.</p> <p>Treated as mycobacterium system with appropriate preventative measures for disease spread.</p> <p>PPE is provided including gloves, alcohol gel and hand washing facilities are nearby.</p> <p>One first aid trained member of staff on site at all times.</p> <p>Feed only with designated litter-pickers held away from self and without going into the enclosure.</p> <p>Result: <b>S2/P2</b></p>
Housekeeping / Cleaning	S3/P3	<p>Staff Training on working in and around the enclosure.</p> <p>General hygiene, enclosure cleaning protocols signed and read.</p> <p>Alligator snapping turtle to remain in eyesight throughout cleaning process.</p> <p>Animal care staff/management must be informed before entering the enclosure at any time.</p> <p>Result: <b>S2/P2</b></p>

Animal Escape	S3/P2	Written protocols - Animal Escape, read and signed. This is to be updated regularly. Morning and evening checks to be done by two separate members of staff. Would only escape from the glass breaking as cannot climb out Result S2/P2
Human Error	S3/P3	Staff Training - Enclosure is to be checked by two members of staff during both morning and evening checks. Staff must be fully trained and have read and signed the protocol for working with the turtle. Displays care staff must be informed before all work inside the enclosure is carried out. One first aid trained member of staff on site at all times. When leaving enclosure, ensure all hatches are locked and bolted. Result: S3/P2
Bumping head on objects	S2/P4	Staff training on working in and around the enclosure and keeper areas to ensure staff are aware of main risks. Feed only with designated litter-pickers held away from self and without going into the enclosure. Result: S3/P2
PPE	<ul style="list-style-type: none"> <li>• HEX Armour gloves</li> <li>• Surgical rubber gloves</li> <li>• Grabbers</li> <li>• Steel toe cap wellies</li> <li>• Handling/ restraint equipment</li> <li>• Towel</li> </ul>	
HAZARD CLASSIFICATION KEY	<b>Severity:</b> <ul style="list-style-type: none"> <li>▪ S1 – None</li> <li>▪ S2 – Minor injury</li> <li>▪ S3 – Major injury</li> <li>▪ S4 – Major injury/death</li> <li>▪ S5 – Multiple deaths</li> </ul>	<b>Probability:</b> <ul style="list-style-type: none"> <li>▪ P1 – Cannot occur</li> <li>▪ P2 – Very unlikely</li> <li>▪ P3 – Unlikely</li> <li>▪ P4 – Likely</li> <li>▪ P5 – Very likely</li> </ul>