

COVID 19 RISK ASSESSMENT

Title	Covid 19 operations [step 4] RA No2 general public
Activity being assessed	General Public Ongoing COVID 19 safety.
Location of Activity	NAZF
Risk assessment reference number	18.2
Lead Assessors Name	David Bennett
Date of assessment	28/07/2021 Reviewed 01/12/2021 DB
Signed	
Review date (month/year)	01/21

This risk assessment to be read in conjunction with all other risk assessments

You should continue to put measures in place to reduce the risk of COVID-19 transmission.

This is important even if your workers have:

- received a recent negative test result
- had the vaccine (either 1 or 2 doses)
- natural immunity. This is proof of a positive PCR within 180 days (and after the 10 days isolation period).

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Symptomatic or asymptomatic COVID 19 infection	Staff member, Volunteer, or public Contracting COVID 19 from Staff member, volunteer, or another member of public.	<p>Symptomatic or isolating visitor.</p> <ul style="list-style-type: none"> At booking visitor agrees not to attend if they become symptomatic or are required to isolate. Pre booked tickets can be easily rescheduled. Walk up/season tickets are asked if they are exhibiting any symptoms. <p>Testing/covid pass.</p> <ul style="list-style-type: none"> There is currently no requirement for a visitor to prove there Covid status. This may be reviewed in the future. <p>Social distancing.</p> <p><i>Limited visitor number and ticket control:</i></p> <ul style="list-style-type: none"> Normal maximum capacity exceeds 3000 visitors per day Work on 60% of max capacity. Caped to 1800 visitors on site at any one time. Visitor number cap to be subject to ongoing review, dependent on NAZF management team decisions and changing social distancing guidance. Use of timed entry tickets to reduce ques before ticket office and in yards immediately after ticket office. <p><i>Social distancing:</i></p> <ul style="list-style-type: none"> Primarily social distancing will be encouraged with signage reminding public to keep distance, with a higher concentration of signage in queuing areas and reminder signs in other areas. Physical distancing and people flow controls will take the form of barrier-based que separations for queuing into site and leaving site. 			

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		<p>Localised one-way systems at points of congestion, areas needing extra controls are:</p> <ul style="list-style-type: none"> -Ticket office (queuing system) -Exit (flexible queuing system, one lane out open at all times with second entry lane reversed from 3.30 allowing more flow capacity at peak leaving time) -Food outlet areas (que management) -Walk through ducks and chickens. -Shop yard (queuing system) <ul style="list-style-type: none"> • It is reasonable to rely on visitors to comply with signage and observe the government's wider advice to keep themselves safe. Staff should not have to specifically police how visitors are observing the advice. • Transgressions should be initially viewed as happening because of forgetfulness or lack of awareness rather than through intent. Please politely remind visitors of the criteria. • Any unacceptable or repeated transgressions should be managed by repeated reminders. If these continue to be ignored, then the visitors involved should be asked to leave the site. If they do not comply, the police can be called as a last option. • Additional friendly social distancing reminder signage placed in areas people naturally gather due to animal activities. <p><i>Queue management:</i></p> <ul style="list-style-type: none"> • Marshalling of queues is not required, but staff will observe how visitors are using the site and be prepared to dynamically react should queues form in unexpected areas or if signage needs to be enhanced. • Paths should be free from obstruction, with space to pass safely. <p>Sneeze guard screens.</p>			

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		<p>Perspex screen fitted at all customer facing serving points to reduce risk of infection caused by respiratory droplet inhalation.</p> <p>Screens fitted at:</p> <ul style="list-style-type: none"> • Ticket office • Food barn • Trunk stop • Bear essentials • Giftshop • Farm shop <p>Ice cream kiosks x2</p> <p>Enhanced site hygiene.</p> <p>Initial cleaning with effective cleaning agent and water removes dirt and debris. Subsequent repeated treatment through the day with SAFE 4 DISINFECTANT 50:1 dilution and ideally allowed 5 minutes contact time to act effectively against Coronavirus.</p> <ul style="list-style-type: none"> • Visitors will feel reassured seeing employees cleaning all surfaces around NAZF. • On top of our existing regular cleaning protocols, multi-touch areas e.g. door handles, switches, handrails, Door handles, Hand washing points, Hand gel dispensers, Wheelie bin lids, Gate tops where accessible, Meerkat bridge & front glass will need regular disinfecting. These high-risk areas should be treated with SAFE 4 DISINFECTANT 50:1 dilution and ideally allowed 5 minutes contact time to act effectively against Coronavirus. • Use SAFE 4 DISINFECTANT 50:1 in backpack sprayer for ease of use, and visual effect. • <i>Also see specific toilet cleaning Risk Assessment.</i> <p><i>Exhibit windows:</i></p> <p>Due to the impracticalities of repeated window cleaning at exhibit,</p>			

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		<ul style="list-style-type: none"> Normal cleaning practice to include use of SAFE 4 DISINFECTANT 50:1. Addition of signage at all windows stating <i>not to touch window to prevent the spread of covid 19 and recommending hand washing if they do</i> <p>Personal hygiene.</p> <p>Public Health England recommend the best way to reduce the risk of infection, including Coronavirus, is good hand hygiene.</p> <ul style="list-style-type: none"> Actively encourage regular hand washing with soap and water for at least 20 seconds throughout visit with signage. As a farm attraction we already have regular opportunities for hand washing along visitor routes and importantly at the exit of all animal contact areas. Additional hand sanitiser (SAFE 4 ALCOHOL FREE, VIRICIDAL, BACTERICIDAL DISINFECTANT) stations located at all high contact points, and at exit/entrance points of all retail, play, and toilet facilities. <p>Ventilation.</p> <ul style="list-style-type: none"> Wherever reasonably practicable any indoor area will have ventilation maximised by opening all doors and windows. <p>Face coverings.</p> <p>Face coverings are now required by law to be worn in retail outlets and in all public transport, the government expects and recommends that people should continue to wear them in crowded and enclosed settings, to protect themselves and others. We are requesting that where a visitor is not exempt that they wear a face covering in the following locations:</p> <ul style="list-style-type: none"> Gift shop. 			

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		<ul style="list-style-type: none"> • Farm shop. • Food barn. • Bear essentials. • Toilet blocks [not porta-lose]. • Animal houses [indoors]. • Ark arena. • Indoor play areas [see separate risk assessment]. • First aid room [see separate risk assessment]. <p>Staff will wear face coverings as follows:</p> <ul style="list-style-type: none"> • Gift shop. • Farm shop. Food barn. • Bear essentials • In enclosed and crowded spaces where they may come into contact with people they don't normally meet. • When entering another team indoor workspace. <p>Enable people to check in at your venue. You are no longer legally required to collect contact details, however doing so will help to support NHS Test and Trace to reduce the spread of the virus. You can enable people to check in by providing an NHS QR code poster, though you do not have to ask customers to check in or turn them away if they refuse. If you display an NHS QR code, you should also have a system to collect (and securely store) names and contact details for those who ask to check in but do not have the app.</p> <ul style="list-style-type: none"> • Phone contacts still requested at booking. • App QR code displayed at ticket office. 			

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