

Area Description
This is a General Risk Assessment covering people in all areas of the Park, using all of the main facilities and amenities provided.
Related Risk Assessments & Documentation
<ul style="list-style-type: none"> <li>All Area &amp; Task Risk Assessments within Sections of the Park</li> <li>The BDSP Health &amp; Safety Policy Manual</li> <li>BDSP Training, Inspection, &amp; Maintenance records</li> <li>Risk Assessment Guidance for Schools &amp; Groups</li> </ul>

People groups affected			
✓	Employees	✓	Contractors
✓	Public / Visitors		[Other]

Assessment no.	002
Assessment by	S. Denny
Date	04-Mar-2019

Risk Rating = (Severity x Likelihood)			
Severity (S)		Likelihood (L)	
1: No injury; No First Aid; No loss		1: Very Unlikely	
2: Minor Injury; < 3 Days off; Minor Damage		2: Unlikely	
3: > 3 Days off; Serious Damage; Loss		3: Possible	
4: Major Injury; Loss; Business Interruption		4: Probable	
5: Fatality; Business Closure		5: Certain	
Rating (R)	1 - 5 (Low)	6 - 15 (Med)	16 - 25 (High)

Risk Type / Reference	Description of Hazard / Accident / Injury / Loss	Risk Rating - Without Controls			Controls in Place	Risk Rating - With Controls		
		S	L	R		S	L	R
		[1] Vehicle / Pedestrian Contact	<p><b>Injury to a pedestrian in the park due to being struck by a moving vehicle.</b> Notably via:</p> <ul style="list-style-type: none"> <li>A pedestrian crossing the roadway as cars are driving</li> <li>A child running onto the roadway or into a parking area</li> <li>Cars (or other vehicles) driving onto and off of the grass areas</li> <li>People passing behind reversing vehicles in the car park(s)</li> <li>Large vehicles (e.g. coaches, tractors, delivery lorries) driving or manoeuvring near pedestrian areas</li> <li>A car being driven dangerously in the park</li> </ul>	4		4	16	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>Park Speed limit of 15mph in place</li> <li>Rules for drivers on site posted on signage throughout</li> <li>One-Way system in place</li> <li>Clearly marked pedestrian crossing points – sited where crossing to attractions, car-parking etc. is required</li> <li>Protected pedestrian routes in busy areas</li> <li>Park vehicles fitted with reverse audio/warning lights</li> <li>Large vehicles (e.g. tractors, trailers, lorries) restricted during opening hours</li> <li>Separate coach parking area, sited away from pedestrian routes / attractions</li> <li>Additional speed-bumps added to perimeter road</li> </ul> <p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>Safe driving behaviours are expected from all staff and visitors</li> <li>All staff are encouraged to report bad driving behaviours</li> <li>As far as possible, anyone noted to be driving unsafely will be stopped</li> <li>Vehicles should always give way to pedestrians</li> <li>During busy periods, parking marshals will be deployed around the park</li> <li>Any driving on the grass must be slow and controlled, particularly where reversing</li> </ul>

<p>[2] Contact with Dangerous Animals</p>	<p><b>Serious Injury to a person due to contact with a Dangerous Animal.</b>                  Notably via:</p> <ul style="list-style-type: none"> <li>❖ A person's fingers or hands pushed through fencing around an enclosure being bitten or pulled by the animal</li> <li>❖ A person reaching, leaning, or climbing over a barrier between themselves and an animal (e.g. at the sealion pool)</li> <li>❖ Car windows being wound-down within the lion section, or other drive through area</li> <li>❖ A person exiting their vehicle in a drive through area</li> <li>❖ Animals pushing up against their enclosure fencing</li> <li>❖ For Contact with an Escaped Animal, see section [4]</li> </ul>	<p>5</p>	<p>3</p>	<p>15</p>	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• Dangerous animal enclosures are double fenced, and/or have a stand-off fence</li> <li>• Several dangerous animal enclosures have additional electric fences</li> <li>• Suitable viewing platforms are provided, overlooking enclosures</li> <li>• Information signs are in place at each enclosure</li> <li>• CCTV cameras are in place at key locations throughout the park</li> <li>• Chimpanzees are viewed via the boat trip, with no possible contact</li> <li>• The drive-through enclosures are manned by a local, armed, warden in a vehicle</li> <li>• All vehicles passing into the lion enclosure are checked for closed windows</li> <li>• An emergency protocol is in place for breakdowns and vehicle emergencies</li> <li>• Warning signs, audible messages, and leaflets inform visitors of rules in the area</li> </ul> <p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Visitors are expected to follow the advice in the awareness leaflets provided</li> <li>• Unauthorised persons must never enter any animal area without permission</li> <li>• Wardens will monitor vehicles in the drive through areas</li> <li>• Visitors must follow instructions given to them by wardens in the drive through area</li> </ul>	<p>4</p>	<p>2</p>	<p>8</p>
<p>[3] Contact with Low Risk Animals</p>	<p><b>Injury to a person due to contact with a low-risk animal (e.g. goats, alpaca, chickens).</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ A person being bitten by a Pets Farm animal (e.g. pig; goat) while reaching in to touch them</li> <li>❖ A child or person being knocked over, stood on, or struck by an animal (accidental)</li> <li>❖ A child or person being knocked over, stood on, or struck by an animal (non-accidental, e.g. aggravated animal)</li> <li>❖ A person reaching, leaning, or climbing over a barrier between themselves and an animal (e.g. otters, penguins, meerkats)</li> <li>❖ For Zoonoses &amp; Bacteria, see section [5]</li> </ul>	<p>4</p>	<p>3</p>	<p>12</p>	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• Pets farm and other low-hazard animals are behind single-fence enclosures</li> <li>• No full-body contact with the Pets Farm animals is possible – hands only</li> <li>• Information signs are in place throughout Pets Farm</li> <li>• Animals in Pets Farm are regularly handled - the temperaments of these animals are generally expected to be good around people</li> </ul> <p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Visitors are expected to follow the advice in the awareness leaflets provided</li> <li>• No feeding of animals is permitted</li> <li>• Other single-enclosed animals (e.g. meerkats; penguins) must not be touched by visitors – Animals may only be contacted in the Pets Farm area</li> <li>• Visitors in Pets Farm must keep hands clear of animal's mouths</li> </ul>	<p>2</p>	<p>2</p>	<p>4</p>

[4] Animal Escape	<p><b>Injury to a visitor or member of staff due to contact with an escaped animal.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ A person attacked by an escaped animal</li> <li>❖ A person accidentally injured by an escaped animal</li> <li>❖ A person being injured due to a panicked or unmanaged response to an escaped animal</li> </ul>	5	3	15	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• All staff are trained on the Animal Escape Protocol</li> <li>• Staff are equipped with radios &amp; know the emergency call procedure</li> <li>• A responsible manager for emergency issues is always on site</li> <li>• The park has suitably trained &amp; equipped firearm response personnel</li> <li>• Animal enclosures are suitably designed to be secure for that type of animal</li> <li>• The drive through area is patrolled by armed wardens</li> <li>• The drive through lion enclosure is double gated and manned from a control tower (with line of sight over vehicles &amp; animals; &amp; communication with local wardens)</li> </ul> <p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Daily visual checks of enclosures by keepers</li> <li>• In the event of an issue, staff and visitors must follow instructions to go inside buildings or vehicles and stay until given the all clear</li> </ul>	2	2	4
[5] Zoonoses & Bacteria	<p><b>Ill health caused by exposure to bacteria, virus, or other agent carried by animals.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ E-Coli infection from ingestion after contact with animal faeces</li> <li>❖ Other zoonotic infection due to contact with animals (e.g. Psittacosis; Leptospirosis; Salmonella)</li> <li>❖ Consumption of food after contact with animals</li> </ul>	4	3	12	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• Hand washing stations placed at key locations on site</li> <li>• Warning signage is in place by the wash stations and in other areas of the park</li> <li>• A repeating PA announcement is in place by the wash stations</li> <li>• An information leaflet is provided to all visitors on entry</li> <li>• Animals are regularly tested for infection &amp; wormed by a veterinarian</li> <li>• Catering facilities are regularly inspected by EHO</li> <li>• All catering staff are food-hygiene trained</li> </ul> <p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Visitors are expected to follow the advice in the awareness leaflets provided</li> <li>• All persons on site should wash hands regularly - and always before eating or drinking</li> </ul>	2	2	4
[6] Minor Injury & First Aid	<p><b>Issues due to an accidental injury on site.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ A child accidentally cuts or bruises themselves due to falling in the playground; while running on the grass; etc.</li> <li>❖ A person stung by a wasp or bee</li> <li>❖ A pedestrian tripping on a step and being injured when they fall</li> <li>❖ A person becomes seriously ill while on site (e.g. stroke)</li> </ul>	4	3	12	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• First Aid Trained Staff are on site each day</li> <li>• Staff carry radios across the site and are briefed in how to contact a first aider</li> <li>• First Aid Kits are in place throughout the park</li> <li>• A First Aid room is available in the park restaurant</li> <li>• A defibrillator is available in the First Aid room</li> </ul> <p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• First Aiders will respond to an incident as necessary – this may include calling emergency services</li> <li>• Visitors are expected to follow the advice in the awareness leaflets provided</li> <li>• Anyone requiring First Aid must contact a member of staff</li> </ul>	2	2	4

[7] Electrical Safety	<p><b>Injury to a person due to contact with live electricity.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ Contact with a defective or damaged piece of equipment</li> <li>❖ Un-rated Electrical Equipment used outside becoming wet</li> <li>❖ Children contacting electrical sockets or equipment</li> </ul>	5	3	12	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• PAT testing on electrical appliances is undertaken on a rolling basis</li> <li>• All Staff briefed to visually inspect equipment prior to use</li> <li>• Weatherproof outdoor sockets in place &amp; used where appropriate</li> <li>• Warning Signs at Mains Power locations</li> <li>• Cables &amp; sockets for amenities are sited away from public areas</li> </ul> <p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• No indoor electrical equipment should be used outside</li> <li>• Staff should report any damaged electrical equipment</li> <li>• Children should not be allowed to access electrical sockets</li> </ul>	5	1	5
[8] Fire / Emergency Escape Routes	<p><b>Injury to a person due to Fire. Level of injury ranges from minor to fatality, caused by smoke inhalation or burns.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ A localised fire or smouldering of work equipment</li> <li>❖ Fire affecting a whole building or structure</li> <li>❖ A vehicle fire</li> <li>❖ A fire caused by a discarded cigarette</li> <li>❖ A fire caused by an uncontrolled barbeque</li> <li>❖ Blockage of escape routes from a building or structure</li> <li>❖ Additional injury due to a panicked response to a fire or alarm</li> </ul>	5	3	15	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• All Staff are briefed to fire evacuation procedures</li> <li>• Fire Alarms are in place in key buildings on site</li> <li>• Fire evacuation procedure is given prior to every sealion show</li> <li>• Buildings are all equipped with Fire Extinguishers – these are inspected annually</li> <li>• Ashtrays are fitted in various locations for the correct disposal of cigarettes</li> <li>• Fire Blankets are in place around the barbeque area</li> <li>• Barbeques are mounted on metal, fire resistant plinths</li> </ul> <p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• No Smoking is permitted within any building or in set areas of the park</li> <li>• Smoking is discouraged in any area of the park</li> <li>• The fire exits should never be blocked by equipment or materials</li> <li>• No damaged electrical equipment should ever be used</li> </ul>	4	2	8
[9] Falls from Height	<p><b>Injury to a person due to a fall from height; or injury due to being struck by material falling from a height.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ A fall down a flight of steps or off an edge                         <ul style="list-style-type: none"> <li>○ Due to a slip on a wet or slippery surface</li> <li>○ Due to a broken or damaged step, platform, or handrail</li> <li>○ Due to an unsuitable flight of steps, handrail, or platform</li> </ul> </li> <li>❖ Equipment, tools, or materials falling onto a person from height (e.g. material falling from a roof)</li> <li>❖ For falls from height on playground equipment, non-powered amusement equipment, or powered amusements, see sections [13], [14], &amp; [15]</li> </ul>	4	3	12	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• Viewing platforms and stairways across the park are designed to prevent falls</li> <li>• Handrails &amp; mid-rails are in place</li> <li>• Anti-slip matting, grit, or other means are placed in key locations</li> <li>• Viewing platform &amp; step conditions are monitored regularly</li> <li>• Suitable access equipment is available throughout the park</li> </ul> <p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Any damaged steps, handrails etc. should be reported immediately</li> <li>• Users should always grip handrails and use steps correctly</li> <li>• No climbing up on areas or stepping off of platforms is permitted</li> </ul>	3	2	6

<p>[10] Slips, Trips, &amp; Falls</p>	<p><b>Injury to a person due to a Slip, Trip, or Fall.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ A slip or trip on un-even ground or other natural underfoot hazard such as mud, rainwater, wet leaves, etc.</li> <li>❖ A slip or trip on uneven walkways, damaged slabs, slippery steps, or other surface designed &amp; maintained for foot traffic</li> <li>❖ A trip over trailing cables, hose lines, work equipment or other materials left at floor level</li> <li>❖ A slip on a wet floor, due to spillage or rainwater</li> </ul>	<p>3</p>	<p>4</p>	<p>12</p>	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• Ramps and steps which may become slippery shall have anti-slip paint or matting</li> <li>• Staff are briefed on keeping walkways clear of obstruction - to minimise trip hazards and remove trailing cables / hoses etc.</li> <li>• All park employees are required to wear suitable footwear at work</li> <li>• Warning Signs available to be posted as necessary (i.e. 'Wet Floor')</li> <li>• The cause of any reported slip or trip shall be investigated and resolved safely</li> </ul> <p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Park operatives shall continuously monitor walkways, steps, etc. to ensure no trip hazard develops or is created</li> <li>• Any walkways or surfaces in poor condition should be reported to management</li> <li>• Cables and hoses should be routed / secured off of walkways</li> </ul>	<p>2</p>	<p>3</p>	<p>6</p>
<p>[11] Open Water</p>	<p><b>Drowning or serious injury due to falling into open water.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ Overturn or sinking of a passenger boat</li> <li>❖ A child or adult falling into water at the Splash Cats</li> <li>❖ A child or adult falling into unsupervised open water at the river or loch</li> </ul>	<p>5</p>	<p>3</p>	<p>15</p>	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• All Splash Cat Pedal Boat users are provided with buoyancy aids</li> <li>• The Splash Cat Boat area is supervised by a member of staff, carrying a radio</li> <li>• The Splash Cat water area is of limited depth, in which an adult can stand</li> <li>• Passenger Boats are inspected annually by the Marine Coastguard Agency</li> <li>• Passenger Boats are equipped with Buoyancy Aids</li> <li>• Boat Drivers are trained holders of a Boatmaster's Licence</li> <li>• Boat Drivers Carry Radios and are trained in emergency procedures</li> <li>• Warning Signs are posted at the banks of deep-water areas</li> <li>• Life-rings should be posted along the banks of open water areas</li> </ul> <p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Passengers shall be counted on and off the boats</li> <li>• Buoyancy Aids &amp; Vests shall be visually inspected for fitness</li> <li>• Any change in circumstance (e.g. missing life-ring) must be reported to management</li> <li>• Emergency Drills should be carried out during the year</li> </ul>	<p>4</p>	<p>2</p>	<p>8</p>
<p>[12] Adverse Weather</p>	<p><b>Ill Health caused by exposure to adverse weather; or Injury due to adverse weather.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ Sunburn or sunstroke on hot days</li> <li>❖ Exposure or hypothermia on cold &amp; wet days</li> <li>❖ A tree, part of a tree, or part of a structure falling due to high winds and striking a person</li> </ul>	<p>4</p>	<p>3</p>	<p>12</p>	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• Shelters &amp; buildings are provided across the park</li> <li>• Hot food and drinks are available in the restaurant</li> </ul> <p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• On hot &amp; sunny days, staff are encouraged to use sun-cream</li> <li>• Any tree in a potentially dangerous condition after a storm must be reported</li> </ul>	<p>2</p>	<p>2</p>	<p>4</p>

[13] Playground	<p><b>Injury to a child or adult due to playground equipment.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ A slip or trip on the wooden walkways/steps of the castle</li> <li>❖ A fall from height on the castle, slides, or climbing wires</li> <li>❖ Being struck by a swing, roundabout, or other moving equipment</li> <li>❖ Falling from a swing, see-saw, or other moving equipment</li> </ul>	4	3	12	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• All Play Equipment is inspected annually by a Plant Safety contractor</li> <li>• Play equipment is designed to reduce the chance of falls from height (e.g. via side guarding at the top section of slides; high sided castle walls; hand-rails on steps)</li> <li>• Swings have a clearly de-marked ground area around them</li> <li>• Play Equipment is checked daily by members of staff</li> <li>• Play sand is raked and litter-picked regularly</li> <li>• Age / size differentiated play equipment is provided</li> </ul> <p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Responsible adults are expected to supervise their children in the playground areas</li> <li>• Any play equipment in poor condition should be reported to management</li> </ul>	2	2	4
[14] Non-Powered Amusements	<p><b>Injury to a child or adult on a non-powered amusement device.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ Friction burns caused on the Astro Glide Slide</li> <li>❖ Injury due to collision at the bottom of the Astro Glide Slide</li> <li>❖ A fall from the Flying fox – to water or to ground</li> <li>❖ Falling to water from the Splash Cats</li> <li>❖ Collision on or falling from the Bouncy Castle</li> </ul>	4	3	12	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• Amusements are inspected annually via the Amusement Device Inspection Procedure Scheme (ADIPS) and maintained in line with ADIPS guidelines</li> <li>• The Flying Fox is inspected 6 monthly under LOLER &amp; maintained regularly</li> <li>• Each amusement is manned by a member of staff, equipped with a radio</li> <li>• The member of staff shall:                             <ul style="list-style-type: none"> <li>○ Control users of the Astro Glide such that the way is clear before another slides</li> <li>○ Ensure all Astro Glide users have a mat and start on it correctly</li> <li>○ Ensure all Splash Cat boat users have a buoyancy vest</li> <li>○ Ensure Splash Cat boat users are the correct age/size/are suitably accompanied</li> <li>○ Check all flying fox users are the correct size to use the equipment</li> <li>○ Check all flying fox users are aware of how to use the flying fox</li> <li>○ Check and manage the number of children on the bouncy castle</li> </ul> </li> <li>• Safety information is provided at each amusement via clear signage</li> </ul> <p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Equipment users must follow safety guidance given by signage and staff</li> <li>• Any equipment which is damaged or worn should be reported</li> </ul>	3	2	6

[15] Powered Amusements	<p><b>Injury to a child or adult on a powered amusement device.</b>                      Notably via:</p> <ul style="list-style-type: none"> <li>❖ Falling from a moving ride</li> <li>❖ Contacting the moving parts of a ride while it is operating</li> <li>❖ Failure of a ride (e.g. gearing failure; safety feature failure)</li> <li>❖ Climbing from or jumping off of a moving ride – notably by unsupervised children or children who are too young</li> <li>❖ Unsafe behaviour on, or with a ride by the participant</li> </ul>	5	3	15	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• Amusements are inspected annually via the Amusement Device Inspection Procedure Scheme (ADIPS) and maintained in line with ADIPS guidelines</li> <li>• Each amusement is manned by a trained member of staff, equipped with a radio</li> <li>• The member of staff shall:                             <ul style="list-style-type: none"> <li>○ Ensure amusement users are the correct age/size/are suitably accompanied</li> <li>○ Ensure all users behave correctly while on the equipment</li> </ul> </li> <li>• Equipment is visually inspected daily</li> <li>• Amusements are barriered to prevent access while rides are operational</li> <li>• Barriers are in place to prevent unauthorised access when rides are unattended</li> </ul> <p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Any equipment issues must be reported immediately</li> <li>• Management may discontinue use of an amusement at any time, pending assessment of equipment by an external inspector</li> </ul>	3	2	6
[16] Lost Children	<p><b>Loss of a child within the park.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ A child playing in the playground becomes lost</li> <li>❖ Responsible adult and child become separated in a crowd</li> <li>❖ A wandering child is brought to a member of staff</li> <li>❖ A child runs off, or becomes separated within the park – with the responsible adult searching the wrong location</li> </ul>	5	3	15	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• All staff are briefed on the Lost Child Protocol</li> <li>• Staff carry radios and know the correct procedure for reporting lost children</li> <li>• There is a designated Lost Child Collection Point at Face Painting</li> </ul> <p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Staff will respond to a Lost Child radio call and conduct a search as necessary</li> <li>• As soon as a child / responsible adult is found, a radio call must be made</li> </ul>	3	2	6