

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"> All Area & Task Risk Assessments within Sections of the Park The BDSPP Health & Safety Policy Manual BDSPP Training, Inspection, & Maintenance records Risk Assessment Guidance for Schools & Groups

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

Assessment no.	002
Assessment by	S. Denny
Date	05-Mar-2018

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>Injury to a pedestrian in the park due to being struck by a moving vehicle. Notably via:</p> <ul style="list-style-type: none"> A pedestrian crossing the roadway as cars are driving A child running onto the roadway or into a parking area Cars (or other vehicles) driving onto and off of the grass areas People passing behind reversing vehicles in the car park(s) Large vehicles (e.g. coaches, tractors, delivery lorries) driving or manoeuvring near pedestrian areas A car being driven dangerously in the park 	4		4	16	<p>Control Measures:</p> <ul style="list-style-type: none"> Park Speed limit of 15mph in place Rules for drivers on site posted on signage throughout One-Way system in place Clearly marked pedestrian crossing points – sited where crossing to attractions, car-parking etc. is required Protected pedestrian routes in busy areas Park vehicles fitted with reverse audio/warning lights Large vehicles (e.g. tractors, trailers, lorries) restricted during opening hours Separate coach parking area, sited away from pedestrian routes / attractions <p>Expected Behaviours:</p> <ul style="list-style-type: none"> Safe driving behaviours are expected from all staff and visitors All staff are encouraged to report bad driving behaviours As far as possible, anyone noted to be driving unsafely will be stopped Vehicles should always give way to pedestrians During busy periods, parking marshals will be deployed around the park Any driving on the grass must be slow and controlled, particularly where reversing

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">[2] Contact with Dangerous Animals</p>	<p>Serious Injury to a person due to contact with a Dangerous Animal. Notably via:</p> <ul style="list-style-type: none"> ❖ A person's fingers or hands pushed through fencing around an enclosure being bitten or pulled by the animal ❖ A person reaching, leaning, or climbing over a barrier between themselves and an animal (e.g. at the sealion pool) ❖ Car windows being wound-down within the lion section, or other drive through area ❖ A person exiting their vehicle in a drive through area ❖ Animals pushing up against their enclosure fencing ❖ For Contact with an Escaped Animal, see section [4] 	<p>5</p>	<p>3</p>	<p>15</p>	<p>Control Measures:</p> <ul style="list-style-type: none"> • Dangerous animal enclosures are double fenced, and/or have a stand-off fence • Several dangerous animal enclosures have additional electric fences • Suitable viewing platforms are provided, overlooking enclosures • Information signs are in place at each enclosure • CCTV cameras are in place at key locations throughout the park • Chimpanzees are viewed via the boat trip, with no possible contact • The drive-through enclosures are manned by a local, armed, warden in a vehicle • All vehicles passing into the lion enclosure are checked for closed windows • An emergency protocol is in place for breakdowns and vehicle emergencies • Warning signs, audible messages, and leaflets inform visitors of rules in the area <p>Expected Behaviours:</p> <ul style="list-style-type: none"> • Visitors are expected to follow the advice in the awareness leaflets provided • Unauthorised persons must never enter any animal area without permission • Wardens will monitor vehicles in the drive through areas • Visitors must follow instructions given to them by wardens in the drive through area 	<p>4</p>	<p>2</p>	<p>8</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">[3] Contact with Low Risk Animals</p>	<p>Injury to a person due to contact with a low-risk animal (e.g. goats, alpaca, chickens). Notably via:</p> <ul style="list-style-type: none"> ❖ A person being bitten by a Pets Farm animal (e.g. pig; goat) while reaching in to touch them ❖ A child or person being knocked over, stood on, or struck by an animal (accidental) ❖ A child or person being knocked over, stood on, or struck by an animal (non-accidental, e.g. aggravated animal) ❖ A person reaching, leaning, or climbing over a barrier between themselves and an animal (e.g. otters, penguins, meerkats) ❖ For Zoonoses & Bacteria, see section [5] 	<p>4</p>	<p>3</p>	<p>12</p>	<p>Control Measures:</p> <ul style="list-style-type: none"> • Pets farm and other low-hazard animals are behind single-fence enclosures • No full-body contact with the Pets Farm animals is possible – hands only • Information signs are in place throughout Pets Farm • Animals in Pets Farm are regularly handled - the temperaments of these animals are generally expected to be good around people <p>Expected Behaviours:</p> <ul style="list-style-type: none"> • Visitors are expected to follow the advice in the awareness leaflets provided • No feeding of animals is permitted • Other single-enclosed animals (e.g. meerkats; penguins) must not be touched by visitors – Animals may only be contacted in the Pets Farm area • Visitors in Pets Farm must keep hands clear of animal's mouths 	<p>2</p>	<p>2</p>	<p>4</p>

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

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

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

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

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">[15] Powered Amusements</p>	<p>Injury to a child or adult on a powered amusement device. Notably via:</p> <ul style="list-style-type: none"> ❖ Falling from a moving ride ❖ Contacting the moving parts of a ride while it is operating ❖ Failure of a ride (e.g. gearing failure; safety feature failure) ❖ Climbing from or jumping off of a moving ride – notably by unsupervised children or children who are too young ❖ Unsafe behaviour on, or with a ride by the participant 	<p>5</p>	<p>3</p>	<p>15</p>	<p>Control Measures:</p> <ul style="list-style-type: none"> • Amusements are inspected annually via the Amusement Device Inspection Procedure Scheme (ADIPS) and maintained in line with ADIPS guidelines • Each amusement is manned by a trained member of staff, equipped with a radio • The member of staff shall: <ul style="list-style-type: none"> ○ Ensure amusement users are the correct age/size/are suitably accompanied ○ Ensure all users behave correctly while on the equipment • Equipment is visually inspected daily • Amusements are barriered to prevent access while rides are operational • Barriers are in place to prevent unauthorised access when rides are unattended <p>Expected Behaviours:</p> <ul style="list-style-type: none"> • Any equipment issues must be reported immediately • Management may discontinue use of an amusement at any time, pending assessment of equipment by an external inspector 	<p>3</p>	<p>2</p>	<p>6</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">[16] Lost Children</p>	<p>Loss of a child within the park. Notably via:</p> <ul style="list-style-type: none"> ❖ A child playing in the playground becomes lost ❖ Responsible adult and child become separated in a crowd ❖ A wandering child is brought to a member of staff ❖ A child runs off, or becomes separated within the park – with the responsible adult searching the wrong location 	<p>5</p>	<p>3</p>	<p>15</p>	<p>Control Measures:</p> <ul style="list-style-type: none"> • All staff are briefed on the Lost Child Protocol • Staff carry radios and know the correct procedure for reporting lost children • The Lost Child Collection Point is sited at the main Face-painting stand <p>Expected Behaviours:</p> <ul style="list-style-type: none"> • Staff will respond to a Lost Child radio call and conduct a search as necessary • As soon as a child / responsible adult is found, a radio call must be made 	<p>3</p>	<p>2</p>	<p>6</p>