

Risk Assessment Form

Section A: Assessment summary details

Work Activity or Workplace assessed:	Educational Groups at ZSL London Zoo		
Directorate:	Zoos & Engagement	Department:	Community & Learning
Person completing risk assessment:	Stephanie Pace	Name of risk assessment reviewer:	Cat Hickey
Date assessment created: 22/04/2015	Date assessment reviewed: 17/09/2025		Next review date: 17/09/2026
 List supporting documents which could include safe operating procedures, insurance policies, dive medicals, training certificates etc. and any other comments	This risk assessment has identified the common hazards for group visits in relation to the DfE guidance for educational day trips Health and safety on educational visits - GOV.UK (www.gov.uk) It has been written in line with ZSL's Safeguarding policy: Safeguarding Policy ZSL and London Zoo's Supervision Policy: Education Visit Health and Safety London Zoo		
Authoriser(s): Cat Hickey			Date signed-off: 20.10.25
 Data Protection Act: Personal information collected for the purposes of risk assessment will be used to identify those at risk, and those involved in controlling risk, from this or similar activities and to fulfil ZSL's obligations under Health and Safety policy and legislation.			

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Section B: Activity Details

ACTIVITIES: What is the task, where, for how long and who will be involved

HAZARDS: How could someone become hurt or made ill?

CONTROLS: How will this be prevented from happening?

Work Activity or Workplace assessed:	London Zoo	
Who is at risk from this Activity?	☒ ZSL staff ☒ ZSL Volunteers/Interns ☒ Visitors ☒ Contractors ☒ Members of the public ☒ Other (specify) – Education groups	
Hazards	Control measures	Risk Level
Risk of disease contraction or accidental injury through contact with animals, specimens or other handling objects and walk-through exhibits	- Hand-washing facilities available in or near any areas with walk-through exhibits - Feeding of animals is prohibited and signs displaying this information are in place at enclosures - Butterfly House and primate walk-throughs are supervised by ZSL staff or volunteers - Any specimens or other handling objects used in educational activities have been identified as suitable for use with groups by C&L staff as per ZSL's Object Handling Risk Assessment, and student handling will be supervised by ZSL Volunteers or staff - Hand washing facilities are available and Soap dispensers are regularly checked by ZSL staff - Warning signs displayed on and around enclosures where required - Safety barriers in place where required - Supervision policy and free adult ratios in place to ensure adequate supervision of school children by school designated adults	LOW
Ill health due to exposure to allergens	- Trained first aider on site during visitor open hours. - Procedures in place to coordinate emergency services if required - It is the school's responsibility to declare that a member of their group has a severe allergy or any other medical condition in advance of their visit to the team. The team will then work with the school to ensure that the potential risks are mitigated as much as reasonably possible - Regular removal of waste from bins around catering and picnic facilities to reduce risk of wasps	LOW

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Risk of injury from vehicles on road outside zoo (Outer Circle)	• Pedestrian crossing near zoo car park (traffic light system) • Zoo entrances staffed with security staff present to support. During seasons when a separate designated school entrance is opened, this shall also be staffed by ZSL staff including security staff to support safe entry into the zoo	LOW
Deep water - risk of falling in water and drowning	• Barriers in place between visitors and any deep water • Life buoys at Penguin Beach, Lands of the Lions, Pygmy Hippos and Gorilla Kingdom enclosures, and at canal site	LOW
Electric shock from electric fencing around some enclosures	• Electric fence warning signs	MEDIUM/LOW
Emergencies e.g. fire, bomb threat, dangerous animal escape	• Enclosures are designed to be secure and safe • Protocols are in place for emergency situations • ZSL Staff and volunteers trained in emergency procedures and will advise visitors what to do in an emergency situation • Emergency drills organised throughout the year in line with the Zoo Licence Act • Security on site 24/7 • Mandatory bag check process is in place upon arrival for all visitors, including those from educational groups	LOW
Exposure to adverse weather	• Indoor shelters/areas around site • Free drinking water available from restaurant and at water fountains located at Penguin Beach, Animal Adventure and Clore Rainforest • Wet weather gear and sun cream available to purchase in zoo shop • Adverse weather policy in place, as part of Terms & Conditions for educational trips, to enable groups to change date if adverse weather predicted by MET Office, as defined by a yellow weather warning or above	LOW
Injury from collisions and tripping in the Night Zone (low lighting)	• Low level lighting in place • Hand rails and signage in place • Trained first aider on site during visitor open hours.	LOW
Slips, trips and falls	• Safety notices on railings, fence etc. where relevant	LOW

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	- Trained first aider on site during visitor open hours. - Waterpour Safety Surface BS EN 1176 on play areas in Monkey Valley and Animal Adventure - Play equipment is suitable for children ages between 3 and 11 years - Public areas are regularly inspected. Process in place at rectify any issues found swiftly. - Supervision policy enables free supervising adults to accompany students on school trips to enable all groups with children aged 16 or under to be supervised by adults designated by school at all times	
Lost child	- All ZSL staff are inducted in the ZSL Safeguarding Policy and Lost Child Procedure. In the event of a lost child, please find the nearest member of staff/volunteer. - Duty Manager on site during visitor open hours - Security on site 24/7 - London Zoo has a Designated Safeguarding Officer & Deputy Safeguarding Officer - London Zoo provides free tickets for supervising adults for schools to support schools to provide adequate supervision of their groups. Supervision policy in place, available on our website. This states that teachers are responsible for supervising students at all times whilst in the zoo.	LOW
Risk of injury by animals being walked round the site	- Trained ZSL staff lead animal walks - Animals walked calmly and quietly - Animals trained and constantly monitored by staff - Trained first aider on site during visitor open hours.	LOW
Zoo vehicles	All staff driving ZSL vehicles on site are aware of speed restrictions and other safety precautions when driving on site	Low

What do the risk levels mean?	
Low	A minor injury/minor health effect may occur. Monitoring is required to ensure suitable and sufficient control measures are maintained.
Medium	A significant injury may occur however the injured person would make a full recovery. Any health effects would be temporary. The effectiveness of control measures must be considered and implemented.
High	A fatality, serious injury or a permanent health condition where a full recovery is not expected may occur. Work should be halted and access restricted until control measures have been implemented.