

Area Description	People groups affected			
This is a General Risk Assessment covering people in all areas of the Park, using all of the main facilities and amenities provided.	✓	Employees	✓	Contractors
	✓	Public / Visitors		[Other]

Risk Type / Reference	Description of Hazard / Accident / Injury / Loss	Controls in Place	Behaviours	Rating
Vehicle / Pedestrian Contact	<p>Injury to a pedestrian in the park due to being struck by a vehicle being driven by a Park employee or visitor to the Park:</p> <ul style="list-style-type: none"> • A pedestrian crossing the roadway • A child running onto the roadway or into a parking area • Cars (or other vehicles) driving onto and off 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 • Park employees driving with loaded forks / trailers 	<p>Control Measures:</p> <ul style="list-style-type: none"> • Pedestrian segregation from vehicles wherever possible • 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 	Med

Contact with Dangerous Animals	Serious Injury to a person due to contact with a Dangerous Animal: <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] 	Control Measures: <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 and warning signs are in place at each enclosure CCTV cameras are in place at key locations throughout the park 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 	Expected Behaviours: <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 	Med
Contact with Low Risk Animals	Injury to a person due to contact with a low-risk animal (e.g. goats, alpaca, chickens): <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] 	Control Measures: <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 	Expected Behaviours: <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 	Low

Animal Escape	Injury to a visitor or member of staff due to contact with an escaped animal: <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 	Control Measures: <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) 	Expected Behaviours: <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' 	Low
Zoonosed & Bacteria	Ill health caused by exposure to bacteria, virus, or other agent carried by animals: <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 	Control Measures: <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 	Expected Behaviours: <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 	Low

Minor Injury & First Aid	Issues due to an accidental injury on site: <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) 	Control Measures: <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 by the coach park A defibrillator is available in the First Aid room 	Expected Behaviours: <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 	Low
Electrical Safety	Injury to a person due to contact with live electricity: <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 	Control Measures: <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 	Expected Behaviours: <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 	Low
Fire / Emergency Escape	Injury to a person due to Fire. Level of injury ranges from minor to fatality, caused by smoke inhalation or burns: <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 	Control Measures: <ul style="list-style-type: none"> The Park is a 'No Smoking / Vaping' site. Designated smoking areas are marked 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 	Expected Behaviours: <ul style="list-style-type: none"> Smoking is only permitted in designated areas of the park The fire exits should never be blocked by equipment or materials No damaged electrical equipment should ever be used 	Med

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:</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] 	<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 	Med
Slips, Trips & Falls	<p>Injury to a person due to a Slip, Trip, or Fall:</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 A slip or trip due to poor lighting / shadow 	<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') Lighting is provided in main pedestrian areas 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 	Med

Open Water	Drowning or serious injury due to falling into open water: <ul style="list-style-type: none"> 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 	Control Measures: <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 Warning Signs are posted at the banks of deep-water areas Life-rings should be posted along the banks of open water areas 	Expected Behaviours: <ul style="list-style-type: none"> Buoyancy Aids & Vests shall be visually inspected for fitness Any change in circumstance (e.g. missing life-ring) must be reported to management Staff emergency drills are trained out during the year 	Low
Adverse Weather	Ill Health caused by exposure to adverse weather, or Injury due to adverse weather: <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 	Control Measures: <ul style="list-style-type: none"> Shelters & buildings are provided across the park Hot food and drinks are available in the restaurant Tree condition surveys are carried out by qualified tree surgeons annually 	Expected Behaviours: <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 	Low
Play Areas	Injury to a child or adult due to playground equipment: <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 	Control Measures: <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; handrails 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 	Expected Behaviours: <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 	Low

Non-powered Amusements	Injury to a child or adult on a non-powered amusement device: <ul style="list-style-type: none"> Friction burns caused on the Astro Glide and Slides Injury due to collision at the bottom of the Astro Glide or Slides Falling to water from the Splash Cats 	Control Measures: <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 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 Safety information is provided at each amusement via clear signage 	Expected Behaviours: <ul style="list-style-type: none"> Equipment users must follow safety guidance given by signage and staff A ride may be taken out of use due to adverse weather Any equipment which is damaged or worn should be reported 	Low
Powered Amusements	Injury to a child or adult on a powered amusement device: <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 	Control Measures: <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 	Expected Behaviours: <ul style="list-style-type: none"> Any equipment issues must be reported immediately A ride may be taken out of use due to adverse weather Management may discontinue use of an amusement at any time, pending assessment of equipment by an external inspector 	Med

Lost Children	Lost child within the park: <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 	Control Measures: <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 	Expected Behaviours: <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 	Med
Railway Operations	The train will operate on a 2Km loop around the park: <ul style="list-style-type: none"> Pedestrian walking onto the track and being struck by train Train derailment Train breakdown Medical issue on train Accident with passenger on train Alighting train, slip, trip or fall 	Control Measures: <ul style="list-style-type: none"> A full set of operating procedures and risk assessments are in place for the safe operation and maintenance of the train All railway operating and maintenance staff are trained and competent The train, track and infrastructure are inspected daily 	Expected Behaviours: <ul style="list-style-type: none"> Staff will inspect the line daily and remove any obstacles and check crossings and safety signage Staff will ensure all passengers are safe throughout the journey The train driver will sound the whistle at junctions and ring the bell when approaching the station 	Low
Civil Works	Civil works within the Park: <ul style="list-style-type: none"> Moving machinery and contractor work may restrict visitors from areas of the Park Slip, trip, fall due to work being carried out Contractor injury 	Control Measures: <ul style="list-style-type: none"> All work areas will be suitably barriered off from the public Contractor RAMS will be reviewed before work commences Work carried out by competent contractors with due concern for staff, animal and visitor safety 	Expected Behaviours: <ul style="list-style-type: none"> Contractors will be managed by the Project Manager All incidents will be reported & investigated to prevent recurrence 	Low
Electric Vehicle Fire	Electric vehicle or machinery charging may result in a lithium ion battery fire which requires specialist firefighting equipment: <ul style="list-style-type: none"> Park electric vehicles on charge Park electrical machines and equipment on charge Visitor electric vehicle charging points 	Control Measures: <ul style="list-style-type: none"> Clear operating instructions at charging points 6 meters clear of combustibles Protection barrier around vehicle charging points Regular safety inspections Fire action plan 	Expected Behaviours: <ul style="list-style-type: none"> In the event of a fire, staff will ensure that all persons evacuate to a safe distance and immediately call the Fire & Rescue Service (999) 	Low