



Zoolab Ltd.

RA: ZL001

Zoolab works closely with external Health and Safety consultants, regularly reviewing policies and procedures and making changes where necessary. We have an active Child Protection/ Safeguarding policy in place which all staff are committed to, as well as a valid Animal Transport Licence and regular interactions with both Public Health agencies and local authorities to ensure that we are providing the safest experience possible.

If you would like further information on our risk assessment process or our health and safety policies, please contact our Operations Director, Nicola Stephenson, on nicolastephenson@zoolabuk.com

Reviewed by:	Date:	Changes
Nicola Stephenson	31/5/2016	Risk Assessment format renewed in consultation with RBS Mentor
Nicola Stephenson	31/7/2016	Addition of Zoonotic Diseases to main ZL risk assessment
Nicola Stephenson	31/5/17	Risk assessment reviewed – no change needed
Nicola Stephenson	10/7/17	RA review – no change needed.
Nicola Stephenson	10/7/18	No change needed
Nicola Stephenson	10/7/19	No change needed
Nicola Stephenson	10/07/2020	COVID19 risk assessment: PUBLIC EVENT ONLY added
Nicola Stephenson	18/8/20	COVID19 risk assessment PUBLIC EVENT ONLY amended
Nicola Stephenson	18/8/20	COVID RA added
Nicola Stephenson	19/8/20	Online sessions RA added
Nicola Stephenson	8/10/20	SEN session guidance added.
Nicola Stephenson	20/10/20	Additions to events

Nicola Stephenson	20/10/20	n/a
Nicola Stephenson	20/1/21	n/a
Nicola Stephenson	22/2/21	Local testing added, full review of RA, guidance re. new variants
Nicola Stephenson	24/3/21	Addition of provisional date for more than one session per day
Nicola Stephenson	26/4/21	Change to more than one session a day Change to animal interaction.
Nicola Stephenson	13/7/21	Removal of limit to sessions per day from 19/7/21
Nicola Stephenson	13/7/21	Removal of additional PPE between visits from 19/7/21
Nicola Stephenson	13/7/21	Addition of lateral flow test internal requirement for care homes
Nicola Stephenson	13/7/21	Additional information re. adverse weather conditions.
NS	21/9/21	Confirmation that all presenters will be double vaccinated by 11/11/21
NS	14/10/21	Confirmation that all rangers have an NHS covid pass available for inspection on arrival at all venues.
NS	9/12/21	Confirmation that all presenters will receive their booster vaccination at the earliest opportunity.
NS	9/12/21	LFT test taken by all presenters prior to each day of sessions.
NS	9/12/21	Requirement for facemasks to be worn within venues for moving around reiterated as per 'plan B' guidance. Visor during show if required.
NS	21/2/22	Due to updated COVID guidance regarding 'living with COVID' the following sections have been removed/ amended: <ul style="list-style-type: none"> Information to be provided prior to event. REMOVAL: Presenter will conduct a rapid COVID-19 test prior to each day of visits from 13/12/21, results will be available for inspection. REPLACEMENT: Presenter will conduct a lateral flow test on request, prior to a visit. Once charges come into force for this, this should be covered by the customer either

		<p>available on arrival or added to the cost of the session.</p> <ul style="list-style-type: none">• Change of wording: Presenter will have NHS pass available on request.• Change of wording: All presenters are double vaccinated, and will receive booster at earliest opportunity (unless medically exempt).• REMOVED: Any illness will be investigated thoroughly and if displaying any sign of COVID or flu related illness, they will be taken off the road immediately for a test, and asked to self-isolate until results have been confirmed as negative. If positive they will self-isolate for 14 days and all details of whereabouts will be handed to the appropriate professionals. REPLACED based on end of isolation period/ free testing: Ranger will stay at home if unable to work/ symptoms mimic COVID symptoms.• REMOVAL: Presenters will have regular 1-2-1 with management team to ensure health and wellbeing and to check for any signs of COVID-19.• ADDITION: This PPE will be optional for use at the request of the venue, or presenters preference.• REMOVAL: If presenter shows signs of COVID-19 after event taking place we will contact the venue staff immediately.• REMOVAL: Testing regime should be in place at venue if possible.• REMOVAL: Presenter will not be able to enter the staff room, and should be provided with a quiet space for them and their animals, away from any main walkways.
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		<ul style="list-style-type: none"> • REMOVAL: Presenter will not be able to pose for photos. • Change of wording: Presenter will wear a face covering to move around the venue on request (checking on arrival/ personal preference). • Hand sanitiser (animal safe) used where needed and thorough handwashing to be practiced prior to and after session. • Deletion of specific handling guidelines for COVID-19. Revert to original risk assessment for this with guidance from any relevant venue risk assessments on COVID-19.
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Date for next review: 10/7/22

COVID-19

The COVID-19 coronavirus pandemic has stopped everyone in their tracks over the 2 years. Here at ZooLab, we have taken some time to review the way in which we do things, looking for alternative ways to bring animal interaction to audiences ensuring the prevention of COVID-19 transmission and keeping both our staff and audiences safe from this disease. This has very much been a partnership with our customers, as we work together before, during and after the event to ensure all steps have been taken to deliver our product with safety at the forefront of our minds. We have come a long way

You can expect us to request the following from you prior to the event:

- **Your risk assessment and any COVID-19 measures:** Our presenter should see a copy of this prior to attending your event to ensure they are able to follow any guidelines in place. It is also important for us to review your risk assessment to ensure both our staff and the audience are kept safe during the session(s).
- **The requirement for a lateral flow/ PCR test.** Once charges come into force this will be paid for by the customer.
- **Visitor access details/ sign in process** (including any track and trace requirements).
- **Details of the room/ area** in which the session(s) will take place, as well as an outline of how the audience(s) will move to and from the presentation area.
- **Details of audience numbers for each session.** For more open sessions, we need details of maximum permitted in the room/ area at one time, and how this will be controlled.

- **Social distancing policy for audience members:** if a 2m/1m social distancing rule is in place, what, if anything, is in place to ensure this is adhered to? If no social distancing is necessary for audience members (for example a class bubble within an education setting) this should be clearly communicated with any guidance.
- **An outline of COVID-19 safety equipment available on site, and expectations** (I.E. Perspex screens/ hand sanitiser), along with expectations of presenter PPE to be worn (even if just in certain areas).
- **If our presenter will be on site for more than 2 hours, details of permitted areas for break/ lunch times.**

- *Please note that as this is a live animal experience, animal welfare remains of the utmost importance. Animal welfare will be taken into account at all times and may pose limitations as to what the presenter is able to do to modify a session.*
- *Animal interaction may be limited dependant on ranger risk assessment on the day. Emphasis mayl be put on observing the animal as opposed to physical touch dependant on circumstances.*
- *As every event is different, your booking agent will discuss the event with you in detail and we will inform you of the health and safety plan most suited for your event, including possible use of a Perspex screen to allow up-close observation, possible use of AV equipment to allow close up imaging, or physical interaction with the animal(s).*
- *As the COVID-19 pandemic is an ever-changing situation, our relevant risk assessment will be reviewed and amended as necessary on a regular basis.*

COVID-19 Risk Assessment

Hazard	Who is at risk?	Level of risk without control measures	Control measures	Level of risk With control measures	Responsible
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<p>Presenter has lack of information on health and safety practices in place re. COVID-19 for the specific venue/ Venue staff unaware of ZooLab specific requirements prior to presenter arrival – lack of preparation.</p>	<p>Audience/ presenter/ venue staff</p>	<p>High</p>	<ul style="list-style-type: none"> • Venue sent a copy of COVID-19 risk assessment with confirmation email. • ZooLab staff will request the following information prior to event: <ol style="list-style-type: none"> 1. <i>visitor RA with COVID-19 details.</i> 2. <i>Visitor access details/ sign in process.</i> 3. <i>Confirmed area for visitor handwashing/ toilet facilities.</i> 4. <i>Details of room/ area in which sessions will take place.</i> 5. <i>Confirmation of audience numbers for each session.</i> 6. <i>If presenter is conducting more than one session, details of permitted area for break/ lunches.</i> 	<p>Low</p>	<p>All</p>
<p>Presenter awareness/ knowledge of infection control re. COVID-19</p>	<p>Audience/ presenter/ venue staff</p>	<p>High</p>	<ul style="list-style-type: none"> • Our presenters have all completed the Pet Federation course - COVID-19 Disease control for Pet Professionals and are highly competent in this area. • Our main risk assessment provides existing risk measures for infection control and all field staff receive regular, extensive training and support in this area on a regular basis. • Keeping track of new variants to ensure extra measures added if needed. 	<p>Low</p>	<p>ZooLab Staff</p>
<p>Presenter health/ spread of COVID-19 between venues</p>	<p>Audience/ presenter/ venue staff</p>	<p>High</p>	<ul style="list-style-type: none"> • Presenter will conduct a lateral flow test on request, prior to a visit. Once charges come into force for this, this should be covered by the customer either available on arrival or added to the cost of the session. • Presenter will have NHS pass available on request. • All presenters are double vaccinated, and will receive booster at earliest opportunity (unless medically exempt). • Ranger will stay at home if unable to work/ symptoms mimic COVID symptoms. • If the presenter is visiting more than 1 venue in a day, they will complete a COVID safety checklist which will include the following: 	<p>Low</p>	<p>ZooLab staff</p>

			<ol style="list-style-type: none"> 1. Change of COVID safety equipment (facemask, visor, cleaning equipment etc. 2. Thorough clean of all animal equipment and any other equipment entering the following premises. 3. Thorough hand washing and sanitising on exit of first venue and on entrance to second. Thorough cleaning of hands and equipment throughout. <ul style="list-style-type: none"> • Presenter will have with them a face visor and gloves for use whilst in session. They will also have a face mask for use when moving around the venue. Presenter will have pet-safe hand sanitiser and disinfectant to clean down any surfaces they have touched whilst at venue. This PPE will be optional for use at the request of the venue, or presenters preference. • All equipment will be disinfected appropriately. 		
Someone in attendance at the event has COVID-19	Audience/ presenter/ venue staff	High	<ul style="list-style-type: none"> • Presenter details will be provided prior to event for use with track and trace system if in place. Presenter can also give details on the day and this should form part of the visitor sign in process. • If anyone shows signs of COVID-19 (high temperature/ cough/ loss of senses) they should not attend the event. If the presenter comes across someone who is visibly displaying signs of COVID-19 they should alert venue staff immediately. 	Low	Venue staff/ Presenter
Presenter movement around the venue	Venue staff/ presenter/ Audience	High	<ul style="list-style-type: none"> • Presenter will require a reserved parking space where possible, and someone should be on hand to meet them and ensure all doors are open (minimising surface contact) and walkways clear from entrance to their event space. • Presenter will wear a face covering to move around the venue on request (checking on arrival/ personal preference). • Ideally our presenter will be positioned in the same space for the duration of their time with you. This could be an empty classroom, library space or gym hall – anywhere with lots of room to move around and access to plug points. 	Low	Venue staff/ Presenter

			<ul style="list-style-type: none"> If you need our presenter to move around classrooms, more time should be included for disinfecting surfaces and equipment, and this may be deducted from session time if needed. 		
Presenter contact with audience members (children and adults)	Audience/ venue staff/ Presenter	High	<ul style="list-style-type: none"> Presenter will avoid close contact with all members of venue staff/ audience. They will maintain a safe distance at all times. Presenter will have their own stationery supplies for sign in/ other purposes throughout their time at the venue. Presenter will not be able to accept tea/ coffee or lunch from the venue and will have their own with them. Hand sanitiser (animal safe) used where needed and thorough handwashing to be practiced prior to and after session. 	Low	Venue staff/ presenter
Infection control products harmful to our animals	Animals	Medium	<ul style="list-style-type: none"> Some hand gel can be harmful to our animals, so we would ask that this is not used until after any handling has occurred. Thorough hand washing should take place directly before and after the session and time should be allowed for this. For non-contact sessions hand gel should be used throughout. Presenter may wear gloves throughout and these will be changed at the end of each session. Presenter uses Safe4 hand gel which is safe for our animals, and known to kill COVID-19. 	Low	All

ZooLab Risk Assessment

- Part 1: Animals**

As a company dealing with both animals and children, Zoolab takes health and safety extremely seriously. To this end, all animals used are hand reared and are accustomed to being handled regularly. Animals are rotated where necessary. All animals are cared for at home with our presenters. Our Animal Husbandry and Welfare team provide full training with regards to safe animal handling practices and husbandry guidance, as well as conducting regular assessments and checks on animal health and husbandry/ handling techniques used by the presenters. In the interests of hygiene, animal enclosures are cleaned regularly and a strict hand washing regime is established at the beginning of each session. Audience numbers do not exceed 35, and audience layout is done in such a way to minimise stress and safety for both the audience and the animals.

Animal	Hazard	Who is at risk?	Control measures	Level of risk	Responsible
Millipede	<p>Secretion of fluid potentially harmful to eyes or if ingested. Potential to stain hands.</p> <p>Escape</p>	Audience/ presenter	<p>Presenter instructs audience on correct handling procedures/ presenter will keep control of the animal at all times. Any secretion will be washed off immediately. Audience advised not to touch mouth or eyes.</p> <p>Animal kept in a secure enclosure and supervised at all times. If escape happens, presenter will retrieve animal immediately.</p>	<p>Low</p> <p>Low</p>	<p>Presenter</p> <p>Presenter</p>
Giant Land Snail	Escape	Audience	Animal kept in a secure enclosure and supervised at all times. If escape happens, presenter will retrieve animal immediately.	Low	Presenter
Cockroach	Escape	Audience	Animal kept in a secure enclosure and supervised at all times. If escape happens, presenter will retrieve animal immediately.	Low	Presenter

Stick Insect	Escape	Audience	Animal kept in a secure enclosure and supervised at all times. If escape happens, presenter will retrieve animal immediately.	Low	Presenter
Tarantula	Flicking hairs/ bite	Audience/ presenter	Animal is kept in enclosure and only handled by the presenter if necessary. Only tarantulas that are not highly venomous are used. In event of a bite (similar to that of a rodent) or hair flick, the presenter will secure the animal and seek medical assistance if needed.	Low/Med	Presenter
	Escape	Audience	Animal kept in a secure enclosure and supervised at all times. If escape happens, presenter will retrieve animal immediately.	Low	Presenter
Scorpion	Sting	Audience	Animal is kept in enclosure and only handled by the presenter if necessary. If stung (similar to that of a bee/wasp) the presenter will secure the animal and seek medical assistance if needed.	Low/ Med	Presenter

	Escape	Audience	Animal kept in a secure enclosure and supervised at all times. If escape happens, presenter will retrieve animal immediately.	Low	Presenter
Frog	Escape	Audience	Animal kept in a secure enclosure and supervised at all times. If escape happens, presenter will retrieve animal immediately.	Low	Presenter
Toad	Escape	Audience	Animal kept in a secure enclosure and supervised at all times. If escape happens, presenter will retrieve animal immediately.	Low	Presenter
Snake	Bite, constriction	Audience/ presenter	Snakes used are non-venomous. Ranger keeps snakes head away from the audience. Snakes chosen for docile nature. In the event of a bite occurring, the presenter will secure the animal in its enclosure and seek medical assistance if required.	Low	Presenter

	Escape	Audience	Animal kept in a secure enclosure and supervised at all times. If escape happens, presenter will retrieve animal immediately.	Low	Presenter
Lizard	Bite/ scratch	Audience/ presenter	The presenter will instruct on correct handling procedures. Presenter will keep the animals head/ claws away from the audience. In the event of a bite/ scratch occurring, the presenter will secure the animal in its enclosure and seek medical assistance if required.	Low	Presenter
	Escape	Audience	Animal kept in a secure enclosure and supervised at all times. If escape happens, presenter will retrieve animal immediately.	Low	Presenter
Rat	Bite/ scratch	Audience/ presenter	Rats used are hand reared and reluctant to bite/ scratch. The presenter will keep control of the rat and supervise interaction at all	Low	Presenter

	Escape	Audience	<p>times. If a bite/ scratch occurs, the presenter will secure the animal in its enclosure and seek medical assistance if required.</p> <p>Animal kept in a secure enclosure and supervised at all times. If escape happens, presenter will retrieve animal immediately.</p>	Low	Presenter
Gerbil	Bite/ scratch	Audience/ presenter	<p>Gerbils used are hand reared and reluctant to bite/ scratch. The presenter will keep control of the gerbil and supervise interaction at all times. If a bite/ scratch occurs, the presenter will secure the animal in its enclosure and seek medical assistance if required.</p> <p>Animal kept in a secure enclosure and supervised at all times. If escape happens, presenter will retrieve animal immediately.</p>	Low	Presenter
	Escape	Audience	<p>Animal kept in a secure enclosure and supervised at all times. If escape happens, presenter will retrieve animal immediately.</p>	Low	Presenter
Rabbit	Bite/ kick/ scratch	Audience/ presenter	Rabbits are hand reared and reluctant to bite/ kick/	Low	Presenter

	Escape	Audience	<p>scratch. The presenter will keep control of the rabbit at all times and supervise interaction at all times. If a bite/ scratch/ kick occurs, the presenter will secure the animal in its enclosure and seek medical assistance if required.</p> <p>Animal kept in a secure enclosure and supervised at all times. If escape happens, presenter will retrieve animal immediately.</p>	Low	Presenter
Hedgehog	Bite/ scratch	Audience/ presenter	<p>Hedgehogs used are hand reared and reluctant to bite/ scratch. The presenter will keep control of the hedgehog and supervise interaction at all times. If a bite/ scratch occurs, the presenter will secure the animal in its enclosure and seek medical assistance if required.</p> <p>Animal kept in a secure enclosure and supervised at all times. If escape happens, presenter will</p>	Low	Presenter
	Escape	Audience		Low	Presenter

			retrieve animal immediately.		
Guinea Pig	Bite/ scratch	Audience/ presenter	Guinea Pig used are hand reared and reluctant to bite/ scratch. The presenter will keep control of the guinea pig and supervise interaction at all times. If a bite/ scratch occurs, the presenter will secure the animal in its enclosure and seek medical assistance if required.	Low	Presenter
	Escape	Audience	Animal kept in a secure enclosure and supervised at all times. If escape happens, presenter will retrieve animal immediately.	Low	Presenter

Part 2: Zoonotic Disease transmission

Zoonotic: *Pertaining to a zoonosis: a disease that can be transmitted from animals to people or, more specifically, a disease that normally exists in animals but that can infect humans.*

Much has been written about the likelihood of disease transmission between animals and people. Whilst the majority of these diseases are not serious the elimination of risk when in contact with any animal is of prime importance. This risk assessment looks at the activity of presenting with animals and the way in which our presenters address the issues of safe handling and prevention of disease transmission.

Although there are a great deal of diseases that have the potential of transferring from animals to people, the methods of preventing this transmission are common to all. Our presenters employ a range of techniques and procedures to prevent this.

1. Prior to the start of all public presentations, in schools and all other venues, the presenter will carry out a safety briefing during which they will inform the audience that it is important to wash hands after the session and not to place fingers in their mouths. This briefing will be audience and age appropriate and will be policed throughout the session and, where appropriate, immediately after.
2. All Zoolab animals are sourced from captive stock and not wild caught sources. This ethical approach ensures that Zoolab animals are free from strains of diseases commonly associated with wild populations.
3. Certain animals are known to carry a higher risk of transmission of disease. These are either not used in Zoolab presentations or are not handled but kept in their carry box during the presentation.

Hazard	Who is at risk?	Control measures	Level of risk	Responsible
Risk of disease/ infection transfer through the public/ presenter handling the animal	Audience/ presenter	Presenter will wash their hands directly before a show commences, and directly after. Presenter will advise at the beginning and the end of a show that the audience should wash their hands. Venue staff are prompted to facilitate this if necessary.	Low	Presenter/ venue staff
Animal is not suitable for handling	Audience/ presenter	Animal is kept in secure enclosure for the duration of the session, with the public able to observe through clear Perspex.	Low	Presenter
Animals may carry disease	Audience/ presenter	All animals are checked by a trusted vet on a regular basis. Animals will be provided with vaccinations where necessary.	Low	Presenter
Animal housing can harbour disease	Audience/ presenter	Housing is regularly disinfected and fresh bedding added daily.	Low	Presenter

		Where necessary, housing is replaced.		
Risk of bites/ scratches	Audience/ presenter	The presenter will always keep control of the animal, keeping its head/ claws/ tail away from the audience where necessary. Animals will not be used if they are unsuitable for handling. Gentle, safe handling techniques used to keep the animal calm.	Low	Presenter
Animal is unwell	Audience/ presenter	Animals are kept at home with the presenter who ensures optimum health. Animals will not be used if unwell. An alternative will be used.	Low	Presenter

Part 3: Health and Safety

Zoolab takes health and safety very seriously and would never compromise the audience or the animals in any way. All procedures have been created in conjunction with education providers to ensure that we continue to comply with the relevant standards. We have an internal Field Compliance Policy in place, and staff are assessed regularly on this via random spot checks from senior team members.

Effective health and safety relies on the cooperation of venue staff.

Hazard	Who is at risk?	Control measures	Level of risk	Responsible
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Crowd control	Audience	Session sizes are limited to 35 participants maximum. Presenter will advise on desired set up of the audience. Venue staff should ensure smooth transition of groups in and out of the venue space.	Low	Venue staff
Allergies/ phobias	Audience	Audience will be introduced to the animals in a supportive environment. Audience will be invited to handle animals, not obliged to. Presenter will notify staff of anyone seen to be displaying signs of extreme fear/ phobia. Venue staff responsible for alerting presenter/ head office to any allergies/ phobias prior to the session commencing. The presenter reserves the right to remove an animal from a presentation if the audience seem particularly stressed or uneasy. Venue staff responsible for delivering any first aid needed, including Epi-pens or similar for allergies.	Low/ Med	Presenter/ venue staff
Adult/ child protection	Audience	Rigorous recruitment process. All staff enhanced CRB/ Disclosure Scotland/ Access NI checked. Renewed every 3 years.	Low	Senior Management/ Presenter

		Staff come in fully branded Zoolab uniform. Zoolab has an active Child Protection/ Safeguarding policy in place.		
Animal transport	Presenter/ animals	Zoolab holds a valid Animal Transport Licence. Animals are transported in appropriate secure housing, with adequate heating supply/ cooling measures and ample access to water. Animals are not transported for long periods of time. Animals are rotated where necessary to ensure minimal stress. Venue staff should ensure access to power points within the venue space so that heating supplies can be continued where needed.	.Low	Presenter/ venue staff

Part 4: Outdoor Events

We are happy to conduct sessions in an outdoor space, but this is subject to change based on the outcome of a risk assessment conducted by the presenter(s) on the day of the visit. Factors such as weather, access to an electricity point, and a safe, quiet space for the animals to be housed when not on display will all be taken into account. It is beneficial to have an alternative space available within a sheltered environment in the event of adverse weather conditions.

Hazard	Who is at risk	Control measures	Level of risk	Responsible
Adverse weather conditions	Animals	Animals will be kept in a safe, quiet place with access to an electricity point for heat mats/ other heat sources.	Low	Presenter/ Venue Staff

		<p>The presenter will conduct a risk assessment of the required animal location/ route on the day to assess factors such as weather, and if the temperature is not appropriate for the animals, an alternative location will be requested.</p> <p>Temperature too high: Our presenters are well versed in dealing with adverse weather conditions both too hot and too cold. As our animals are predominantly exotic, hot temperatures will not impact them as much. However it will impact our ability to bring mammals on the day, and to keep them cool and comfortable throughout the day. We reserve the right to remove mammals from our shows if it is deemed too hot/ forecasted too hot to travel them/ keep them comfortable. Presenter will have a temperature gun, as well as thermometers in the enclosures for each animal and will continuously check their wellbeing throughout the day. Its important that the animals are based somewhere with cover to protect them from the glare of direct sunlight.</p>		
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		<p>Presenter has a temperature controlled vehicle for the animals. They will also rotate animals accordingly.</p> <p>Temperature too low: Our presenters are well versed in dealing with adverse weather conditions both too hot and too cold. As our animals are predominantly exotic, cold temperatures can impact them greatly. Our presenter will conduct a risk assessment on arrival at the venue, completing a venue checklist and checking temperature. If deemed too low, the venue will be responsible for finding an alternative location with an appropriate temperature to allow the animals to be comfortable for the duration of the visit. We reserve the right to remove animals from our shows if it is deemed too cold/ forecast too cold to travel them/ keep them comfortable. Presenter will have a temperature gun, as well as thermometers in the enclosures for each animal and will continuously check their wellbeing throughout the day. Its important that the animals are based somewhere with</p>		
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		cover to protect them from any breeze or adverse weather conditions. Presenter has a temperature controlled vehicle for the animals. They will also rotate animals accordingly.		
Animal escape	Animals/ audience	<p>Only 1 animal will be handled per presenter at any one time. The presenter will remain in control of the animal and the public will not be allowed to hold the animal independently.</p> <p>All animal enclosures will be securely locked and the presenter will carry the keys at all times.</p> <p>Animal checks will be completed regularly to ensure all animals are safe, happy and accounted for.</p> <p>The presenter will not leave the animals unattended.</p> <p>In the unlikely event that an animal escapes, the presenter will locate the animal promptly using trained handling and capture techniques.</p>	Low	Presenter

Crowd Control	All	<p>Audiences should be kept to a maximum of 35 per session for closed/ seated events (ticketed/ representative present at entry point to control numbers). These events are usually conducted in an enclosed space with structured slots. Open events (animals on display/ general public access) should be controlled by a representative from the event. In the event that there are too many people surrounding the display, the presenter should cease to display the animals, move them to a safe space and notify a member of event staff who should address the overcrowding issues. Once this is remedied the display will recommence.</p>		
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Part 5: Online Sessions

ZooLab offers a portfolio of online learning resources, from live Zoom sessions to pre-recorded sessions and printable content. These products are available to our existing customer groups, as well as 1-2-1 'live in your living room' sessions, and our Kids Club programme of weekly workshops. As we continue to expand into this new marketplace, it is important to assess the risks associated with remote teaching and a heavier reliance on technology.

Hazard	Who is at risk	Control measures	Level of risk	Responsible
Safeguarding	Customer(s)	<p>Disclosure and Barring Service (DBS) Check All ZooLab presenters are subject to enhanced disclosure checks every 3 years and this will be in place during the current situation regarding the COVID-19 pandemic.</p> <p>Identification ZooLab presenters will be required to display a means by they can be identified via a lanyard, either on-screen or actual, at all times during the lesson.</p> <p>Identifying Replacement Presenters In certain cases, it may be necessary to allocate replacement presenters to deliver online sessions. The customer will be notified of this change prior to the session and the replacement presenter will be trained to the same standard holding all relevant paperwork.</p>	Low	ZooLab
Professional appearance	Presenter/ customer	Presenters will wear ZooLab uniform for remote learning. Audience must be appropriately dressed. Anyone who is not fully clothed, or has	Low	ZooLab/ Customer

		inappropriate clothing on (offensive for any reason) will be removed from the session immediately, and a member of our support staff will contact via phone to discuss requirements for re-entry into the session.		
Suitable teaching environment	Presenter/ customer	<p>Suitable environment –</p> <p>Pupils should be in a room with or near an adult so that the adult can hear and see the session taking place and is the responsibility of the parent/carer to ensure this is happening. No personal information should be available within shot.</p> <p>Presenters should be in a room where others cannot see or listen in, if this is not possible, then headphones must be worn, and screens angled away towards a wall and away from any other people. Backdrop should be of animal room, or a virtual backdrop should be uploaded. No personal information should be available within shot.</p>	Low	ZooLab/ Customer
Communication	Presenter/ customer	ZooLab presenters will only undertake communications using ZooLab owned devices,	Low	ZooLab/ Customer

		<p>which have the appropriate anti-virus and security software in place.</p> <p>Audience members should ensure any devices used have the appropriate software uploaded.</p> <p>Under no circumstances should teachers or audience members personal contacts be shared and the use of social media or any way of communicating other than the above-mentioned methods through unofficial channels is strictly prohibited.</p> <p>Private chat or sharing of images between audience members and teachers are unacceptable. All ZooLab devices will be monitored remotely by our support team including content, pictures and videos saved to the device.</p> <p>Zoom is ZooLab's preferred online platform. It must only be used during scheduled lesson or meeting times. Neither presenter or audience should use this as a means of contacting the other party outside of scheduled lesson times.</p>		
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		All Zoom sessions have a unique access code which will become inactive after session is finished.		
Appropriate Language	Presenter/ customer	<p>The content and language of messages must at all times be professional by all parties concerned, including family members. Presenters will advise parents if they need to contact them to use formal channels.</p> <p>The presenter reserves the right to remove someone from a session due to use of inappropriate language and/ or gestures. Similarly the customer has the right to depart a session if they experience anything similar, but must contact our customer support team immediately to discuss their concern.</p>	Low	ZooLab/ Customer
Adult supervision	Presenter/ customer	Presenters must always confirm at the start of each lesson that an adult is in close proximity to the student.	Low	ZooLab/ Customer
Fears and phobias	Customer	Customer must inform us of any fears/ phobias regarding our animals prior to the session	Low	Customer

		starting. These animals may be omitted from the session, or the audience member will be permitted to leave the session early and the animal in question will be shown last.		
Professional Standards	Presenter/ customer	Online sessions must be regarded as an extension of a physical session and the safeguarding expectations that pertain to this, such as, professional communication, attire, and language.	Low	ZooLab/ Customer
Unauthorised access	Presenter/ customer	If the session is accessed by any unauthorised individuals, the session will be stopped immediately by the presenter, and rescheduled for a later date. A full investigation will take place to prevent anything similar happening again.	Low	ZooLab