

Auckland Zoo — Education Visits

Risk Analysis Management System (RAMS)

We want you, your students and accompanying adults to have a safe, successful and enjoyable visit to Auckland Zoo.

Students should be encouraged to identify behaviour that could be dangerous or unacceptable in relation to themselves, Zoo staff, other visitors, animals or Zoo property.

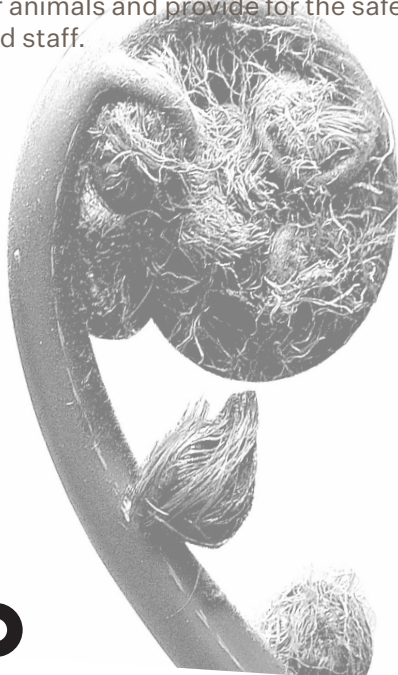
Appropriate rules and behaviour codes should be developed. Your organisation will have its own behavioural expectations for learning outside the classroom experiences. Please ensure students are familiar with these expectations.

This document is a guide to make you aware of the risks that have been identified within Auckland Zoo. However, other unidentified hazards could be present. If you do identify any hazards not on this list, please report it as soon as possible. This will help us to continue to minimise and control risks within our Zoo.

Auckland Zoo operates to the following relevant industry standards:

- Operation to comply with **Ministry of Education EOTC safety standards**
- **Health and Safety at Work Act 2015**

Like all Zoos and Wildlife Parks in New Zealand we are required to abide by the Biosecurity Act 1993. We are subject to inspection by MPI enforcement officers as part of an annual licensing requirement. The MPI inspection includes containment inspections as well as examining the way we take care of our animals and provide for the safety of visitors and staff.



Risk Assessment Guidance

- We strongly recommend that, where possible, teachers carry out their own risk assessment before the booked visit.
- Courtesy pre-visits can be organised by contacting the Auckland Zoo Education Team.
- In the event a pre-visit is not possible, this document provides a general outline of risks.
- It is essential that students are actively supervised throughout their visit in accordance with Auckland Zoo's terms and conditions of entry for education groups. The terms and conditions set out the minimum health and safety ratios for adults to students.
- Individual carers of students with special needs are free of charge. The Auckland Zoo Education Team will work through the details of this with you during the booking process.
- Please note that whistles are not permitted in the Zoo as Zoo staff use whistles as an emergency signal.
- Please note that sports equipment and loud noise from speakers are not permitted in the Zoo.
- Students are expected to wear appropriate footwear.
- In the event of an emergency, please follow all directions of Zoo staff immediately.

It is essential students understand:

- The aims and objectives of the Zoo visit
- How to avoid specific dangers
- Why they should follow all instructions given
- The standard of behaviour expected
- Why these safety precautions are in place
- Who is responsible for the group
- What to do if approached by anyone outside the group
- What to do if separated from the group

Auckland Zoo Visit – Risk Management Plan

This page is intended for internal planning purposes only. The Auckland Zoo Education Team does not require a copy.

Date:	Year levels:	Co-ordinating teacher:
No. of students:	No. of staff:	No. of adult supervisors:
Day & time of departure from school:	Day & time of return from school:	Approved by:

Group members requiring special consideration:

Health:
Behaviour:
Other:

<p>Pre-activity checklist:</p> <input type="checkbox"/> Pre-visit of site <input type="checkbox"/> Trip application approved <input type="checkbox"/> Permission slips returned <input type="checkbox"/> Medical records checked <input type="checkbox"/> RAMS forms to all teachers <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<p>On the day checklist:</p> <input type="checkbox"/> Student list <input type="checkbox"/> Contacts list <input type="checkbox"/> First Aid Kit <input type="checkbox"/> Medication (if needed) <input type="checkbox"/> Mobile phone <input type="checkbox"/> Trip details left at office <input type="checkbox"/> Equipment checked <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<p>Notes:</p>
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Auckland Zoo General Risk Analysis Management

What could go wrong?	What would cause this?	How to prevent this?	Significant hazard Y/N	Who is responsible?	When/where will preventative measures be taken?	Control method	Emergency plan
Personal accident or injury	<ul style="list-style-type: none"> – Person not looking where they are going – Falls / slips / trips – Person pushing or shoving another – General carelessness – Nocturnal habitat – Climbing onto railings / rocks / trees / posts / sculptures – Falling from play equipment – Falling into moats / water barriers around habitats – Electric fencing around some habitats – Inappropriate footwear – Not following Zoo rules 	<ul style="list-style-type: none"> – Always ensure supervision and adherence to Zoo rules – Provide clear and frequent instructions not to enter habitats – Be aware of uneven ground or sections of tracks and trails – No running – Be considerate of other Zoo visitors – Allow time for eyes to adjust to nocturnal habitat – Pay attention to all safety notices – Wear appropriate footwear – Be aware of locations of life belts and lifelines near deep water 	N	<p>All supervisors of visiting groups</p> <p>Students</p>	<ul style="list-style-type: none"> – At pre-trip meeting with whole group before departure to the Zoo – Reminders given while at the Zoo – Locate life belts and lifelines near deep water during pre-visit or while at relevant animal habitats 	Minimise	<ul style="list-style-type: none"> – Supervisor notifies Zoo staff of accident or injury <p>This action MUST be taken even if supervisor is qualified first-aider and situation is under control</p> <ul style="list-style-type: none"> – First Aid administered by qualified Zoo or school first-aider – Zoo medical emergency procedure followed if injury is moderate or serious – Incident report to be completed before supervisor leaves the Zoo
Lost or unaccompanied person	<ul style="list-style-type: none"> – Inadequate supervision – Inadequate supervisor-student ratio – Lack of awareness of risk 	<ul style="list-style-type: none"> – Ensure students are always aware of requirement to remain close to supervisor – Plan for and enforce minimum supervisor ratio in accordance with AZ terms and conditions of entry: <p>Students in Years 0–10 must be actively supervised at all times while in the Zoo grounds</p> <ul style="list-style-type: none"> – Students to be accompanied to the toilets 	Y	<p>All supervisors of visiting groups</p> <p>Students</p>	<ul style="list-style-type: none"> – At pre-trip meeting with whole group before departure to the Zoo – Reminders given while at the Zoo – Reiterated in kōrero with AZ educators during booking process 	Minimise	<ul style="list-style-type: none"> – Contact Zoo staff – Description of missing person is radioed throughout Zoo – Zoo staff will assist in search – PA call to ask lost person (use their name) to meet at specified location – When located, missing person will be returned to Information Centre to be met by supervisor
Toilet accident	<ul style="list-style-type: none"> – Excitement – Waiting till the last minute – Not knowing toilet locations – Not taking toilet breaks when offered – Bladder / bowel problems 	<ul style="list-style-type: none"> – Supervisors to familiarise themselves with location of toilet facilities around the Zoo – On arrival use toilets at the entrance – Point out toilet facilities while moving around the Zoo 	N	<p>All supervisors of visiting groups</p> <p>Students</p>	<ul style="list-style-type: none"> – At pre-trip meeting with whole group before departure to the Zoo – Reminders given while at the Zoo 	Minimise	<ul style="list-style-type: none"> – Supervisors are responsible, be prepared for and take action if soiling event occurs

What could go wrong?	What would cause this?	How to prevent this?	Significant hazard Y/N	Who is responsible?	When/where will preventative measures be taken?	Control method	Emergency plan
Vehicle/person conflict within Zoo grounds	<ul style="list-style-type: none"> – Inadequate supervision – Inadequate supervisor-student ratio – Lack of awareness of risk 	<ul style="list-style-type: none"> – Supervisors and students are made aware of vehicles operating in Zoo grounds – All vehicles operate at a max speed of 10km/hour – All vehicles must give way to pedestrians 	N	<p>All supervisors of visiting groups</p> <p>Students</p>	<ul style="list-style-type: none"> – At pre-trip meeting with whole group before departure to the Zoo – Reminders given while at the Zoo 	Minimise	<ul style="list-style-type: none"> – Supervisor notifies Zoo staff of accident or injury <p>This action MUST be taken even if supervisor is qualified first-aider and situation is under control</p> <ul style="list-style-type: none"> – First Aid administered by qualified Zoo or school first-aider – Zoo medical emergency procedure followed if injury is moderate or serious – Incident report to be completed before supervisor leaves the Zoo
Weather related hazards	<p>Lack of adequate protection against:</p> <ul style="list-style-type: none"> – Heat – Dehydration – Cold – Rain – Wind – UV radiation 	<ul style="list-style-type: none"> – Supervisors must check weather forecast and ensure all students are suitably protected from the elements, particularly the sun – Sun block is available at the Information Centre – Sheltered areas are on the Zoo map, more detailed advice can be provided by AZ educators – Water fountains and refill stations are available around the Zoo 	N	<p>All supervisors of visiting groups</p> <p>Students</p>	<ul style="list-style-type: none"> – At pre-trip meeting with whole group before departure to the Zoo – Reminders given while at the Zoo 	Minimise	<ul style="list-style-type: none"> – Supervisor notifies Zoo staff of accident or injury <p>This action MUST be taken even if supervisor is qualified first-aider and situation is under control</p> <ul style="list-style-type: none"> – First Aid administered by qualified Zoo or school first-aider – Zoo medical emergency procedure followed if injury is moderate or serious – Incident report to be completed before supervisor leaves the Zoo
Person falling ill	<ul style="list-style-type: none"> – Pre-existing condition – Lack of medication 	<ul style="list-style-type: none"> – Ensure all required medication (for asthma, allergies, etc.) are readily to hand – Pre-existing conditions should be notified, and provision made for these 	N	All supervisors of visiting groups	<ul style="list-style-type: none"> – Discussed with supervisor prior to arrival at the Zoo – As and when necessary – Upon the arrival of qualified first aid personnel 	Minimise	<ul style="list-style-type: none"> – Supervisor notifies Zoo staff of accident or injury <p>This action MUST be taken even if supervisor is qualified first-aider and situation is under control</p> <ul style="list-style-type: none"> – First Aid administered by qualified Zoo or school first-aider – Zoo medical emergency procedure followed if injury is moderate or serious – Incident report to be completed before supervisor leaves the Zoo

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Person bitten, scratched or stung	<ul style="list-style-type: none"> Person ignores written and / or verbal instructions Lack of adequate supervision Curiosity Harassed animal Free range peacock Wild animals / insects e.g. bees 	<ul style="list-style-type: none"> Provide clear and frequent instructions not to attempt to touch any animals, offer them food, etc. Beware of bees and other insects 	N	<ul style="list-style-type: none"> All supervisors of visiting groups Students 	<ul style="list-style-type: none"> At pre-trip meeting with whole group before departure to the Zoo Reminders given while at the Zoo 	Minimise	<ul style="list-style-type: none"> Supervisor notifies Zoo staff of accident or injury This action MUST be taken even if supervisor is qualified first-aider and situation is under control First Aid administered by qualified Zoo or school first-aider Zoo medical emergency procedure followed if injury is moderate or serious Incident report to be completed before supervisor leaves the Zoo
Dropping food, clothing or litter into habitats	<ul style="list-style-type: none"> Desire to attract animal and observe reaction Accidental release Desire to feed animals 	<ul style="list-style-type: none"> Utilise rubbish bins Inform visitors of the need to respect animal habitats Inform visitors of the danger rubbish can pose to animals when playing or ingesting it Inform visitors of animals' special diets 	N	<ul style="list-style-type: none"> All supervisors of visiting groups Students 	<ul style="list-style-type: none"> At pre-trip meeting with whole group before departure to the Zoo Reminders given while at the Zoo 	Minimise	<ul style="list-style-type: none"> Do not attempt to retrieve any item from an animal habitat Supervisor notifies Zoo staff of the incident Notification passed to relevant Zoo team leader for appropriate action
Containment breach	<ul style="list-style-type: none"> Natural disaster Severe weather Accidental release 	<ul style="list-style-type: none"> Regular monitoring of habitat condition / security Care with habitat entry and exit of keepers and other Zoo staff Appropriate habitat design 	Y	All Zoo staff especially Life Sciences team	<ul style="list-style-type: none"> Daily during cleaning and feeding Daily during general Zoo staff movement in and out of habitats Appropriate habitat design 	Minimise	<ul style="list-style-type: none"> Zoo staff will implement Containment Breach procedures All visitors must follow all directions of Zoo staff
Fire	<ul style="list-style-type: none"> Deliberate, accidental, careless activity 	<ul style="list-style-type: none"> Care with use of tools and accelerants Reporting suspicious behaviour 	N	<ul style="list-style-type: none"> All supervisors of visiting groups All Zoo staff and contractors 	<ul style="list-style-type: none"> As and when utilising tools, facilities and ignitions systems around the Zoo As and when suspicious behaviour is observed 	Minimise	<ul style="list-style-type: none"> Zoo staff will implement Fire Emergency procedures All visitors must follow all directions of Zoo staff
Natural disasters	<ul style="list-style-type: none"> Earthquake Tsunami Flooding Volcanic eruption Other natural process 	<ul style="list-style-type: none"> Unpreventable 		<ul style="list-style-type: none"> All supervisors of visiting groups All Zoo staff and contractors 	<ul style="list-style-type: none"> Follow AZ procedures as appropriate 	Minimise	<ul style="list-style-type: none"> Zoo staff will implement Emergency procedures All visitors must follow all directions of Zoo staff Site emergency response plans are reviewed regularly

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Special education needs	<ul style="list-style-type: none"> – Individual needs of visitors e.g. intellectual, mobility, medical, behavioural not acknowledged or understood – Lack of awareness of these needs 	<ul style="list-style-type: none"> – Supervisors need to be informed of any students in their care that have special requirements 	N	All supervisors of visiting groups	<ul style="list-style-type: none"> – Ensure supervisors have appropriate equipment and are trained to meet individual needs 	Minimise	<ul style="list-style-type: none"> – Not an emergency
Burns	<ul style="list-style-type: none"> – Accidental spillage of hot drinks and / or food 	<ul style="list-style-type: none"> – Students to be supervised when using café areas – Be aware of food / drink temperature 	N	All supervisors of visiting groups	<ul style="list-style-type: none"> – Supervisors will be instructed by co-ordinating teacher of their responsibilities 	Minimise	<ul style="list-style-type: none"> – Supervisor notifies Zoo staff of accident or injury This action MUST be taken even if supervisor is qualified first-aider and situation is under control – First Aid administered by qualified Zoo or school first-aider – Zoo medical emergency procedure followed if injury is moderate or serious – Incident report to be completed before supervisor leaves the Zoo
Inability to communicate between Zoo staff and visitors	<ul style="list-style-type: none"> – Lack of radio or mobile phone contact between parties in different areas of the Zoo and with Zoo staff 	<ul style="list-style-type: none"> – Visitors to the Zoo should bring mobile phones to the Zoo (1 per group is recommended), fully charged and switched on – Ensure all contact numbers are circulated as appropriate 	N	<p>All supervisors of visiting groups</p> <p>All Zoo staff to carry radios</p>	<ul style="list-style-type: none"> – Part of trip planning – Discussed at pre-visit with AZ educator – At pre-trip meeting with whole group before departure to the Zoo – Reminders given while at the Zoo – As required within the Zoo grounds 	Minimise	<ul style="list-style-type: none"> – Supervisors must notify Zoo staff if they encounter an emergency – Zoo staff will immediately notify visitors if an emergency occurs
Traffic hazards at the main entrance to the Zoo	<ul style="list-style-type: none"> – Inadequate supervision – Inadequate supervisor-student ratio – Lack of awareness of risk 	<ul style="list-style-type: none"> – Bus drop off and pick up zones are located directly in front of the Zoo entrance – Zoo staff will meet all buses 	N	<p>All supervisors of visiting groups</p> <p>Relevant Zoo staff</p>	<ul style="list-style-type: none"> – Part of trip planning – Discussed at pre-visit with AZ educator – At pre-trip meeting with whole group before departure to the Zoo – Reminders given on arrival at the Zoo 	Minimise	<ul style="list-style-type: none"> – Supervisor notifies Zoo staff of accident or injury This action MUST be taken even if supervisor is qualified first-aider and situation is under control – First Aid administered by qualified Zoo or school first-aider – Zoo medical emergency procedure followed if injury is moderate or serious – Incident report to be completed before supervisor leaves the Zoo

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Incorrect manual handling	<ul style="list-style-type: none"> – Back strain – Picking up large items 	<ul style="list-style-type: none"> – Zoo staff undertake manual handling training as appropriate – Visitors should only life objects with which they feel comfortable 	N	<p>All supervisors of visiting groups</p> <p>Relevant Zoo staff</p>	<ul style="list-style-type: none"> – At pre-trip meeting with whole group before departure to the Zoo – Training as necessary 	Minimise	<ul style="list-style-type: none"> – Supervisor to immediately notify Zoo staff or incident / injury
Damage to taxidermy / specimens / CITES items	<ul style="list-style-type: none"> – Inappropriate handling of items 	<ul style="list-style-type: none"> – Ensure close supervision of groups – Always follow Zoo staff instructions 	N	<p>All supervisors of visiting groups</p> <p>Relevant Zoo staff</p>	<ul style="list-style-type: none"> – Handle only as directed by Zoo staff – Close supervision to be maintained 	Minimise	<ul style="list-style-type: none"> – Zoo staff will notify management
Swallowing, choking, poisoning	<ul style="list-style-type: none"> – Placing small objects in mouth / nose – Ingesting foreign objects – Playing while eating 	<ul style="list-style-type: none"> – Close supervision of students at all times – Zoo staff to ensure teaching spaces are fit for purpose 	Y	<p>All supervisors of visiting groups</p> <p>Relevant Zoo staff</p>	<ul style="list-style-type: none"> – Supervisors will be instructed by co-ordinating teacher of their responsibilities – Zoo staff to teach with appropriate objects – Zoo staff to ensure teaching spaces are free from foreign objects 	Minimise	<ul style="list-style-type: none"> – Supervisor notifies Zoo staff of accident or injury This action MUST be taken even if supervisor is qualified first-aider and situation is under control – First Aid administered by qualified Zoo or school first-aider – Zoo medical emergency procedure followed if injury is moderate or serious – Incident report to be completed before supervisor leaves the Zoo
Contracting COVID-19	<ul style="list-style-type: none"> – Uncontrolled community transmission – Poor hygiene 	<ul style="list-style-type: none"> – Visiting adults to sign in upon entry to the zoo with the MOH QR codes or a manual entry – Zoo staff and supervisors to encourage hygiene for all students and adults, and to carry hand sanitiser for when artefacts are being handled – Zoo cleaning staff to maintain extra cleaning protocols throughout the zoo – Classrooms being used will be cleaned and ventilated for any education sessions – Where possible school groups to maintain social distancing from other zoo visitors 	N (while at Level 1)	<p>All supervisors of visiting groups</p> <p>Relevant Zoo staff</p>	<ul style="list-style-type: none"> – Explained at pre-trip meeting to all visitors – At the beginning and end of each session hand sanitiser used if required – Zoo staff to ensure teaching spaces are ventilated and have been cleaned – Reminders given during the day by Zoo staff 	Minimise	<ul style="list-style-type: none"> – MOH protocols and updates will be followed