

Risk analysis management system (RAMS)

Education / School visits

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

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 educational visits, please ensure the students are aware of these expectations.

The following 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, please report it as soon as possible to help us control them within our zoo.

Auckland Zoo operates to the following relevant industry standards, operation to comply with Ministry of Education "Education Outside the Classroom" safety standards, and the Health and Safety at Work Act 2015

Risk Assessment Guidance

Like all zoos and wildlife parks, we have to operate under the auspices of the Bio securities Act, 1993. We are subject to an annual inspection by MPI enforcement officers, who carry out containment inspections, examine the way we take care of our animals and the safety of visitors and staff. This licence is renewed yearly.

It is strongly recommended where possible that all teachers make a pre-visit to the Auckland Zoo site and carry out their own risk assessment before undertaking an outing with children.

Please contact the Zoo Education Service to organise your courtesy visit. In the event that a pre-visit is not possible, this document provides a general outline of risks.

It is essential that students be supervised throughout their visit to Auckland Zoo: in accordance with Auckland Zoo's Terms and Conditions regarding child to adult ratios.

Where students have Special Needs and a carer is essential, the admission of the carer is free. (Please advise staff when making a booking).

It is essential that the students understand:

- the aims and objectives of the visit
- how to avoid specific dangers and why they should follow all rules and instructions
- why safety precautions are in place and what standard of behaviour is expected
- who is responsible for the group
- what to do if approached by anyone from outside the group
- what to do if separated from the group

Please note that whistles are not permitted in the zoo, as zoo staff use whistles as an emergency signal.

In the event of an emergency, please follow the directions of zoo staff immediately.

Visit: Risk Management Plan (RAMS)

Date:	Class level:	Teacher in Charge:
No. of children:	No. of helpers:	No. of staff:
Day/Time of departure:	Day/Time of return to school:	Approved by:

Group members requiring special consideration:

Health:
Behaviour:
Other:

Pre-activity checklist	On the day	Comments
Off-site venue visited <input type="checkbox"/>	Students list and contacts <input type="checkbox"/>	
Trip application approved <input type="checkbox"/>	Medication <input type="checkbox"/>	
Permission slips returned <input type="checkbox"/>	First Aid kit <input type="checkbox"/>	
Medical records checked <input type="checkbox"/>	Cell phone <input type="checkbox"/>	
RAMS form to all teachers <input type="checkbox"/>	Intentions left at office <input type="checkbox"/>	
	Equipment checked <input type="checkbox"/>	

Risk Analysis Management

What could go wrong?	What would cause this?	How to prevent this from happening	Significant Hazard Y / N	Whose responsibility is this?	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 • Person falls over/slips/trips • Person pushing or shoving another • General carelessness • Not following zoo rules • Nocturnal habitats • Climbing onto railings /rocks /trees/posts and sculptures/falling from play equipment • Falling into moats/ water barriers around enclosures • Electric fencing around some enclosures • Inappropriate footwear 	<ul style="list-style-type: none"> • Ensure supervision and adherence to zoo rules at all times • Provide clear and frequent instructions not to climb or attempt to enter enclosures • Being aware of uneven ground or sections of pathways • No running in zoo • Being considerate of other public • Allow time for eyes to adjust to nocturnal environment • Reading safety notices where relevant • Students to wear appropriate footwear • Locate and be aware of location of life belts and life-lines by deep water 	N	<p>All supervisors of visiting group</p> <p>Students</p>	<ul style="list-style-type: none"> • At discussion meeting with entire group before departure to the zoo • Reminders given while at the zoo • Locate and be aware of location of life belts and life- lines by deep water/during pre-visit or while at animal enclosures 	Minimise	<ul style="list-style-type: none"> • Supervisor notifies Zoo staff of accident or injury This action MUST be taken even if supervisor is a 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
Person is lost or unaccompanied	<ul style="list-style-type: none"> • Inadequate supervision • Inadequate supervisor-student ratio • Persons lack of awareness of risk in such a situation 	<ul style="list-style-type: none"> • Ensure students are made aware of the requirement to remain close to supervisor at all times • Plan for and enforce minimum supervisor charge ratio in accordance with Auckland Zoo's Terms and Conditions – Children to be supervised at all time if under the age of 15 years • As a supervisor follow the ratios stated in the zoo's terms and conditions • Children to be accompanied to the toilet block 	Y	<p>All supervisors of visiting group</p> <p>Students</p>	<ul style="list-style-type: none"> • At discussion meeting with entire group before departure to the Zoo • Reminders given while at the Zoo • In korero conversation with educators 	Minimise	<ul style="list-style-type: none"> • Contact zoo staff • Notice and description of missing person is radioed throughout zoo staff who will keep a lookout/help search • Put a call over the PA to ask lost person (use their name) to meet at specified location • When located, missing person will be returned to Information Centre to be collected.

What could go wrong?	What would cause this?	How to prevent this from happening	Significant Hazard Y / N	Whose responsibility is this?	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 • Persons lack of awareness of risk in such a situation. 	<ul style="list-style-type: none"> • Supervisors and children 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	All supervisors of visiting group Students	<ul style="list-style-type: none"> • At discussion meeting with entire 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 a 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
Toilet accident	<ul style="list-style-type: none"> • Excitement • Waiting until last minute • Not knowing toilet locations • Not taking toilet breaks when offered • Person with bladder/ bowel problem 	<ul style="list-style-type: none"> • Supervisors to familiarise themselves with the location of toilet facilities around zoo • Use toilets at the entrance of the zoo upon arrival • Remind/point out toilet facilities while moving around the zoo 	N	All supervisors of visiting group Students	<ul style="list-style-type: none"> • At discussion meeting with entire group before departure to the zoo • Reminders given while at the zoo 	Minimise	<ul style="list-style-type: none"> • Supervisors are responsible to be prepared for and take action if soiling event occurs
Weather related hazards	<ul style="list-style-type: none"> • Lack of adequate protection against: - dehydration - heat - cold - rain - wind - UV radiation 	<ul style="list-style-type: none"> • Visitors 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/Education Centre • Locations of sheltered areas around the zoo are on the Zoo maps (detailed information is available from the Auckland Zoo educators) • Water fountains are available around the zoo. Ensure all visitors drink water regularly 	N	All supervisors of visiting groups	<ul style="list-style-type: none"> • At discussion meeting with entire group before departure to the zoo • Reminders given while at the zoo 	Minimise	<ul style="list-style-type: none"> • Supervisor notifies Zoo staff of person's condition This action must be taken. • First aid administered by qualified zoo or school first-aider • Zoo 'Medical Emergency' procedure followed if injury is of concern • Incident report to be completed before supervisor leaves the zoo

What could go wrong?	What would cause this?	How to prevent this from happening	Significant Hazard Y / N	Whose responsibility is this?	When/where will preventative measures be taken?	Control Method	Emergency plan
Person falling ill	<ul style="list-style-type: none"> • Lack of medication • Pre-existing condition 	<ul style="list-style-type: none"> • Please ensure that all required medications (for asthma, allergies etc.) are readily at hand and that pre-existing conditions are notified and that provision has been made for this 	N	All visiting supervisors	<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 person's condition This action must be taken • First aid administered by qualified zoo or school first-aider • Zoo 'Medical Emergency' procedure followed if moderate or serious • Incident report to be completed before supervisor leaves the zoo
Person injured e.g. bitten, scratched stung by animal	<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 animals or to offer them food or other items • Beware of bees and other insects 	N	All supervisors of visiting groups and any accompanying zoo staff	<ul style="list-style-type: none"> • At discussion meeting with entire group before departure to the zoo • Reminders given while at the zoo 	Minimise	<ul style="list-style-type: none"> • Supervisor immediately notifies Zoo staff of incident/injury This action MUST be taken even if supervisor is a qualified first-aider and patient seems unconcerned • Qualified zoo first-aider will attend • Zoo 'Medical Emergency' procedure followed if injury is moderate or serious • Incident report to be completed before supervisor leaves zoo
Dropping food, clothing or litter into enclosures	<ul style="list-style-type: none"> • Desire to attract animal and observe reaction • Accidental release (e.g. blown by wind) • Desire to feed animals 	<ul style="list-style-type: none"> • Utilising rubbish bins • Inform visitors of the need to respect the 'homes' of our animals and of the danger rubbish can pose to animals when playing or ingesting them and that animals are on special diets • Make sure clothing is worn or held securely 	N	All supervisors of visiting groups	<ul style="list-style-type: none"> • At discussion meeting with entire 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 enclosure • Supervisor notifies zoo staff of their item ending up in enclosure • Notification passed to relevant zoo team leader for appropriate action

What could go wrong?	What would cause this?	How to prevent this from happening	Significant Hazard Y / N	Whose responsibility is this?	When/where will preventative measures be taken?	Control Method	Emergency plan
Containment Breach	<ul style="list-style-type: none"> Natural disaster, severe weather Accidental release 	<ul style="list-style-type: none"> Regular monitoring of enclosure condition/security Care with entry/exit of keepers/zoo personnel Appropriate design of enclosure 	Y	All zoo staff particularly keepers	<ul style="list-style-type: none"> Daily during feeding Daily during general zoo staff movement about the zoo Appropriate enclosure design 	Minimise	<ul style="list-style-type: none"> Zoo staff will implement 'Containment Breach' procedure All visitors must follow 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	All supervisors of visiting groups All zoo staff and contractors	<ul style="list-style-type: none"> As and when utilising tools, facilities and ignition systems around the zoo As and when suspicious behaviour is reported 	Minimise	<ul style="list-style-type: none"> Zoo staff will implement 'Fire Emergency' procedure All visitors will follow directions of Zoo staff
Natural Disasters	<ul style="list-style-type: none"> Natural Process Earthquake Tsunami Flooding Volcano 	<ul style="list-style-type: none"> Unpreventable 	Y	All supervisors of visiting groups All zoo staff and visiting contractors	<ul style="list-style-type: none"> Following Auckland Zoo protocols Earthquake protocol Tsunami protocol Flood protocol Volcano Protocol 	Minimise	<ul style="list-style-type: none"> Zoo staff will implement 'Emergency' procedure All visitors to follow directions of Zoo staff Site emergency response plans are formulated and reviewed regularly
Special educational needs	<ul style="list-style-type: none"> Individual needs of visitors (e.g. intellectual, mobility, medical, behavioural) are not acknowledged Lack of awareness of these needs 	<ul style="list-style-type: none"> Supervisors/staff 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 situation
Burns	<ul style="list-style-type: none"> Accidental spillage of hot drinks and/or food 	<ul style="list-style-type: none"> Students are to be supervised by adults in the café areas Be aware of drink/food temperature 	N	All supervisors of visiting groups	<ul style="list-style-type: none"> Supervising adults will be instructed by group leader of their responsibilities 	Minimise	<ul style="list-style-type: none"> Supervisor notifies Zoo staff of person's condition. This action must be taken First aid administered by qualified zoo or school first-aider Zoo 'Medical Emergency' procedure followed if injury is of concern. Incident report to be completed before supervisor leaves the zoo

What could go wrong?	What would cause this?	How to prevent this from happening	Significant Hazard Y / N	Whose responsibility is this?	When/where will preventative measures be taken?	Control Method	Emergency plan
Lack of communication between Zoo staff and visiting supervisors	<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 suggested), fully charged and switched on Ensure all phone numbers are circulated to each group 	N	<ul style="list-style-type: none"> All supervisors of visiting groups Any accompanying staff to carry radios 	<ul style="list-style-type: none"> Incorporated into planning stage Discussed at pre visit contact with supervisors/educators Discussed with entire group before departure to the zoo Reiterated before exploring the zoo As required within Zoo grounds 	Minimise	<ul style="list-style-type: none"> Supervisors of visiting groups must immediately notify Zoo staff if they encounter an emergency Zoo staff will immediately notify visiting supervisors/schools/groups if an emergency occurs
Traffic hazards on arrival at the Zoo main entrance	<ul style="list-style-type: none"> Inadequate supervision Inadequate supervisor-student ratio Persons lack of awareness of risk in such a situation 	<ul style="list-style-type: none"> Bus drop off and pick up zones are located directly in front of the entrance A member of Auckland Zoo staff will meet all buses 	N	<ul style="list-style-type: none"> All supervisors of visiting groups Designated Zoo staff member 	<ul style="list-style-type: none"> Incorporated into planning stage Discussed at pre visit contact with supervisors/educators Discussed with entire group before departure to the zoo 	Minimise	<ul style="list-style-type: none"> Supervisor immediately notifies Zoo staff of incident/injury This action MUST be taken even if supervisor is a qualified first-aider and patient seems unconcerned Qualified zoo first-aider will attend Zoo 'Medical Emergency' procedure followed if injury is moderate or serious Incident report to be completed before supervisor leaves zoo
Incorrect manual handling	<ul style="list-style-type: none"> Back strain Picking up large items (containers/equip) 	<ul style="list-style-type: none"> Zoo staff undertake manual handling training as appropriate All visitors/zoo staff should only lift objects with which they feel comfortable 	N	<p>All supervisors of visiting groups</p> <p>All zoo staff</p>	<ul style="list-style-type: none"> Supervisors discuss with group before departure to the zoo Training where necessary 	Minimise	<ul style="list-style-type: none"> Supervisor to immediately notify zoo staff of incident/injury
Damage to taxidermy/specimens/cities	<ul style="list-style-type: none"> Inappropriate handling of items 	<ul style="list-style-type: none"> Ensure close supervision of groups Follow zoo staffs instructions at all times 	N	<p>All supervisors of visiting groups</p> <p>All zoo staff</p>	<ul style="list-style-type: none"> Use as directed by teaching staff Close supervision will be maintained 	Minimise	<ul style="list-style-type: none"> Zoo staff will notify management

What could go wrong?	What would cause this?	How to prevent this from happening	Significant Hazard Y / N	Whose responsibility is this?	When/where will preventative measures be taken?	Control Method	Emergency plan
Swallowing/ choking/ poisoning	<ul style="list-style-type: none"> • Placing small objects in mouth/nose • Ingesting foreign objects eg. Plants, stones • Playing while eating 	<ul style="list-style-type: none"> • Close supervision at all times • Zoo staff are to ensure teaching areas are fit for purpose 	Y	<p>All supervisors of visiting groups</p> <p>All zoo staff</p>	<ul style="list-style-type: none"> • Supervisors discuss with group before departure to the zoo • Zoo staff to teach with appropriate objects, making sure teaching spaces are free of foreign objects 	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 a 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