# Historic Royal Palaces General risk assessment form

Area	Historic Royal Palaces All Sites	Dept.	Audit & Risk	Author	Andrew Favell HRP HSE Advisor	Date	11/09/20		
Subject	Areas of Risk	Areas of Risk and Controls for the COVID-19 Hazard in All Work Settings <b>Reference</b> COV-02							

### Background

This document has been compiled by the HRP Audit & Risk Team as a generic Risk Assessment for dealing with the current Covid-19 hazard situation in the workplace. It has been put together using the relevant government guidance for working safely during COVID-19 published on the 11<sup>th</sup> May 2020. Further guidance will be published as more business areas reopen and this document should be reviewed with any change.

COVID-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

This risk assessment may not cover all scenarios at each site and sites should consider their own unique circumstances and record further control measures on this form. All existing HRP risk assessments covering a wide range of activities and hazards must continue to be maintained, reviewed and communicated.

#### Steps to complete this risk assessment

- 1. Heads of Palace or site should review each of the areas of risk and check that controls are in place for their relevant site
- 2. If controls are in place answer Yes to the relevant section and if the control measure is not relevant to the site, answer Yes
- 3. If there are controls that are relevant but not covered answer No and list what further action is required to reduce the risk in the "additional controls required" section of this assessment
- 4. Complete the action plan with action owner and timescale for completion
- 5. Tasks should be identified where social distancing cannot be achieved and remove the activity or control the risk and this should be recorded in the section below titled, "additional controls required"
- 6. Where social distancing can not be achieved, and PPE is required the COVID-19 PPE Matrix should be completed for these exceptional tasks, Health and Safety guidance can be sought for this
- 7. When the site is confident that the controls are in place is the overall risk acceptable, the relevant director should sign and date a copy of the risk assessment
- 8. The risk assessment as part of the communication plan must be shared with the workforce and made public
- 9. The site can display the COVID-19 Secure notice on page 8 of this document

Phase	Area of Risk	Who might be harmed	Describe the controls in place at present to prevent the harm	Departmental Action Owner	Controls in Place Y/N	Evidence
1	Working at home (Corporate Guidance on WFH to be issued by HR; Heads of Palace to consider these issues for their operations teams)	HRP Staff	<ul> <li>Staff should work from home unless in roles critical for business and operational continuity.</li> <li>Consider who is needed to be on-site.</li> <li>Planning for the minimum number of people needed on site to operate safely and effectively</li> <li>All staff working at home must comply with the HRP Working from Home Guidelines</li> <li>Providing equipment for people to work at home safely and effectively if needed, for example, remote access to work systems.</li> </ul>			
1	Clinically vulnerable and extremely vulnerable individuals (Guidance can be found at <u>https://www.gov.uk/coronavirus</u> ) (Corporate Guidance to be provided by HR)	HRP Staff, Visitors	<ul> <li>Clinically extremely vulnerable individuals who have had a letter from their GP, should be advised not to work outside the home, if they cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to stay 2m away from others.</li> <li>Clinically vulnerable people include those aged 70 or over and those with some underlying health conditions, should work from home, if they cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to stay 2m away from others</li> <li>Personalised risk assessment (COVID-19) form RA06 must be completed for vulnerable staff returning to work</li> <li>Maternity risk assessment form RA04 to include COVID-19 strong advice to work from home if possible. This form is now available. </li></ul>			

1	Construction Sites (Corporate Guidance to be provided by Palaces & Collections, and any other department who has visitors on site)	HRP Staff, Visitors, Contractors	<ul> <li>All construction sites must comply with the government guidance on working safely during COVID-19</li> <li>Risk Assessments and Method Statements (RAMS) must be reviewed by the Health and Safety team to ensure all safety measures including the COVID-19 guidance are covered.</li> </ul>	
1	Social distancing at work	HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups	<ul> <li>Groups of no more than six people can congregate in the premises unless they all live together (or are in the same support bubble)</li> <li>This information will be given to all visitors via our website, announcements and signage.</li> <li>Groups will be asked to avoid social interaction with anyone outside the group they are with.</li> <li>All visitors will be asked to provide contact details to the organiser so that they can be contacted if needed by the NHS Test and Trace programme. If in a group a lead persons details will be recorded.</li> <li>HRP should aim to maintain 2m social distancing (SD) wherever possible, or 1 metre with risk mitigations (where 2 metres is not viable) including while arriving at and departing from work, while in work and when travelling between sites.</li> <li>Capacities for all areas will have specific guidance to meet the SD guidelines. Calculating Covid-secure visitor capacities and evacuations</li> <li>Queuing systems should also comply with the above social distance guidelines.</li> <li>Consider staggering arrival and departure times at work for staff to reduce crowding into and out of the workplace.</li> <li>Consider reducing congestion, for example, by having more entry points to the workplace</li> <li>Using markings and introducing one-way flow at entry and exit points in all areas</li> <li>Breaks and lunches for all staff may need to be staggered for current rest facilities to allow for the correct social distancing.</li> <li>Warding Staff at HCP &amp; ToL will be positioned to enable social distancing, where they are giving talks/information, a barrier or taped box will be provided to show visitors the Warders space</li> </ul>	

1	Social distancing at work	HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups	<ul> <li>Admissions Centres will utilise queueing systems, with pre-booking strongly encouraged for all visitors including members.</li> <li>have a table for their security teams, with a plexiglass shield; to introducing physical distancing. PPE will be provided; information is below in the PPE section.</li> <li>HRP will initially use a barcoded list of ticket options for scanning, to remove the need for coming within 2m</li> <li>A safe and secure method of scanning will be introduced. to remove the need for coming within 2m of the visitors.</li> <li>Walk-in visitors will be card payments only and HRP will initroduce germ protection screens as a barrier between staff and visitors.</li> <li>Staff working within HRP Retail Shops should aim to stay 2m apart from their colleagues and visitors.</li> <li>Shop till points will only be accepting contactless</li> <li>payment and will introduce germ protection screens as a barrier between staff and visitors.</li> <li>A queueing system will be in place, staffed at each site, to ensure capacities and social distancing guidelines are met.</li> <li>Social distancing measures will be implemented in any warehouse areas, using a one-way system, markings on the floor,</li> <li>The Central Retail Warehouse will operate reduced operating hours and deliveries to HRP shops.</li> <li>HRP Security Teams carrying out bag searches will</li> <li>Security teams will be issued with security wands to aid them in their roles and prevent the need to touch the bags.</li> <li>HRP should identify tasks where social distancing cannot be achieved and remove the activity or control the risk. This should be recorded in the section below titled, "additional controls required"</li> </ul>
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1	Workplaces and workstations	HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups	<ul> <li>For people who work in one place, workstations should allow them to maintain social distancing.</li> <li>Occupancy levels have been managed to enable social distancing.</li> <li>Workstations should be assigned to an individual and not shared.</li> <li>Avoid the use of hot desks and spaces, but where this is not possible, they should be shared by the smallest possible number of people and clean the workstations between different occupants including shared equipment.</li> <li>All offices should maintain a clear desk policy, to facilitate cleaning and sanitising the desks.</li> <li>Cleaning / sanitising equipment will be in place for staff to use</li> <li>Review layouts and processes to allow people to work further apart from each other.</li> <li>Use floor tape or paint to mark areas to help staff keep to a 2m distance.</li> <li>Use remote working tools to avoid in-person meetings.</li> <li>For areas where regular meetings take place, use floor signage to help people maintain social distancing.</li> </ul>	
2	Ventilation	HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups	<ul> <li>Ventilation will help to reduce the risk, so doors and windows can be propped open if they do not cause an environmental, collection, safety, fire or security risk.</li> <li>Check whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.</li> <li>Most air conditioning systems do not need adjustment, however where systems serve multiple buildings, or you are unsure, advice should be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers. Information about air conditioning and fans can be found here https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation.htm</li> <li>For building services advice, particularly around ventilation of buildings both in use and when returning to buildings which have been closed, please see advice from the Chartered Institution of Building Services Engineers https://www.cibse.org/coronavirus-covid-19/coronavirus-covid-19-and-hvac-systems</li> </ul>	

1	Moving around buildings and Common Areas	HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups	<ul> <li>Reduce movement by assessing non-essential trips and restricting access to some areas,</li> <li>Encouraging use of radios or telephones, where permitted, and cleaning them between use.</li> <li>Introducing more one-way flow through buildings.</li> <li>Encourage the use of stairs wherever possible instead of lifts.</li> <li>Reducing maximum occupancy for lifts with floor marking and signage</li> <li>Providing hand sanitiser for the operation</li> <li>Installing screens to protect staff in receptions or similar areas</li> <li>Reconfiguring seating and tables to maintain spacing, reduce face-to-face interactions and maintain social distancing</li> <li>Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage.</li> </ul>		
1	First Aid	HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups	<ul> <li>HRP will continue to provide first aid to all staff on site in line with guidance and training issued prior to opening on how to ensure distancing.</li> <li>PPE for first aiders is in the section below.</li> <li>The site first aid risk assessment should be reviewed with any changes made for COVID-19 and this must be communicated to all first aiders.</li> </ul>		

1	Managing visitors and contractors	HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups	<ul> <li>Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors and contractors on or before arrival (see communication section)</li> <li>Limit the number of visitors at any one time</li> <li>Contractors must supply Risk Assessments and Method Statements (RAMS) to be reviewed by the Health and Safety team to ensure all safety measures including the COVID-19 guidance are covered for the appropriate work setting</li> <li>All contact details must be provided so that visitors can be contacted if needed by the NHS Test and Trace programme. If in a group a lead persons details will be recorded.</li> </ul>	
1	Cleaning the workplace	HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups	<ul> <li>Before opening assess cleaning needs and provide hand sanitiser</li> <li>Frequent cleaning of all work areas and equipment between uses.</li> <li>Enhanced cleaning for busy areas</li> <li>Remove any touch points that are not needed and limit use of high touch items e.g. printers, copiers etc</li> <li>Frequent cleaning of objects and surfaces that are touched regularly, such as door handles, handrails, phones, radios card payment machines, keyboards etc</li> <li>Staff must clear workspaces and remove waste and belongings from the work area at the end of a shift, to enable cleaning.</li> <li>If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance and contact the Health and Safety Representative</li> <li>HRP's contracted cleaners will follow the Government Guidance and supply risk assessments for COVID-19</li> <li>Where possible posters and signage should be displayed on touchpoint cleaning and hygiene controls</li> </ul>	

1	Hygiene Wash your hands frequently Avoid touching eyes, nose and mouth Practice respiratory hygiene Maintain social distancing If you have COVID-19 symptoms seek medical care early Storing of sanitiser	HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups	<ul> <li>Providing regular reminders and signage to maintain personal hygiene standards.</li> <li>Providing hand sanitiser in multiple locations and in washrooms.</li> <li>Setting clear use and cleaning guidance for toilets ensure sign off sheets</li> <li>Social distancing is achieved as much as possible in toilets and washrooms</li> <li>Providing more waste facilities and more frequent rubbish collection where needed</li> <li>Sanitiser should be stored in line with COSHH (Control of Substances Hazardous to Health 2002) and DSEAR (Dangerous Substances and Explosives Atmospheres Regulations 2002). When not in use sanitiser should be stored in a fireproof cabinet and manufacturers guidelines and be decanted outside/away from the building,</li> <li>Spill kits are available and should be used to clean up any spillages. This should be reported to the Safety Team by normal procedure.</li> <li>Sanitiser should be followed.</li> <li>Decanting of sanitiser should be usen to clean up any spillages. This should be reported to the Safety Team by normal procedure.</li> <li>Sanitiser should be followed.</li> <li>Decanting of sanitiser and manufacturers guidelines should be to be and the conspheres Regulations 2002). When not in use sanitiser should be stored in a fireproof cabinet and manufacturers guidelines and be decanted outside/away from the building.</li> <li>Spill kits are available and should be used to clean up any spillages. This should be reported to the Safety Team by normal procedure.</li> <li>Sanitiser should be followed.</li> <li>Decanting of sanitiser should follow manufacturers guidelines and be decanted outside/away from the building.</li> <li>Spill kits are available and should be used to clean up any spillages. This should be toported to the Safety Team by normal procedure.</li> </ul>
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	Public toilet facilities	HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups	<ul> <li>Posters on back of doors to build awareness of good handwashing technique</li> <li>Signs on entry as a reminder of social distancing and limited capacity</li> <li>Social distancing markers used at wash basins and queueing area</li> <li>Adoption of a limited entry approach, with 2 in, 2 out</li> <li>Soap and hot water available. Hand Sanitisers stations at entry of area</li> <li>Setting clear use and cleaning guidance for toilets, with increased frequency of cleaning in line with usage.</li> <li>Use normal cleaning products, paying attention to frequently hand touched surfaces, and consider use of disposable cloths or paper roll to clean all hard surfaces.</li> <li>Doors will be propped open for ventilation and to allow users to self-regulate capacity</li> <li>Some urinals, cubicles and basins will be closed to allow for social distancing and limited capacity</li> </ul>
1	Work-related travel, inbound and outbound goods and Company Vehicles	HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups	<ul> <li>Minimise travel and prevent non-essential travel</li> <li>If needed provide additional parking or facilities such as bike-racks; encourage and help people walk, run, or cycle to work where possible.</li> <li>Minimising the number of people travelling together in any one vehicle</li> <li>Cleaning shared vehicles between shifts or on handover</li> <li>Minimise person-to-person contact during deliveries</li> <li>In vehicles where workers have no alternative but to work within 2m, assess the risk and devise control measures</li> <li>Make sure vehicles are well-ventilated</li> <li>Limit exposure to large crowds and rush hours where appropriate.</li> <li>Revising pick-up and drop-off collection points and procedures with signage and marking</li> <li>Minimising unnecessary contact at gatehouses security points, works yard and warehouses</li> <li>Consider reducing frequency of deliveries, e.g. larger quantities less often.</li> <li>Encourage drivers to stay in their vehicles where this does not compromise safety</li> </ul>

1	Catering – Takeaway and Eat in service	HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups	<ul> <li>HRP's Catering Contractors must comply with the current guidance for restaurants offering a takeaway service</li> <li>Risk Assessments and Method Statements (RAMS) must be reviewed by the Health and Safety team to ensure all safety measures including the COVID-19 guidance are covered</li> <li>Seating areas must have no more than six people in one group</li> <li>Groups must be asked to avoid social interaction with anyone outside the group of six</li> <li>All contact details must be provided so that visitors can be contacted if needed by the NHS Test and Trace programme</li> </ul>	
2	Outdoor Playgrounds	Visitors, Children HRP Staff, Contractors, Volunteers, Cleaners Vulnerable groups	<ul> <li>In addition to preparations to ensure they are COVID-19 Secure, there will be general maintenance requirements. Play inspection and actions must be complete.</li> <li>Site risk assessment updated with all new measures in line with government guidance.</li> <li>Measures to support social distancing such as signs to remind users of the need for and adherence to social distancing in accordance with existing government guidance.</li> <li>Social distancing and other ways of minimising transmission risk should be communicated to the parents, guardians and carers, who should remain aware of the residual risk.</li> <li>Promoting responsible behaviour by children, parents, carers and guardians should be communicated.</li> <li>Identify an advisory limit on the maximum number of users able to use the playground at any one time and use signs to communicate this</li> <li>Limit the number of users able to use a particular piece of equipment to minimise the transmission risk.</li> <li>Signs to communicate maximum number of users at one time</li> <li>Limiting the available number of seats on equipment</li> <li>Using adjacent space for queues or waiting areas for users, parents, guardians and carers using barriers, markings or signs where it is safe to do so</li> <li>Cleaning high traffic touch points frequently.</li> <li>Encourage effective sanitation by users, parents, guardians and carers.</li> </ul>	

2	Outdoor Playgrounds	Visitors, Children HRP Staff, Contractors, Volunteers, Cleaners Vulnerable groups	<ul> <li>Consideration must also be given on how to assist those with disabilities in complying with the changes</li> <li>More frequent rubbish collection</li> <li>where practicable, providing hand sanitiser (automated where possible) at the entry and exit points</li> <li>Use disposable paper towels in handwashing facilities where possible</li> <li>Public toilets, portable toilets and toilets inside premises should be kept open and carefully managed to reduce the risk of transmission of COVID-19.</li> <li>Current government guidance states that face coverings should not be used by children under the age of 3 or those who may find it difficult to manage them correctly.</li> <li>Parents should be aware that wearing a face covering in a playground setting could pose an additional safety risk and should use their judgement on whether their children wear a face covering.</li> <li>Encourage hand hygiene including washing/sanitising hands more often than usual, particularly at the beginning and end of play</li> <li>Consumption of food or drink on play equipment or in the playground area is banned</li> </ul>
1	Personal Protective Equipment (PPE)	HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups	<ul> <li>PPE identified in the existing risk assessments for each site should be continued to be used in the same way.</li> <li>Where there is risk of transmission of COVID-19, and the social distancing guidelines and other protective measures can not be used PPE will be supplied.</li> <li>The matrix below contains the PPE available; sites must add <u>any</u> activity that moves a role from their designated tier this must be recorded in the table below. the reason and context for using the PPE and which PPE is required.</li> <li>Any use of PPE should be added to the additional controls required section below.</li> <li>Training must be given to all staff on the putting on and taking off and disposal of PPE</li> <li>The role of PPE in providing additional protection for COVID-19 transmission is extremely limited. These limitations must be explained in the training and communication</li> </ul>

1	Communication and Training	HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups	<ul> <li>Regular business updates will be given on COVID-19 related issues at a Corporate level, with updates at a site level as necessary</li> <li>Staff are provided with clear guidance on social distancing and hygiene this will be provided before arrival, and on arrival to staff, visitors, contractors and tenants.</li> <li>Communicate to staff the need to remain shielding if vulnerable</li> <li>Information campaigns e.g. posters for touch point cleaning, hygiene control, symptoms of COVID-19, social distancing and use of face coverings</li> <li>For staff inviting visitors to site establish host responsibilities relating to COVID-19 and provide training for people who act as hosts.</li> <li>Coordinating and communication with landlords, tenants and shared working spaces.</li> <li>Staff and unions must be consulted on new safety measures</li> <li>Risk assessments for each site must be produced prior to opening and communicated to all</li> <li>Communication plan for return to work published before reopening</li> <li>Signage strategy designed for all areas and covering all aspects of COVID-19</li> </ul>
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1	Face Coverings	HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups	<ul> <li>From the 8<sup>th</sup> of August 2020 visitors will be required to wear face coverings by law within indoor spaces, including those in museums and galleries. From this date visitors will be advised to wear a face covering within our premises. This guidance is for England only and does not affect our sites in Northern Ireland. In Northern Ireland face coverings are mandatory from the 10<sup>th</sup> August 2020 when you are in public indoor areas.</li> <li>There may be a reason such as health, age, disability, etc why an individual is not wearing a face covering. By law an individual does not have to provide proof of their reasons for not wearing them.</li> <li>Face coverings do not need to be worn whilst eating/drinking.</li> <li>Employees are still not required by law to wear a face covering in the workplace. If staff choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off.</li> <li>Employees should support their workers in using face coverings safely if they choose to wear one. This must be part of the training and communication. Visors and face coverings will be available to staff.</li> <li>A review on the use of face coverings for workers should be considered when there are changes in government guidance, safe operating procedure, capacities, and in areas where social distancing cannot be achered to. The use of face coverings may want to be considered for events, etc as well.</li> </ul>
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3	Meetings	HRP Staff, Contractors, Clients, Volunteers	<ul> <li>On site meetings with staff who are not critical staff members should be avoided. Virtual communication such as Microsoft Teams or telephone should be used as a priority in all circumstances.</li> <li>For staff who are working on site meetings again should be avoided if possible. If a face to face meeting is required they should take place in areas already on the cleaning schedule and social distancing should be adhered to.</li> <li>There may be situations where a meeting will have to take place with a client or contractor on site. For site visits for events a separate site visit risk assessment has been created and must be adhered to. For any contractors coming on site the normal contractor procedure should be checked to make sure they are appropriate in regard to COVID-19.</li> <li>There may be occasions where meetings may have to take place onsite. For this the Heads of Palace, IT and site Control Room must be made aware. The Safety Team before the meeting goes ahead.</li> <li>Individuals coming in to attend the meeting must sign in and out via the site Control. Room.</li> <li>If an area is used for a meeting it should be in a meeting room that is already on the cleaning schedule and be cleaned before and after the meeting. Social distancing must be adhered to.</li> </ul>		
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Each role has been assigned a Tier, according to its activities to show the PPE needed.

### Tier Definition Examples PPE Required

Tier	Definition	Examples	PPE Required	
1	Health care setting, within 2m of others	FIRST AIGERS	Facemask, gloves, googles, apron	
2 (Fixed)	Non-health care setting, within 2m of others, behind a screen	Welcome Centre, Retail	Gloves where needed	

2 (Mobile)	Non-healthcare setting, within 2m of others, mobile	Admissions retail security	Face visor, Gloves where needed	
3		Yeoman Warders, Garden & Estates, Education	Gloves where needed	

Should an individual be required to undertake an activity that doesn't adhere to these definitions then that activity must be assessed, and the PPE provided recorded below.

Covid-19 PPE Matrix

Tier	Activity	Reason and Context	Disposable Gloves*	Fluid-resistant surgical masks*	Face visors	Disposable Plastic Apron*	Hand Sanitiser	Anti- Bacterial Wipes
2	Gardener asked to unwrap statue at HCP. Requires two people less than 2 meters apart	Preparing gardens for opening	ſ	×	J	×	×	x
2	CCC staff need to move a painting	Salvage, indoors non- healthcare setting	J	×	ſ	×	x	x

\*Single use only

With the existing controls in place is the overall risk acceptable? yes / no (if no, stop the activity until additional controls reduce the risk to an acceptable level)

# Additional controls required

Ref.	What further action is required to reduce the risk further?			Who needs to carry out this action?	When does it need to be completed?
Asses	sor to sign		Manager to sign and date		

## Review

Review date:	07/08/2020	Reviewed by:	Chelsea Ruffle- HRP H&S Officer
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Once this risk assessment is complete you will need to share the results of your risk assessment with your workforce and display the notice below in your workplace to show we have complied with the relevant guidance.

