

Area	Historic Royal Palaces All Sites	Dept.	Audit & Risk	Author	Andrew Favell HRP HSE Advisor	Date	18/05/21
Subject	Areas of Risk and Controls for the COVID-19 Hazard in All Work Settings					Reference	COV-04

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 11th May 2020. Further guidance will be published as more business areas reopen and this document should be reviewed with any change.

This version of the Risk Assessment has been updated following the latest government guidance in May 2021.

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. The government is now advising on a new strain of coronavirus which is shown to have a higher transmission rate. Elements of this risk assessment have been adapted as a result of this.

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 20 of this document. The latest 10 steps to staying COVID Secure have also been added from gov.uk and are on Page 26.

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
Hazards present when sites are closed, staff on site						
1	Working at home <i>(Corporate Guidance on WFH to be issued by HR; Heads of Palace to consider these issues for their operations teams)</i>	HRP Staff	<ul style="list-style-type: none"> <input type="checkbox"/> Staff should work from home unless in roles critical for business and operational continuity. <input type="checkbox"/> If staff cannot work from home, measures will be taken to ensure they stay at home, either by providing equipment, changing their role or through furlough. <input type="checkbox"/> A review has been done to establish who is essential to be on-site. <input type="checkbox"/> Review completed for the minimum number of people needed on site to operate safely and effectively. <input type="checkbox"/> All staff working at home must comply with the HRP Working from Home Guidelines. 	Directorate Heads of Palace TOL Governor/ Head of Ops HR IS Health and Safety Team	Y	COVID documents: 14-001 14-002 14-003 14-005 Home Working Guidance
1	Clinically vulnerable and extremely vulnerable individuals (Guidance can be found at https://www.gov.uk/coronavirus) <i>(Corporate Guidance to be provided by HR)</i>	HRP Staff, Visitors	<ul style="list-style-type: none"> <input type="checkbox"/> Clinically extremely vulnerable (CEV) individuals who have had a letter from their GP, should be advised not to come on site to work and should stay at home. <input type="checkbox"/> Once shielding has been removed from the government guidelines CEV staff members should be offered the option of the safest available on-site roles, enabling them to stay 2m away from others. <input type="checkbox"/> Employees who are classed as who are classed as clinically vulnerable (CV) will also be offered other options whilst working on site to enable social distancing. <input type="checkbox"/> Personalised risk assessment (COVID-19) form RA06 must be completed for vulnerable staff returning to work and should be reviewed on a regular basis. <input type="checkbox"/> Maternity risk assessment form RA04 to include COVID-19 strong advice to work from home if possible. This form is now available. <input type="checkbox"/> https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/pregnancy-and-coronavirus/ 	Directorate Heads of Palace TOL Governor/ Head of Ops HR IS Health and Safety	Y	COVID documents: 14-001 14-002 14-003 14-005 Home Working Guidance

1	<p>People who need to self-isolate</p> <p><i>(Corporate Guidance to be provided by HR)</i></p>	<p>HRP Staff, Visitors</p>	<ul style="list-style-type: none"> □ Ensure individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19, those who live in a household with someone who has symptoms, those who have tested positive for COVID-19, or anyone in their household has tested positive, as well as anyone who has been contacted by the NHS Test and Trace system. □ In Northern Ireland individuals will be contacted by the Public Health Agency (PCA). □ Ensure that stay at home guidance for households with possible coronavirus (COVID-19) infection is made available. <p>https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance</p>	<p>HR & Department Managers</p>	<p>Y</p>	<p>COVID documents: 14-001 14-002 14-003</p> <p>14-005 Home Working Guidance</p> <p>14-009 Outbreak Response</p>
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1	Work-related travel, inbound and outbound goods and Company Vehicles	HRP Staff, Contractors, Visitors, Volunteers, Drivers Cleaners Vulnerable groups	<ul style="list-style-type: none"> <input type="checkbox"/> Minimise travel and prevent non-essential travel. Remote working should be used as a priority. <input type="checkbox"/> Limit exposure to large crowds and rush hours where appropriate. <input type="checkbox"/> If needed HRP will provide additional parking or facilities such as bike-racks; encourage and help people walk, run, or cycle to work where possible. <input type="checkbox"/> Only one person should travel per vehicle wherever possible. <input type="checkbox"/> Staff are required to clean vehicles before and after use, between shifts or on handover. <input type="checkbox"/> Cleaning equipment available for vehicles. <input type="checkbox"/> Minimise person-to-person contact during deliveries. <input type="checkbox"/> In vehicles where workers have no alternative but to work within 2m, assess the risk and devise control measures. Face coverings should be worn in this circumstance. <input type="checkbox"/> Make sure vehicles are well-ventilated. <input type="checkbox"/> Pick-up and drop-off collection points and procedures have been revised with signage and marking <input type="checkbox"/> HRP have minimised unnecessary contact at gatehouses security points, works yard and warehouses. <input type="checkbox"/> HRP have considered reducing frequency of deliveries, e.g. larger quantities less often. <input type="checkbox"/> Drivers must stay in their vehicles where this does not compromise safety. 	All Department Managers - particularly those with onsite vehicles (gardens/PE/security)	Y	<p>COVID documents: 14-001 14-002 14-003</p> <p>14-006 Travel Policy</p>
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1	<p>Social distancing</p> <p>(Staff interaction with other staff Staff interaction with contractors/visitors to site)</p>	<p>HRP Staff, Contractors, Visitors, Volunteers, Drivers Cleaners Vulnerable groups</p>	<ul style="list-style-type: none"> <input type="checkbox"/> HRP are enforcing 2 metre+ social distancing in line with the government guidance wherever possible. This included arriving at and departing from work, while in work and when travelling between sites if needed. <input type="checkbox"/> Capacities for all staff areas have specific guidance to meet the social distancing guidelines. <input type="checkbox"/> Each HRP site will stagger arrival and departure times at work for staff to reduce crowding into and out of the workplace. Breaks will also be staggered to adhere with social distancing. <input type="checkbox"/> One-way systems are in place where impossible to enforce social distancing. <input type="checkbox"/> Staff are encouraged to wear face coverings when interacting with other staff when they cannot be socially distance. <input type="checkbox"/> Training and inductions are in place for all employees returning to ensure they are aware of COVID-19 related procedures. <input type="checkbox"/> Desks in use in office spaces have been signed to allow for social distancing. <input type="checkbox"/> MRT will wear face coverings if completing work in public facing areas. <input type="checkbox"/> Each MRT member has their own workshop and only they will be permitted to use this workshop. Breaks also to be taken in their own workshop. <input type="checkbox"/> In areas such as the Gardens & Estates offices partitions will be put in place for some desks and computers to reduce transmission risk. 	<p>Department Managers</p>	<p>Y</p>	<p>COVID documents: 14-001 14-002 14-003</p> <p>14-007 Capacity Modelling</p>
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1	Moving around buildings and Common Areas	HRP Staff, Contractors, Visitors, Volunteers, Cleaners Vulnerable groups	<ul style="list-style-type: none"> <input type="checkbox"/> Reduce movement by assessing non-essential trips and restricting access to some areas on sites. <input type="checkbox"/> Encouraging use of radios or telephones, where permitted, and cleaning them between use. <input type="checkbox"/> Encourage the use of stairs wherever possible instead of lifts. <input type="checkbox"/> Reducing maximum occupancy for lifts with floor marking and signage. <input type="checkbox"/> Installing screens to protect staff in receptions or similar areas <input type="checkbox"/> Providing hand sanitiser for the operation. <input type="checkbox"/> Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage. <input type="checkbox"/> Office spaces have been identified in each site. that will be used as office spaces. This is so we can make sure that staff members are only entering areas of the palace that are on the cleaning schedule. <input type="checkbox"/> Due to the current transmission rate offices will be assigned to 1 person where possible. 	<p>Department Managers</p> <p>Heads of Palace</p> <p>TOL Head of Ops</p>	Y	<p>COVID documents: 14-001 14-002 14-003</p> <p>14-007 Capacity Modelling</p> <p>Site Access Procedure</p>
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1	Workplaces and workstations (relating to all departments and essential office workers)	HRP Staff, Contractors, Visitors, Volunteers, Cleaners Vulnerable groups	<ul style="list-style-type: none"> <input type="checkbox"/> Staff members will sign in/out each day they are on site. <input type="checkbox"/> For people working on site, workstations have been allocated to allow staff members to maintain social distancing. <input type="checkbox"/> Occupancy levels have been managed to enable social distancing. <input type="checkbox"/> Layouts and processes in office spaces have been reviewed to allow people to work further apart from each other. <input type="checkbox"/> Signage has been up in office spaces to state the capacities in each office spaces and what workstations should be used. <input type="checkbox"/> Room capacities for meeting areas are also signposted <input type="checkbox"/> Offices are cleaned on a daily basis in line with HRP's Hygiene Instructions. <input type="checkbox"/> Staff are required to clean their workstation and equipment before and after use. <input type="checkbox"/> All offices should maintain a clear desk policy, to facilitate cleaning and sanitising the desks. <input type="checkbox"/> Cleaning / sanitising equipment is in place for staff to use before and after use of shared areas such as kitchens and mess rooms. <input type="checkbox"/> Site Access Procedure is now in place (bar HCG who have separate booking system)to enable staff to be allocated a safe place in which to work, and to ensure staff coming on site have undertaken necessary training and received necessary instructions. <input type="checkbox"/> Staff who are coming in on a regular basis will be allocated an office and a desk where necessary to reduce the transmission risk. <input type="checkbox"/> Use remote working tools such as Teams as a priority to avoid in-person meetings. When meetings are taking place at work these should be organised via the Site Access Procedure and should be limited to as small an amount of people as possible. They must abide by the room capacities. 	Department Managers	Y	<p>COVID documents: 14-001 14-002 14-003</p> <p>14-007 Capacity Modelling</p> <p>Site Access Procedure</p>
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1	Ventilation	HRP Staff, Contractors, Visitors, Volunteers, Drivers Cleaners Vulnerable groups	<ul style="list-style-type: none"> □ Ventilation helps to reduce the transmission risk, so doors and windows should be propped open if they do not cause an environmental, collection, safety, fire or security risk. ☐ Site leads should liaise with CCC to determine options for maximising ventilation in historic spaces, where there is a need to balance care of important items in the collection/historically important parts of the building. ☐ Where air conditioning is in use, site leads should liaise with the facilities and maintenance team to ensure it has been serviced and is set at the appropriate level for the capacity expected. □ For building services advice, particularly around ventilation of buildings both in use and when returning to buildings which have been closed, the maintenance team should liaise with CCC and refer to advice from the Chartered Institution of Building Services Engineer. □ https://www.cibse.org/coronavirus-covid-19/coronavirus-covid-19-and-hvac-systems 	Maintenance and Facilities/ Department Mangers	Y	COVID documents: 14-001 14-002 14-003
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1	<p>Cleaning the workplace and hygiene requirements for staff</p> <ul style="list-style-type: none"> <input type="checkbox"/> Avoid touching eyes, nose and mouth <input type="checkbox"/> Practice respiratory hygiene <input type="checkbox"/> Maintain social distancing <input type="checkbox"/> If you have COVID-19 symptoms seek medical care early <p>Storing of sanitiser</p>	<p>HRP Staff, Contractors, Visitors, Volunteers, Drivers Cleaners Vulnerable Groups</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Staff are required to frequently clean work areas and equipment before and after use. This includes frequent cleaning of objects and surfaces that are touched regularly, such as door handles, handrails, phones, radios card payment machines, keyboards, kettles etc. Tools are provided to individuals, but any shared tool must be cleaned before and after use. <input type="checkbox"/> Staff must clear workspaces and remove waste and belongings from the work area at the end of a shift, to enable cleaning. <input type="checkbox"/> HRP has removed touch points that are not deemed necessary and staff should limit use of high touch items e.g. printers, copiers etc. <input type="checkbox"/> There is enhanced cleaning for touchpoints, office spaces, mess rooms and toilets in the staff areas. <input type="checkbox"/> HRP's contracted cleaners will follow the Government Guidance and supply risk assessments for COVID-19. These are reviewed regularly. <input type="checkbox"/> HRP has provided regular reminders and signage to maintain personal hygiene standards. <input type="checkbox"/> HRP have set clear use and cleaning guidance for toilets. <input type="checkbox"/> HRP has provided hand sanitiser in multiple locations and in washrooms. <input type="checkbox"/> Sanitiser must 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 should be followed, <input type="checkbox"/> Decanting of sanitiser should follow manufacturers guidelines and be decanted outside/away from the building. <input type="checkbox"/> Spill kits are available and should be used to clean up any spillages. This should be reported to the Safety Team by normal procedure. 	<p>Duty Manager/ Governor and Department Managers</p>	<p>Y</p>	<p>COVID documents: 14-001 14-002 14-003 14-004 Hygiene Instructions</p>
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1	First Aid	HRP Staff, Contractors, Visitors, Volunteers, Drivers Cleaners Vulnerable Groups, Members of the Public	<ul style="list-style-type: none"> <input type="checkbox"/> 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. <input type="checkbox"/> PPE for first aiders is in the PPE section below. <input type="checkbox"/> 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. <input type="checkbox"/> Number of first aiders to be reviewed by all sites. <input type="checkbox"/> 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. (see above). 	Heads of Palace TOL Head of Ops H&S Team Department Managers	Y	COVID documents: 14-001 14-002 14-003 14-004 Hygiene Instructions 05-003 Provision of First Aid
1	Emergency response E.g. Salvage	HRP Staff, Contractors, Clients, Volunteers Salvage Team	<ul style="list-style-type: none"> <input type="checkbox"/> Salvage risk assessment has been updated to include COVID-19 protocols. These are: <input type="checkbox"/> Primary measure: follow current government guidelines on social distancing and work at least 2m apart when moving and or working from a ladder. <input type="checkbox"/> Wipe down (antibacterial wipes) handrail touch points after each use/move when moving with more than 1 person and or a different person is using the ladder. <input type="checkbox"/> Tasks planned. <input type="checkbox"/> If a safe distance of at least 2m cannot be obtained wear the following PPE: <input type="checkbox"/> FRSM (fluid repellent surgical mask) and Gloves (nitrile to be used). <input type="checkbox"/> Limit the time required for these tasks to under 15mins if this cannot be achieved take regular breaks and continue. 	Conservation Team Fire and Emergency Planning Advisor	Y	COVID documents: 14-001 14-002 14-003 14-008 Emergency Evacuation Salvage risk assessment

1	Personal Protective Equipment (PPE) Face Coverings	HRP staff, volunteers	<ul style="list-style-type: none"> <input type="checkbox"/> PPE identified in the existing risk assessments for HRP should continue to be used in the same way. <input type="checkbox"/> Where there is risk of transmission of COVID-19, and the social distancing guidelines and other protective measures cannot be used PPE will be supplied. <input type="checkbox"/> Training must be given to all staff on the putting on and taking off and disposal of PPE. <input type="checkbox"/> The matrix below contains the PPE available at HRP. <input type="checkbox"/> Any use of PPE should be added to the additional controls required section below. <input type="checkbox"/> Employees are not required by law to wear a face covering in the workplace, unless they are working alongside visitors indoors. <input type="checkbox"/> We highly recommend that face coverings are worn when staff are interacting with other staff indoors, i.e. if there has to be an indoor meeting. <input type="checkbox"/> It is important to use face coverings properly and staff must wash their hands before putting them on and taking them off. They should also wear the face coverings properly over the nose and mouth. <input type="checkbox"/> Face coverings do not need to be worn whilst eating/drinking i.e. in mess areas. <input type="checkbox"/> Visors and face coverings will be available to staff. <input type="checkbox"/> 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 adhered to. The use of face coverings may want to be considered for events, etc as well. <input type="checkbox"/> In line with government guidance we recommend staff members also wear face coverings in internal back of house areas such as corridors where it is difficult to be socially distant. 	Duty Manager/ Governor and Department Managers	Y	COVID documents: 14-001 14-002 14-003 14-004 Hygiene Instructions 05-003 Provision of First Aid
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1	Communication and Training	HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups	<ul style="list-style-type: none"> <input type="checkbox"/> Regular business updates will be given on COVID-19 related issues at a Corporate level, with updates at a site level as necessary. <input type="checkbox"/> 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. <input type="checkbox"/> Communicate to staff the need to remain shielding if vulnerable. <input type="checkbox"/> Information campaigns e.g. posters for touch point cleaning, hygiene control, symptoms of COVID-19, social distancing and use of face coverings. <input type="checkbox"/> For staff inviting visitors to site establish host responsibilities relating to COVID-19 and provide training for people who act as hosts. <input type="checkbox"/> Coordinating and communication with landlords, tenants and shared working spaces. <input type="checkbox"/> Staff and unions must be consulted on new safety measures. <input type="checkbox"/> Risk assessments for each site must be produced prior to opening and communicated to all. These should be reviewed before any re-opening and/or if there is incident relating to COVID-19. <input type="checkbox"/> Communication plan for return to work published before reopening. <input type="checkbox"/> Signage strategy designed for all areas and covering all aspects of COVID-19. <input type="checkbox"/> Induction training in place for all staff returning to working at the palace and for staff who are working from home. <input type="checkbox"/> Training for FOH staff on COVID-19 procedures to take place before return to work. 	Comms Team/Head of Palace TOL Head of Ops Department Managers	Y	<p>COVID documents: 14-001 14-002 14-003</p> <p>14-004 Hygiene Instructions</p> <p>14-005 Home Working Guidance</p> <p>14-006 Travel Policy</p> <p>14-008 Emergency Evacuation</p> <p>14-009 Outbreak Response</p> <p>05-003 Provision of First Aid</p>
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1	Lateral Flow Testing (LFT)	HRP staff, volunteers	<ul style="list-style-type: none"> <input type="checkbox"/> Staff and volunteers will be strongly encouraged to do a Lateral Flow Test before attending site (and to test themselves twice a week if on site full time). <input type="checkbox"/> Staff will be asked to order tests from the NHS website, but we will pilot ordering tests corporately and distributing them to Front of House staff. <input type="checkbox"/> The test supply on site will be managed by a dedicated Collection Point Assistant who will have followed Test Device Training. <input type="checkbox"/> Communication will be sent out to staff regarding the LFT process. 	<p>Ops Directors</p> <p>Ops Directors</p> <p>Heads of Palace and Dep Gov TOL</p>	Y	
1	Staff mental health and wellbeing	HRP Staff, Volunteers	<ul style="list-style-type: none"> <input type="checkbox"/> The current COVID pandemic could cause poor mental health for our employees. We have the following control measures in place. <input type="checkbox"/> Wellbeing advice and guidance available for all staff. <input type="checkbox"/> Resources available such as the HR team, reading materials and procedures for adjustments work. <input type="checkbox"/> Mental Health First Aiders can be made available to staff if required. <input type="checkbox"/> Employee Assistance Programme in place and regular communication in place to promote this. <input type="checkbox"/> Regular communication from Executive Board with any new information relating to the business. 	HR, Health and Safety Team Department Managers	Y	<p>COVID documents: 14-001 14-002 14-003</p> <p>14-005 Home Working Guidance</p>
Hazards present when HRP is closed to visitors, staff and contractors on site (including above)						

2	Site visits	HRP Staff, Volunteers, Visitors Cleaners Vulnerable Groups	<ul style="list-style-type: none"> <input type="checkbox"/> Site visits should be conducted remotely where possible. <input type="checkbox"/> When site visits are required the number of visitors should be limited. <input type="checkbox"/> 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). <input type="checkbox"/> Contact details must be kept for all visitors coming to site for NHS test and Trace purposes. All visitors must sign in and out with the relevant Security Office/Control Room. <input type="checkbox"/> CN12 Information for Site Visitors during COVID-19 available and is communicated to contractors before they come to site. <input type="checkbox"/> Face coverings must be worn by any visitors coming to site whilst they are in interior areas. <input type="checkbox"/> Events Team have their own separate risk assessment relating to site visits. 	Marketing/Visitor Comms Team/ Duty Manager / Events Team	Y	<p>COVID documents: 14-001 14-002 14-003</p> <p>CN12 Information Sheet for Visitors and Contractors</p>
2	<p>Managing contractors on site</p> <p>Construction Sites</p> <p><i>Corporate Guidance to be provided by Palaces & Collections, and any other department who has visitors on site)</i></p>	HRP Staff, Volunteers, Visitors Cleaners Vulnerable Groups	<ul style="list-style-type: none"> <input type="checkbox"/> 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. <input type="checkbox"/> CN12 Information for Contractors during COVID-19 available and is communicated to contractors before they come to site. <input type="checkbox"/> All contact details must be kept for contractors in case we are contacted by the NHS Test and Trace/PHA programme. If in a group a lead persons details will be recorded. All contractors must sign in and out with the relevant Security Office/Control Room. <input type="checkbox"/> All construction sites must comply with the government guidance on working safely during COVID-19. <input type="checkbox"/> Face coverings must be worn by any contractors coming to site whilst they are in interior areas. <input type="checkbox"/> Contractors must wear face coverings when working on construction sites unless medical exemption. This makes up part of the RAMS review process. 	H&S Team and onsite Facilities and Maintenance Manager/ SOFD	Y	<p>COVID documents: 14-001 14-002 14-003</p> <p>CN12 Information Sheet for Visitors and Contractors</p>

2	Filming	HRP Staff, Volunteers, Visitors Cleaners Vulnerable Groups, Contractors	<ul style="list-style-type: none"> <input type="checkbox"/> 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 by any film crews internal or external <input type="checkbox"/> CN12 Information for Contractors/Visitors. during COVID-19 available and is communicated to contractors before they come to site. <ul style="list-style-type: none"> <input type="checkbox"/> Green rooms to be booked on site prior to date of the filming. Room capacities to be adhered to. <input type="checkbox"/> Sanitiser to be made available to film crew. <input type="checkbox"/> Social distancing to take place between the crew and anyone taking part in the filming as much as possible. <input type="checkbox"/> Film crew to wear face coverings when inside or when need to be within 2 metres of someone i.e. for <input type="checkbox"/> Cleaning following filming will be in line with our internal hygiene requirements. 	PR & Press Team Interpretation Teams Public Engagement Teams	Y	Individual filming risk assessments
Hazards present when HRP is open to visitors, indoor and outdoor operation (including above)						

3	<p>Social distancing</p> <p>(Staff interaction with visitors) (Visitor interaction with other visitors)</p> <p>In line with current government guidelines from the 17th May heritage attractions can open their indoor areas as well as their outside areas.</p>	<p>HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable Groups</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Admissions Centres will utilise queueing systems, with pre-booking strongly encouraged for all visitors including members. <input type="checkbox"/> Queueing systems will be made so visitors are 2metres + apart from each other. <input type="checkbox"/> Visitor facing staff will be positioned to enable social distancing; where they are giving talks/information, a barrier or taped box will be provided (if required) to encourage visitors to keep their distance. <input type="checkbox"/> HRP will initially use a barcoded list of ticket options for scanning, to remove the need for coming within 2 metres. <input type="checkbox"/> Walk-in visitors will be card payments only and HRP will introduce germ protection screens as a barrier between staff and visitors. <input type="checkbox"/> All visitors at our English sites over the age of 16 will be asked to provide contact details to comply with the NHS Test & Trace. <input type="checkbox"/> If a visitor does not have the app details will be attained and stored in paper format. <input type="checkbox"/> HRP Security Teams carrying out bag searches will 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. <input type="checkbox"/> Security teams will be issued with security wands to aid them in their roles and prevent the need to touch the bags. <input type="checkbox"/> Social distancing will be in place in all HRP Retail Shops so visitors and staff can remain 2 metres + apart from each other. <input type="checkbox"/> Shop till points will only be accepting contactless payment and will introduce germ protection screens as a barrier between staff and visitors. <input type="checkbox"/> A queueing system will be in place in Retail shops as well. They will be staffed to ensure capacities and social distancing guidelines are met. <input type="checkbox"/> Visitors will be communicated to bring face coverings to site and to wear them in line with government guidance. 	<p>Heads of Palace</p> <p>TOL Head of Ops</p> <p>H&S Team</p> <p>Department Managers</p> <p>Maintenance & Facilities</p> <p>Comms Team</p>	<p>Y</p>	<p>COVID documents: 14-001 14-002 14-003</p> <p>14-007 Capacity Modelling</p> <p>14-008 Outbreak Response</p>
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3	Public toilet facilities	HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups	<ul style="list-style-type: none"> <input type="checkbox"/> Posters on back of doors to build awareness of good handwashing technique. <input type="checkbox"/> Signs on entry as a reminder of social distancing and limited capacity. <input type="checkbox"/> Social distancing markers used at wash basins and queueing area. <input type="checkbox"/> Adoption of a limited entry approach, with 2 in, 2 out. <input type="checkbox"/> Soap and hot water available. Hand Sanitisers stations at entry of area. <input type="checkbox"/> Setting clear use and cleaning guidance for toilets, with increased frequency of cleaning in line with usage. <input type="checkbox"/> 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. <input type="checkbox"/> Doors will be propped open for ventilation and to allow users to self-regulate capacity. <input type="checkbox"/> Some urinals, cubicles and basins will be closed to allow for social distancing and limited capacity. 	Heads of Palace TOL Head of Ops Maintenance Duty Manager/ Governor Maintenance & Facilities	Y	COVID documents: 14-001 14-002 14-003 14-004 Hygiene Instructions
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3	Catering – Takeaway and Eat in service	HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups	<ul style="list-style-type: none"> ☐ When the sites are open HRP's Catering Contractors must comply with the current guidance for restaurants. ☐ Staff members and contractors working should wear face coverings when working inside. ☐ Visitors should wear facemasks when queuing or moving around internal areas ☐ Risk Assessments and Method Statements (RAMS) must be reviewed by the Health and Safety Team alongside the Operations, to ensure all safety measures including the COVID-19 guidance are covered. ☐ Contact details must be provided for each person aged 16 or over so that visitors can be contacted if needed by the NHS Test and Trace programme. ☐ In line with government guidance our indoor catering outlets will take reasonable steps to refuse entry to anyone who has not checked in or provided their contact details. This will be managed by our catering contractors. ☐ Separate QR codes will be provided for each indoor catering outlets (exception HCG). 	Heads of Palace TOL Head of Ops Duty Manager/ Governor Commercial Teams	Y	<p>COVID documents: 14-001 14-002 14-003</p> <p>14-004 Hygiene Instructions</p> <p>14-007 Capacity Modelling</p> <p>CN12 Information Sheet for Visitors and Contractors</p>
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3	<p>Outdoor Playgrounds</p> <p><i>Relating to the Magic Garden at HCP</i></p>	<p>HRP Staff, Contractors, Visitors, Volunteers, Members of the Public Drivers Cleaners Vulnerable groups</p>	<ul style="list-style-type: none"> <input type="checkbox"/> In line with current restrictions our playgrounds are open. <input type="checkbox"/> In addition to preparations to ensure they are COVID-19 Secure, there will be general maintenance requirements. Play inspection and actions must be completed. <input type="checkbox"/> 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. <input type="checkbox"/> 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. <input type="checkbox"/> A limit on the maximum number of users able to use the playground at any one time is in place and this will be managed. <input type="checkbox"/> Limit the number of users able to use a piece of equipment to minimise the transmission risk. <input type="checkbox"/> Limiting the available number of seats on equipment. <input type="checkbox"/> 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. <input type="checkbox"/> Cleaning high traffic touch points frequently. <input type="checkbox"/> Encourage effective sanitation by users, parents, guardians and carers. <input type="checkbox"/> More frequent rubbish collection. <input type="checkbox"/> Where practicable, providing hand sanitiser (automated where possible) at the entry and exit points) <input type="checkbox"/> Use disposable paper towels in handwashing facilities where possible. <input type="checkbox"/> Public toilets, portable toilets and toilets inside premises should be kept open and carefully managed to reduce the risk of transmission of COVID-19. They will be cleaned on a regular basis. 	<p>Head of Palace</p> <p>Maintenance Health and Safety Team</p>	<p>Y</p>	<p>COVID documents: 14-001 14-002 14-003</p> <p>14-004 Hygiene Instructions</p> <p>14-007 Capacity Modelling</p> <p>Magic Garden Risk Assessment</p> <p>05-003 Provision of First Aid</p>
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3	Outdoor Playgrounds (cont) <i>Relating to the Magic Garden at HCP</i>		<ul style="list-style-type: none"> <input type="checkbox"/> 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. 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. <input type="checkbox"/> Encourage hand hygiene including washing/sanitising hands more often than usual, particularly at the beginning and end of play. <input type="checkbox"/> Consumption of food or drink on play equipment or in the playground area is banned. <input type="checkbox"/> Consideration has also been given on how to assist those with disabilities in complying with the changes. 			
3	Places of worship	HRP Staff, Contractors, Clients, Volunteers Chapel Royal Staff Visitors	<ul style="list-style-type: none"> <input type="checkbox"/> Chapel Royal have sent their RAMS to the Health and Safety Team and have been reviewed to make sure they are in line with HRP's policies and procedures and the government guidelines in relation to places of worship. <input type="checkbox"/> Any events/changes to this risk assessment will be reviewed alongside the Chapel Royal. <input type="checkbox"/> For popular events pre booking will be available and capacities will be restricted. 	Head of Palace TOL Head of Ops Chapel Royal	Y	<p>COVID documents: 14-001 14-002 14-003</p> <p>14-004 Hygiene Instructions</p> <p>14-007 Capacity Modelling</p> <p>Chapel Royal Risk Assessment</p>

3	Communication of COVID-19 restrictions to our visitors	HRP Staff, Contractors, Clients, Volunteers Chapel Royal Staff Visitors	<ul style="list-style-type: none"> <input type="checkbox"/> Online booking system in place which asks for the lead individual's details for Test & Trace and gives all COVID-19 information in relation to each site. <input type="checkbox"/> QR codes for each site are available and visible at all check in areas (bar HCG). <input type="checkbox"/> Staff members are aware that all visitors over the age of 16 need to check in using the QR codes and will advise visitors to do this. <input type="checkbox"/> Paper and pen will be available for visitors to write down details if they do not have the NHS app. <input type="checkbox"/> Signage is across site with information such as social distancing requirements, face coverings, room capacities, hand washing, one-way routes and for sanitiser stations. <input type="checkbox"/> Sanitising stations are in place across all sites in priority areas such as where they are key touchpoints and are clearly displayed. 	Head of Palace TOL Head of Ops Maintenance Health and Safety Team Interpretation Team	Y	<p>COVID documents: 14-001 14-002 14-003</p> <p>14-004 Hygiene Instructions</p> <p>14-007 Capacity Modelling</p> <p>Site risk assessments</p>
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3	Exhibitions & Events (Outdoor & Indoor)	HRP Staff, Contractors, Clients, Volunteers Chapel Royal Staff Visitors	<ul style="list-style-type: none"> <input type="checkbox"/> Capacities for exhibitions & events have been calculated by HRP in line with the current guidance. <input type="checkbox"/> For exhibitions one-way systems have been applied to allow social distancing. <input type="checkbox"/> At exhibitions signage will be in place to communicate to guests, as well as hand sanitiser stations. <input type="checkbox"/> Face coverings for indoor exhibitions will be worn by all visitors and staff unless exempt. <input type="checkbox"/> Government guidance will be adhered to in relation to maximum capacities at events. <input type="checkbox"/> Information pack created for clients with HRP's COVID-19 standards and practices. <input type="checkbox"/> RAMS will be provided to the HRP Events Team for all events. These will be checked to make sure they have the appropriate COVID-19 measures in place. <input type="checkbox"/> RAMS will also be provided for any external contractors and suppliers will be working the event i.e. installation, etc. <input type="checkbox"/> Tables will be spaced out at the event to allow 1 metre plus mitigation to allow social distancing. <input type="checkbox"/> Attendees will be in groups of no more than 6, or two households if the event is internal, and no more than 30 if the event is outside and will not mix with any other groups at the event. <input type="checkbox"/> Floor plans will be available. <input type="checkbox"/> Seating plans will be assigned and carefully controlled to make sure groups are not mixing. <input type="checkbox"/> Table service will be used wherever possible to accommodate this. Drinks will be served seated. <input type="checkbox"/> Food and drink will be consumed by attendees while they are seated only. <input type="checkbox"/> Attendees will be told that they must wear face coverings whenever they are not seated at the table. <input type="checkbox"/> Local authorities will be informed about events whenever appropriate. <input type="checkbox"/> Guests will check in via the current QR codes in place for the palace (bar HCG). 	<p>Head of Events</p> <p>Head of Palace</p> <p>TOL Head of Ops</p> <p>Maintenance</p> <p>Health and Safety Team</p> <p>Events Teams</p>	Y	<p>COVID documents: 14-001 14-002 14-003</p> <p>14-004 Hygiene Instructions</p> <p>14-007 Capacity Modelling</p> <p>Site risk assessments</p> <p>Individual RAMS for Events</p> <p>Events Information Pack</p>
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3	Weddings	HRP Staff, Contractors, Clients, Volunteers Chapel Royal Staff Visitors	<ul style="list-style-type: none"> □ Government guidance will be adhered to in relation to maximum capacities at weddings (currently max 30). □ For weddings social distancing at tables can be relaxed so floor/seating plans for weddings do not have to socially distance. □ Before creating floor and seating plans the Events Team will liaise with the wedding party as social distancing in this setting is a personal choice. □ The Events Team will check with the wedding party if there any vulnerable guests attending before creating floor/seating plan. □ Communication will be sent out the wedding part to advise that guests should still exercise caution with how many people they come into contact with. □ Events Team will also advise staff of the different social distancing measures at a wedding and to be extra vigilant. □ Staff members will still be required to wear face coverings. □ Table service for food and drink will still be in place at any weddings. □ RAMS will still need to be provided by any contractor or supplier in attendance at a wedding. Face coverings will be required by contractors/suppliers. 	<p>Head of Events</p> <p>Head of Palace</p> <p>TOL Head of Ops</p> <p>Maintenance</p> <p>Health and Safety Team</p> <p>Events Teams</p>		<p>COVID documents: 14-001 14-002 14-003</p> <p>14-004 Hygiene Instructions</p> <p>14-007 Capacity Modelling</p> <p>Site risk assessments</p> <p>Individual RAMS for Events</p> <p>Events Information Pack</p>
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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 Aiders	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	Facemask, Gloves where needed
3	Can stay 2m from others, may handle items others have handled	Yeoman Warders, Garden & Estates, Education	Facemask if indoors, 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 mask	Disposable Plastic Apron*	Hand Sanitiser	Anti-Bacterial Wipes
2	<i>Gardener asked to unwrap statue at HCP. Requires two people less than 2 meters apart</i>	<i>Preparing gardens for opening</i>	✓	✗	✓	✗	✗	✗
2	<i>CCC staff need to move a painting</i>	<i>Salvage, indoors non-healthcare setting</i>	✓	✗	✓	✗	✗	✗

*Single use only

** Face coverings do not count as PPE but will be used by staff members where applicable. This is depicted on the site risk assessments.

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?
1	In line with the new guidance all returning staff who are classified as 'clinically extremely vulnerable' should not be attending site to work. They should work from home if they can or furloughed if they cannot work from home.	HR, Heads of Palace	Jan 2021 Completed
2	Site risk assessments should be reviewed and updated in line with this risk assessment and current government guidance. Communication to staff should also be updated based on any changes.	H&S, Heads of Palace, HR, Internal Comms	Jan 2021 Completed for sites that are open
3	All sites should review their recirculating air conditioning units and check the ventilation in the relevant areas. If there is sufficient natural ventilation in these areas then the air condition unit should be turned off and isolated.	Maintenance, Heads of Palace	February Half term 2021 Completed
Assessor to sign C.Ruffle (online) 30/03/21		Manager to sign and date	

Review

Review date:	18/05/2021	Reviewed by:	Chelsea Ruffle- HRP Health, Safety and Wellbeing 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.

Seven steps to protect yourself, your staff, visitors and customers during coronavirus.

- 1 **Complete a COVID-19 risk assessment.** Share it with all your staff. [Find out how to do a risk assessment.](#)
- 2 **Clean more often.** Increase how often you clean surfaces, especially those that are being touched a lot. Ask your staff and your customers to use hand sanitiser and wash their hands frequently. Follow [Follow Historic England advice](#) when cleaning historic surfaces.
- 3 **Ask your visitors and customers to wear face coverings** indoors or where required to do so by law. That is especially important if they are likely to be around people they do not normally meet. Some exemptions apply. [Check when to wear one, exemptions, and how to make your own.](#)
- 4 **Make sure everyone is social distancing.** Make it easy for everyone to do so by putting up signs or introducing a one way system that your staff, visitors and customers can follow.
- 5 **Increase ventilation** by keeping doors and windows open where possible and running ventilation systems at all times.
- 6 **Take part in NHS Test & Trace** by keeping a record of all your visitors and customers for 21 days. This is enforced in law. Some exemptions apply. Where applicable, you must display an official NHS QR code poster so that customers and visitors can 'check in' using this option as an alternative to providing their contact details. Check [Maintaining records of staff, customers and visitors to support NHS Test and Trace](#) for details.
- 7 **Turn people with COVID-19 symptoms away.** If a staff member (or someone in their household), visitor or a customer has a persistent cough, a high temperature or has lost their sense of taste or smell, they should be isolating.

- 8 **Ensure customers are aware of the legal limits on group sizes.** Check with customers on arrival who they are with and how many people will be attending. Put up signs to remind customers to interact only with their group. You can find more information in the [section on working with the public.](#)
- 9 **Check which activities are permitted at your site under the current rules.** Heritage buildings and landscapes can be used for a multitude of different activities, ventures and events and each site is likely to be different. You can find more information in the sections on [changes to operations](#) and [changes to facilities and services.](#)
- 10 **Consider if you need consent for any physical interventions.** Temporary works needed to allow heritage sites to function safely in response to COVID-19 may be carried out in ways that will not require consent, but you should seek advice as permission may be needed in some cases. You can find more information in the [section on temporary works at historic sites.](#)

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

FIVE STEPS TO SAFER WORKING TOGETHER

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____ Date _____

Who to contact _____ Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)