

Risk Assessment

Activity Assessed	Re-opening to visitors following COVID-19
Location	Milestones Museum

Hazard	Who could be harmed and how?	Control measures in place
Covid-19 infection transmission – Visitor Arrival	<p>Visitors</p> <p>Risk of serious illness</p> <p>Harm to mental wellbeing due to fear and anxiety</p>	<ul style="list-style-type: none"> • Visitor capacity limited to 150 people at any given time • Staggered entry via timed visiting slots that can be booked in advance • Face coverings required for all visitors to indoor spaces, as per government guidelines • Safe outdoor space available queuing, if required • Automatic doors in operation at entrance and exit • Team member to welcome all visitors at entrance, inform of current safety measures and manage indoor queueing • Signage to inform visitors of measures being taken and expected behavior • Hand sanitiser station available
Covid-19 infection transmission – Visitor / Staff Interactions	<p>Staff, Visitors</p> <p>Risk of serious illness</p> <p>Harm to mental wellbeing due to fear and anxiety</p>	<ul style="list-style-type: none"> • Perspex screens installed at all customer service counters • Team members wear face coverings when away from areas with Perspex screens • Hand sanitiser stations available • Cashless transactions available at all points of sale • Contactless donation points available • Signage throughout venue to promote social distancing and good hygiene • Team members trained on appropriate social distancing and personal hygiene measures

Covid-19 infection transmission – High Traffic Areas	Staff, Visitors, Contractors Risk of serious illness Harm to mental wellbeing due to fear and anxiety	<ul style="list-style-type: none"> • Signage throughout venue to promote social distancing and good hygiene • High traffic areas to be checked and cleaned every 2 hours • One way system in place for museum exhibitions
Covid-19 infection transmission – Toilets	Staff, Visitors, Contractors Risk of serious illness Harm to mental wellbeing due to fear and anxiety	<ul style="list-style-type: none"> • Toilets open and available to visitors • Queueing system implemented for toilet access • Signage indicating hand and user hygiene inside the toilet facilities • All toilets will be cleaned every 2 hours • Hand sanitiser readily available in the toilet facilities
Covid-19 infection transmission – Museum exhibits and interactives	Staff, Visitors Risk of serious illness Harm to mental wellbeing due to fear and anxiety	<ul style="list-style-type: none"> • One way system throughout museum exhibition spaces • Audioguides available and sanitised immediately on return • High transmission risk areas closed • Regular cleaning of high touch areas • Signage throughout venue to promote social distancing and good hygiene • Hand sanitiser readily available for all visitors •
Covid-19 infection transmission – Retail and Catering	Staff, Visitors Risk of serious illness Harm to mental wellbeing due to fear and anxiety	<ul style="list-style-type: none"> • Café, pub and retail areas open with one way system and queuing area in place • Indoor seating spaced at 2m distances and signs placed on table to indicate if they are waiting to be cleaned • Additional outdoor seating available, with seated spaced at 2m distances • Staff minimising product handling transactions for café, pub and retail areas • Cashless transactions available at all points of sale • Signage throughout venue to promote social distancing and good hygiene
Covid-19 infection transmission – Person displaying symptoms	Staff, Visitors, Contractors Risk of serious illness Harm to mental wellbeing due to fear and anxiety	<ul style="list-style-type: none"> • Team members instructed to remain at home if displaying any symptoms or to follow the latest government guidance if they are informed they are clinically extremely vulnerable from COVID-19 • Anyone displaying clear symptoms whilst on the premises will be asked to leave and any surfaces they came into contact with will be cleaned immediately • Visitor details recorded in GDPR compliant way to ensure cooperation with track and trace requirements

Covid-19 infection transmission – Emergency situations	Staff, Volunteers, Visitors Contractors Risk of serious illness Harm to mental wellbeing due to fear and anxiety	<ul style="list-style-type: none"> • Evacuations – exiting the building safely is the priority in case of emergency. Staff and visitors do not have to stay 2m apart if it would be unsafe. Where the threat to life is greater and/or more imminent than from COVID-19, normal procedures should apply. • Those involved in the provision of first aid to others should pay particular attention to sanitation measures immediately afterwards, including washing hands.
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Assessed by	David Trevithick, Operations Manager	Date	10/08/2020	Next operational review	31/08/2020
Endorsed by	Cathy Hakes, Museum Director (updates reviewed by Carl Smith, A/Museum Director)	Date	10/08/2020	Next publication	1/10/2020
Approved by	Rob James, Facilities Manager	Date	10/08/2020		

