

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 180 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 • Review of all areas throughout peak times to ensure 1m+ distancing is achievable
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 • Queuing 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 • Review of all areas throughout peak times to ensure 1m+ distancing is achievable • 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 • Review of all areas throughout peak times to ensure 1m+ distancing is achievable • 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	<p>Staff, Volunteers, Visitors Contractors</p> <p>Risk of serious illness</p> <p>Harm to mental wellbeing due to fear and anxiety</p>	<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 1m+ 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	24/08/2020	Next operational review	30/09/2020
Endorsed by	Cathy Hakes, Museum Director (updates reviewed by Carl Smith, Interim Museum Director)	Date	24/08/2020	Next publication	1/10/2020
Approved by	Rob James, Facilities Manager	Date	24/08/2020		

