

Area/Location/Department: All NMRN Sites	Responsible Person: Dominic Tweddle	
Risk Assessment Prepared By: Elizabeth Kennedy	Date: August 2020	Signed:

What are the hazards?	Who might be harmed and how?	What is already being done?	Do we need to do anything else to manage this risk?	Likelihood	Severity	Risk Rating
				2	3	6
Spread of COVID-19 via proximity to other persons	Visitors, Staff, Contractors	<u>Social Distancing</u> <ul style="list-style-type: none"> Safety pack issued to ticket purchasers detailing the requirements for social distancing and compulsory mask use. Safety information displayed on website and social media advising that the NMRN operates within the social distancing guidelines. Entry for visitors reduced in number and by staggered booking times to prevent queue build up and pinch points within the attraction, together with one-way systems if appropriate. Entry for staff reduced in number where possible by staggered start and end of shift patterns. 	<p>Marketing to continually review the information to ensure it remains current in line with government guidelines following guidance from SHEQ.</p> <p>Marketing to continually review the information to ensure it remains current in line with government guidelines.</p> <p>Online booking system monitored and amendable with limited notice.</p> <p>Taking steps to review work schedules including start & finish times/shift patterns, working from home etc.</p>	2	3	6

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		<ul style="list-style-type: none"> • Social distancing reinforcement signage throughout the attractions. • Staff training to monitor, support and enforce social distancing both with visitors and colleagues. • Rota systems within the staff welfare areas allowing limited personnel within the area whilst maintaining social distancing. • Active encouragement to make contact between colleagues via telephone, conference call or email. If not possible, the preference is for outdoor meetings observing social distancing followed by internal meetings with reduced attendees observing social distancing. • Capacity to be reduced and tables and chairs redesigned to conform with social distancing within public and staff eating and seating areas. • Non-essential work activities postponed if possible if social distancing cannot be maintained. 	<p>Training programme delivered as a cascade from SHEQ department to Line Managers to Staff Members. Attendance recorded</p> <p>Rota posted on the welfare entrance and floor tape to identify areas of 2m distance apart.</p> <p>Reviewed regularly in line with government guidelines</p> <p>Use of risk assessments prior to any works being undertaken together with a determination by the works manager as to whether the work is essential.</p>			

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Spread of COVID-19 via air in confined or smaller spaces.	Visitors, Staff, Contractors	<ul style="list-style-type: none"> • No hot desk works or sharing of personal office space. • Staff shall not undertake shared work travel unless compliant with government guidelines and the required PPE is used. • Use of site tannoy systems to play verbal reminder of the guidelines in respect of social distancing. <p><u>PPE</u></p> <ul style="list-style-type: none"> • Use of appropriate PPE (face covering or till shield) if unable to maintain social distancing for some work related tasks. • Instruction, training and personal issue of PPE with care, storage and disposal information. <p><u>Reduced Capacities</u></p> <ul style="list-style-type: none"> • Introduction of outdoor or reduced capacity inductions and daily briefs for staff. • Capacity and use of lifts reduced. 	<p>Desks within the offices to be allocated to comply with distancing. Those who can work from home are advised to continue doing so.</p> <p>Training programme delivered as a cascade from SHEQ department to Line Managers to Staff Members. Attendance recorded</p>	2	3	6

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<p>Spread of COVID-19 via contact with inanimate items (surfaces, tills, door handles, etc).</p>	<p>Visitors, Staff, Contractors</p>	<p><u>PPE</u></p> <ul style="list-style-type: none"> Compulsory use of face coverings within the sites <p><u>Other measures</u> Encouraged use of increasing ventilation by opening windows and doors wherever possible.</p> <p><u>Enhanced Cleaning</u></p> <ul style="list-style-type: none"> Contract cleaning schedule to be increased to twice daily for welfare and toilet areas. Wipes provided for all office personnel to clean desks, phone, computer at the end of a working day. Wipes provided for office personnel to clean office door handles and light switches on closing. Cleaning products provided for staff to clean break items, kettle, fridge, etc. after use. Staff advised to use own personal crockery items or to ensure each communal item is properly 	<p>Staff to monitor upon entry for NMRN allocated attractions and government guidelines for face coverings within retail areas advised.</p> <p>GM to ensure resource for contracts to be reviewed.</p> <p>Ensure adequate supplies of cleaning products</p> <p>Ensure adequate supplies of cleaning products</p> <p>Ensure adequate supplies of cleaning products</p>	<p>2</p>	<p>3</p>	<p>6</p>

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Spread of COVID-19 via poor personal	Visitors, Staff, Contractors	<p>washed, dried and stored after use.</p> <ul style="list-style-type: none"> • Touch points identified throughout the sites and cleaning programme throughout the operational day implemented with record kept <p><u>Reduction in touch areas</u></p> <ul style="list-style-type: none"> • Items that are unable to be cleaned adequately will be closed off and put out of service. • Where regulations allow, doors will be propped open. • Maintained closure of soft play areas. • Removal of leaflets, interactive paper items within the attraction. • Encouragement in the use of electronic transactions. • Reduce paper usage and therefore photocopier and printer touch points. • Clear desk policy to be introduced <p><u>Hand Washing</u></p> <ul style="list-style-type: none"> • Hand washing facilities with soap 	<p>Training provided to staff. Ensure adequate supplies of cleaning products</p> <p>Provision of electronic maps and trails for use within the attraction Information at booking informing of preference for card payments where possible.</p> <p>Ensure adequate supplies of cleaning products</p>	2	3	6

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<p>hygiene.</p> <p>Spread of COVID-19 via poor safety behaviour.</p>	<p>Visitors, Staff, Contractors</p>	<p>and water in place.</p> <ul style="list-style-type: none"> • Stringent hand washing taking place. • Hand washing guidance displayed in all toilets. • Gel sanitisers in any area where washing facilities not readily available, including entrances, exits, in the vicinity of touch interactives. <p><u>Coughs/Sneezes</u></p> <ul style="list-style-type: none"> • Reminders to staff of the “Catch it, Bin it, Kill it” campaign • Safety pack issued to ticket purchasers detailing the requirements for good hygiene practices. <p><u>Training</u></p> <p>Returning and new staff provided with COVID-19 specific induction prior to commencing work.</p> <p><u>Information</u></p> <p>Guidelines and full behavioural</p>	<p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying. Posters, leaflets and other materials are available for display around the site and in all bathrooms and welfare facilities.</p> <p>Ensure adequate supplies of cleaning products</p> <p>Bins provided throughout the sites</p>	<p>2</p>	<p>3</p>	<p>6</p>

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<p>Psychological issues related to or exacerbated by the existence of COVID-19</p> <p>Incorrect action regarding symptoms of COVID-19</p>	<p>Staff,Visitors</p>	<p>expectations provided to visitors via safety pack and website and social media. Signage throughout the site reinforcing safety messages.</p> <p><u>Mental Health</u></p> <ul style="list-style-type: none"> • Management will promote mental health & wellbeing awareness to staff during the COVID-19 situation and will offer whatever support they can to help • NMRN will maintain contact with off- site workers. • Attaining the “Good to Go” accreditation to reassure visitors of our preparations and precautions being in line with government guidelines <p><u>Information to the Public</u></p> <ul style="list-style-type: none"> • Website and safety pack with tickets advising visitors to not attend the site if they are experiencing the symptoms of 	<p>Regular communication of mental health information and open door policy for those who need additional support.</p> <p>Provide information to staff on welfare support available through staff channels. Use of the mental health first aid team.</p> <p>Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.</p>	<p>2</p> <p>2</p>	<p>3</p> <p>2</p>	<p>6</p> <p>4</p>

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		<p>COVID-19</p> <p><u>Information to staff and visitors</u></p> <ul style="list-style-type: none"> • Induction training to advise of requirement to complete a health declaration upon return to the workplace and advising of the sickness reporting procedure <p><u>Information from staff and visitors</u></p> <ul style="list-style-type: none"> • In accordance with the government track and trace guidelines, the process for reporting and informing will commence when a positive result is received. 	<p>Notification procedure to be followed and activated upon report.</p>			

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DATE OF NEXT REVIEW

Frequency Factor

This factor is how often a person is in contact with hazard. Choose the frequency factor based on the classification nearest to the actual exposure to the risk being assessed.

1. Almost impossible to occur
2. Extremely unlikely to occur
3. Unlikely to occur
4. Likely to occur
5. Extremely likely to occur
6. Almost certain to occur

Severity Factor

This factor is the injury consequence of the accident that may occur. Choose the severity factor based on the classification nearest to the actual exposure to the risk being assessed.

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|--|---|
| <ol style="list-style-type: none"> 1. Unlikely: 2. Trivial: 3. Minor: | <p>an injury is unlikely
 resulting in no injury or medical treatment
 requiring medical attention (possible lost time, but not RIDDOR)</p> |
|--|---|

- 4. Major Injury / RIDDOR: accident reportable under RIDDOR (WPA)
- 5. Fatality: single death
- 6. Multiple Fatalities: >1 death

FREQUENCY (Occurrence)	6 Almost certain	5 Extremely Likely	4 Likely	3 Unlikely	2 Extremely unlikely	1 Almost Impossible
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TABLE 1: RISK TOLERABILITY

1-6	Tolerable, no further actions required
8-10	Low, identify any actions deemed necessary to reduce risk and implement so far as is reasonably practicable, with a target date of 6 months
12	Medium, identify any actions deemed necessary to reduce risk and implement so far as is reasonably practicable, with a target date of 3 months
15-18	High, identify any actions deemed necessary to reduce risk and implement so far as is reasonably practicable, with a target date of 1 month
20-36	Intolerable, work not to proceed

S E V E R I T Y	6 Multiple Fatalities	36	30	24	18	12	6
	5 Fatality	30	25	20	15	10	5
	4 Major Injury / RIDDOR	24	20	16	12	8	4
	3 Minor (First Aid)	18	15	12	9	6	3
	2 Trivial	12	10	8	6	4	2
	1 Unlikely	6	5	4	3	2	1