

Covid-19 Risk Assessment

Company Name	Royal Academy of Arts
Carried-out By	Head of Estates
Date of Assessment	08 July 2020
Date of next review	15 July 2020

What are the hazards?	Area	What are you doing to control the risks?	Next steps
Visitor experience provides too many touch points and compromised social distancing	Cleaning standards, social distancing measures, PPE	<p>Pre-booking required for all public and Friends, with numbers restricted to 20% of normal capacity, based on social distancing calculations</p> <p>Capacity of RA based on 2m guidance (10square metres per person)</p> <p>Timed arrivals of entry tickets, at 20 minute intervals</p> <p>Welcome and ticket check in the Courtyard, to avoid internal queuing</p> <p>One-way visitor flow</p> <p>Social distancing throughout; no access to areas where distancing cannot be maintained</p> <p>Face Covering policy: all visitors to wear face covering, and provided if required</p> <p>Perspex Screens at all transaction points</p> <p>Cashless environment</p> <p>Sanitisation points throughout</p> <p>Takeaway style cafés only</p> <p>Limited access to retail, with distancing maintained</p>	Monitor
Physical distancing not maintained on site	Cleaning standards, social distancing measures, PPE	<p>Calculated the Square footage of public spaces and identified safe visitor capacity to allow for 2m physical distancing</p> <p>Staff and Visitors to be required to wear face coverings on site</p> <p>All Front-of-house staff in visitor facing roles provided with a care pack including PPE</p> <p>Signage, floor markings and barriers in place to help mark out appropriate distancing</p> <p>Signage in place to remind staff, contractors and any visitors of the need to maintain social distancing at all time</p> <p>One-way routing system throughout the public spaces in the building</p> <p>Hospitality spaces enlarged to allow for distanced seating</p> <p>Timed-ticketing to avoid queues</p> <p>Cloak room now self service lockers to avoid contact with staff and visitors</p> <p>Physical "bottlenecks" in the building and access to toilets supervised by additional front-of-house staff</p>	Monitor
As the RA rebuilds after lockdown and staff return to work there is a risk that premises are not "COVID" secure	Cleaning standards, social distancing measures, PPE	<p>All colleagues must follow NHS guidelines on handwashing which can be found here. Regularly and thoroughly cleaning your hands with an alcohol-based hand sanitiser or washing them with soap and water is a known and effective way of killing the Covid-19 virus. General actions:</p> <p>(1) Hand sanitiser or soap and handwashing facilities, will be available in all locations where colleagues are working, including for visitors and students</p> <p>(2) Staff encouraged to wash hands thoroughly when you arrive at work and throughout day</p> <p>(3) Signage will be in place to remind staff of the need for thorough handwashing</p>	Monitor

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Risk of transmission between members of the public and RA Staff in front-of-house roles	Cleaning standards, social distancing measures, PPE	Removing friction points of contact wherever possible. Ticketing will only be available online (no onsite box office) Tickets can be booked on-line or via the call centre. Payment is via card only. Only visitors with tickets will be allowed entry; Tickets will be checked outside the building to avoid need for multiple checks inside Screens will be installed at transaction points to ensure distance is maintained and to minimise contact No cash payments on site, only contactless card payments All staff equipped with PPE (visors or face coverings and gloves) Visitors required to wear face coverings	Monitor
Visitors do not have clear routes through RA and therefore risk not maintaining social distance	Cleaning standards, social distancing measures, PPE	One-way flows introduced throughout all public areas of the campus where possible to support physical distancing. Specific clear signage throughout all public spaces to indicate safe routes, locations Additional front-of-house staff to assist the public's safe passage through the building If there is no one-way flow designated guidance to keep to the left Staff and visitors encouraged to take the stairs; maximum occupancy of lifts is severely limited to ensure physical distancing Avoid congregating in corridors for ad hoc discussions to prevent blocking the passage	Monitor
Toilet facilities are not maintained at covid-19 secure levels	Cleaning standards, social distancing measures, PPE	Consideration for single occupancy or limit number of users depending on 2m physical distancing guidance. Risk assessment conducted of square footage of toilet facilities to determine headcount allowed in the toilet at one time. One in one out system to be enforced to abide by the 2m guidance so people do not need to pass each other as they enter and leave Access to be monitored and facilitated by front-of-house staff If toilet facilities are large enough for multiple occupancy (whilst adhering to 2m physical distancing guidance) demarcation and guidance installed	Monitor
Campus does not maintain clean standards required to control virus spread.	Cleaning standards, social distancing measures, PPE	Following good hygiene measures in the workplace can help kill viruses and reduce the risk of infection, including regular cleaning and practising good respiratory hygiene. This includes covering your mouth and nose when coughing or sneezing and disposing of used tissues safely. - Before reopening for work, identified areas will undergo a thorough deep clean if it wasn't already done so during lockdown preparations. - increased frequency of cleaning in public spaces, additional cleaning staff, greater visibility of cleaning staff on site - increasing the regular cleaning regime, with a focus on high use areas such as handles, rails and work surfaces, as well as toilets - Cleaning stations with basic cleaning supplies placed in central locations to enable colleagues to conduct any spot cleaning as required.. - Colleagues encouraged to leave communal facilities such as toilets, staff rooms and kitchen areas tidy and clean after they are used. Flexibility on break timings will be encouraged to allow time for cleaning up.	Monitor
Staff do not know how to apply PPE	Cleaning standards, social distancing measures, PPE	Provide all staff returning with training on correct wear, fit, storage and disposal of PPE. Provide details on how employees can replace PPE. Provide instructions on what PPE must be worn when receiving goods in and out.	Monitor
Insufficient PPE supplies for staff	Cleaning standards, social distancing measures, PPE	Stock of visors, masks and hand sanitiser were purchased prior to re-opening. We are in contact with our suppliers to ensure stock is available and monitoring lead times	Monitor
Large groups put at risk the RA's ability to ensure social distancing is maintained	Cleaning standards, social distancing measures, PPE	Group Bookings: due to government social distancing restrictions we have stopped offering group bookings, this excludes family or household groups of up to six people.	Monitor
Number of staff onsite compromises social distancing for onsite teams	Cleaning standards, social distancing measures, PPE	Permission needs to have been granted before accessing site (approval through HR and Estates) All staff required to wear pass – only essential team members are allowed on site. Staff required to sign in/out on site and use designated staff routes to travel across building. All staff require to confirm they have watched 'RA Covid Induction' training video before attending site	Monitor
Communications to staff on new measures are not clear	Communications	Employees kept up to date with any developments re return to work and consulted on measures the RA is taking to protect safety of staff and visitors' Regular weekly newsletter shared with all staff including detailed information concerning return to work and measures implemented All staff returning to site will be re-inducted into the RA to understand changed procedures and working measures (including training on new ways of working and procedures)	Monitor

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Visitors are not aware of measures and do not come prepared to campus	Communications	Information prior to arriving on site should confirm time of when to arrive, where and who they need to report in to, any sign in/ out information, any COVID-19 procedures in place that must be adhered to. Information on visitor guidance and covid-19 measures available on RA website and confirmed with ticket Provision of face coverings to members of public who do not bring their own.	Monitor
Number of staff onsite make social distancing difficult to maintaining	Communications	Office based staff to continue to work from home until further notice Visits from employees, visitors and contractors should be stopped unless absolutely necessary. List of essential staff approved by managers will be allowed on site. All other visitors and contractors to be considered 'non essential'. Alternative arrangements should be made, or arrange to meet agreed day/time of day for visitors. Use applications to hold virtual meetings (Skype/ Microsoft Teams/ Zoom).	Monitor
Contractors and third party provision on site do not follow guidance on RA procedure and Covid measures	Contractors and 3rd party providers	Agreed arrangements, including details of identified risks and their control measures, must be provided to the supplying agency prior to the commencement of any work activity. The agencies should ensure that it satisfies itself, that these arrangements are appropriate and will not put the worker at unnecessary risk. This information should be shared again with the worker as part of any induction training. Contractors & 3rd party supplier deemed 'essential' must provide details on the measures they are taking to prevent possible contamination/ spread of COVID-19.	Monitor
Catering facilities are not delivered in a Covid-19 safe manner	Contractors and 3rd party providers	limited take-away catering provision in the outdoor courtyard of Burlington Gardens. Any indoor provision in the Friends' lounge adheres to guidance on food and beverage provision. Any indoor provision will be delivered by 3rd party supplier Peyton & Byrne according to strict Covid-19 safety measures in adherence to guidance on food and beverage provision	Monitor
Business Continuity risk in case of second wave of infections in London and second lockdown	Financial / Operational	Monitor and follow government guidance at all times	Monitor
Measures are not adhered to or are not sufficient	Governance	Develop and implement monitoring processes for policies and procedures that have been introduced to include COVID-19 considerations. Consult employees and reps on their thoughts on how best to ensure compliance with agreed COVID- 19 arrangements. Implement daily 'staff huddle' to understand what is working and not working and make adjustment as required Provide staff with an anonymous route to raise concerns and call out safety risks	Monitor
Fire wardens require new training for provision in Covid	Premises Access and Travel	Review current number of Fire marshals/ wardens against risk assessments and company policy on Fire marshal/ wardens requirements. Speak to training provider and review any recommended additional training requirements Communicate all updated fire safety arrangements with fire marshals/ wardens	Monitor
Physically Impaired do not have safe routes through RA	Premises Access and Travel	New routes through building specifically designed to provide safe visit for any physically impaired visitors or staff	Monitor

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Evacuation process needs to be amended to be safe	Premises Access and Travel	<p>Review evacuation processes including signage, communications and training where necessary.</p> <p>People's safety is paramount during the evacuation processes- therefore, 2m physical distancing may not be possible or practical to ensure safe exiting of the building or to fully evacuate in the appropriate timeframes.</p> <p>Avoid congestion at exit points and 'bottle necking' as people exit. Utilise multiple exit points where available.</p> <p>Assign exit points to people/ areas/ work locations.</p> <p>Confirm fire safety communications, instructions and signage is up to date and accurate for all users (employees, visitors and contractors)</p> <p>Agree fire evacuation with fire wardens/ marshals and communicate out to the business.</p> <p>Increase Fire Marshalls/ Fire Wardens for support where needed</p> <p>COVID-19 guidance should be made available at exit points as a reminder of actions to take when exiting the building.</p> <p>Add fire exits to regular cleaning/ sanitising schedule.</p> <p>Review assembly points and agree on any possible procedures that can help facilitate people gathering with 2m physical distancing</p>	Monitor
Staff require safe entrance away from Visitors	Staff health and Staffing levels	Burlington Gardens to be used as a staff entrance during Phase I to provide staff with a dedicated entrance for their use only	Monitor
Working from home creates wellbeing issues amongst staff (mental health; physical wellbeing etc)	Staff health and Staffing levels	<p>Wellbeing to be monitored through ongoing 1:1 conversations with managers</p> <p>Identification of potential solutions to common issues will be considered</p>	Monitor
Staff become ill and infect other staff	Staff health and Staffing levels	<p>Employees will be asked not to attend work if they have any symptoms or feel ill to limit chance of infecting others</p> <p>If an employee falls ill while at work they will be sent home immediately</p> <p>RA implementing a rota based on pooled teams such that when one employee falls ill the whole pool is substituted for another pool</p> <p>Where possible, teams will be arranged into shift groups, so that contact between groups is minimised</p>	Monitor
Staff working together in workplace premises inevitably raises the risk of virus transmission Hot desking and the sharing of equipment raise the risk of virus transmission further	Staff health and Staffing levels	<p>RA to maintain working-from-home policy for office-based employees</p> <p>Only essential staff required for RA operations to be on site, as approved by managers</p> <p>If working on site, staff advised to avoid sharing pens and other objects with colleagues including printed documents</p> <p>As and when office spaces are made available (NB this is not within Phase 1) the placement and layout of desks will ensure appropriate distancing; managers will be asked to ensure that new arrangements are in place before any return so that physical distancing can be maintained</p> <p>Where possible, designate pieces of equipment and mark clearly for use by each team, and store in separate areas where possible.</p> <p>Team members are responsible for any equipment they are using.</p> <p>VFE team members will be allocated their own radio for the day and are responsible for cleaning it at the beginning of the day and at the end. Anti-bacterial wipes provided.</p> <p>Scanners and iPads cleaned at the beginning and end of the shift (the same equipment will be used during break cover).</p> <p>When scanning tickets and cards VFE staff advised to not take card or ticket from the visitor. Staff to ask visitor to hold out the card/tickets with the bar code visible. And then scan at a comfortable distance.</p>	<p>Review WFH Policy and Guidance;</p> <p>review onsite office space to assess changes required for return to work</p>
Staff at risk travelling to work on public transport	Staff health and Staffing levels	<p>Reduced working hours of operations are implemented to support staff travelling in off peak hours of transport</p> <p>Encourage staff to walk or cycle into work to reduce exposure on Public transport</p> <p>Provision of additional on-site bicycle storage</p>	Monitor
Employees are not fit to return to work for health reasons	Staff health and Staffing levels	<p>Conduct 1:1 Well-being conversations with all staff returning to site to assess their specific needs and appropriateness of returning to work (identify any employees who face barriers to returning - be they caring responsibilities or shielding requirements)</p> <p>Update Absence Policy to reflect clear guidance for staff unable to return to work or at risk (Clinically extremely vulnerable or clinically vulnerable) and what to do in case of sickness</p>	Monitor
Visitors come to site with symptoms and infect other visitors and staff	Staff health and Staffing levels	<p>Visitors will be asked to not attend the campus if they are experiencing any symptoms or not feeling well</p> <p>To encourage visitors to not come to the RA unwell we have updated our refund policy to allow visitors a full refund up to the day of the ticket date</p>	Monitor

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First aid and safeguarding provision challenging in social distancing	Updated procedure required	Review current number of First Aiders against risk assessments and company policy on First Aider requirements Review approach to safeguarding to ensure we can maintain required levels	Monitor
In certain roles physical distancing not possible (e.g. Art Handling)	Working environment	Follow the guidance captured in individual risk assessments, including wearing any required PPE Review procedures and perform risk assessment specific to area Undertake basic cleaning and sanitising of shared equipment at the end of each shift, or when any single piece of equipment is transferred between individuals	Art handling procedures to be updated prior to employees' return to work later in July
Breaktime and staff welfare areas are not conducive to social distancing	Working environment	Staggered break times to ensure compliance of headcount allowed in rest areas at one time. Communal areas and places with increased contact points will be cleaned more frequently. Maximum capacity limits will be monitored and staff asked to adhere to these On identifying that the area is occupied, staff to queue at an appropriate distance from the entry to allow safe exit for those inside Cleaning stations with basic cleaning supplies placed in central locations to enable colleagues to conduct any spot cleaning as required Minimise use of shared facilities such as kitchens wherever possible. If they are used, staff reminded to wash hands and wipe down surfaces Multiple alternative communal wellbeing areas to be offered to different staff groups so as to keep teams separate	Monitor
Meetings do not allow for social distancing	Working environment	Face-to-face meetings should be avoided. Meetings should be conducted by phone or using digital tools such as Microsoft Teams or Zoom If meetings are face to face, eg on-site training, then staff to ensure only necessary participants attend and there is an appropriate distance maintained Where necessary meetings to be held outdoors or in well-ventilated rooms whenever possible; This includes for 1:1s where online meetings should be used wherever possible Staff to avoid inviting external visitors to RA sites, and use digital tools where possible	Review bike storage facilities to ensure we can cater to additional volume of bikes