

Covid-19 Risk Assessment

Company Name	Royal Academy of Arts
Carried-out By	Head of Estates Operations
Date of Assessment	23 March 2021
Date of next review	21 June 2021

What are the hazards?	Area	What are you doing to control the risks?	Comments
Visitor experience provides too many touch points and compromised social distancing	Cleaning standards, social distancing measures, PPE	Pre-booking required for all public and Friends, with numbers restricted to 20-40% of normal capacity, based on social distancing calculations Capacity of RA based on 2m guidance (10square metres per person) Timed arrivals of entry tickets, at 20 minute intervals Welcome and ticket check in the Courtyard, to avoid internal queuing One-way visitor flow Cloak room now self service lockers to avoid contact with staff and visitors Social distancing throughout; no access to areas where distancing cannot be maintained Face Covering policy: all visitors and staff to wear face covering Perspex Screens at all transaction points Cashless environment Sanitisation points throughout Takeaway style cafés only Limited access to retail, with distancing maintained	Updated
Physical distancing not maintained on site	Cleaning standards, social distancing measures, PPE	Calculated the Square footage of public spaces and identified safe visitor capacity to allow for 2m physical distancing Staff and Visitors to be required to wear face coverings on site All Front-of-house staff in visitor facing roles provided with a care pack including PPE Signage, floor markings and barriers in place to help mark out appropriate distancing Signage in place to remind staff, contractors and any visitors of the need to maintain social distancing at all time One-way routing system throughout the public spaces in the building Cloakroom now self service lockers to avoid contact with staff and visitors Hospitality spaces enlarged to allow for distanced seating Timed-ticketing to avoid queues Cloak room now self service lockers to avoid contact with staff and visitors Physical "bottlenecks" in the building and access to toilets supervised by additional front-of-house staff	Monitor

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As the RA reopens and staff return to work premises are no longer COVID-19 secure	Cleaning standards, social distancing measures, PPE	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: (1) Hand sanitiser or soap and handwashing facilities, will be available in all locations where colleagues are working, including for visitors and students (2) Staff encouraged to wash hands thoroughly when you arrive at work and throughout day (3) Signage will be in place to remind staff of the need for thorough handwashing (4) Staff and visitors to follow government guidelines on social distancing and face masks to be worn while on site (5) Staff to be encouraged to take lateral flow tests	Updated
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. Online booking encouraged however onsite box office has been introduced outside in the BH Courtyard (to prevent queuing in the building). Transactions continue to be exclusively card or contactless transactions. Pre-booking online still encouraged. Tickets available on request and by exception; ticket desks selling tickets must be protected by Perspex screen. Only visitors with tickets can enter the building (a visual check is conducted). This ensures everyone is booked in and we have their contact details. Screens will be installed at transaction points to ensure distance is maintained and to minimise contact All staff equipped with face masks Visitors required to wear face coverings Contact details for all visitors will be kept for 21 days for NHS test and trace either via NHS Test and Trace QR code or email addresses held by ticketing team. Visitors who refuse to do either will not be allowed access to site	Updated
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 no one-way flow is designated guidance will be 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. Access to be monitored and facilitated by front-of-house staff to ensure social distancing followed If toilet facilities are large enough for multiple occupancy (whilst adhering to 2m physical distancing guidance) demarcation and guidance installed Enhanced cleaning of public toilets maintained by the cleaning team, toilets will be cleaned constantly while in use.	Updated
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. - increased frequency of cleaning in public spaces, additional cleaning staff, greater visibility of cleaning staff on site - increased 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 masks and hand sanitiser supplies monitored and supply chain monitored to ensure availability	Updated
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. Current Government guidance states the that 2 households can meet indoors up to a limit of 6 people.	Updated

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Increase in office staff compromises social distancing for front of house teams.	Cleaning standards, social distancing measures, PPE	Office staff encouraged to continue working from home Onsite sign-in practices allow Estates to trace employees who have been onsite to support track and trace of COVID-19 infection Staff required to sign in/out on site and use designated staff routes to travel across building. All staff require to confirm they have attended induction training before attending site Visits from employees, visitors and contractors should take place off site unless absolutely necessary.. Use applications to hold virtual meetings (Skype/ Microsoft Teams/ Zoom).	Updated
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 newsletter shared with all staff including detailed information re measures implemented onsite and new working practices All staff returning to site re-inducted to ensure changed procedures and working practices are understood Daily team meetings and de-briefs to discuss any issues and recommended changes to procedures. Monthly All Staff Meetings provide further means to communicating changes and developments in approach and mitigations	Monitor
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
Contractors and third party provision on site do not follow guidance on RA procedure and COVID-19 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. Any contractors not complying with coronavirus precautions will be told to leave site.	Updated
Catering facilities are not delivered in a Covid-19 safe manner	Contractors and 3rd party providers	Limited take-away catering provision in the BH courtyard and front hall 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 suppliers Peyton & Byrne or Company of Cooks according to strict Covid-19 safety measures in adherence to guidance on food and beverage provision	Updated
Business Continuity risk in case of an increase in infections in London.	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 clear direction on how to raise concerns and call out safety risks. Any staff or visitors not complying with Covid-19 precautions to be told to leave site.	updated
Fire marshal training does not comply with COVID-19 guidance	Premises Access and Travel	Reviewed number of Fire marshals/ wardens against risk assessments and requirements and confirmed we have the right coverage for this risk Speak to training provider and review any recommended additional training requirements Communicate all updated fire safety arrangements with fire marshals/ wardens	Updated
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 procedure does not comply with social distancing requirements	Premises Access and Travel	Reviewed evacuation processes and determined that we will follow standard RA procedure for evacuation and implement social distancing once public and staff are outside the building. This has been communicated to the team and will re-enforce before re-opening in December. 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. Avoid congestion at exit points and 'bottle necking' as people exit. Utilise multiple exit points where available. Assign exit points to people/ areas/ work locations. Confirm fire safety communications, instructions and signage is up to date and accurate for all users (employees, visitors and contractors) Agree fire evacuation with fire wardens/ marshals and communicate out to the business. Increase Fire Marshalls/ Fire Wardens for support where needed COVID-19 guidance should be made available at exit points as a reminder of actions to take when exiting the building. Add fire exits to regular cleaning/ sanitising schedule. Review assembly points and agree on any possible procedures that can help facilitate people gathering with 2m physical distancing	Updated
Staff require safe entrance away from Visitors	Staff health and Staffing levels	Burlington Gardens to be used as a staff entrance before 10am to provide staff with a dedicated entrance for their use only. Staff arriving after 10am will follow guidance to ensure they maintain social distance from visitors and staff	Monitor
Working from home creates wellbeing issues amongst staff (mental health; physical wellbeing etc)	Staff health and Staffing levels	Ergonomic training and assessment given to all staff. Wellbeing to be monitored through ongoing 1:1 conversations with managers	Updated
Staff become ill and infect other staff	Staff health and Staffing levels	Employees will be asked not to attend work if they have any symptoms or feel ill to limit chance of infecting others If an employee falls ill while at work they will be sent home immediately Absence policy updated to ensure RA follows correct protocols in self isolation of close contacts in case of infection Rota based pools replaced (following issues with implementation) with reinforced PPE, handwashing and social distancing mitigations. If possible, teams will be arranged into shift groups, so that contact between groups is minimised	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	RA maintaining working-from-home policy for office-based employees however limited number of socially distanced desks available on site through a booking system if staff require or prefer to work onsite. If working on site, staff advised to avoid sharing pens and other objects with colleagues including printed documents Where possible, designate pieces of equipment and mark clearly for use by each team, and store in separate areas where possible. Team members are responsible for cleaning any equipment they are using. 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. Scanners and iPads cleaned at the beginning and end of the shift (the same equipment will be used during break cover). 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. Where social distancing is not possible during work, Lateral Flow test kits will be provided to allow staff and students to test for infection. Test to be carried out twice weekly if on site for 5 days consecutively or weekly if on site for 3 days consecutively. Staff are strongly encouraged to have the Covid-19 vaccination when it is offered to them	Updated
Staff at risk travelling to work on public transport	Staff health and Staffing levels	Encourage staff to walk or cycle into work to reduce exposure on Public transport Provision of additional on-site bicycle storage	Monitor
Employees are not fit to return to work for health reasons	Staff health and Staffing levels	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) Absence Policy gives clear guidance for staff unable to return to work or at risk and what to do in case of sickness Clear guidance on reporting sickness provided in updated absence policy	Updated

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Visitors come to site with symptoms and infect other visitors and staff	Staff health and Staffing levels	Visitors will be asked to not attend the campus if they are experiencing any symptoms or not feeling well 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	Monitor
First aid and safeguarding provision challenging in social distancing	Updated procedure required	First aiders have been issued with latest guidance regarding CPR and performing first aid where social distancing is not possible. Reviewed safeguarding procedures in context of covid-19 and determined we can maintain social distancing while carrying out safeguarding requirements.	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 Lateral flow testing provided to staff who cannot socially distance while working.	Updated
Breaktime and staff welfare areas do not allow 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. External areas are available for staff to use 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, e.g. 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	Monitor