

User Friendly Risk Assessment

Hazard	Who could be harmed and how?	Control measures
Covid-19 infection transmission – Visitor arrival	Staff, Volunteers, Visitors, Contractors Risk of serious illness Harm to mental wellbeing due to fear and anxiety	<ul style="list-style-type: none"> • Visitor capacity limited to 50 people at any given time • Staggered entry via timed visiting slots that can be booked in advance (1 hour arrival slots) • Safe outdoor space available for queuing, if required • Doors to be always kept open or on automatic • Signage to inform visitors of measures being taken and expected behavior • Hand sanitiser stations available
Covid-19 infection transmission – Visitor and staff interactions	Staff, Volunteers, Visitors, Contractors Risk of serious illness Harm to mental wellbeing due to fear and anxiety	<ul style="list-style-type: none"> • Perspex screens installed at reception and shop counter • Members of the public are required to wear face coverings in the Town Hall and Museum, unless they are exempt • Hand sanitiser stations available • Cashless transactions available at all points of sale • Contactless donation points available at reception and shop till • 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, Volunteers, 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 galleries • Staggered entry times to avoid bunching • Visitor capacity limited to 50 people at any given time
Covid-19 infection transmission – Toilets	Staff, Visitors, Contractors Risk of serious illness	<ul style="list-style-type: none"> • One set of two toilets open and available to visitors • Toilets in high traffic areas have been closed • Safe queuing system in place

	Harm to mental wellbeing due to fear and anxiety	<ul style="list-style-type: none"> • Signage for washing hands available in all toilets • Hand dryers are out of use, paper towels available • All toilets will have a full deep clean at the beginning of every day and checked every 2 hours by staff • Hand sanitiser readily available before and after entry to the toilets
Covid-19 infection transmission – Museum exhibitions and displays	Staff, Volunteers, 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 galleries • Signage throughout venue to promote social distancing and good hygiene • All gallery interactives have been removed or closed • Hand sanitiser readily available for visitors on entry and exit • Gallery fire doors that cannot be left open will have contact points regularly cleaned.
Covid-19 infection transmission – Gift Shop	Staff, Volunteers, Visitors Risk of serious illness Harm to mental wellbeing due to fear and anxiety	<ul style="list-style-type: none"> • One-way system in place in the shop, shop split into 4 socially distance zones for browsing • Maximum of 4 people/households in the shop at one time • Popular products moved out of main shop area into foyer, for easy browsing • Cashless transactions available at all points of sale • Perspex screens installed at reception and shop counter • Safe queuing system in place • Customers encouraged to not pick up items when browsing.
Covid-19 infection transmission – Person displaying symptoms	Staff, Volunteers, 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 classified as ‘clinically extremely vulnerable from COVID-19’ • Anyone displaying clear symptoms whilst on the premises will be asked to leave and a building deep clean will be carried out. • 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 attention to sanitation measures immediately afterwards, including washing hands.

