

Risk Assessment

Activity Assessed	Re-opening to visitors following COVID-19
Location	Willis Museum and Sainsbury Gallery

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 15 people at any given time • Staggered entry via timed visiting slots that can be booked in advance • Group bookings no larger than 6 people • Track and Trace system in place to collect visitor details • Visitors required to wear a face covering, as per government guidelines • Safe outdoor space available queuing, if required • Automatic doors in operation at entrance • 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 • Staff to monitor that visitors are following guidance on social distancing and face coverings
Covid-19 infection transmission – Visitor and staff interactions	<p>Staff, Visitors</p> <p>Risk of serious illness</p>	<ul style="list-style-type: none"> • Perspex screens installed at all customer service counters • Team members wear face coverings at all times • Hand sanitiser stations available • Cashless transactions available at all points of sale

	Harm to mental wellbeing due to fear and anxiety	<ul style="list-style-type: none"> • 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	<p>Staff, 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"> • Signage throughout venue to promote social distancing and good hygiene • High traffic areas to be checked and cleaned every 2 hours • Hand sanitiser stations available • One way system in place for gallery exhibitions • Upper floors temporarily closed except for toilet access
Covid-19 infection transmission – Toilets	<p>Staff, 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"> • 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 – Gallery exhibitions and displays	<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"> • One way system throughout gallery exhibition spaces • High transmission risk areas on upper floors temporarily closed – Story of Basingstoke gallery, Archaeology Gallery, Ellaway Room and the Local History Resources • High risk exhibition interactives removed and remaining interactives cleaned every 2 hours • Signage throughout venue to promote social distancing and good hygiene • Hand sanitiser readily available for all visitors
Covid-19 infection transmission – Retail and catering	<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"> • Café open • Seating area open with queuing system in place • Indoor seating spaced at 2m distances • Staff minimising product handling transactions for café and retail areas • Only pre-packaged food available and all hot drinks to be served in environmentally friendly disposable cups • Retail open with numbers limited and revised stock • 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	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 particular attention to sanitation measures immediately afterwards, including washing hands.

Assessed by	Jenny Stevens, Venue Manager and Curatorial Lead	Date	23/09/2020	Next operational review	23/10/2020
Endorsed by	Rebekah Jeffery, Head of Culture Hubs	Date	23/09/2020	Next publication	1/11/2020
Approved by	Rob James, Facilities Manager	Date	23/09/2020		