

Risk Assessment

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Covid-19 Reopening the Mansion House Risk Assessment

This document should be read in conjunction with the Covid-19 Risk Assessments for the Shop, Ice Cream Parlour & Café

RISK TYPE	RISK TO, AND HOW	RISK SEVERITY	RISK LIKELIHOOD	IMPACT LEVEL	RESPONSE	RESPONSE CONTINGENCY	PARTY RESPONSIBLE	DATE ACTIONED	DONE
Transmission of CV 19 to staff, members of the public & volunteers in the Reader Mansion House	Staff & volunteers contract CV 19 infection from other staff members or the public	UNDESIRABLE	PROBABLE	HIGH -9-	<p>COVID ISOLATION PROCESS</p> <p>In the shop, Café & ICP staff and volunteers are regularly checked in on for wellbeing by the operations team, If any member of a shift shows symptoms of covid 19 they will immediately be sent home and the area will close until a full deep clean can be completed under the supervision of the Site Ops Team. Other team members will then not come into work for 14 days if the member of staff receives a positive test result. A staff member who tests positive will not return to work for a full 10 days, regardless of recovery. It will also be made clear to staff that it is incumbent upon them to self-isolate in the event of suspected CV19 being present in their household. Staff who test positive will be supported by their manager and encouraged to seek clinical advice where appropriate. This will minimise risk to other members of the staff team using the Mansion House.</p> <p>All staff members returning to work in the Mansion to discuss with their Manager whether they are ready and able to return to work, any vulnerabilities or other considerations. No staff known to have CV19 relevant vulnerabilities will return to work at this stage.</p>	Covid Isolation and Track and Trace protocols to be continuously reviewed by party responsible, and aligned with up to date government guidelines.	Director of Social Enterprise, Head of Facilities, Head of Front of House, Head of Operations	29/06/2020	Ongoing

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Transmission of CV 19 to staff, members of the public & volunteers in the Reader Mansion House	Staff & volunteers contract CV 19 infection from other staff members or the public	UNDESIRABLE	PROBABLE	HIGH -9-	AREAS OF THE HOUSE Processes for the businesses have been altered to minimise staff unnecessarily moving around the building i.e. café staff to use upstairs kitchen and people room to avoid contact with volunteers in downstairs people room, and stock to be filled and prepped before shift to minimise the need for restocking during shift, meaning fewer trips to other areas of the building where other staff may be encountered.	Regular briefings with catering team and cleaning team to address any issues.	OPS, Head of Facilities	28/06/20	Ongoing
					Staff must contact operations@thereader.org.uk at least 24hr in advance if they are to visit site. Meetings are to be booked in a designated room where 6 people are able to socially distance. Operations reserve the right to refuse access to site by visiting staff if events and visiting staff levels are deemed too large, i.e. if designated desk spaces are full, or there is already a meeting booked onsite during the time requested.	OPS to regularly check OPS outlook email inbox, and respond before date.	OPS	28/06/20	Ongoing
					All persons entering the house are advised to wear face coverings if it is possible for them to do so (exceptions for health issues/age as outlined by government guidance) around the house (public areas, corridors, and toilets, only to be removed when in designated room away from public, .e.g. café table, designated office. UPDATED 22/09/20)	Signage placed at front of Mansion House and email sent to Heads Of 22/09/20, to ask to staff compliance	OPS, Head of Facilities	UPDATE 22/09/20	Ongoing
					Staff requested not to enter stairs if someone else is on them except if travelling in the same direction.				
					Only one staff member in a lift at any one time.				
Regular cleaning throughout the day of all touch points.									
Staff are requested to minimise unnecessary touching of surfaces.									

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For further information and to view our example risk assessments go to <http://www.hse.gov.uk/risk/casestudies/>.

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Transmission of CV 19 to staff, members of the public & volunteers in the Reader Mansion House	Staff & volunteers contract CV 19 infection from other staff members or the public	UNDESIRABLE	PROBABLE	HIGH -9-	Maximum of 2 to 4 staff members depending on room, present at any one time in Reader Office rooms. If there are four people already in, a fifth must not enter. If a conversation is required between more than four team members, the group must move to a larger space, such as the Theatre Room or Old Café which are larger.	These measures also apply to other visitors to the Mansion House such as members of the public visiting to view the events space, or contractors attending to undertake works.	OPS	19/09/20	Ongoing
					Surface disinfectant sprays provided in all staff kitchen areas, for staff members to clean before and after use, in addition to cleaning by cleaners. Staff are requested to make use of these as appropriate.	Regular restock of supplies by GH, Head of Facilities	OPS, FACILITIES	14/03/20	Ongoing
					Staff members not on shift will not be permitted to enter the café working area without good reason, including the till area, and will be responsible for maintaining distancing and minimising unnecessary touching of surfaces in the area.				
					Distancing guides have been placed on the floor with 2m intervals to act as a visual reminder to people to socially distance.	All staff encouraged to contact operations@reader.org.uk with any issues or feedback	OPS, FACILITIES	14/03/20	Ongoing
					Staff are requested not to touch furniture or items on other staff member's desks, and if they do so to disinfect the surfaces using spray and wipes provided in staff kitchens, or seek assistance from the site team.				
	Staff are requested to not unnecessarily enter areas of the building such as other offices.								

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Transmission of CV 19 to staff, members of the public & volunteers in the Reader Mansion House	Staff & volunteers contract CV 19 infection from other staff members or the public	UNDESIRABLE	PROBABLE	HIGH -9-	TOILETS Internal toilet (with baby changing) beside lift designated for use for café customers. Overflow toilet available at bottom of stairs, to be unroped for public access by OPS if main toilet queue becomes large and overflow is needed. Cleaning team onsite to monitor and clean. All customers to be asked by Maitre D role in café to wear face mask when inside the mansion house (e.g. going to toilet, only to be removed when at table). Additional signage outside Mansion House. Updated 21/09/20	Regular briefs with cleaning team, catering staff and ops lead to address any issues.	Facilities, OPS, Head of Front of House	Update: 21/09/20	Ongoing
					Staff to use designated toilets within the Mansion– to be thoroughly cleaned before the start of each shift and during shift where possible. Shop team to use the ground floor disabled loo nearest the back door, café team to use main ground floor accessible loo. Office based staff to use upstairs loos nearest their offices. In the event of a private event or programming held in an area of the Mansion, the guests will have a designated toilet, and staff onsite will be briefed, and staff toilet relocated if needed. Allocated toilet will allow for different parts of the organisation to more effectively distance from one another.				
					External toilets available for general public, along external path to Reader Shop. Open with limited hours (10-4:30) so that a member of the cleaning team is available to clean and disinfect every 30 mins. Updated 30/09/20				
Transmission of CV 19 to staff, members of the public & volunteers in the Reader Mansion House	Staff & volunteers contract CV 19 infection from other staff members or the public	UNDESIRABLE	PROBABLE	HIGH -9-	PPE AND HYGIENE PROCESS PPE including gloves, aprons and face coverings available to staff. Designated PPE station behind glass doors at entry to theatre room available for use of all staff, and mandatory for designated staff members performing particular roles in the businesses. Details of roles requiring PPE can be found on a document kept at the PPE station. Updated location 21/09/20	Regular restock of PPE by GH and BW	OPS	23/03/20	Ongoing
					All staff must wash or disinfect hands upon entering the building (café entrance, PPE station or staff toilet.)	CV19 Safe document sent to	OPS	14/03/20	Ongoing

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					Surface disinfectant sprays provided in all staff kitchen areas, for staff members to clean before and after use, in addition to cleaning by cleaners. Staff are requested to make use of these as appropriate Where possible deliveries to be handled by a single staff member (from ops team) rather than dual-manual handling.	suppliers for deliveries 22/09/20			
Transmission of CV 19 to staff, members of the public & volunteers in the Reader Mansion House	Staff & volunteers contract CV 19 infection from other staff members or the public	UNDESIRABLE	PROBABLE	HIGH -9-	MONITORING PROCESSES Staff are requested to immediately communicate any issues with CV19 protocols or distancing measures to a member of the Operations or Facilities Teams.	CV19 Safe protocols continuously reviewed by party responsible, and aligned with up to date government guidelines.	Head of Operation, Head of Facilities	28/05/2020	Ongoing
Social Distancing measures cause unintended physical risks	The change in processes and procedures within the Mansion House causes dislocation, meaning staff do not know how to respond to other incidents, such as a	TOLERABLE	IMPROBABLE	MEDIUM -4-	Staff Fire Marshall on shift at all times to take control of the situation in the event of an emergency. All staff members will be given a re-induction to the site, comprising all aspects of CV19 measures, as well as fire escape procedures. Operations team to carry out daily check that no fire extinguishers or fire alarm points are obstructed. Operations team to ensure that the relevant fire escape gates are unlocked at the start of shift, and there are no obstructions to fire exits. Facilities to test fire alarms and emergency lighting every two weeks to ensure that all measures are working effectively	Efficacy of measures to be constantly monitored.	GH, AL, BW, AC, NW	28/05/2020	Ongoing

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	fire alarm activation.				Rope barriers in front of main ground floor corridor and in front of stairs can be unclipped with ease so will not create risk of obstruction. Staff Fire Marshall on shift at all times to take control of the situation in the event of an emergency and unclip all rope barriers.				
Risk to the psychological wellbeing of staff	The perceived risk of returning to work in the circumstances damages the wellbeing of staff members, or the stress of implementing new measures does the same.	TOLERABLE	POSSIBLE	MEDIUM -5-	<p>There has been direct consultation with staff in advance of their return to work – only those who are keen to do so and are in a position to do so safely will return.</p> <p>All staff members returning to work in the Mansion to discuss with their Manager whether they are ready and able to return to work, any vulnerabilities or other considerations. No staff known to have CV19 relevant vulnerabilities will return to work at this stage.</p> <p>Staff returning to work will be monitored by their line manager and encouraged to discuss any issues they are having.</p>	Regular catch ups between senior team members to report any issues arising, and assess any developing support that team members may require.	GH, AL, BW, AC, NW	29.05.2020	Ongoing

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RISK MATRIX

RISK RATING KEY

LOW 0 – ACCEPTABLE OK TO PROCEED	MEDIUM 1 – ALARP as low as reasonably practicable TAKE MITIGATION EFFORTS	HIGH 2 – GENERALLY UNACCEPTABLE SEEK SUPPORT	EXTREME 3 – INTOLERABLE PLACE EVENT ON HOLD
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SEVERITY →

LIKELIHOOD ↓

	ACCEPTABLE LITTLE TO NO EFFECT ON EVENT	TOLERABLE EFFECTS ARE FELT, BUT NOT CRITICAL TO OUTCOME	UNDESIRABLE SERIOUS IMPACT TO THE COURSE OF ACTION AND OUTCOME	INTOLERABLE COULD RESULT IN DISASTER
IMPROBABLE RISK IS UNLIKELY TO OCCUR	LOW – 1 –	MEDIUM – 4 –	MEDIUM – 6 –	HIGH – 10 –
POSSIBLE RISK WILL LIKELY OCCUR	LOW – 2 –	MEDIUM – 5 –	HIGH – 8 –	EXTREME – 11 –
PROBABLE RISK WILL OCCUR	MEDIUM – 3 –	HIGH – 7 –	HIGH – 9 –	EXTREME – 12 –

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A risk matrix template focuses on two aspects:

- **Severity:** The impact of a risk and the negative consequences that would result.
- **Likelihood:** The probability of the risk occurring.

To place a risk in the risk matrix, assign a rating to its severity and likelihood. Then plot it in the appropriate position in your chart, or denote the rating in your table. The typical classifications used are as follows:

Severity:

- **Insignificant:** Risks that bring no real negative consequences, or pose no significant threat to the organization or project.
- **Minor:** Risks that have a small potential for negative consequences, but will not significantly impact overall success.
- **Moderate:** Risks that could potentially bring negative consequences, posing a moderate threat to the project or organization.
- **Critical:** Risks with substantial negative consequences that will seriously impact the success of the organization or project.
- **Catastrophic:** Risks with extreme negative consequences that could cause the entire project to fail or severely impact daily operations of the organization. These are the highest-priority risks to address.

Likelihood:

- **Unlikely:** Extremely rare risks, with almost no probability of occurring.
- **Seldom:** Risks that are relatively uncommon, but have a small chance of manifesting.
- **Occasional:** Risks that are more typical, with about a 50/50 chance of taking place.
- **Likely:** Risks that are highly likely to occur.
- **Definite:** Risks that are almost certain to manifest. Address these risks first.

We use a numeric scale to assign specific risk rankings, as well as rankings falling into a few broad categories, which are colour-coded:

- **Low:** The consequences of the risk are minor, and it is unlikely to occur. These types of risks are generally ignored, and often color-coded green.
- **Medium:** Somewhat likely to occur, these risks come with slightly more serious consequences. If possible, take steps to prevent medium risks from occurring, but remember that they are not high-priority and should not significantly affect organization or project success. These risks are often color-coded yellow.
- **High:** These are serious risks that both have significant consequences, and are likely to occur. Prioritize and respond to these risks in the near term. They are colour-coded orange.
- **Extreme:** Catastrophic risks that have severe consequences and are highly likely to occur. Extreme risks are the highest priority. You should respond to them immediately, as they can threaten the success of the organization or project. They are colour-coded red.