

 BRITISH AIRWAYS i360 Viewing Tower	Covid-19 Risk Assessment - Visitors & Visitor Journey	
	Issue Date: 30/06/2020	Document Number: COV004
	Version: 2.0	Page 1 of 8

COV004 Covid-19 Risk Assessment - Visitor Journey

Hazard	Who is affected	Risk	Control Measures	Likelihood
Arriving at the attraction	All Visitors and employees	HIGH	<p>To ensure the safety of our visitors and employees the following measures will be put in place when arriving at the attraction:</p> <ul style="list-style-type: none"> • Boarding will whenever possible be from the outside upper esplanade. • Floor marking will be present throughout the queuing areas to remind visitors to remain 2m apart. • The main queuing will be along the outside of the front glass panels. This will be defined by a limited use of the tensa barrier system and painted (water paint) markings to ensure a 2-metre distance is maintained. • All visitors will be required to have their temperature taken before being granted access to the boarding area. • Employees that are checking temperature will be supplied with full face visor, face mask and nitrile gloves for their protection and that of the visitor. • To minimise the amount of interaction with employees we will encourage cashless, online ticket sales where possible. 	LOW
Boarding and security checks	All Visitors and employees	HIGH	<p>Once visitors have queued and have passed the temperature test the following controls will be in place:</p> <ul style="list-style-type: none"> • Contactless ticket scanning. • Two security guards checking stations under the fixed shelter. Visitors will be guided to the correct station by a member of the guest experience team and will stand on the floor markings until called forward by a security guard. • All visitors will be required to use the hand sanitiser stations before proceeding to security search, these will be wall mounted on the posts of the fixed shelter on the upper deck. • Security personnel will be supplied with full face visor, face mask and nitrile gloves for their protection and that of the visitor. 	LOW

Boarding and security checks	All Visitors and employees	HIGH	<p>In case of very poor weather conditions we do have the ability to board from the lower esplanade:</p> <ul style="list-style-type: none"> • This will only be in severe weather conditions (lower visitor numbers) • Visitors will enter through the Constable doors and be processed through security / temperature check in Constable. • They will then proceed into Austin and Volk. • Boarding bar available in Austin. • For embarking they will be directed to the pod west door. <p><u>Note:</u> if Birch is free then we may use Birch as opposed to Constable for the security / temperature checks as this would allow for increased space.</p>	LOW
Upper esplanade waiting area	All Visitors and Employees	HIGH	<p>Whilst waiting to board the Pod, visitors will be kept in a security 'Clean' area that will be double wall barriered, whilst inside this area the following will be in place:</p> <ul style="list-style-type: none"> • Floor signage for small queuing areas such as the bar and the public toilets. • Floor standing signage to remind visitors of our Covid-19 precautions. • Seating will be separated to ensure that social distance is maintained. • Public toilets on the upper deck will be cleaned between flights once the cleaning crew leave the Pod. • Security stations will be cleaned down between flights by the security team. There will be a separate COSHH risk assessment, supported by training for the team. 	LOW
Lower esplanade waiting area	All Visitors and employees	HIGH	<p>Once clear of security checks the following will be in place:</p> <ul style="list-style-type: none"> • Hygiene screens will be fitted at all fixed till points. • Floor signage for small queuing areas such as the bar and the public toilets. • Floor standing signage to remind visitors of our Covid-19 safety information. • The events public toilets will be cleaned between flights once the cleaning crew leave the Pod. • Seating will be separated to ensure that social distance is maintained. • Security stations will be cleaned down between flights. 	LOW

Cleaning of the Pod	All Visitors and Employees	HIGH	<p>Pod cleaning measures:</p> <ul style="list-style-type: none"> At the start of every day the Pod will be thoroughly cleaned and disinfected. In between each flight thereafter the cleaning crew will clean the following <ul style="list-style-type: none"> All grab rails Bar area worktop Chair cushions Both gates This will be carried out between the lower esplanade and upper esplanade, with the housekeeping team wearing new 'Cleaning Crew' tops. This cleaning message will also be displayed on our website and around the building. 	LOW
Pod Air Conditioning and filtration	All Visitors and Employee	HIGH	<p>Pod Air Conditioning:</p> <ul style="list-style-type: none"> The A/C inside the Pod has been reconfigured to not recycle the air within the pod but instead bring in a continuous supply of fresh air from outside. All air inside the pod will be expelled out of the pod instead of being recycled. This will help to remove and potentially contaminated air before it can settle or be inhaled. All fresh air that is brought into the Pod passes through multiple layers of filter media before entering the public space. This filter media will be cleaned daily before operations start. 	LOW

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Whilst inside the Pod</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">All Visitors and Employees</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">HIGH</p>	<p>The way we will encourage social distancing will be as follows:</p> <ul style="list-style-type: none"> • The pod floor will be separated into 41 equal segments that will be marked out with tape. • Max number of visitors reduced to 80 per flight or 40 groups, whichever is lowest. This initial maximum number may increase once we have some operational experience and as long as it is considered safe to do so. • One group will be made up of either two adults or two adults and up to two children below the age of 13, from the same household. For the benefit of this definition teenagers will be classed as adults. • Each segment will be used by only one 'group' at any one time. • People will be allowed to walk between segments by using standard social distancing consideration, using the lines as guidance, until they reach an empty segment that they can occupy. • A new announcement script will be written for the pod crew to read out at the start of each flight to remind all visitors of the new rules whilst in the Pod. • At this stage we will be recommending, but not be enforcing, the use of face masks. This is will be under constant review • At present we can't see a way of safely operating the sky bar, so will rely on the boarding bar. Empty glasses left on the upper deck will be placed on "glass stations" and on the pod will either be placed on the bar or on a "glass station" on exit. • In case of the very unlikely event of there needing to be a rescue from the pod, a revised plan has been developed to include social distancing requirements. 	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">LOW</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Exiting the Pod through the LE Retail area</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">All Visitors and employees</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">HIGH</p>	<p>Once the Pod has reached the lower esplanade, the Pod crew will make one last announcement explaining the procedure for when they exit the building, this will include the following:</p> <ul style="list-style-type: none"> • Exiting pod via lower esplanade west door only • Allow the use of event toilets to reduce overcrowding of retail toilets. A one-way system will be in place. • Direct customers for Magic Memories sales point. • Using either the Constable doors or Nash doors if visiting the shop, as exit only. There will be signage and security at the Nash door to stop people entering. This is to ensure that social distances can be maintained and will also stop members of the public entering the building to just use the toilets. 	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">LOW</p>

Toilet Facilities	All Visitors and Employees	HIGH	<p>We will put the following toilet management measures into place:</p> <ul style="list-style-type: none"> • Signage will be posted outside the main toilets / washroom to indicate that every other hand wash basin will be out of use and only one person to use them at a time. • Floor signage will be used to mark out how to enter and exit the toilets / washrooms along with a queuing system. • A member of the BAI360 team will be located there, to ensure that we manage the numbers entering the toilets/ washrooms and ensure that social distancing is maintained. • A maximum of six people will be allowed into the toilets / washroom area at any one time. • Signs will be posted above each wash basin showing best hand washing technique. Personnel will wash with soap and hot water for a minimum of 20 seconds in accordance with NHS guidelines BEFORE and AFTER using the facilities. • Our cleaning crew will keep the facilities cleaned frequently in with line with the site cleaning rota. This will include cleaning down with disinfectant: door handles, cubicle locks, flushes, toilets, soap dispensers, hot water taps. • Hand sanitiser dispenser will be placed close to the door/entrance way. • Signage will be posted to remind visitors to inform a member of employee if any concerns are noted with the toilet facilities. 	LOW
Cash handling	All Visitors and Employees	HIGH	<p>Whilst we will strongly promote the use of contactless/card payments there will potentially be a demand for cash payments, we have detailed a comprehensive plan for the handling of cash on site. The key points are:</p> <ul style="list-style-type: none"> • Reduced cash till points • Only one employee to work on cash till at any one time • Strict cleaning routine of all cash tills/safes/cash counters • Only nominated employees; DMs or GE Hosts to collect cash floats from cash office • Only ever one employee to work in cash office 	LOW

Ticket Selling (fixed Point)	All Visitors and Employees	HIGH	<p>The ticket office will be used for fixed point ticket selling with the following measures in place:</p> <ul style="list-style-type: none"> • Only two till points open. • Hygiene screens to be installed at both till points. • We will encourage only one adult at a till point at any one time. • This should allow us to keep capacity to three adults in the ticket office at any time, one visitor at each till and one visitor waiting to be called forward. • Contact details of all visitors purchasing tickets must be inputted into the system, so that they can be contacted if required through “track and trace”. • Floor stickers will be installed in front of tills and by door to show where to stand. • Depending on demand for the ticket office, mobile sellers could be used to relieve the pressure. 	LOW
Ticket selling (mobile)	All Visitors and Employees	HIGH	<p>To have a back-up plan to relieve pressure from the ticket office. We may use mobile ticket sellers around the external areas of the building. Below are the controls required for this:</p> <ul style="list-style-type: none"> • Ticket sellers to wear provided PPE • Payment will only be taken via contactless/card payments. • Social distancing will be strictly maintained. • They will wear a sash to ensure that they stand out. • Ticket sellers will only sell tickets outside in fresh air to minimise the risk of transmission. • Before starting their shift, employees will sanitise all equipment and ensure they have all required PPE available, any concerns need to be raised with their line manager before any work commences. • When finishing a shift all ticket selling equipment will be sanitised before being put away or handed to another employee. • Mobile ticket sellers will be provided with a small bottle of hand sanitising gel for use during their shift when changing gloves and after cleaning of equipment at the end of the day. • Sun protection cream will also be made available in a dispenser for mobile ticket sellers, situated inside the west employee entrance, employees could also bring in their own from home, if they wanted to. 	LOW

PPE for employees	All visitors and Employees	HIGH	<p>During the current Covid-19 pandemic numerous categories/groups of employees will be required to wear PPE (Personal Protective Equipment). These are the current categories/groups of employees that will be issued with PPE and trained in its use before the business is officially re-opened:</p> <ul style="list-style-type: none"> • For details see COV003 Covid-19 Risk Assessment – Employee Safety. • There are currently enough supplies of PPE on site for a four-week period with more orders being placed every week to ensure stock levels are maintained and to protect the business in case of supplier issues. • Sodexo would be able to support if we did have some supply issues. 	LOW
If a visitor falls ill on site	All visitors and Employee	HIGH	<p>If a visitor falls ill or displays Covid-19 symptoms:</p> <ul style="list-style-type: none"> • If any visitor displays or reports symptoms of Covid-19 the employee who is made aware must inform the duty manager immediately, take their name and advise the visitor to leave the site by the closest possible exit and return home. • Once home the visitor should follow the government guidance on self-isolation and testing and remain at home until the period of self-isolation has been completed or a negative test is confirmed. • If the visitor is unable to leave safely on their own, we will ask them to remain in a safe isolated location and alert the duty manager immediately. The duty manager will contact NHS 111 and follow their advice. • It is also important that if a visitor is advised to leave due to showing Covid-19 symptom, that once tested they inform us of the results so that we can take appropriate action on site. We will give them a courtesy call a few days after leaving the site to if they were diagnosed with Covid-19. 	LOW
First Aid	All visitors and Employee	HIGH	<p>Any employee that provides first aid within the premises must first be wearing the following PPE:</p> <ul style="list-style-type: none"> • Nitrile gloves • Face mask • Full face visor • Plastic apron <p>• If the first aid room is used, once it has been vacated, it must be cleaned and disinfected throughout.</p>	LOW

Author:

Ian Hart / Anthony Resse

Signature:

Date:

30 June 2020