

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. These have been updated to cover the changes coming into effect from 10.12.2021</p> <ul style="list-style-type: none"> • Boarding will whenever possible be from the upper esplanade • The main queuing will be along the outside of the front glass panels. • All visitors will be required to have their temperature taken before being granted access to the boarding area. • Prior to entry for a POD journey, or entry to any part of the building, and although it is no longer a legal requirement, all visitors (over the age of 16) will be encouraged to scan the track and trace QR code, using the NHS app. Signage must be placed at all entrances. If there is an issue with either the QR code or the app, they can provide contact details of all members of their party, via our manual backup system. • All visitors will be required to wear a face covering when entering a public space throughout the site except for hospitality areas. • Employees that are checking temperature will be supplied with full face visor or 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-ever possible, however, cash will be accepted if the visitor has no other means of payment. 	LOW

Covid-19 Risk Assessment- Visitors & Visitor Journey

Issue Date: 19/10/2021

Document Number: COV004

Version: 4.0

Page 2 of 10

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 guard checking stations under the fixed shelter on the upper deck. Visitors will be guided to the correct station by signage, supported by the guest experience team. Visitors will wait in front of security, 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 post of the fixed shelter on the upper deck. • Security personnel will be supplied with full face visor or face mask and nitrile gloves for their protection and that of the visitor. 	LOW
Boarding and security checks	All Visitors and employees	HIGH	<p>During the winter months, we do have the ability to board from the lower esplanade:</p> <ul style="list-style-type: none"> • 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 will be available. • For embarking they will be directed to the pod west door. <p><u>Note:</u> if large numbers of visitors are expected and 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 Employee	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 standing signage to remind visitors of our covid-19 precautions. • Public toilets on the upper deck will be cleaned every 2 hours 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. • Boarding bar will operate a full drinks service where visitors will order and collect drinks from the bar and be free to roam the esplanade in a Covid safe way. • The seating will be sanitised between flights by the housekeeping team every 2 hours 	LOW
Lower esplanade waiting area	All Visitors and employee	HIGH	<p>Once clear of security checks the following will be in place:</p> <ul style="list-style-type: none"> • Floor standing signage to remind visitors of our covid-19 safety information. • The events public toilets will be cleaned every 2 hours • Security stations will be cleaned down between flights. 	LOW

Volk room Bar area	All Visitors and employee	HIGH	<p style="text-align: center;">Currently no restrictions for this section.</p>	LOW
Private room hire	All Visitors and employee	HIGH	<p style="text-align: center;">Comprehensive Event risk assessment COV005 to be used for the private hire of meeting/event rooms</p>	LOW

Cleaning of the Pod	All Visitors and Employee	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. Every 2 hours 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 flights, 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 Employee</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">HIGH</p>	<p>The way we will encourage responsible social distancing will be as follows:</p> <ul style="list-style-type: none"> • Max number of visitors 150 per flight. This maximum is subject to ongoing review and change. • We will require the use of face masks for all visitors whilst in in-door public areas including the Pod, however all hospitality areas are currently exempt from this requirement • We will offer a full drinks service on the Pod in a Covid safe way. 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. 	<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. • Allow the use of event toilets to reduce overcrowding of retail’s toilets • Direct customers for Magic Memories sales point. • Exit Using the Nash door only or through WBBK. 	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">LOW</p>

Private POD hire

All Visitors and employees

HIGH

Private POD hire rules

- Max 150 visitors

LOW

Visiting the restaurant	All Visitors and employees	HIGH	<p>Current rules for the restaurant and tea-room</p> <ul style="list-style-type: none"> • Only full table service to be carried out • Visitors are no longer required to wear face coverings when they are in the restaurant or tea-room • All employees will have the choice to wear face coverings or not whilst working in the restaurant or tea-room, including outdoor terraces • All visitors (over the age of 16) will be encouraged to either scan the track and trace QR code, use the app. Signage must be placed at all entrances and visitors directed to use it. If there is an issue with either the QR code or the app, they will be able to provide contact details of all members of their party, via our manual backup system. • Cashless payments will still be preferred and encouraged, with cash only being taken as a last resort 	LOW
Toilet Facilities	All Visitors and Employee	HIGH	<p>We will put the following toilet management measures into place:</p> <ul style="list-style-type: none"> • Floor and wall signage will be used to mark out how to enter and exit the toilets / washrooms along with a queuing system. • 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

Covid-19 Risk Assessment- Visitors & Visitor Journey	
Issue Date: 01/04/2021	Document Number: COV004
Version: 3.0	Page 9 of 10

Cash handling	All Visitors and Employee	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 1 employee to work in cash office 	LOW
Ticket Selling (fixed Point)	All Visitors and Employee	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 3 till points open. • Hygiene screens to be retained at both till points. • Depending on demand for the ticket office, mobile sellers could be used to relieve the pressure. 	LOW
PPE for employees	All visitors and Employee	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 Rick Assessment – Employee Safety. • There are currently enough supplies of PPE on site with more orders being placed every week to ensure stock levels are maintained and to protect the business in case of supplier issues. 	LOW

Covid-19 Risk Assessment- Visitors & Visitor Journey	
Issue Date: 09/12/2021	Document Number: COV004
Version: 3.0	Page 10 of 10

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 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. 	LOW
First Aid	All visitors and Employee		<p>Any employee that provides first aid within the premises are recommended to be wearing the following PPE:</p> <p>Nitrile gloves Face mask Full face visor Plastic apron</p> <ul style="list-style-type: none"> • If the first aid room is used, once it has been vacated, it must be cleaned and disinfected throughout. 	LOW

Author:	Ian Hart / Anthony Resse	Signature:		Date:	9 Dec 2021
----------------	--------------------------	-------------------	--	--------------	------------