

Risk Assessment Form

Issue 1

Facility: National Ice Centre	Date: August 2020	Completed By: Donna Gately / Stephen Chaston
Risk Assessment: Operating during Covid-19 (Coronavirus) pandemic	Version No: 3	

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Keeping up to date with official guidance		
Lack of up to date information regarding the virus	Staff Customers Contractors	<ul style="list-style-type: none"> Appoint a Covid-19 Officer for the venue and relevant procedures to enable accurate monitoring to be maintained to identify trends Communicate to resident clubs the requirement for them to appoint a Covid-19 Officer for the club Introduce pre-opening communication / consultation with staff and clubs and ensure Covid-19 controls are discussed Introduce pre-opening and pre-closing staff briefings with minutes / notes recorded and displayed / circulated Regular checks and audits of PPE and implemented control measures to be conducted where applicable Signage in place around the venue advising customers to follow social distancing guidelines, advice on hand washing and good hygiene and the use of PPE where applicable. Use of social media to enforce this message pre arrival and during visit Government advice regularly checked and followed by Covid-19 Officer - www.gov.uk (N.B. follow your specific Government advice e.g. England, Scotland, Wales or Northern Ireland) NHS advice regularly checked and followed by Covid-19 Officer - www.nhs.uk Public Health England advice regularly checked and followed by Covid-19 Officer -

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		<p>https://www.gov.uk/government/organisations/public-health-england (N.B. follow your specific Health Agency advice e.g. England, Scotland, Wales or Northern Ireland)</p> <ul style="list-style-type: none"> • Covid-19 Officer to develop communication links with relevant NCC staff and Governing Bodies to share best practice • Consider developing a statement of intent to reassure staff and customers that their safety is the primary concern and outline the 5 S's – Safety, Spacing, Sanitising, Signage and Staffing • Display Covid-19 risk assessments on website in accordance with UK Government advice
Preventing the spread of Covid-19 (Coronavirus) in the building		
<p>Access points to premises: No restriction of entry and exit points to the premises which reduces the control of persons entering/exiting the building/area</p>	<p>Staff Customers Contractors</p>	<ul style="list-style-type: none"> • Suitable locking/closing mechanisms available on non-emergency exit doors • Restricted entry/exit on some external doors (not compromising emergency exits) • Operate one-way systems for pedestrian routes where possible and ensure suitable directional signage is displayed • Site Access Log and a Daily Health Declaration is in use in advance of attendance on site • Use of bike store on site to be one in one out system for those staff cycling to work, no onsite shower and changing facilities • Details taken of lead Booker for activities where required or advised under guidelines (through online booking or in person on walk-up). • Clear external queueing systems with social distancing

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No restriction on visitor access to public areas increasing potential spread of bacteria/virus	Staff Customers Contractors	<ul style="list-style-type: none"> • Restricted areas kept locked or stewarded to prevent unauthorised access • Changing rooms to remain closed where social distancing cannot be enforced and users to be advised to arrive dressed ready to train • Social distancing controls introduced in toilets to include isolation of facilities (sinks/urinals) and possible one in / one out system for smaller rooms • Use of floor markings and signage • Capacity controlled in all areas of venue (ticket scanning in place for some sessions)
Door mechanisms and circulation spaces: Contact points on doors / revolving doors creating increased risk of bacteria/virus contamination	Staff Customers Contractors	<ul style="list-style-type: none"> • Sensor operated mechanisms in place on some doors • Door foot plates introduced where possible • Robust Covid-19 cleaning schedule / plan in place paying particular attention to high-risk areas and touch points • Hand sanitation provided on entry/exit to the facility along with signage (WHO How to wash your hands poster) • Consider removing access to revolving doors where possible • Use of lifts discouraged unless access needs dictate requirement. Where lifts are needing to be used, 2 staff maximum per journey (wearing face coverings) or 1 household bubble. Lifts to be used for upward journeys and stairs to be used for downwards journeys. • One-way stairwell system in place, using stairwell 1 as up staircase to all spine levels and stairwell 6 as down staircase to all spine levels (with the exception of emergency situations) • Glass stairwell up stairwell only, as main route up from customers from level 1 to level 2

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		<ul style="list-style-type: none"> • Hand sanitation provided at high touch point locations • Consider utilising magnetic hold back mechanisms for doors that release of activation of fire alarm system • Consider routes that do not require use of manual doors around venue
<p>Shared products and surfaces: Skates / catering consumables / hired equipment / counter interaction / lockers / tokens</p>	<p>Staff Customers</p>	<ul style="list-style-type: none"> • Skates / hired equipment taken out of action after each use and fully cleaned before being reissued • Customer property not taken as deposit • Lockers and counters cleaned regularly as a regular touch point, locker tokens sanitised before issue • PPE available to staff when serving at counters, items to be placed on the counter and staff to step back allowing social distance • All catering items such as straws / sauce packets and bottles to be removed from customer use and issued on request after being cleaned or removed from packaging
<p>Cash transactions: Contact points on credit card machines and money / large transactions on credit card machine need to use the pin pad so increased risk of virus contamination</p>	<p>Staff Customers</p>	<ul style="list-style-type: none"> • Contactless machines in place and encouraged as main means of payment • Robust cleaning regime in place • Hand sanitation provided on entry/exit • Where possible consider utilising sneeze guard screens at retail points to reduce the risk of contamination • Consider transactions in smaller units so contactless can be used as transaction method to reduce the use of the pin pad • Provide online purchase options before arrival at venue for ticket entry • Cash transactions are discouraged • Where cash is being handled sanitation stations / products are provided and used by staff

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Lack of hand washing facilities leading to increased risk of spread of virus	Staff Customers Contractors	<ul style="list-style-type: none"> • Hand sanitation stations provided in high-risk / touch point areas • Hand soap dispensers kept refilled as part of the Covid-19 cleaning schedule / plan • Hand sanitation stations and soap dispensers monitored as part of the internal monitoring check sheet • Hand dryers maintained in working order • Paper towels provided • Hot water system maintained to provide constant supply • Non-touch dispensers in place where possible • Consider portable hand washing facilities for main pedestrian access points and high contact areas • Implement regular checks of toilet facilities
Lack of toilet paper increasing risk of unhygienic hand sanitation	Staff Customers Contractors	<ul style="list-style-type: none"> • Toilet consumables checked and topped up as part of the Covid-19 cleaning schedule / plan • Sufficient planning with consumables suppliers in place • Hot water and hand soap available at all times • Implement regular checks of toilet facilities with sign-off sheets displayed
Visitors in close contact with other visitors to the facility, incorrect social distancing	Staff Customers Contractors	<ul style="list-style-type: none"> • Tables spread out to be at least 2m apart, where this isn't possible guidance to mitigate risk will be followed from UK Gov • Spectator seating to be demarked to at least 2m apart, where this isn't possible guidance to mitigate risk will be followed from UK Gov • Spectators of lessons encouraged to wait in vehicles or outside or limited to 1 person to each participant • Sporting activities to follow to NGB guidance • In circulation areas people to adhere to social distancing rules and be at least 2m apart or 1m apart if specific

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		<ul style="list-style-type: none"> positions can be maintained with relevant PPE Government guidance on social distancing to be enforced and followed wherever possible
Building air handling system operation increasing risk of virus spread	Staff Customers Contractors	<ul style="list-style-type: none"> Latest government guidance followed on air circulation and ventilation measures https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/providers-of-grassroots-sport-and-gym-leisure-facilities Consideration to be given to alterations of venue to maximise amount of ventilation and fresh air through changes to current operating procedures, such as fan speeds, duration and percentage intake Identify and reduce where possible recirculation of air from different spaces Ensure air handling units are regularly maintained and kept clean as per manufacturing guidance, include filters Attention paid to toilet, changing room and office extraction systems When further investigation is required, refer to specific RA produced for ice rink application VA002v4 10.7.20
Emergency situation arising (fire activation / security alert)	Staff Customers Contractors	<ul style="list-style-type: none"> Priority given to preservation of life Emergency procedures for evacuation and movement of people followed Social distancing enforced where possible at evacuation points
Handling staff/customers presenting symptoms whilst in the facility		
Staff continuing to work if feeling unwell	Staff Customers Contractors	<ul style="list-style-type: none"> Staff must self-isolate if they feel unwell and have flu like symptoms Government guidance followed Staff training and communication to be delivered and

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		<ul style="list-style-type: none"> refreshed as required Staff sickness forms to be monitored and trends identified
Customers entering the premises with flu-like symptoms	<p>Staff Customers Contractors</p>	<ul style="list-style-type: none"> Should be tactfully asked/refused entry and directed to self-isolate and call/email NHS 111 Communication network to be developed between Club Covid-19 Officers and NIC Covid-19 Officer Signage at entry to venue to highlight customers must only enter if not displaying any symptoms Guidance on T&C's to reflect no admittance with symptoms and pre purchasing any online tickets Government guidance followed
High risk employees (as defined by government, including pregnant, those with underlying health issues, employees over the age of 70 years)		
Those employees who are at higher risk from contracting Covid-19	<p>Staff</p>	<ul style="list-style-type: none"> HR procedures in place to protect the health, safety and welfare of all of our employees, to identify those who are at greater risk and individually risk assess Government / PHE guidance followed Home working arranged as appropriate Social distancing measures introduced and monitored HR procedures in place for those unable to work from home and required to isolate as per Government / PHE guidelines
Staff Behaviour		
Staff in workplace increasing risk of community transmission	<p>Staff</p>	<ul style="list-style-type: none"> All staff have completed Covid-19 training that includes processes and methods introduced for reducing transmission Staff work from home if at all possible Contactless training solutions to be considered (e-learning) DSE risk assessment completed for those working from home where the situation is for longer term working

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		<p>conditions</p> <ul style="list-style-type: none"> • Desk spaces marked as to whether usable or not, personal work stations to be cleaned down by users before and after use • Where staff cannot work from home ensure additional measures are considered for each employee / task (e.g. PPE, screens between desks, split or staggered shifts / breaks, alternative working patterns (3 on / 3 off), split resources into teams so no crossing of employees) • Hand sanitation stations / products should be made available to office staff • Social distancing measures introduced and monitored • Staff meetings should be held via video conferencing where possible • Staff kitchen and break areas will be restricted and operate on a 1 out 1 in system with a cleaning regime in place. Where possible breaks will be taken in outside spaces. • Face coverings provided to staff for mandatory use in all public indoor locations and non-public areas (such as offices and back of house areas), when within 2 metres of each other all customers must wear face coverings • Public to wear face coverings at all times when inside venue until stepping onto the ice rink or eating and drinking

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Travel for business purposes	Staff	<ul style="list-style-type: none"> • Where possible staff will work from home • Business related travel restricted to essential staff only, nonessential travel to will not take place. Staff should keep work related travel to an absolute minimum. If you do have to travel with another person, ensure good ventilation in the vehicle and try to use fixed travel partners (face masks should be considered as social distancing cannot be maintained) • Video conferencing to be used for meetings, contact with promoters, contractor, suppliers, and where necessary customers • Staff should try to avoid using public transport as a first choice, and if feasible walk or cycle to work as a better alternative to driving. Cycle storage facilities are available on site. If travel, is unavoidable think carefully about the times, routes and ways to travel that will mean you will have more space to stay safe for further information https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#travel-safely-during-the-coronavirus-outbreak • Where air travel is required, guidance should be followed from airline operator and airport. Follow Government guidance regarding self-isolation after arriving from outside the UK, even if you have tested negative. https://www.gov.uk/guidance/travel-advice-novel-coronavirus • Where shared vehicles are used, all touch points should be cleaned before and after use and documented. Sharing of cars is discouraged

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Sharing accommodation for business purposes	Staff	<ul style="list-style-type: none"> • Where staff sharing accommodation is unavoidable, you should ensure to keep all communal areas clean • Clean all areas on entering and exiting these areas. Social distancing should be adhered to whilst in accommodation • Always keep your own area clean • If someone who is sharing accommodation feels unwell with Covid-19 symptoms, they should self-isolate in their room, where possible the staff member should travel home. Advise the Line Manager immediately and advise other members of the household • They should contact NHS and arrange a test immediately • If an employee tests positive NIC will arrange alternative accommodation for the cohabiting staff to reduce the risk and ensure that all essential needs are delivered to the employee who is unwell until the employee can travel home • The other cohabiting employees will be advised to self-isolate • Ensure government guidelines are followed
Handshaking or other greeting increasing risk of transferring virus	Staff Customers Contractors	<ul style="list-style-type: none"> • Handshaking and general close personal greetings are not allowed. Social distancing rules should be maintained • Hand washing protocols and hygiene facilities in place
Poor workspace hygiene leading to increased risk of transferring virus	Staff Customers Contractors	<ul style="list-style-type: none"> • Information posters, advisory notices and staff training in good hygiene practice and techniques in line with government guidance • Viricidal sprays available for wiping down work surfaces and equipment • Hand sanitiser stations available

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		<ul style="list-style-type: none"> • Covid-19 cleaning schedule / plan in place which is monitored • Personal workspace should be cleaned regularly by employee to avoid cross contamination before and after use • Retail outlet: social distance measures to be implemented, along with protective barriers in place at point of sale. Refer to ice locker risk assessment.
First Aid		
Withdrawal of first aid to a person in need could put their life at risk	Staff Customers Contractors	<ul style="list-style-type: none"> • First aid trained personnel available during all opening hours • Carry out first aid refresher training to incorporate changes required due to Covid-19 (Refer to Resuscitation Council (UK) guidance) • Preservation of life given priority however, where Covid-19 may be suspected only chest compressions should be completed • Refer to NIC First aid covid 19 risk assessment, trained out to first aid trained staff • Strict hygiene protocols in place to try and reduce transmission and adhered to • Suitable PPE provided to first aiders and available in first aid stations to injured persons so they can protect themselves if administering first aid
Cleaning and Waste		
Reduced levels of cleaning staff available increasing risk of being unable to provide adequate cleaning services	Staff Customers Contractors	<ul style="list-style-type: none"> • Additional multi-skilled staff rostered to carry out cleaning tasks • Restriction of areas available to staff/public to reduce facilities to be cleaned • Business continuity plan in place

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Untrained staff using cleaning substances and equipment	Staff Customers Contractors	<ul style="list-style-type: none"> • COSHH assessments for all substances in place, including any new cleaning / anti-virus products (See COSHH folder) • Work instructions for specific cleaning tasks in place • Only staff trained in safe methods and use of substances carry out cleaning tasks, including mechanical cleaning equipment
Poor cleaning practice increasing risk of bacterial/viral contamination	Staff Customers Contractors	<ul style="list-style-type: none"> • Robust Covid-19 cleaning schedule / plan and monitoring check sheets in place • Covid-19 Officer in place with responsibilities to monitor / manage the Covid-19 cleaning schedule / plan and monitoring check sheets • Additional cleaning programmed for high touch points, consider increasing cleaning regime, self-cleaning and hand sanitation points – including ice rink barriers and gates, ice aids, hockey goals, speed skating equipment, helmets, skates, light switches, furniture, handrails, IT equipment, desks, phones, flush plates, taps, dispensers, lockers, touch pads, cycle racks, external doors, reception barriers (this list is not exhaustive) • Government guidelines are available https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings
Inappropriate disposal of waste, in particular used tissues increasing risk of contamination	Staff Customers Contractors	<ul style="list-style-type: none"> • NIC instructions in place on disposal of waste in line with government guidance in above link • Personal protective equipment available, including gloves, aprons, face masks • Waste placed in plastic rubbish bags and tied, then placed immediately in normal secured waste disposal receptacle • Communicate safe systems of usage to sports users

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Handling post or packages		
Handling post, packages or food	Staff	<ul style="list-style-type: none"> • Work instructions in place • Personal protective equipment provided for handling items if required • Staff sanitation station / products available • Government guidelines followed https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19
Business Continuity		
Closure of building due to Covid-19 infected person having been or suspected to have been in the premises, or insufficient staff to safely open to the public	Staff Customers Contractors	<ul style="list-style-type: none"> • Business continuity plan in place and communicated to all users • Minimum staffing levels identified to safely operate. Building closed if such numbers are not available • Flexible emergency rotas introduced to maintain a safe level of service • Robust reporting structure to identify trends in sickness • Support of Track and Trace and local government when required to implement local lockdowns
Contracted cleaning provision interrupted or discontinued	Staff Customers Contractors	<ul style="list-style-type: none"> • Business continuity plan in place • Staff trained in cleaning tasks
Covid-19 infected person having been or suspected to have been in the premises		<ul style="list-style-type: none"> • Deep clean and sanitisation of facility. • Government advice followed

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		Name	Signature	Date	Actions added to RRP
Review	Review Conducted by:	Stephen Chaston	S Chaston	24.09.2020	Amended face covering guidance as per government guidance from 22 nd Sept 2020
	Review Conducted by:	Stephen Chaston	S Chaston	05.10.2020	Amended lift numbers with face coverings
	Review Conducted by:	Kaylie Bickle and Donna Gately	D Gately	27.01.21	Travel advice
	Review Conducted by:				