

National Botanic Garden of Wales: Risk and Impact Assessment Form

Premises:	National Botanic Garden of Wales	Assessed by: Dennis Cattell	Reference
Brief description of Tasks:	Visitors returning to Garden in Red Phase of Covid 19 opening plan.	Approved by: Senior Management Team	DATE CREATED 1st August 2020 Next Review Date: DATE FOR REVIEW In event of change or 1st August 2021

Occupational Health and Safety	Quality and Environmental	Risk Rating Table					Risk Rating	Action
5. Extreme	5. Extreme	5	10	15	20	25	Not Tolerable	Do not start work.
4. Major	4. Major	4	8	12	16	20	High Risk	Improve controls, monitor and supervise. Reduce to medium or below. Review frequently.
3. Lost Time	3. Minor	3	6	9	12	15	Medium Risk	Reduce where practicable and review upon change or where improved control methods become available.
2. Minor	2. Limited	2	4	6	8	10	Tolerable	Adequate, but review upon change or where improved control methods become available.
1. Negligible	1. Negligible	1	2	3	4	5	Negligible	No further action, maintain existing controls.
Consequences/Likelihood		1. Unlikely: Unlikely to occur	2. Rarely: Could occur exceptionally	3. Occasional: Likely to occur at some time	4. Frequent: Likely to occur regularly	5. Inevitable: Almost every time		

Key to Consequences: Environmental and Quality		Occupational Health and Safety	
Negligible:	(E) No adverse effect. Legislation or mandatory requirements do not apply; (Q) No adverse effect upon the business.	Negligible:	Incidents which do not result any adverse effect to the individual.
Limited:	(E) Potential for adverse effect due to the proximity or sensitivity of receptor. Legislation or mandatory requirements apply but no potential for breach; (Q) Potential for adverse effect to business operations.	Minor:	Injuries which result in less than 7 days away from normal occupation.
Minor:	(E) Minor pollution incident. Limited or short-term breach of Legislation or mandatory requirements; (Q) Limited impact to business operations.	Lost Time:	Injuries that result in more than 7 days away from normal occupation.
Major:	(E) Significant pollution incident (single receptor). Breach of Legislation or mandatory requirements; (Q) Significant impact upon the business and/or loss of business operations.	Major:	Major injury, disease or occurrence as defined in RIDDOR regulations.
Extreme:	(E) Major pollution incident (multiple receptors). Prosecution inevitable. (Q) Total business impact, loss of business operations.	Extreme:	One or more fatalities.

Activity	Hazard or Aspect	Consequence/Impact/Those Affected	Pre- Control Rating			Control Measures Employed	Final Risk Rating		
			L	x	C = R		L	x	C = R
Ranger Duties	Becoming tired from prolonged period of time standing.	Individual may become exhausted or feel unwell.	3	3	9	Rangers to take frequent rest breaks. Chairs to be used where appropriate. Any chairs to be cleaned on rotation of staff using materials and training provided.	2	3	6
Ranger Duties	Need to take medication	Becoming unwell as a result of failure to take medication at appropriate intervals.	2	4	8	Rangers to ensure they time out for any medical needs.	1	4	4
Ranger Duties	Lack of food, as there will be limited outlets open in red phase of opening	Becoming unwell due to lack of food	2	4	8	Rangers to provide own food for the day, and to take appropriate breaks in line with hours worked. Cover to be provided to ensure breaks are taken.	1	4	4
Ranger Duties	Being overwhelmed with number of visitors	Conflict with customers being refused entry	5	3	15	Rangers to limit numbers of visitors to 500 at any one time, this will be shared on social media and through A Frame boards prior to opening.	2	3	6
Ranger Duties	Infection from others – Ranger at increased risk due to age, pre-existing conditions	Persons developing illness from contact with others	3	5	15	Rangers to self-declare confirm they are not vulnerable individuals, and able to undertake ranger duties and are not in any increased risk due to being identified as a person who should be shielding. Those who identify as being in high risk categories will self-exclude from duty.	2	5	10
Ranger Duties	Infection from others – Respiration risk. Due to close contact with others	Persons developing illness from contact with others	3	5	15	Implement social distancing measures across site, minimum 2 metre separation distance to be maintained and enforced by rangers across the site. Where appropriate rangers to wear non-medical masks to further reduce the risk of contact. All Rangers will undergo site induction prior to commencing duties on site to familiarise themselves with changes in procedures and will	2	5	10

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						adhere to instructions to wear appropriate PPE whilst on site.			
Ranger Duties	Infection from others – Due to contact with surfaces	Persons developing illness from contact with others	3	5	15	PPE to be worn when on site, i.e. gloves to be worn, and frequent hand washing to be undertaken. All Rangers will undergo site induction prior to commencing duties on site to familiarise themselves with changes in procedures and will adhere to instructions to wear appropriate PPE whilst on site. Cleaning materials and training to be provided for staff to self-clean areas and equipment used.	2	5	10
Ranger Duties	Contact with others during breaks	Persons developing illness from contact with others	4	5	20	Rota for breaks to be implemented and breaks to be taken alone, in own vehicle if preferred or in designated break areas to ensure separation from others. Breaks will be in Mezzanine area away from public or in Pot Blodyn to be used by staff and volunteers and areas to be self-cleaned using cleaning materials and training provided. No food is to be shared with others.	2	5	10
Gatehouse staff dealing with the public	Becoming tired from prolonged period of time standing.	Individual may become exhausted or feel unwell.	3	3	9	Gatehouse Staff to take frequent rest breaks.	1	3	3
Gatehouse staff dealing with the public	Lack of food or drink, as there will be limited catering outlets open in red phase of opening	Becoming unwell due to lack of food	2	4	8	Gatehouse Staff to provide own food and drink for the day, and to take appropriate breaks in line with hours worked. Cover to be provided to ensure breaks are taken. No food or drink is to be shared with others.	1	4	4

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Gatehouse staff dealing with the public	Infection from others – Gatehouse Staff at increased risk due to age, pre-existing conditions	Persons developing illness from contact with others	3	5	15	Gatehouse Staff to self-declare confirm they are not vulnerable individuals, and able to undertake ranger duties and are not in any increased risk due to being identified as a person who should be shielding.	2	5	10
Gatehouse staff dealing with the public	Infection from others – Respiration risk. Due to close contact with others	Persons developing illness from contact with others	3	5	15	Implement social distancing measures across site, minimum 2 metre separation distance to be maintained and enforced by use of social distance markers on floor and messages on the television screens in the gatehouse. Where appropriate staff to wear masks to further reduce the risk of contact. Improved Perspex screens installed in gatehouse to desk counters. Cut outs provided for PDQ machines and contactless to be preferred method of payment where possible. PDQ machines to be cleaned if they keys are used for any reasons by the Gatehouse staff using the materials and training provided. Cash payment can be made via slot in central screen only to minimise potential contact with others.	2	5	10
Gatehouse staff dealing with the public	Infection from others – Due to contact with surfaces	Persons developing illness from contact with others	3	5	15	PPE to be worn when on site, i.e. gloves to be worn, and frequent hand washing to be undertaken. Screens to be cleaned at the end of every shift. PDQ Machines to be periodically cleaned. Staff to man “personal” till space to minimise potential contacts with others. No cash payments to be taken, contactless payment or pre-booked payment will be the only methods of payment permitted. Where possible doors may be fixed on open position to improve air flow and reduce contact with surfaces. Surfaces to be cleaned by Gatehouse Staff where possible when	2	5	10

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						time allows or at change of staff, start and end of shift. New screens installed in gatehouse to improve on current screens as they are too low currently due to the low level of the bespoke gatehouse desk counters. Cut outs to be provided for PDQ machines and contactless payments are the preferred method of payment. PDQ machines to be cleaned if they keys are used for any reasons by the Gatehouse staff using the materials and training provided.			
Gatehouse staff – Taking breaks	Contact with others during breaks	Persons developing illness from contact with others	4	5	20	Rota for breaks to be implemented and breaks to be taken alone, in own vehicle, if the employee wishes or in Pot Blodyn to ensure separation from others. Suggest breaks could be in Mezzanine area away from public. No sharing of food, drink or utensils, and self-cleaning to be implemented using materials and training provided. Social distance to be maintained at all times.	2	5	10
Gatehouse staff dealing with the public	Increased waiting times	Persons developing illness from contact with others	4	5	20	Lines of tape demarking two metre intervals to be installed in gatehouse and clear signage on A frame boards to set out rules of entry, method of payment i.e. contactless only to minimise dwell time in gatehouse. Rangers to manage entry so only one group in gatehouse at any time.	1	5	5
Gatehouse staff dealing with the public	Contact with person who is suffering from Covid 19	Persons developing illness from contact with others	4	5	20	Social media and notices asking for anyone not to enter the garden if they are suffering from any symptoms of Covid 19.	2	5	10

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Gatehouse Staff – dealing with the public	Being overwhelmed with number of visitors	Conflict with customers being refused entry	5	3	15	Rangers to limit numbers of visitors to 500 at any one time which will reduce pressure on the gatehouse team. The car park will be limited to every other space during this time and reinforced via signage at entrance and by marshals. If required main gates may need to be closed to limit numbers in the car park. Issues can be escalated to the Duty Manager if support is required.	2	3	6
Facilities Team – Cleaning Toilets	Infection from others – Due to contact with surfaces	Persons developing illness from contact with others	4	5	20	Toilets to be closed on regular basis for cleaning. PPE to be worn while undertaking this task, all PPE to be disposed of on completion of task. Surfaces to be cleaned regularly or following a particularly busy period. Doors to be fixed in an open position where possible to minimise contacts and limit contact areas which need to be cleaned to a minimum. No public permitted in toilets when cleaning is conducted.	2	5	10
Facilities Team – Managing toilet queues	Infection from others – Respiration risk. Due to close contact with others	Persons developing illness from contact with others	4	5	20	Facilities Team to wear masks where appropriate. Separation distance to be maintained at all times. Use of lines to create distance between team members and the public. Marquee used in stable block to delineate area for Facilities Team member. One-way system to be used to manage flows in and out of toilet areas with access permitted to one household at any one time.	2	5	10
Facilities Team	Contact with others during breaks	Persons developing illness from contact with others	4	5	20	Rota for breaks to be implemented and breaks to be taken alone. Staff to self-clean break areas following breaks and where possible to use own cutlery etc. No sharing of any food or drink with others.	2	5	10

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Facilities Team	Lack of food or drink, as there will be limited outlets open in red phase of opening	Becoming unwell due to lack of food	2	4	8	Facilities Team to provide own food and drink for the day.	1	4	4
Use of the lifts	Infection from others	Persons developing illness from contact with others	4	5	20	Only one person to use the lifts at any one time, and only when essential. Where possible stairs are to be used and lift to be used for goods only to prevent risk from carrying items up or down stairs.	1	5	5
Plant Sales – Selling plants and gardening accessories	Infection from others	Persons developing illness from contact with others	4	5	20	Lines outside at intervals to ensure social distancing is observed and 2 metre rule is adhered to at all times, walkway has been marked with lines to encourage visitors to maintain separation distance from other groups. Implement social distancing measures across site, minimum 2 metre separation distance to be maintained at all times. Where appropriate staff will wear masks to further reduce the risk of contact. One-way system used to prevent contraflow of customers. All staff to wear high viz jackets to provide improved visibility of staff presence on site and also support comfort that there are a number of staff enforcing good behaviours, and providing guidance. Customers entry will be controlled by rangers to limit numbers. Only one person to enter the shop at any one time, payment will be contactless where possible and will be outside the shop if possible or at worst as close to the door as possible to protect staff	2	5	10

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Public – Visiting the garden	Infection from others – Respiration risk. Due to close contact with others	Persons developing illness from contact with others	3	5	15	Implement social distancing measures across site, minimum 2 metre separation distance to be maintained and enforced by use of social distance markers on floor and media on television screens in the gatehouse. Where appropriate staff will wear masks to further reduce the risk of contact. One-way system used to prevent contraflow of pedestrians as far as reasonably practicable. Rangers will support reinforcement of social distancing throughout the site. All staff to wear high viz jackets to provide improved visibility of staff presence on site and also support comfort that there are a number of staff enforcing good behaviours, and providing guidance. Many areas of the garden will remain closed during the red phase of opening. These include Aqua Lab, Apiary (bee house), Butterfly House (Pila Pala), Apothecary, AV Theatre, Marquee, Stable Block Reception (Staff Only), Med Café, Principality House, Canolfan Tyfu, Great Glasshouse (Staff Only). During this time there will also be no buggy service. If at any time any of these areas are considered for reopening a revision of this risk assessment will be required.	1	5	5
Communication	Mixed messages to our customers	May impact on how we are seen to manage health and safety. Potential for negative publicity, loss of customer confidence.	4	4	16	Signage related to Public Health Wales will be updated as soon as any changes are made. Other signage whether these are directives from WAG or site rule changes may also dictate necessary changes in signage. At all times consistent and in date messages need to be checked and correctly displayed in prominent positions. This needs to be reinforced on social media and in the actions of	2	4	8

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						staff on site in ensuring adherence to site rules for the safety of all concerned.			
Use of showers on site	Infection from others	Persons developing illness from contact with others	4	5	20	Showers must not to be used by staff on site at this time as these present a particular hazard and we do not have a resource to maintain these on a regular basis at this time. There is an increased risk to users and anyone who is tasked to clean these facilities. As such until further notice showers must not be used. Signage to be erected to inform staff of this. Where possible shower heads are to be removed to prevent the use of showers. In subsequent phases as and when resource permits these may be returned to service but will need to be risk assessed prior to use.	1	5	5
Wearing of Personal Protective Equipment (PPE)	Incorrect use, overconfidence, misuse, non-adherence to rules regarding PPE use.	Person developing illness	4	5	20	PPE is personal i.e. it must be provided free at the point of use to any employee who requires it and used as directed. The PPE must not be shared for any reason. This includes hi viz jackets as these may be contaminated and passed from person to person if this were to be shared and should be washed on a regular basis. Non-medical face masks should be worn only for one visit to the workplace and then washed at 60 degrees C. It should then be left in direct sunlight for as long as practicable prior to next use. Disposable gloves need to be disposed of as soon as they are known to be contaminated and replaced if they become damaged in any way. They should not be worn a second time for any reason even if they appear to be intact and fit for purpose as they may be	2	5	10

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						contaminated. For some staff the wearing of PPE will be mandatory and must be worn e.g. Facilities Team members who are cleaning toilets etc.			
Toilets – use by staff or visitors	Infection from others	Person developing illness	4	5	20	Maintain high levels of hygiene, minimise number of persons in toilets at any one time to one individual or one family group. Close toilets on frequent basis for extra cleaning. Main doors to toilets to be held open where possible to minimise number of contact points.	2	5	10
Hand driers use for drying hands	Air movement	Person becoming ill	4	5	20	Isolate all hand driers and use paper towels only.	1	5	5
Low water usage	Legionella	Potential for stagnant water to cause illness	2	5	10	Showers not to be used, any systems to be flushed and temperature checks conducted due to potential for proliferation of legionella in stagnant water systems.	1	5	5
Use of chemicals by Volunteers / Staff	Contact with chemicals	Inhalation or skin contact with chemicals.	3	4	12	Training in use of chemicals has been provided to volunteers and will be trained out to all returning staff. Eyewash has been placed in plant sales in case of spillage. PPE (gloves) have been provided locally for use, and staff have been advised on method of use.	1	4	4
Consumption of food	Social contact	Persons contracting COVID 19	3	5	15	There will be no consumption of food indoors. Seating has been reduced to a minimum and placed at 4 metre spacing in the courtyard. Tables are exposed to sunlight dependant on time of day, but also cleaned prior to use by visitors. Alternative seating is available in millennium	1	5	5

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						square which is wholly exposed to UV light and will not require as much cleaning as during daylight hours UV kills the virus in a short space of time. One way system used to minimise potential contact with others.			
Staff returning to work from furlough	Lack of knowledge of new site procedures	Errors being made leading to incidents, accidents and potential for exposure to unnecessary risk.	5	3	15	Induction conducted with all returning staff and refamiliarization with new site operations and procedures. As many staff will not be 'work-fit' they will take time to get up to speed and additional allowances need to be made to allow staff to acclimatise to being back at work.	2	3	6