

## Day Visitors - Risk Assessment

Likelihood (L) x Severity (S) = Risk Rating (R)

Hazard	People at Risk	Initial Risk			Current Control Measures	Further Action Required	Residual Risk			Action By Whom	Date Action Taken
		L	S	R			L	S	R		
Unsafe Access/Egress	Visitor are at risk of injury caused by poor access and egress around Britannia.	2	3	6	We have an accessibility statement on Britannia's website that details access and egress. The visitor route has been designed with wheelchairs in mind. All five decks are fully accessible for wheelchair users with lifts and ramps located where needed. Visit Scotland (the Scottish Tourist Board) has classified Britannia as Category 1, the highest level for wheelchair access without assistance. For people who are blind or have a visual impairment, we have an audio handset tour in English, it has additional explanations on the layout of Britannia.	Britannia's tour is not suitable for shop mobility electric wheelchairs, ensure this is monitored at the front of house reception.	1	2	2	Duty Manager	Ongoing
Lack of welfare facilities	Visitor require the use of such facilities.	2	1	2	Toilets are located throughout Britannia. Disabled facilities are available, these facilities also incorporating baby changing facilities and a pull cord alarm system for emergency use. The housekeeping team clean and replenish the toilets on a regular basis.		1	2	2	Duty Manager	Ongoing
Adverse Weather	Visitors at risk of injury caused by adverse weather conditions.	2	3	6	The Tour Route can be altered to avoid adverse weather conditions. Areas of the tour are open to the elements; we advise dressing for the changeable British weather. De-icing is carried out during periods of ice or snow.	Ensure the internal tour route plan is up to date and readily available for use.	1	2	2	Duty Manager	Ongoing
Deep Water	Visitors at risk of drowning if they fell into the water surrounding Britannia.	3	3	9	Suitable handrails and fencing are in place to prevent falling into the water. Perry buoys and throw lines are available to retrieve a person in the water, employees are trained during their induction in how to use these safely. The pontoon and quayside have a suitable ladder for a person to exit the water.	Ensure Perry buoys and throw lines are checked on a regular basis. Create a written flow chart for dealing with a person in the water.	1	3	3	Duty Manager H&S Manager	Ongoing
Falls from height – high level areas, falling items.	Visitors at risk of serious or fatal injuries if they were to fall from height.	3	3	9	Fall from height hazards are checked on a daily basis by the Duty Manager. There are suitable handrails and guardrails surrounding each deck. Employees will discourage children from climbing on handrails under all circumstances. Employees do not work at height above the tour route with loose tools or equipment, this is avoided and takes place out of hours or when no visitors are in the vicinity. If handrails are removed for maintenance, a suitable rope barrier is put in place.	Ensure employees do not work above visitors.	1	2	2	Duty Manager	Ongoing
Lack of first aid assistance.	Visitors are at risk of minor injuries worsening if it went untreated.	2	3	6	First Aid qualified staff will administer to any minor injuries. They will also carry out the initial steps in more serious cases whilst waiting on emergency services. First Aid equipment is located in convenient locations throughout the Britannia. In addition to this we also have a First Aid Room aboard if required. A defibrillator is available for use. We also hold an accident/incident book as required by law. All accidents are recorded and investigated to prevent re-occurrence.	Ensure first aiders are in date and supplies are replenished.	1	2	2	H&S Manager	Ongoing

Slips, Trips (Wet Decks, Wet flooring, Ramps, Slopes, Steps and Stairs)	Visitors are at risk of serious injury if they happened to slip or trip on the tour route.	2	3	6	<p>Flooring throughout Britannia is maintained in a good state of repair.</p> <p>The Tour Route is checked every morning by the Duty Manager, and Duty Maintenance for potential hazards, defects and lighting, if found they are dealt with prior to opening.</p> <p>Cleaning also takes place before opening. Caution signage is affixed in place and yellow cones are available to warn against potential slip hazards.</p> <p>Floor mats are in place at each entrance and exit for drying feet, during wet weather conditions, the mats are dried or changed on a regular basis.</p> <p>Wet floor signs are used during cleaning, and adverse weather conditions outside.</p> <p>Employees are trained in how to deal with spillages or unsafe conditions.</p> <p>Visitors are made aware of local hazards during their pre embarkation brief at the handset desk. Visitors are advised on the website to wear sensible shoes.</p> <p>Employees are made aware of local hazards at induction training, a clean as you go policy is in place.</p> <p>Spill kits are available at ground floor level of the lift tower to deal with chemical or oil spills.</p>	<p>Ensure work that could cause a slip or trip hazard is suitably roped off.</p> <p>Ensure extension leads are run to avoid presenting a tripping hazard.</p> <p>Ensure no items are left on the path of the tour route such as boxes of stock.</p>	1	2	2	Duty Manager	Ongoing
Fire	Visitors are at risk of serious or fatal injuries if fire were to break out.	3	3	9	<p>We have a full evacuation plan in place that has been trained to all staff.</p> <p>Britannia has an automatic fire detection system and an audible alarm, in the event of an emergency evacuation, this will be sounded throughout Britannia.</p> <p>We have clearly marked exits and all are illuminated by emergency lighting.</p> <p>Fire extinguishers are clearly visible throughout the route and checked on a monthly basis. A complete Fire Safety Log is held in the Security Office, this is monitored and completed weekly by Security and the Health and Safety Manager.</p> <p>Visitors receive a brief talk covering emergency evacuation on the handset, it is communicated in 30 languages.</p>		1	2	2	Duty Manager	Ongoing
Security	Visitors at risk of violence if security team were not present to demonstrate a presence or react to a situation.	2	2	4	<p>Security Team are present at all times, they have previous experience in either The Police Force, The Fire Brigade or Armed Forces and are competent in dealing with security or emergency issues.</p> <p>CCTV is installed throughout Britannia, it is recorded and monitored 24/7.</p> <p>Security employees carry out regular patrols throughout opening hours.</p>		1	2	2	Duty Manager	Ongoing
Electricity	Visitors are at risk of serious or fatal injuries caused by the effects of electric shock.	3	3	9	<p>Electrical junction boxes are securely closed using adequate fixings.</p> <p>Britannia undergoes a thorough electrical testing every two years.</p> <p>Britannia uses competent electricians to maintain the electrical systems and wiring.</p> <p>Portable electrical equipment is regularly tested and recorded.</p>	<p>Ensure plug sockets are covered with child proof covers.</p>	1	2	2	Head of Maintenance	Ongoing
Contact with chemicals or cleaning products	Visitors are at risk of skin injuries if they touch chemicals or cleaning products.	2	3	6	<p>Chemicals and cleaning products are stored away from the visitor route.</p> <p>If painting takes place near to the visitor route the area is roped off and suitable signage is put in place and areas are always well ventilated.</p>		1	2	2	Managers	Ongoing

Completed By: Ian Sutcliffe

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Next Review Date: January 2024