

ALL LCC LONDON WALLS COVID-19 RISK ASSESSMENT – Version 6

Reviewed and Reissued 19.07.21

(Effective for period 19th July – 31st July 2021)

GENERAL

Activity	Potential hazard	Risk posed by hazard	Who is at risk	Risk Level H/M/L	Precautions taken to reduce the risk	Risk level achieved H/M/L	Further action needed to reduce the risk	Monitoring needed
Social distancing	People not social distancing	Possible exposure to COVID-19 virus	Staff and customers	M	Floor markings in high-traffic areas including reception, entrances and exits. Regular reminder posters throughout the centres. Posters to request customers give way/keep left at bottleneck points, doorways and corridors	L	Minimal staff working behind reception to make social distancing easier. Tills spaced out. Serving points spaced out. Using ventilation to maximum within the centre through current fan systems and pinning open of entry doors	Customers to self-police social distancing
Hand washing/sanitising	Contaminating surfaces or picking up the virus from a surface	Possible exposure to COVID-19 or spreading COVID-19	Staff and customers	H	Customers asked via posters and staff instruction to wash their hands before and after climbing. Staff to wash hands regularly according to government guidelines. Hand sanitiser available on entry and exit as well as at key points throughout the centre.	M	Senior staff to ensure that sanitiser points are in relevant places around the centre Staff to make sure soap and sanitiser dispensers remain stocked	

Queueing	Customers standing too close to each other or to staff at reception	Possible exposure to COVID-19 through lack of social distancing	Staff and customers	M	Clearly marked floor spacings at queuing points for reception. Areas where queueing is not allowed marked and signposted to customers. Plan for how to manage large queues safely. Acrylic screens in place to protect staff from customers. Signs to remind of spacing, where to queue etc	L	Staff to monitor if queue rules are being followed. Instances where this is not the case are dealt with promptly. Numbers limited and entry times distributed through the booking system to limit risk at applicable centres Face coverings worn by staff when serving. Customers must wear face coverings when not climbing.	
Infected customer entering the workplace	Passing on COVID-19 to staff and customers	Others become infected and need to quarantine	Staff on duty and customers in the building whilst the infected person is there	H	Posters shown on entry stating to not enter if you or anyone in your household have symptoms in line with current government guidance. Customers informed of this via social media, e-newsletters, website booking links	M	Social distancing posters displayed throughout the centre. Cleaning throughout day. Hand washing and sanitising stations available and encouraged	Staff to watch for people showing symptoms when in the building. Asked to leave if concerned
Infected person found to have been in the centre (staff or customer)	Staff and customers may have been in contact with an infected person	Exposure to COVID-19 virus	Staff and customers	M	Posters shown on entry stating to not enter if you or anyone in your household have symptoms in line with current government guidance. Customers informed of this via social media, e-newsletters, website booking links	M	RGP check-in and out procedure allows the supply of information to government Track and Trace team to contact customers who were in the building at the same time to advise testing. Staff can be quarantined if advised by Track and Trace	

Bottlenecks in doorways, corridors and on stairs	Difficulty social distancing in narrower areas	Possible exposure to COVID-19 from surfaces or lack of social distancing	Staff and customers	H	Areas where this may be a problem have additional guidance posters in place.	M	Staff to monitor these areas when possible.	If an area becomes problematic it will be reviewed.
Keeping to max capacities	Difficulty social distancing	Possible increase in risk of COVID-19 exposure	Staff and customers	L	Max capacity for centre calculated in accordance with gov. guidelines. All customers and staff to check in and out via Rock Gym Pro, exact number of people in building is known	L	Staff to ensure all customers and staff check in and out of the building	It will be known who was in the building and with whom
Signing a customer in/out	Social distancing and passing of items such as money	Possible risk of exposure to COVID-19	Staff and customers	M	Staff and customers asked not to enter the building if showing symptoms of COVID-19 in accordance with government guidelines. Acrylic screens in place at reception to keep social distance and protect staff and customers. Staff socially-distanced behind reception	M	Payment changed to cashless. Hand sanitiser on entry to the building. Staff asked to wash hands regularly. Surfaces regularly cleaned. Hire shoes sprayed after every use and returned to a box rather than directly to reception. Face coverings always worn by staff. Reduction in paper forms	Duty Manger to monitor hand washing and reception sanitising to make sure it is happening in accordance with our operating procedures on cleaning

Speaking to customers	Social distancing not being followed	Possible risk of exposure to COVID-19	Customers and staff	M	Social distancing to be maintained whilst speaking to customers. Where possible communication happens at reception where acrylic screens are present	L	Posters remind customers to maintain social distancing from each other and staff Face coverings worn by staff when serving. Customers must wear face covering when interacting with staff.	Posters on entry inform customers not to enter the building if experiencing symptoms or anyone in their household (in line with latest guidelines)
Cleaning	Risk of touching a contaminated surface	Possible risk of exposure to COVID-19	Customers and staff	M	Surfaces cleaned in line with updated cleaning schedule. This includes staff and customer areas. Staff to wash hands before and after cleaning in line with current government guidance	L	PPE for all staff when cleaning. Staff will use non-disposable gloves that are for their own use during their work shift. These are to be washed and cleaned at end of shift and left overnight to dry	Chemicals used based on current guidance
Mixed use rooms – yoga, rental for groups etc.	Being in an enclosed space for a length of time	Possible risk of exposure to COVID-19	Customers and staff	M	Function rooms to be cleaned between uses, external coaches or users to provide their own risk assessment and reduced capacity on sessions	L	Increased ventilation by keeping doors and windows open	

CLIMBING AREAS

Activity	Potential hazard	Risk posed by hazard	Who is at risk	Risk Level H/M/L	Precautions taken to reduce the risk	Risk level achieved H/M/L	Further action needed to reduce the risk	Monitoring needed
Social distancing	People not social distancing	Possible exposure to COVID-19 virus	Staff and customers	M	Floor markings in high traffic areas including reception, entrances and exits. Regular reminder posters throughout the centres.	L	Staff to be aware of capacity levels within centre through RGP check-in screen and act accordingly	Customers to self-police social distancing
Floorwalking	Social distancing not being followed	Possible risk of exposure to COVID-19	Customers and staff	H	Reduced and regularly reviewed capacities.	M	Customers to self-police social distancing	Hand sanitising stations present throughout the building for use before and after climbing
Customers Climbing	Passing on COVID-19 to staff and customers through chalk use / shared chalk bags	Possible risk of exposure to COVID-19	Customers and staff	L	Reduced and regularly reviewed capacities. Maximising ventilation. Mask policy.	L	Customers to self-police social distancing	
Customers filling in required documents at reception with staff interaction to allow climbing	Extended interaction between customer and staff	Possible risk of exposure to COVID-19	Customers and staff	M	Competence Upgrade forms paper forms postponed. Customer required to refill in electronically (phone or iPad)	L	Staff to stay socially-distanced and to clean items that come into contact with the customer Mask policy.	

GYM AREAS

Activity	Potential hazard	Risk posed by hazard	Who is at risk	Risk Level H/M/L	Precautions taken to reduce the risk	Risk level achieved H/M/L	Further action needed to reduce the risk	Monitoring needed
Gym equipment	Social distancing not being followed. Risk of contaminated surfaces	Possible risk of exposure to COVID-19	Customers and staff	M	All equipment spaced at 2m intervals or marked as 'do not use' if not possible. Cleaning schedule includes gym equipment. Spray and cloths available for customers, notice asks them to wipe down before and after use.	L	Posters remind customers to maintain social distancing from each other and staff Signage stating maximum amount of people in gym area	

CAFÉ

Activity	Potential hazard	Risk posed by hazard	Who is at risk	Risk Level H/M/L	Precautions taken to reduce the risk	Risk level achieved H/M/L	Further action needed to reduce the risk	Monitoring needed
Preparing food in reception area	Receiving or passing on a contaminated item	Possible risk of exposure to COVID-19	Customers	L	All food preparation equipment and crockery washed in dishwasher. Staff to wash hands before preparing any food. All surfaces and equipment decontaminated on a regular basis	L	Staff told not to enter the building if experiencing symptoms or anyone in their household (in line with latest guidelines)	Regular checking for updates to government guidelines

					Face coverings worn by staff when serving or preparing food			
Preparing food in kitchen area	Receiving or passing on a contaminated item Risk of contaminated surface Social distancing not being followed	Possible risk of exposure to COVID-19	Staff	M	Staff to wash hands as per guidelines Good ventilation in café area as well as one way system to maintain social distancing measures Face coverings worn by staff when serving or preparing food. Customers must wear face coverings when being served	L	Staff told not to enter the building if experiencing symptoms or anyone in their household is (in line with latest guidelines) Kitchen arranged to create improved food prep areas	
Serving drinks	Receiving or passing on a contaminated item	Possible risk of exposure to COVID-19	Customers	L	Cups to be thoroughly sanitised between uses using high temperature sanitising machines	L	Staff told not to enter the building if experiencing symptoms or anyone in their household (in line with latest guidelines)	

INSTRUCTING

KRAZY CLIMB AND AUTOBELAY

Activity	Potential hazard	Risk posed by hazard	Who is at risk	Risk Level H/M/L	Precautions taken to reduce the risk	Risk level achieved H/M/L	Further action needed to reduce the risk	Monitoring needed
Using equipment; Auto Belays (AB)	Coming into contact with contaminated items	Possible exposure to and transmission of COVID-19 virus.	Staff and customers.	L	Hands to be washed before, during and after the climbing session. AB carabiners to be sterilised between sessions	L	Consistent wiping down the carabiner; spray the cloth and take care to ensure cloth only comes into contact with the metal work.	
Ensuring harnesses are fitted properly	Breaching the social distancing 1m+ guideline	Possible exposure to and transmission of COVID-19 virus.	Staff and customers.	M	Instructor to tighten harness of children 1 at a time at a distance of everyone else if needs be; keep the close interaction under 2 mins.	L	Harnesses to be spaced out on the floor prior to use to allow for social distancing whilst kitting up. All participants asked to wear a face mask for the safety briefing/kitting up segment of the session unless under 11 or exempt.	

Clipping/Unclipping people to the AB tapes	Close proximity contact with a person outside of support bubble	Possible exposure to and transmission of COVID-19 virus.	Staff and customers.	L	Mask Policy	L	Staff to monitor all clipping in/out of the KC AB carabiners to ensure that the correct clipping procedures are followed.	Monitor when/where necessary. Staff to have a radio on their person the whole time so that they don't have to break line of sight with their climbers.
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INSTRUCTION – BOULDERING:

Activity	Potential hazard	Risk posed by hazard	Who is at risk	Risk Level H/M/L	Precautions taken to reduce the risk	Risk level achieved H/M/L	Further action needed to reduce the risk	Monitoring needed
Instructing in the bouldering environment	Social distancing not being followed	Possible exposure to and transmission of COVID-19 virus.	Staff and customers.	M	Instructor to ensure social distancing during the session.	L	COVID Specific briefing given at the start of sessions to reiterate social distancing whilst climbing. Assign routes to individuals to maximise distancing whilst climbing	
Spotting whilst instructing a bouldering session	Social distancing norms not being followed.	Possible exposure to and transmission of COVID-19 virus.	Staff and customers.	M	Minimal spotting allowed by instructor.	L	Select appropriate problems for climbers so spotting isn't necessary. Spotting can be taught to members of the group.	

Bouldering	Contaminated surface (climbing hold) being touched	Possible exposure to and transmission of COVID-19 virus.	Staff and customers.	L	COVID secure briefing to remind not to touch ones mouth without washing hands. Regular use of hand sanitiser when on session by staff/ climbers. Ensure hands are washed before/after climbing	L		
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INSTRUCTION - MISC:

Activity	Potential hazard	Risk posed by hazard	Who is at risk	Risk Level H/M/L	Precautions taken to reduce the risk	Risk level achieved - H/M/L	Further action needed to reduce the risk	Monitoring needed
Instructing in caving environment	Enclosed space means social distancing not being followed Interaction between staff and customers due to safety requirements	Possible risk of exposure to COVID-19	Customers and staff	H	Social distanced monitored by instructor. Ensure caving ventilation system is switched on.	-		

STAFF

Activity	Potential hazard	Risk posed by hazard	Who is at risk	Risk Level H/M/L	Precautions taken to reduce the risk	Risk level achieved H/M/L	Further action needed to reduce the risk	Monitoring needed
Infected member of staff coming into the workplace	Passing on COVID-19 to staff and customers	Others become infected and need to quarantine	Staff on duty and customers in the building whilst the infected person is there	H	Staff told to follow current guidelines Training given on what to do if you or someone in your household has symptoms before you come to work or when at work Mask Policy	M	Socially distanced working Regular lateral flow tests.	
Office Use	Social distancing not being followed	Possible risk of exposure to COVID-19	Staff	L	Office space to be limited to key personnel Staff discussions / meetings to be held via Zoom or if necessary, in larger rooms/outside to allow social distancing to occur	L	Increased use of emails and other means when communicating with staff Office space to be booked in advance	Staff not using offices for personal use Senior staff maintaining safe working practices
Rescue at Height	Injured person at height on AB needing rescue	Possible risk of exposure to COVID-19	Staff and customers	L	Staff to be trained in safe rescue of customers stuck at height using PPE	L	Appropriate PPE to be readily available in areas where it might be needed	
Adminstrating First Aid	Injured person requiring close contact with a staff first aider	Possible risk of exposure to COVID-19	Staff and customers	M	Staff to be trained in new first aid additions: wearing of face mask, shield, gloves	L	PPE readily available with first aid kit	

ROUTESETTING

Activity	Potential hazard	Risk posed by hazard	Who is at risk	Risk Level H/M/L	Precautions taken to reduce the risk	Risk level achieved H/M/L	Further action needed to reduce the risk	Monitoring needed
Hold washing	Risk of touching a contaminated surface	Possible risk of exposure to COVID-19	Staff	M	Staff to wear all PPE as per PPE Summary	L	Staff to wash hands before and after cleaning in line with current government guidance	
Stripping holds	Risk of touching a contaminated surface	Possible risk of exposure to COVID-19	Staff	M	Staff to wear all PPE as per PPE Summary	L	Staff to wash hands before and after cleaning in line with current government guidance	
Route setting	Social distancing not being followed	Possible risk of exposure to COVID-19	Staff	M	Staff to wear all PPE as per PPE Summary Social distancing to be maintained including while testing the climbs following setting	L	Staff to wash hands before and after in line with current government guidance	

PPE Summary Version 9 effective 19th July 2021 – 31st July 2021.

Who	Activity	PPE		
		Mandatory	Strongly Recommended	Optional
Customer (age 11+)	When NOT climbing or using gym equipment or seated in café areas.	Face Covering		
Some climbers/visitors may be exempt from wearing a mask – if they declare this (no proof or reason required) then stick to distancing and serve behind Perspex.				
Customer	When climbing / training in gym			Face Covering
Customer	Aged 0-10			Face Covering
The above rules are now the same for independent and instructed customers				
Staff	All standard job roles	Face Covering		Visor
Staff	Cleaning	Face Covering		Red gloves, Visor
Staff	First Aid	Face Covering	Surgical Fluid Repellent Mask, Visor, Nitrile Gloves	
Staff	Auto Belay Rescues	Face Covering	Visor	Nitrile Gloves
Staff	Setting Prep	Face Covering	Safety glasses	Work Gloves FFP1 mask
Staff	Hold Washing - Jet Wash	Face Covering, Gauntlet Gloves, Safety Goggles, Waders		Nitrile Gloves under gauntlets
Staff	Hold Washing - Acid	Face Covering, Gauntlet Gloves, Safety Goggles, Apron		Nitrile Gloves under gauntlets
Staff	Setting	Face Covering	Safety glasses	Work gloves
Staff	Solo Office			Face Covering
Staff	Non solo office (AVOID)	Face Covering		
Staff	Personal Climbing		Face Covering	

