

ALL LCC LONDON WALLS COVID-19 RISK ASSESSMENT

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. 2m markers on floors between serving points for staff Using ventilation to maximum within the centre through current fan systems and pinning open of entry doors	Floor walkers and staff warn anyone that is not social distancing Failure to adhere to warnings will result in customers being asked to leave the premises
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 queuing 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 encouraged to wear face coverings when arriving and leaving	
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. Floor walkers to enforce this. 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	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.	

					social media, e-newsletters, website booking links		Staff working in cohorts so 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. Floors marked to help indicate flow.	M	Staff to monitor these areas when possible.	If an area becomes problematic it will be reviewed and one-way systems or area closures considered to resolve the issue.
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 ABC 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	M	Payment changed to cashless. Hand sanitiser on entry to the building. Staff asked to wash hands regularly. Surfaces regularly cleaned. Hands washed when returning shoes, passing anything to a customer or receiving anything. Hire shoes sprayed inside and	Duty Manger to monitor hand washing and reception sanitising to make sure it is happening in accordance with our operating procedures on

					socially-distanced behind reception		<p>outside after every use and returned to a box rather than directly to reception.</p> <p>Face coverings worn by staff when serving and customers encouraged to wear while at reception.</p> <p>New customers encouraged to use own phones to register instead of iPads</p> <p>Reduction in paper forms</p>	cleaning
Receiving anything from a customer	Receiving or passing on a contaminated item	Possible risk of exposure to COVID-19	Staff and customers	M	<p>Hand sanitising available on entering the building as well as at reception areas for staff and customers. Staff to clean hands regularly in line with government guidance. All surfaces decontaminated regularly. Staff not to take items from customers unless necessary</p>	L	<p>Items to be placed on counter rather than being passed hand to hand</p> <p>Review all processes that usually require passing to remove or reduce</p>	Staff told not to enter the building if experiencing symptoms or anyone in their household is (in line with latest guidelines)
Reception equipment	Touching a contaminated surface	Possible risk of exposure to COVID-	Staff	M	Staff told not to enter the building if experiencing symptoms or anyone in their household (in line with	L	Non-essential equipment removed to make less items to clean and cleaning simpler	

		19			latest guidelines). All high contact surfaces wiped down in line with revised cleaning schedule		Cleaning between cohort changeovers	
Moving around the centre	Social distancing not being followed	Possible risk of exposure to COVID-19	Customers and staff	H	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 stairs, doorways, and corridors	M	Face coverings worn by staff when serving. Visors worn when floor walking.	Floor walkers and staff warn anyone that is not social distancing. Failure to do so will result in them being asked to leave the premises
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. Visors worn when floor walking. Customers encouraged to 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	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	Chemicals used based on current guidance

					guidance		dry	
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. Posters to request customers give-way/keep left at bottleneck points, doorways and corridors	L	Staff to be aware of capacity levels within centre through RGP check-in screen and act accordingly Staff to feedback to senior staff regarding busy periods and social distancing	Floor walkers and staff to inform and warn anyone that is not social distancing Failure to do adhere to warnings will result in customers being asked to leave the premises
Floorwalking	Social distancing not being followed	Possible risk of exposure to COVID-19	Customers and staff	H	Staff to monitor social distancing whilst floorwalking. Following of rules to be monitored whilst remaining socially-distanced. Customers not adhering to social distancing will be asked to leave for the safety of other wall users	M	Staff given new floorwalking training including how to conduct checks whilst maintaining social distancing, how to speak to customers who are not following the rules and other things to be aware of when floorwalking Visors will be worn by staff when floor walking.	Customers to be reminded with visuals (posters) and verbally by staff. Hand sanitising stations present throughout the building for use before and after climbing
Refilling water bottles	Receiving or passing on a contaminated	Possible risk of exposure to COVID-19	Staff and customers	M	No water bottles to be refilled by staff	L	Clear signs to be added to deter people from drinking directly	

	item				Water fountains to be used by customers to refill their own bottles		from water fountains	
Moving around the centre	Social distancing not being followed	Possible risk of exposure to COVID-19	Customers and staff	H	Floor markings in high traffic areas including reception, entrances and exits. Regular reminder posters throughout the centres. Posters to request customers give-way at bottleneck stairs, doorways, and corridors	M	Face coverings worn by staff when serving. Visors worn when floor walking.	Floor walkers and staff warn anyone that is not social distancing. Failure to adhere to warnings will result in customers being asked to leave the premises
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	No chalk bags or chalk buckets to be hired out by centres Customers encouraged to use liquid chalk as base product Customers encouraged to minimise use of loose chalk within centre No loose chalk on sale in retail. Available to purchase from reception if requested	L	Liquid chalk on sale as first preference for customers looking for chalk products No communal chalk or tape use from reception to be given out	Staff informing customers to minimise chalk use Good ventilation throughout centre running throughout opening times
Customers filling in required documents at reception with staff	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	

interaction to allow climbing					Junior Competency / Adult supervision forms only available to fill in on-site. New OP for staff to ask questions before customer fills in form		Face coverings worn by staff when serving. Customers encouraged to wear face coverings when arriving and leaving	
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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	<p>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</p> <p>Face coverings worn by staff when serving or preparing food</p>	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
Preparing food in kitchen area	<p>Receiving or passing on a contaminated item</p> <p>Risk of contaminated surface</p> <p>Social distancing not being followed</p>	Possible risk of exposure to COVID-19	Staff	M	<p>Kitchen area split into areas and staff to stay within them</p> <p>Staff to wash hands as per guidelines</p> <p>Good ventilation in café area as well as one way system to maintain social distancing measures</p> <p>Face coverings worn by staff when serving or</p>	L	<p>Staff told not to enter the building if experiencing symptoms or anyone in their household is (in line with latest guidelines)</p> <p>Kitchen arranged to create improved food prep areas</p>	

					preparing food. Customers encouraged to wear face coverings when being served			
Serving drinks	Receiving or passing on a contaminated item	Possible risk of exposure to COVID-19	Customers	L	Disposable cups to be used for all hot drinks (review after 1 month)	L	Staff told not to enter the building if experiencing symptoms or anyone in their household (in line with latest guidelines)	
Selling food	Receiving or passing on a contaminated item	Possible risk of exposure to COVID-19	Customers and Staff	L	Acrylic in place at appropriate points Staff trained in handling different types of food Packaged food customer facing so customers can choose without staff interaction	L	Payment taken via contactless methods	

INSTRUCTING

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 a bouldering environment	Social distancing not being followed	Possible risk of exposure to COVID-19	Customers and staff	M	<p>Social distancing to be maintained whilst speaking to customers</p> <p>Instructor to customer ratio reduced to 1:4</p> <p>No contact to be made between staff and customers such as when movement coaching</p>	L	<p>Sessions for some younger age groups will not run due to potentially difficulties maintaining social distancing</p> <p>Staff to wear visors when instructing.</p>	Instructors to adapt their session to maintain social distancing at all times
Instructing in Krazy Climb environment	<p>Social distancing not being followed</p> <p>Interaction between staff and customers due to safety requirements</p>	Possible risk of exposure to COVID-19	Customers and staff	M	<p>Staff wearing PPE to put on harnesses and while carrying out other safety requirements</p> <p>Longer session times to allow for increased time for safety precautions, cleaning of equipment pre- and post-session and training of parents</p> <p>Parents trained to clip children in and out of Krazy Climbs</p> <p>Reduction of ratios to 1:8</p>	L	<p>Clear signage within area</p> <p>Clear information sent to booking customer to make them aware of increased safety procedures</p>	No Krazy Climb at opening until better understanding of climbing area procedures

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	No caving to take place until better guidance from Government	-		
Instructing in Auto Belay environment – Adults	Social distancing not being followed Interaction between staff and customers due to safety requirements	Possible risk of exposure to COVID-19	Customers and staff	M	Staff keeping social distancing to train adults how to put on Auto Belay Staff testing adults on use of AB using photo document to reduce contact time	L	Clear signage within area Photo document laminated. Cleaned after each use Centre harnesses cleaned after each use	Increased cleaning of AB touchpoints such as clip in points by staff

CHANGING ROOMS / SHOWERS / TOILETS / CUSTOMER STORAGE

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
Showers	Using the showers and being in the changing areas for prolonged periods of time	Possible exposure to COVID-19 through using the showers	Customers	M	Showers use will be discouraged. Cleaning materials on hand for customers.	L	Towel hire service suspended. Increased cleaning where possible.	
Changing room and toilets	Cleanliness and number of occupants	Possible exposure to COVID-19 from surfaces or lack of social distancing	Customers	M	Communal changing rooms closed. Only single occupancy rooms open at centres Cleaning frequency increased for these areas.	L	All cleaning logged and monitored by Duty Manager following updated training prior to re-opening	
Lockers / cubbyholes for storage	Use of same lockers by different members of the public	Possible exposure to COVID-19 from surfaces or lack of social distancing	Customers	L	Sanitiser spray and blue roll available nearby to allow customers to spray their locker / storage space	L	Posters placed to remind customers to wipe down surfaces / wash their hands	

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 Face coverings worn by staff when serving	M	Cohorts of staff working who do not come into contact with each other. One cohort becoming infected does not mean others are and the centre can continue to open	
Switching between shifts	Social distancing not being followed Risk of contaminated surfaces	Possible risk of exposure to COVID-19	Staff	M	Staff to maintain social distancing when switching shifts All staff to leave reception area before next team enters Surfaces to be wiped down as part of this process	L	Duty Mangers to monitor and make sure this happens	
Office Use	Social distancing not being followed	Possible risk of exposure to COVID-19	Staff	L	Office space to be limited to key personnel 1 staff member per office Staff discussions /	L	Increased use of emails and other means when communicating with staff Office space to be	Staff not using offices for personal use Senior staff maintaining

					meetings to be held via Zoom or if necessary, in larger rooms/outside to allow social distancing to occur		booked in advance	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	
Administering 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 grid below	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 grid below	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 grid below 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	

Who	Activity	PPE		
		Mandatory	Strongly Encouraged	Optional
Customer	Arrival / Exit		Face Covering	
Customer	Climbing			Face Covering
Customer	Retail /Café Service		Face Covering	
Staff	Arrival / Exit	Face Covering		

Staff	Reception	Face Covering		Visor
Staff	Retail /Café Service	Face Covering		Visor
Staff	HarroCafe/kitchen	Face Covering		Visor
Staff	Cleaning	Face Covering, Red gloves		Visor
Staff	Floor Walking	Visor		Face Covering
Staff	Instructing	Visor		Face Covering
Staff	First Aid	Face Covering, Visor		Nitrile Gloves
Staff	Auto Belay Rescues	Face Covering, Visor		Nitrile Gloves
Staff	Setting Prep	FFP1 Mask, Safety glasses		Work Gloves
Staff	Hold Washing - Jet Wash	FFP1 Mask, Gauntlet Gloves, Safety Goggles, Waders		Nitrile Gloves under gauntlets
Staff	Hold Washing - Acid	Gauntlet Gloves, Safety Goggles, Apron		Nitrile Gloves under gauntlets
Staff	Setting		Safety glasses	Work gloves, face covering
Staff	Solo Maintenance			Face Covering
Staff	Non solo Maintenance		Face Covering	
Staff	Solo Office			Face Covering
Staff	Non solo office (AVOID)	Face Covering		
Staff	Climbing			Face Covering