



## Risk Assessment - National Videogame Museum

This risk assessment is undertaken in accordance with Health & Safety and Fire legislation for the National Videogame Museum, Castle House, Angel Street, S3 8LN. It is undertaken by staff from the BGI, the charity which operates the National Videogame Museum.

Assessment completed by: Hannah Bryan, Director of Visitor Experience  
Assessment date: 2nd June 2021

Assessment checked by: Kitty Turner, Venue Manager  
Check date: 11th June 2021

Review date: 1st June 2022

### Methodology

A Risk is calculated based on the Severity (S) of what could go wrong if the hazard is realised, combined with the Likelihood (L) of this occurring, to give an overall risk rating of either Low (L), Medium (M) or High (H).

		SEVERITY	
LIKELIHOOD	1 Minor injury / illness	2 Short term incapacity / ill health	3 Fatality or long term incapacity / ill health
A	Advisory action		
1 Remote	Low	Low	Medium
2 Possible	Low	Medium	High
3 Likely	Low	Medium	High

Location	Hazard	Risk Rating			Existing Controls	Risk Rating			Additional Measures
		S	L	R		S	L	R	
Whole Site	Covid	3	3	H	<ul style="list-style-type: none"> <li>• In addition to the existing hand washing facilities, hand sanitiser to be provided for staff and visitors at entry points and various strategic places around the building. These will be replenished, if necessary, as part of our cleaning routine.</li> <li>• Cleaning stock will be counted to ensure sufficient cleaning materials are onsite once the venue is open.</li> <li>• Normal cleaning routines to be continued.</li> <li>• Additional cleaning to be carried out throughout the day in regularly used areas such as toilets and objects on gamestations e.g. handsets, keyboards, etc.</li> <li>• Surfaces only to be cleaned using disposable cloths/wipes.</li> <li>• When cleaning after a known or suspected case of Covid-19 we will refer to the specific HSE guidance.</li> <li>• Face coverings will be mandatory for all visitors and for staff while in public areas.</li> <li>• Entry/ exit point signage confirming building policies.</li> <li>• Social distancing and hygiene policy explanation signs.</li> <li>• Hand sanitiser position and information signs.</li> <li>• The Test &amp; Trace process has been updated to account for new government rules.</li> </ul>	3	1	L	

Whole Site	Covid	3	3	H	<ul style="list-style-type: none"> <li>• Tensa barriers have been acquired to use for crowd control/queueing if necessary.</li> </ul>	3	1	L	
	Legionella	2	2	M	<ul style="list-style-type: none"> <li>• Taps are run regularly to check for standing water - in toilets and staff kitchen areas.</li> <li>• There are no rarely used outlets.</li> </ul>	2	1	L	<ul style="list-style-type: none"> <li>• Update water risk assessment</li> </ul>
Reception	Covid	3	3	H	<ul style="list-style-type: none"> <li>• Sneeze screens on reception desk.</li> <li>• Accept card transactions only.</li> <li>• Card machines are cleaned regularly.</li> <li>• Visitors pre-book their tickets online.</li> <li>• No wristbands/hand stamps will be used.</li> <li>• Apply markings on corridor floor to indicate 2m intervals for queue to reception.</li> <li>• Signage to create gap between start of queue and the reception desk so as to allow safe lift access for other tenants.</li> <li>• No longer holding visitor items at reception. Lockers installed opposite Reception for self-managed item holding.</li> <li>• Regular touch surfaces/items (such as the phone, POS screen, keyboard) to be cleaned between each staff rotation.</li> <li>• Hand sanitiser on the desk.</li> </ul>	3	1	L	

Reception	Slips, trips, and falls	2	2	M	<ul style="list-style-type: none"> <li>• Adequate lighting in all areas</li> <li>• Routes kept clear at all times</li> <li>• Drinks must be had in sealed containers</li> </ul>	2	1	L	<ul style="list-style-type: none"> <li>• Cable protectors for wires</li> <li>• Concrete floor requires remedial works and a covering</li> </ul>
	Electrocution	3	1	M	<ul style="list-style-type: none"> <li>• PAT tests carried out on designated equipment at designated intervals</li> <li>• Proper equipment used and training given</li> <li>• Visual assessment of equipment daily + broken equipment procedure</li> <li>• Drinks must be had in sealed containers</li> </ul>	3	1	L	
	Injury arising from outbreak of fire	3	2	M	<ul style="list-style-type: none"> <li>• Fire exits clearly signed</li> <li>• Fire marshals present at all times</li> <li>• Electrical equipment properly maintained and serviced</li> <li>• Fire exit routes are kept clear</li> <li>• Waste is disposed of regularly to keep bins empty and prevent build up of fuel</li> <li>• Fire extinguishers present, well signed and serviced annually</li> </ul>	3	1	L	<ul style="list-style-type: none"> <li>• No smoking sign at entrance to building</li> <li>• Further no smoking signage in workspaces</li> <li>• Fire Doors need replacing or new smoke seals installing</li> </ul>

Galleries	Slips, trips, and falls	2	3	M	<ul style="list-style-type: none"> <li>• Adequate lighting in all areas</li> <li>• Access routes clearly marked</li> <li>• Routes kept clear at all times</li> <li>• Electrical wires out of way of walkways</li> <li>• Galleries designed with space for players and audience</li> <li>• Visual assessment of floors and fittings</li> <li>• Crew member assigned to the galleries to offer assistance</li> </ul>	1	2	L	<ul style="list-style-type: none"> <li>• Concrete floor requires remedial works and a covering</li> </ul>
	Electrocution	3	1	M	<ul style="list-style-type: none"> <li>• PAT tests carried out on designated equipment at designated intervals</li> <li>• Proper equipment used</li> <li>• Visual assessment of equipment daily + broken equipment procedure</li> <li>• No food or drink permitted in the galleries</li> </ul>	2	1	L	
	Collision with displays	2	3	H	<ul style="list-style-type: none"> <li>• Adequate lighting in all areas</li> <li>• Adequate space between displays for movement</li> </ul>	1	2	L	
	Conflict	2	2	M	<ul style="list-style-type: none"> <li>• Crew assigned to the gallery to offer assistance</li> <li>• Crew clearly distinguishable from public via NVA t shirts</li> <li>• Appropriate Behaviour Policy upheld and enforced by staff and available on the website</li> <li>• Missing child policy and procedure in place</li> </ul>	2	1	L	<ul style="list-style-type: none"> <li>• Conflict management training for crew</li> </ul>

Galleries	General discomfort	1	3	M	<ul style="list-style-type: none"> <li>• Adequate lighting</li> <li>• Adequate heating and air conditioning</li> <li>• Seating available throughout</li> <li>• Entry numbers limited</li> <li>• Entry times staggered during busy periods</li> <li>• Appropriate amount of toilets and disabled toilets</li> <li>• Adequate number of first aiders present at all times</li> </ul>	1	1	L	
	Injury arising from outbreak of fire	3	2	M	<ul style="list-style-type: none"> <li>• Fire exits clearly signed</li> <li>• Fire marshals present at all times</li> <li>• Electrical equipment properly maintained and serviced</li> <li>• Fire exit routes are kept clear</li> <li>• Waste is disposed of regularly to keep bins empty and prevent build up of fuel</li> <li>• Fire extinguishers present, well signed and serviced annually</li> </ul>	3	1	L	<ul style="list-style-type: none"> <li>• No smoking sign at entrance to building</li> <li>• Further no smoking signage in workspaces</li> </ul>
	Covid	3	3	H	<ul style="list-style-type: none"> <li>• Visitors will be clearly informed that they must sanitise hands when moving between experiences in the galleries in order for their visit to be safe.</li> <li>• Entrance point was changed to prevent congestion.</li> <li>• Dividing days into 2 sessions to spread visitors through the day.</li> <li>• Strict capacity to each session, booked in advance.</li> </ul>	3	1	L	

Galleries	Covid	3	3	H	<ul style="list-style-type: none"> <li>• Capacity initially set to 60 visitors plus staff, to be continuously monitored and reviewed.</li> <li>• Exhibits spaced to create socially distanced experiences.</li> <li>• Taped areas created around sets of exhibits for one household to occupy at a time to help social distance.</li> <li>• Perspex screens in key locations where spacing not possible.</li> <li>• Full sanitise of interactive elements between each session.</li> <li>• Cleaning made 'visible' by staff carrying cleaning materials when giving out the 5 minute closing warning to visitors and beginning cleaning afterwards.</li> <li>• Games have been turned down to allow for easier communication through masks.</li> <li>• Digital signage in galleries to remind visitors of venue covid measures.</li> </ul>	3	1	L	
Education Suite	Slips, trips, and falls	2	3	M	<ul style="list-style-type: none"> <li>• Adequate lighting in all areas</li> <li>• Access routes clearly marked and kept clear at all times</li> <li>• Electrical wires out of way of walkways</li> <li>• Visual assessment of floors, tiles, and carpets daily</li> <li>• Setup dependant on and suitable to pre- booked activity</li> </ul>	2	1	L	<ul style="list-style-type: none"> <li>• Concrete floor requires remedial works and a covering</li> </ul>

Education Suite	Electrocution from equipment	3	2	M	<ul style="list-style-type: none"> <li>• PAT tests carried out at designated intervals</li> <li>• Proper equipment used and training given</li> <li>• Visual assessment of equipment undertaken before booking</li> <li>• Broken equipment procedure in place</li> <li>• No food or drink permitted in the classroom/ computer room</li> </ul>	3	1	L	
	General discomfort	2	1	L	<ul style="list-style-type: none"> <li>• Adequate heating</li> <li>• Air conditioning</li> <li>• Drinking water available</li> <li>• Toilets nearby</li> </ul>	1	1	L	
	Injury arising from outbreak of fire	3	2	M	<ul style="list-style-type: none"> <li>• Fire exits clearly signed</li> <li>• Electrical equipment properly maintained and serviced</li> <li>• Fire exit routes are kept clear</li> <li>• Waste is disposed of regularly to keep bins empty and prevent build up of fuel</li> <li>• Workshop leaders are trained</li> <li>• Fire extinguishers present, well signed and serviced annually</li> </ul>	3	1	L	<ul style="list-style-type: none"> <li>• No smoking sign at entrance to building</li> <li>• Further no smoking signage in workspaces</li> </ul>



Education Suite	Covid	3	3	H	<ul style="list-style-type: none"> <li>Space cleaned before and after use by each group.</li> <li>Equipment cleaned before and after use by each group.</li> <li>Groups adhere to current legislation about households, class size, etc.</li> <li>Hand Sanitizer available throughout the session.</li> <li>Capacity of the room has been decreased.</li> </ul>	3	1	L	
	Musculoskeletal injury	3	2	M	<ul style="list-style-type: none"> <li>Only trained staff will be permitted to lift, move, or adjust equipment.</li> <li>Workshop leaders are DSE aware and can advise anyone using DSE of appropriate usage.</li> </ul>	2	1	L	
	Risk from external workshop leaders	2	2	M	<ul style="list-style-type: none"> <li>Teachers must remain with their students at all times</li> <li>DBS checks are carried out where appropriate</li> </ul>	2	1	L	
Retail / Shop	Covid	3	3	H	<ul style="list-style-type: none"> <li>Signage asking customers to only handle items they intend to purchase.</li> <li>Signage indicating social distancing in the shop area, and limiting number of visitors in the shop.</li> <li>Signage at gallery exit to ensure distancing while queuing for the shop.</li> <li>Cashless purchases made at reception desk.</li> <li>High touch areas in shop sanitised regularly.</li> </ul>	3	1	L	<ul style="list-style-type: none"> <li>Concrete floor requires remedial works and a covering</li> </ul>

Retail / Shop	Covid				<ul style="list-style-type: none"> <li>• If we believe an item has not been handled in a sanitary way, the item will be quarantined for 72 hours or, if that would create more issues for the workflow/presentation of the shop, clean the item thoroughly and return it to the shop.</li> <li>• Taped areas within the shop to allow for social distancing.</li> <li>• Tensa barriers to prevent congestion in the shop when visitors are leaving.</li> <li>• Shop can be supervised by crew members at the desk.</li> </ul>				
	Slips, trips, and falls	3	2	M	<ul style="list-style-type: none"> <li>• Adequate lighting in all areas</li> <li>• Access routes clearly marked and kept clear at all times</li> <li>• Electrical wires out of way of walkways</li> <li>• Visual assessment of floors, tiles, and carpets daily</li> </ul>	3	1	L	
	Injury arising from outbreak of fire	3	2	M	<ul style="list-style-type: none"> <li>• Fire exits clearly signed</li> <li>• Electrical equipment properly maintained and serviced</li> <li>• Fire exit routes are kept clear</li> <li>• Waste is disposed of regularly to keep bins empty and prevent build up of fuel</li> <li>• Fire extinguishers present, well signed and serviced annually</li> </ul>	3	1	L	<ul style="list-style-type: none"> <li>• No smoking sign at entrance to building</li> <li>• Further no smoking signage in workspaces</li> </ul>

Toilets	Covid	3	3	H	<ul style="list-style-type: none"> <li>• Limit capacity of toilets and remove door to the toilet block so people can see the occupancy.</li> <li>• Designated specific staff cubicle.</li> <li>• Signage by door to toilet block to keep people from entering while people are washing hands.</li> <li>• Markings on the floor to indicate 2m distance.</li> <li>• Switch off hand-dryers and install a paper towel dispenser (except in the disabled toilet where there is only one occupant).</li> <li>• Taps in toilets to be replaced with push taps.</li> <li>• Extra signage to encourage responsible hand hygiene.</li> </ul>	3	1	L	
	Slips, trips, and falls	3	2	M	<ul style="list-style-type: none"> <li>• Adequate lighting in all areas</li> <li>• Access routes clearly marked and kept clear at all times</li> <li>• Electrical wires out of way of walkways</li> <li>• Visual assessment of floors, tiles, and carpets daily</li> </ul>	3	1	L	
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