

COVID 19 Risk Assessment

Castle Howard Estate Ltd confirms we have complied with the government's guidance on managing the risk of COVID-19.

We have carried out COVID-19 risk assessments for our gardens and grounds and our outlets.

A summary of the key measures we have put in place for our visitors, as a result of these risk assessments is as follows;

Outlets, Gardens & Grounds

- If any staff become unwell with a new continuous cough or a high temperature they will be sent home and advised to follow the stay at home guidance.
- Managers continuously monitor their staff to watch for the signs and symptoms of COVID 19. Staff to report any problems.
- Public facing employees have been provided face masks, gloves and disposable aprons.
- Hand sanitisers and disinfectant spray provided to staff in all outlets
- Online ticket sales only. No cash or card ticket purchase allowed on arrival. Customers however can book online on arrival from their car. Customers must have either printed tickets or have tickets ready for scanning on a mobile device
- ½ Hourly Time slots with a capacity limit of 75
- The 2m social distancing policy is in place
- Queue systems in place with 2m queue markers
- Where necessary one way systems have been created with separate entry and exit.
- Visitor capacity limits set in all outlets
- Installation of Perspex guards in our Farm Shop, Coffee Shop, Garden Centre and Ticket Office
- A more limited menu option. All products sold in disposable containers or packaged
- No cash transactions. Only card payments, contactless payments required below £45.
- Additional temporary toilet facilities to facilitate social distancing
- More regular cleaning of all toilets.
- NHS/Government warning signs and posters are displayed in all outlets
- Additional public hand sanitiser stations with disposable paper towels
- Additional bins for public waste disposal
- Cleaning facilities for public shared items such as trolleys and baskets

Playground

- Additional code of conduct briefing board 'Skelf and Safety' in place at entrance. Verbal briefing given by Skelves before entry.
- A Playground Capacity at any one time. A member of staff will ensure numbers do not breach capacity limit.
- Cleaning staff continually cleaning the playground's higher risk equipment whilst open to Public.
- Tables removed from playground area to help ensure 1m+ distance for public and reduce cleaning requirement.
- Hand wash station introduced at Boathouse next to Playground.
- Hand sanitisers, disinfectant spray and disposable paper towels provided at entrance to Playground. All used towels are placed into the bin which is regularly emptied.

- Additional hand sanitiser stations with signage installed within the playground.
- New entrance created to separate the queue from the Boathouse queue with additional quick access to hand wash station.
- No food & beverage to be taken into or consumed in the playground.
- Closed the voice tube and the barefoot walk
- One way system in place for the rope bridge

We will make a report under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) when:

- an unintended incident at work has led to someone's possible or actual exposure to coronavirus. This must be reported as a dangerous occurrence.
- a member of staff has been diagnosed as having COVID-19 and there is reasonable evidence that it was caused by exposure at work. This must be reported as a case of disease.
- a member of staff dies as a result of occupational exposure to coronavirus.