**The Management Centre Covid-19 Risk Assessment**

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| **Location:** | **The Management Centre**  THIS RISK ASSESSMENT SHOULD BE READ IN CONJUNCTION WITH MANAGEMENT CENTRE RETURN TO WORK PLAN AND ITS SUPPORTING APPENDICES  **KEY PLANNING GUIDES/ADVICE:**   * Public health guidance for Wales: [Wales](https://gov.wales/coronavirus-social-distancing-guidance) * HSE’s [latest advice on coronavirus](http://www.hse.gov.uk/coronavirus/index.htm) * <https://gov.wales/sites/default/files/publications/2020-07/checklist-tourism-hospitality-businesses.pdf> | **Activity (Summary):** | This Risk Assessment details the significant hazards identified in preventing the Spread of Covid-19 Coronavirus:  Whom might be harmed:  Staff, Visitors to the Management Centre, Customers, Contractors and Building Occupier.,  Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions, anyone else who physically encounters you in relation to Management Centre business.  Further information and the general organisation and arrangements that must be established to ensure the health and safety of staff and others affected by the Centre’s activities can be found in the *Management Centre H&S Policy*, prepared in accordance with legislative and University requirements.  **Symptoms of Covid-19:**  High temperature – this means that you feel hot to touch on your chest  A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours  A loss or change to your sense of smell or taste – this means you have noticed you cannot smell or taste anything, or things smell or taste different to normal |
| **Assessment:** | 10 August 2020  **NOTE:** This RA will be monitored and amended as necessary. All amended versions will be brought to the attention of relevant staff | **Assessor(s):** | Ron Stewart (Facilities and HR Manager, Management Centre)  abs60f@bangor.ac.uk |
| **Actions to be reviewed by** | Facilities and HR Manager (FHRM), Head Housekeeper (HHK), Coffee Shop Manager (CSM), Catering Supervisor (CS), Events Manager (EM),  Duty Manager (DM) | **Next RA**  **Review date** | 30 August 2020 |
| NOTE: Arrangements must be in place to communicate new and/or revised Risk Assessments to relevant persons and remove older version from use. | | | |

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| **What are the hazards?** | **Who might be harmed and how?** | **Controls** | **What further action do you need to consider to control the risks?** | **Who needs to carry out the action?** | **When is the action needed by?** |
| Getting or spreading coronavirus by not washing hands or not washing them adequately | Staff  Occupiers  Customers Contractors  Visitors | Follow HSE guidance on [cleaning, hygiene and](https://www.hse.gov.uk/coronavirus/working-safely/cleaning.htm) [hand sanitiser](https://www.hse.gov.uk/coronavirus/working-safely/cleaning.htm)  Provide water, soap, and drying facilities at wash stations  Provide information on how to wash hands properly and display posters  Provide adequate number of wash stations  Provide hand sanitiser for the occasions when people cannot wash their hands  There is a legal duty to [provide welfare facilities and washing facilities for visiting drivers](https://www.hse.gov.uk/coronavirus/drivers-transport-delivery.htm) | Put in place monitoring and supervision to make sure people are following controls  Put signs up to remind people to wash their hands  Provide information to staff about when and where they need to wash their hands  Identify if and where additional hand washing facilities may be needed  If people cannot wash hands, provide information about how and when to use hand sanitiser  Replenish hand washing/sanitising facilities  Make sure people are checking their skin for dryness and cracking and tell them to report to Line Managers if there is a problem. | FHRM  HHK  DM | 4 Sep 20 |

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| Getting or spreading coronavirus in common use high traffic areas such as Hugh Owen Hall, Restaurant, Coffee shop, corridors, rest rooms, toilet facilities, entry/exit points to facilities, lifts, changing rooms and other communal areas | Staff  Occupiers  Customers Contractors  Visitors | Follow HSE guidance on welfare facilities, catering areas etc.:  Identify:   * areas where people will congregate, e.g. Hugh Owen Hall, coffee shop, restaurant, changing rooms, Reception, meeting rooms, smoking areas, tea points, kitchens etc. * areas where there are pinch points   meaning people cannot meet the social distancing rules, e.g. narrow corridors, doorways, customer service points, storage areas   * areas and equipment where people will   touch the same surfaces, such as in kitchens, e.g. kettles, shared condiments etc.   * areas and surfaces that are frequently touched but are difficult to clean * communal areas where air movement   may be less than in other work areas, e.g. kitchens with no opening windows or mechanical ventilation | Put in place monitoring and supervision to make sure people are following controls put in place, e.g. following hygiene procedures, washing hands, following one-way systems  Near-miss reporting may also help identify where controls cannot be followed, or people are not doing what they should | FHRM  DM  HHK | 4 Sep 20 |
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| Getting or spreading coronavirus in common use high traffic areas such as Hugh Owen Hall, Restaurant, Coffee shop, corridors, rest rooms, toilet facilities, entry/exit points to facilities, lifts, changing rooms and other communal areas | Staff  Occupiers  Customers Contractors  Visitors | Put in place a combination of controls to reduce the risks. This can include but is not limited to:   * limiting the number of people in rooms so that social distancing rules can be met, e.g.   stagger breaks, have maximum occupancy numbers for meeting rooms   * reorganise facilities in communal areas   such as spacing out tables in meeting rooms, Restaurant etc. so social distancing rules can be met   * where possible put in place physical impervious barriers (e.g. Perspex in   reception and point of sale areas) to reduce contact   * increase the use of online meeting facilities, even for people working in the   same building, to reduce the number of people moving around   * put in place one-way systems in corridors   or regularly used pedestrian traffic routes to manage the flow of people moving around workplaces and to allow social distancing rules to be met   * leave non-fire doors open to reduce the amount of contact with doors and potentially improve workplace ventilation |  | FHRM  EM  CSM  CS | 4 Sep 20 |

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| Getting or spreading coronavirus in common use high traffic areas such as Hugh Owen Hall, Restaurant, Coffee shop, corridors, rest rooms, toilet facilities, entry/exit points to facilities, lifts, changing rooms and other communal areas | Staff  Occupiers  Customers Contractors  Visitors | * provide lockers for people to keep personal belongings in so that they are not left in the open * keep surfaces, such as kitchen sides and tables, in communal areas clear for people to sit and eat at to make cleaning easier * provide washing facilities and hand   sanitiser at accessible places near to where people will have contact with high traffic communal areas, e.g. sanitiser/washing facilities at the entrance/exit to Restaurant, link corridors   * put signs up to remind people to wash and sanitise hands and not touch their faces * put in place cleaning regimes to make sure high traffic communal areas are kept   clean – consider frequency, level of cleaning and who should be doing it |  | FHRM  EM  CSM  CS  HHK | 4 Sep 20 |
| Getting or spreading coronavirus through workers living together and/or travelling to work together | Staff  Occupiers | Identify groups of workers who live together and group them into a work cohort  Identify groups of workers who travel to work together and group them into a work cohort | Discuss with workers who live and/or travel to work together to agree how to prevent the risks of spreading coronavirus | FHRM | 4 Sep 20 |

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| Getting or spreading coronavirus by not cleaning surfaces, equipment and workstations | Staff  Occupiers  Customers Contractors  Visitors | Use the guidance on [cleaning and hygiene during](https://www.hse.gov.uk/coronavirus/working-safely/cleaning.htm) [the coronavirus outbreak](https://www.hse.gov.uk/coronavirus/working-safely/cleaning.htm)  Identify surfaces that are frequently touched and by many people (often common areas), e.g. handrails, door handles, vehicle door handles (inside and outside), shared equipment etc. and specify the frequency and level of cleaning and by whom  Train people how to put on and remove personal protective equipment (PPE) that is used for normal work hazards and how to keep it clean  Reduce the need for people to move around the Management Centre as far as possible. This will reduce the potential spread of any contamination through touched surfaces  Avoid sharing work equipment by allocating it on personal issue or put cleaning regimes in place to clean between each user  Identify where you can reduce the contact of people with surfaces, e.g. by leaving open doors that are not fire doors, providing contactless payment, using electronic documents rather than paperwork  Identify other areas that will need cleaning to prevent the spread of coronavirus, e.g. Restaurant, coffee shop, rest areas, welfare facilities, bedrooms and specify the frequency and level of cleaning and who will do it | Put in place monitoring and supervision to make sure people are following controls, i.e. are implementing the cleaning regimes implemented  Provide information telling people who needs to clean and when  Provide instruction and training to people who need to clean. Include information on:  the products they need to use  precautions they need to follow  the areas they need to clean  Identify how you are going to replenish cleaning products | FHRM  HHK  CSM  CS  DM | 4 Sep 20 |

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| Getting or spreading coronavirus by not cleaning surfaces, equipment and workstations | Staff  Occupiers  Customers Contractors  Visitors | Identify what cleaning products are needed (e.g. surface wipes, detergents and water etc.) and where they should be used, e.g. water and detergent on work surfaces etc.  Keep surfaces clear to make it easier to clean and reduce the likelihood of contaminating objects  Provide more bins and empty them more often  Provide areas for people to store personal belongings and keep personal items out of work areas  clean things like reusable boxes regularly  Put in place arrangements to clean if [someone develops symptoms of coronavirus in work](https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings) | Email all staff and occupiers  to highlight need for cleanliness of their own workspaces and equipment | FHRM  HHK  CSM  CS  DM | 4 Sep 20 |

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| Mental health and wellbeing affected through isolation or anxiety about coronavirus | Staff | Follow HSE and University HR guidance on stress and mental health  Have regular keep in touch meetings/calls with people working at home to talk about any work issues  Talk openly with workers about the possibility that they may be affected and tell them what to do to raise concerns or who to go to so they can talk things through  Involve workers in completing risk assessments so they can help identify potential problems and identify solutions  Keep workers updated on what is happening so they feel involved and reassured  Discuss the issue of fatigue with employees and make sure they take regular breaks, are encouraged to take leave, set working hours to ensure they are not working long hours | [Further advice and support](https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19)  Share information and advice with workers about mental health and wellbeing  Consider an occupational health referral if personal stress and anxiety issues are identified  Encourage workers to use Employee Assistance Programme to talk through supportive strategies | FHRM |  |

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| Contracting or spreading the virus by not social distancing | Staff  Occupiers  Customers Contractors  Visitors | Follow HSE guidance on social distancing.  Identify places where, under normal circumstances, workers would not be able to maintain social distancing rules   * Identify how you can keep people apart in line with social distancing rules in the first instance. This may include:   + using marker tape on the floor   + one-way systems   + holding meetings virtually rather than face- to-face   + staggering start/end times   + limiting the number of people on site at one time   + having allocated time slots for customers   + rearrange work areas and tasks to allow people to meet social distancing rules   + using empty spaces in the building for   additional rest break areas where safe to do so   * + implementing ‘drop zones’ for passing materials between people   + providing more parking areas or controlling parking spaces   + providing facilities to help people walk or cycle to work, e.g. bike racks | Put in place arrangements to monitor and supervise to make sure social distancing rules are followed  Provide information, instruction and training to people to understand what they need to do  Provide signage and ways to communicate to non-employees what they need to do to maintain social distancing | FHRM  HHK  CSM  CS  DM | 4 Sep 20 |

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| Contracting or spreading the virus by not social distancing | Staff  Occupiers  Customers Contractors  Visitors | Identify where it is not possible to meet social distancing rules and identify other physical measures to separate people. This can include:  physical screens and splash barriers  place markers on the floor (e.g. points of sale) to indicate where people should stand and the direction they should face  reducing the numbers of people using lifts  If it is not possible to meet social distancing rules and physical measures cannot be used, then put in place other measures to protect people. This can include:  enhanced cleaning regimes  increase in hand washing  limiting the amount of time people spend on the task  placing workers back-to-back or side-by- side rather than face-to-face when working  ‘cohorting’ work teams so they consistently work together  improving ventilation  Display signs to remind people to socially distance  (Please note – [personal protective equipment](https://www.hse.gov.uk/coronavirus/ppe-face-masks/index.htm) is needed in a limited number of workplaces to protect from the risk of coronavirus) |  | FHRM  HHK  CSM  CS  DM | 4 Sep 20 |

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| Musculoskeletal disorders as a result of using DSE at home for a long period of time | Staff | Follow HSE guidance on display screen equipment in our [Protect homeworkers page](https://www.hse.gov.uk/toolbox/workers/home.htm)  There is no increased risk for people working at home temporarily but if this arrangement becomes long term the risks should be assessed  For all people working at home using display screen equipment (DSE) put in place information and training on how to protect themselves, e.g. take regular breaks, stretching exercises, set the equipment up properly  For people working at home longer term complete a DSE assessment with them and identify what equipment is needed to allow them to work safely at home | Further information on how to set up a workstation for short duration home working and also what to do for long term home working can be found on HSE’s [Protect homeworkers page](https://www.hse.gov.uk/toolbox/workers/home.htm) |  |  |

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| Poor workplace [ventilation](https://www.cibse.org/coronavirus-covid-19/emerging-from-lockdown) leading to risks of coronavirus spreading | Staff  Occupiers  Customers Contractors  Visitors | Follow HSE guidance on [heating ventilation and air](https://www.cibse.org/coronavirus-covid-19/coronavirus%2C-sars-cov-2%2C-covid-19-and-hvac-systems) [conditioning (HVAC)](https://www.cibse.org/coronavirus-covid-19/coronavirus%2C-sars-cov-2%2C-covid-19-and-hvac-systems)  Identify if you need additional ventilation to increase air flow in all or parts of your workplace  Fresh air is the preferred way of ventilating the workplace so opening windows and doors (that are not fire doors) can help  If you need additional ventilation provide it, e.g. mechanical ventilation, desk fans, air movers etc.  Switch [heating ventilation and air conditioning (HVAC)](https://www.cibse.org/coronavirus-covid-19/coronavirus%2C-sars-cov-2%2C-covid-19-and-hvac-systems) systems to drawing in fresh air where they can be, rather than recirculating air | maintain air circulation systems in line with manufacturers’ recommendations | FHRM | 4 Sep 20 |
| Increased risk of infection and complications for vulnerable workers | Staff | Identify who in your work force fall into one of the following categories:   * + [Clinically extremely vulnerable](https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19)   + People self-isolating   + People with symptoms of coronavirus | Put systems in place so people know when to notify you that they fall into one of these categories, e.g. they start chemotherapy or are pregnant | FHRM  HHK  CSM  CS  DM | 4 Sep 20 |

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| Increased risk of infection and complications for vulnerable workers | Staff | Discuss with employees what their personal risks are and identify what you need to do in each case  Identify how and where someone in one of these categories will work in line with current government guidance  If they are coming into work identify how you will protect them through social distancing and hygiene procedures |  | FHRM  HHK  CSM  CS  DM | 4 Sep 20 |
| Exposure to workplace hazards because it isn’t possible to get normal [personal](https://www.hse.gov.uk/coronavirus/ppe-face-masks/non-healthcare/index.htm) [protective](https://www.hse.gov.uk/coronavirus/ppe-face-masks/non-healthcare/index.htm) [equipment](https://www.hse.gov.uk/coronavirus/ppe-face-masks/non-healthcare/index.htm) [(PPE)](https://www.hse.gov.uk/coronavirus/ppe-face-masks/non-healthcare/index.htm) | Staff | Follow HSE guidance on [PPE during the outbreak](https://www.hse.gov.uk/coronavirus/ppe-face-masks/index.htm)  There are a very limited number of settings where PPE is needed for protection from coronavirus, e.g. healthcare. This line only considers PPE for workplaces that do not need it for protection from coronavirus  Identify tasks where exposures to hazardous workplace substances may happen and put in place measures to protect people – PPE should not be the first choice; it should be the last.  Substitution or engineering controls should be put in place in the first instance | Put systems in place to keep PPE supplies under review so we can take action if necessary before we run out | FHRM  HHK  CSM  CS  DM | 4 Sep 20 |

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| Exposure to workplace hazards because it isn’t possible to get normal [personal](https://www.hse.gov.uk/coronavirus/ppe-face-masks/non-healthcare/index.htm) [protective](https://www.hse.gov.uk/coronavirus/ppe-face-masks/non-healthcare/index.htm) [equipment](https://www.hse.gov.uk/coronavirus/ppe-face-masks/non-healthcare/index.htm) [(PPE)](https://www.hse.gov.uk/coronavirus/ppe-face-masks/non-healthcare/index.htm) | Staff | Identify which tasks you need PPE for and specify the right protection factor needed for those tasks  Provide the right protection factor for each task rather than the highest protection factor respiratory protective equipment (RPE) for all tasks  Where supplies are difficult to obtain follow the [HSE guidelines](https://www.hse.gov.uk/coronavirus/ppe-face-masks/non-healthcare/supply-issues-and-working-safely.htm) and put in place controls suitable to your workplace  (Please note – [face coverings](https://www.hse.gov.uk/coronavirus/ppe-face-masks/face-coverings-and-face-masks.htm) are not PPE and are not required to be worn in the workplace. Where people choose to wear them, you should support them) |  | FHRM  HHK  CSM  CS  DM | 4 Sep 20 |
| Returning staff and occupiers not fully aware of risk assessment, new control measures or personal responsibilities in measures to reduce risk of coronavirus infection | Staff  Occupiers | Risk assessment and details of Covid-19 measures to be issued to all staff and occupiers on their return to work – informing them of requirement to adhere to these policies. | Formal re-induction process for all returning staff and occupiers | FHRM | 4 Sep 20 |

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| Management Centre does not follow current Government guidelines in relation to Covid-19 | Staff  Occupiers  Customers Contractors  Visitors | Implement weekly review of Welsh Government Guidance – checklist at following link:  [https://gov.wales/sites/default/files/publications/2020- 07/checklist-tourism-hospitality-businesses.pdf](https://gov.wales/sites/default/files/publications/2020-%20%20%20%20%20%20%20%20%2007/checklist-tourism-hospitality-businesses.pdf) |  | FHRM | Weekly |