

The Management Centre Covid-19 Risk Assessment

Location:	<p>The Management Centre</p> <p>Key planning guidance / advice:</p> <ul style="list-style-type: none"> ☒ Social distancing guidance Wales: ☒ https://businesswales.gov.wales/coronavirus-advice/sites/covid/files/documents/WG42639%20COVID-19%20Social%20Distancing%20E_WG.pdf ☒ HSE's guidance on being COVID-secure. ☒ HSE's coronavirus website ☒ Guidance for tourism and hospitality: ☒ Guidance for tourism and hospitality businesses ☒ NHS Test and Trace in the workplace: ☒ https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/guidance-accordion/test-trace-protect-coronavirus/ <p>The Management Centre adheres to Bangor University Covid-19 Advice and Risk Assessments and this document should be read in conjunction with:</p> <p>https://www.bangor.ac.uk/hss/covid19.php.en</p>	Activity (Summary):	<p>This Risk Assessment details the significant hazards identified in preventing the Spread of Covid-19 Coronavirus and replaces all previous versions. It reflects the controls and arrangements in place for managing, preventing, and mitigating the risks associated with the transmission of Covid-19.</p> <p>Whom might be harmed: All building users, including Staff, Visitors to the Management Centre, Customers, Contractors, Students, Building Occupiers and Vulnerable Groups (as identified by the Welsh Government)</p> <p>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 <i>Management Centre H&S Policy</i>, prepared in accordance with legislative and University requirements.</p> <p>Symptoms of Covid-19:</p> <ul style="list-style-type: none"> • 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:	<p>9 June 2021</p> <p>Version Number: 12.2</p> <p>NOTE: This RA will be monitored and amended, as necessary. All amended versions will be brought to the attention of relevant staff</p>	Assessor(s):	<p>Ron Stewart (Facilities and HR Manager, Management Centre)</p> <p>abs60f@bangor.ac.uk</p>
Actions to be reviewed by	<p>Facilities and HR Manager (FHRM), Head Housekeeper (HHK), Housekeeping Supervisor (HKS), Coffee Shop Manager (CSM), Events Manager (EM), Duty Manager (DM)</p>	Next RA Review date	<p>1 July 2021</p>
<p>NOTE: Arrangements must be in place to communicate new and/or revised Risk Assessments to relevant persons and remove older version from use.</p>			

Hazards	Who might be harmed	Existing Controls	Further actions required	By Whom	By When
<p>Building Preparedness: Statutory and essential maintenance</p>	<p>Those involved in activity, including Security, Maintenance staff and Contractors.</p>	<ul style="list-style-type: none"> • Campus Services have maintained all building services throughout the pandemic with statutory requirements fulfilled as needed e.g. statutory examinations of lifts. • Additionally, infrastructure, statutory and serviceability, has been confirmed prior to re-opening (including fire alarms, Water, BMS, CCTV, heating, ventilation, and other building safety systems). • Weekly onsite checks and tests carried out by Facilities and HR Manager with issues reported to Campus Services to resolve. • Statutory Notice displayed at the building entrance. 	<ul style="list-style-type: none"> • Continue weekly checks. 	<p>FHRM</p>	<p>Weekly</p>
<p>Hand Hygiene: Contracting or spreading Covid-19 by not maintaining good hand hygiene and touching face or other surfaces which then become contaminated</p>	<p>All building users, including: Staff, Occupiers, Customers, Contractors, Visitors, Students</p>	<ul style="list-style-type: none"> • University and HSE guidance on cleaning, hygiene & handwashing followed. • Adequate number of hand wash (soap, water, hand drying) facilities provided throughout the Management Centre. • Suitable anti-viral / anti-bacterial soap provided in welfare areas. • Hand driers electrically isolated and paper towels provided to dry hands in all toilets. • Paper towel dispensers and bins provided in all toilets. • Posters displayed on how to wash hands properly in all toilets. • Sign posted, hand sanitiser stations provided at the building entrances and throughout the building, including at high traffic / critical points (e.g. Coffee Shop, restaurant, link corridor). • All persons visiting the Management Centre to sanitise their hands on entry / exit into buildings. Signs displayed to remind of this. • Signs in place to remind people to wash and / or sanitise hands. • Welfare/washing facilities provided for visiting drivers. 	<ul style="list-style-type: none"> • Put in place monitoring and supervision to ensure controls followed. • Regularly remind staff about good hand hygiene and the facilities (hand washing and hand sanitizing) provided to do this. • Identify if and where additional hand washing facilities / sanitisers may be needed. • Maintain hand washing / sanitising facilities. • Remind staff to check their skin for dryness and cracking and to report to their Line Manager of problems. 	<p>FHRM HHK HKS DM CSM</p>	<p>Ongoing</p>

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<p>Cleaning Provision: Getting or spreading Covid-19 by not cleaning surfaces etc enabling Covid-19 to spread through contact</p>	<p>All building users, including: Staff, Occupiers, Customers, Contractors, Visitors, Students</p>	<ul style="list-style-type: none"> • Twice daily cleaning (minimum) by Management Centre Housekeeping: <ul style="list-style-type: none"> ○ Touch points along circulation routes and periodic floor cleaning; including corridor doors, lobbies, staircases. ○ Cleaning all risk ‘touch’ surfaces within toilets, lifts and furniture in public areas. • Suitable cleaning products provided (e.g., surface wipes, disinfectant) and where and how they should be used identified, e.g., water and detergent on work surfaces, kill times etc • Communal cleaning materials for Building Users provided, including ‘spray’ disinfectant. • General, Recycling and Food waste bins emptied as required by the Housekeeping. • Staff encouraged to clean touch points in other areas. • Surfaces, such as desks, kitchen sides and tables in communal areas kept clear to facilitate cleaning. • Areas that need cleaning and level and frequency of this identified e.g., Restaurant, coffee shop, rest areas, welfare facilities, bedrooms. • Photocopiers are provided with suitable cleaning wipes and cleaning information posters placed to advise on good practice. • Relevant staff will be briefed in cleaning protocols. • Arrangements in place to clean if someone develops symptoms of coronavirus in work 	<ul style="list-style-type: none"> • Arrange additional specific cleaning if needed for an event. • Put in place monitoring and supervision to make sure people are following controls, i.e., are implementing the cleaning regimes. • Remind staff of what needs to be cleaned, when, how and who will do this. • Provide instruction and training to people who need to clean. Include information on: <ul style="list-style-type: none"> ○ Products they need to use and how. ○ PPE to be worn. ○ Precautions to follow. ○ The areas they need to clean and frequency. ○ How to replenish cleaning products and PPE. 	<p>FHRM HHK HKS CSM DM</p>	<p>Ongoing</p>

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Contact Surfaces / Touch Points: Transmission of virus through contact with contaminated surfaces and subsequent transference	All building users, including: Staff, Occupiers, Customers, Contractors, Visitors, Students	<ul style="list-style-type: none"> • See Hand Hygiene and Cleaning above. • Personal staff lockers provided to keep personal items in so that they are not left in the open. • Signs up to remind people to wash and sanitise hands and not touch their face. • Cleaning regimes in place to ensure communal areas are kept clean. • Numbers of people reduced on site and which will reduce the potential spread of any contamination through touched surfaces. • Shared work equipment avoided where possible. Equipment allocated on personal issue or cleaning regimes put in place to clean between each user. • Contact points reduced where possible, e.g., by leaving open doors that are not fire doors, providing contactless payment, using electronic documents rather than paperwork. 	<ul style="list-style-type: none"> • Remind staff of requirements 	FHRM	Ongoing

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<p>Social Distancing: High traffic areas and / or pinch points where social distancing may be difficult to achieve</p>	<p>All building users, including: Staff, Occupiers, Customers, Contractors, Visitors, Students</p>	<ul style="list-style-type: none"> • High traffic areas / pinch points identified: <ul style="list-style-type: none"> ○ Hugh Owen Hall, Restaurant, Coffee Shop, corridors, stairs, Rest Rooms, Toilets, entry / exit points to facilities, lifts, changing rooms, welfare areas, meeting rooms, smoking areas, tea points, kitchens. • Signage displayed to warn building users: <ul style="list-style-type: none"> ○ To check if their route ahead is clear, one-way systems in place where possible, capacity limits, where to stand if queueing to ensure social distancing ○ Perspex screens erected at front of house areas e.g. Reception, Coffee Shop counter ○ Temperature checks taken of all staff, visitors and occupiers entering the Management Centre • Controls in place to limit the number of people in the building/rooms to ensure 2m social distancing e.g. staggered start / finish times and breaks, maximum occupancy numbers for meeting and lecture rooms. • Locks affixed to the outer door of communal toilets to restrict area to single person use and toilet cubicles removed from use in larger facilities if required to support social distancing. • Floor markers / where to sit displayed in some areas so it is clear where chairs should be positioned and / or persons should stand. • Facilities re-organised (e.g. excess furniture removed) in communal and work areas to support social distancing. • Empty spaces in building used for additional rest break areas. • Use of online meeting facilities, even for people in the same building, to reduce the number of people moving around. • One-way systems in place on stairs and corridors to separate users. • Lifts restricted to one person at a time unless users are in the same 'bubble'. • Facilities are provided to help people walk or cycle to work to avoid public transport or the need to car share, e.g., bike racks. 	<ul style="list-style-type: none"> • 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. • Ensure 'breaches' reported as Near-miss Reporting may help identify where controls cannot be followed etc so action can be taken. 	<p>FHRM HHK HKS DM CSM</p>	<p>Ongoing</p>

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Ventilation: Airborne transmission	All building users, including: Staff, Occupiers, Customers, Contractors, Visitors, Students	<ul style="list-style-type: none"> • Campus Services maintain systems following industry and best practice guidance, with specific consideration given to minimizing airborne transmission of Covid-19. • Non-fire doors left open to reduce the amount of contact with doors and potentially improve workplace ventilation. • Windows opened to promote good ventilation • Campus Services have assessed heating ventilation and air conditioning (HVAC) systems with adjustments made as required e.g. switched to fresh air rather than recirculating. • Coffee shop air con ventilation system has been switched off. • Face coverings must be worn in the building; signs are displayed reminding of this. 	<ul style="list-style-type: none"> • Liaising with PACS, maintain air circulation systems in line with manufacturers' recommendations. • Provide additional ventilation if required (e.g., mechanical ventilations, desk fans, air movers etc.). • Regularly check window fixtures and fittings to ensure in good order and that windows can be left open and secured safely. 	FHRM	Ongoing
Personal Protective Equipment: Exposure to workplace hazards because it isn't possible to get PPE	Staff	<ul style="list-style-type: none"> • Systems have been put in place to ensure suitable and sufficient PPE is provided for day to day tasks and additional PPE that is required in response to Covid-19. • Face coverings provided to staff. • Personal issue face shields have been provided to staff undertaking front line duties. • Staff can request disposable gloves and aprons etc if required (outside of those normally needed for an activity). • Staff have been briefed in PPE requirements including how to use it, cleaning and how to obtain replacements. 	<ul style="list-style-type: none"> • Establish systems to keep PPE supplies under review so action is taken if necessary. 	FHRM HHK HKS CSM DM	Ongoing
Staff - Living / Travelling Together: Transmission of virus to multiple members of staff who, due to personal situation will not be socially distanced.	All building users, including: Staff, Occupiers, Customers, Contractors, Visitors, Students	<ul style="list-style-type: none"> • Groups of workers who live together have been identified and grouped into a work cohort where possible. • Identified groups of workers who travel to work together and grouped them into a work cohort where possible. 	<ul style="list-style-type: none"> • Discuss with workers who live and/or travel to work together to agree how to prevent the risks of spreading coronavirus. • Review rosters with Supervisors – ensuring same teams work together where possible. 	FHRM HHK HKS CSM DM	Ongoing

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Mental Health and Wellbeing: Affected through isolation or anxiety about coronavirus.	Staff	<ul style="list-style-type: none"> HSE and University HR guidance on stress and mental health followed. Regular keep in touch meetings/calls/email correspondence take place with staff working at home to discuss work issues. Managers / Supervisors openly discuss with staff the possibility they may be affected and ensure staff know how to raise concerns or who to go to so they can talk things through. Staff involved in completing risk assessments so they can help identify potential problems and identify solutions. Staff updated on what is happening, so they feel involved and reassured. Fatigue discussed with staff to make sure they take regular breaks, are encouraged to take leave, set working hours to ensure they are not working long hours. 	<ul style="list-style-type: none"> https://phw.nhs.wales/services-and-teams/healthy-working-wales/covid-19-information-and-advice-to-support-employers-and-employees/mental-health-in-the-workplace/ 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 the University Employee Assistance Programme to talk through supportive strategies. 	FHRM	Ongoing
Homeworking: Anxiety, isolation, loneliness	Staff	<ul style="list-style-type: none"> See Mental Health and Wellbeing above. University HR Home Working Policy available for staff on website. Guidance on setting up home workstation is available and has been provided to all staff via email. Guidance for staff and managers on support and communication is available. Staff reminded of HSE and University guidance links contained within this risk assessment and asked to familiarise themselves with the content. 	<ul style="list-style-type: none"> Regularly provide staff with updates and links to University website. https://my.bangor.ac.uk/governance-and-compliance/documents/coronavirus/Home%20Working%20Update.pdf 	FHRM	Ongoing

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<p>Display Screen Equipment (DSE): Musculoskeletal disorders because of using DSE at home for a long period of time.</p>	Staff	<ul style="list-style-type: none"> Information on how to set up a workstation for short duration home working and what to do for long term home working can be found on the University's Website. For all people working at home using display screen equipment (DSE) information and training on how to protect themselves, e.g., take regular breaks, stretching exercises, set the equipment up properly etc., has been provided. Staff have been allowed to take items to support their use of DSE at home e.g. screen, separate keyboard. 	<ul style="list-style-type: none"> Periodically provide staff with information and links to DSE information. 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. 	FHRM	Ongoing
<p>People at Particular Risk: Extremely vulnerable, those shielding, those at- and those with at-risk persons at home.</p>	At risk groups and individuals	<p>On the 12th March 2021 the Welsh Government's advice regarding shielding changed, advising that from 1st April those previously shielding no longer need to so.</p> <p>Clinically Extremely vulnerable people should where possible continue to work from home. If this is not possible the Management Centre will review their work and environment to ensure all measures as advised by the Welsh Government can be achieved on-site. The Line Manager and staff member should undertake the Risk Assessment for staff 'at risk' of Covid-19 prior to return to campus and then refer to Occupational Health.</p> <p>Clinically vulnerable people, at moderate risk from Covid-19 can, if they wish, complete the Risk Assessment for 'at risk' staff with their Line Manager before returning to site.</p> <p>Staff who fall into these categories can make themselves known, in confidence to their Line Manager or Supervisor, respectively.</p> <p>The return to work authorisation process will confirm there are no health limitations due to Covid-19 risk, before permitting return to campus.</p> <p>These same principles will apply for staff or students living with a person, or persons who are at higher risk from COVID-19, and a full risk assessment carried out.</p> <p>All actions and decisions reached should make sure equality and accessibility issues are also considered.</p>	<ul style="list-style-type: none"> Put systems in place so people know when to notify that they fall into a higher risk category, e.g., they start chemotherapy or are pregnant. Discuss with staff what their personal risks are and identify what can be done in each case. Identify how and where someone in one of these categories will work in line with current government guidance. If staff coming into work identify how to protect them through social distancing and hygiene procedures Any concerns must be reported as soon as possible. 	FHRM	Ongoing

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<p>New-Variants Covid- 19 (increased infection risk): January 2021 increased risk of infection and complications for vulnerable workers.</p>	<p>All building users, including: Staff, Occupiers, Customers, Contractors, Visitors, Students</p>	<p>New variants with a far higher transmission rate, necessitates a review of existing controls and behaviour, to reduce transmission risks in the workplace and across the wider community.</p> <p>There is no specific advice (currently) on whether the new variant requires greater operational controls – over and above the current controls (2m distance, cleaning, ventilation etc.). However, the risk from the new variant emphasises the importance of adhering to best practice and implementing the controls specified, which are there to reduce risk.</p> <p>Continue to reduce the density of people working and reducing interactions – further promoting working from home and use of the furlough scheme.</p> <p>Follow all University guidance.</p>	<ul style="list-style-type: none"> Develop a revised protocol on face coverings for activity undertaken within 2m social distancing. Review all risk assessments considering the new variants and planned amendments to the Health Protection (Wales) Regulations. 	<p>FHRM FHRM HHK HKS CSM DM</p>	<p>Ongoing</p>
<p>Covid-19 Testing</p>	<p>All building users, including: Staff, Occupiers, Customers, Contractors, Visitors, Students</p>	<ul style="list-style-type: none"> Staff can use the local testing unit in the Bangor Area, 03000 851480. For those staff who cannot access this service, a testing kit can be ordered by calling 119. (Further information is on the University Covid-19 FAQ page). In addition, staff and students have access to the University’s on-site Asymptomatic Test Facility in PJ Hall. Staff are requested to report a positive Covid-19 test result via the Bangor University on-line Covid-19 portal Staff and students are requested to support the Test, Trace and Protect strategy and to self-isolate when advised. 	<ul style="list-style-type: none"> Establish if staff should undertake regular Asymptomatic Testing. Advise staff as necessary. 	<p>FHRM FHRM HHK HKS CSM DM</p>	<p>Ongoing</p>

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<p>Notification of Covid-19 Positive Cases</p>	<p>All building users, including: Staff, Occupiers, Customers, Contractors, Visitors, Students</p>	<ul style="list-style-type: none"> • Staff are requested to report a positive Covid-19 test result via the Bangor University on-line Covid-19 portal • The University may also receive direct reports from the applicable Tracing Team (e.g., Gwynedd Council). • The reporting portal is part of the check-in app and enables the University to immediately commence support and mitigation arrangements. • Any reports received directly by a Manager should be directed to the Facilities and HR Manager immediately for forwarding to Governance & Compliance. • Staff should always be directed to the on-line portal if they make a direct notification. The portal also advises the staff member to contact their manager immediately. <ul style="list-style-type: none"> • Positive Test: • Where a member of staff tests positive for Covid-19 they are advised to self-isolate, along with their household. • University will withdraw SALTO card access. • Manager will be contacted to identify if any non-recorded close contacts have occurred and the risk category of those events/instances. • Colleagues within the Management Centre will also be advised that a colleague has tested positive for Covid-19. 	<p>Procedural Notes:</p> <ul style="list-style-type: none"> • The person testing positive is informed through the testing service to self-isolate for 10-days since onset of symptoms. • Gwynedd/Mon Tracing will directly contact all those close contacts who also will be required to self-isolate. <p>Outbreak and Contingency Planning & Criteria for stopping face to face activity:</p> <ul style="list-style-type: none"> • The University Emergency Planning Group oversees and produces the 'Covid-19 Outbreak Contingency Plan' which considers and reacts to multiple cases at the University. The Management Centre Facilities and HR Manager will liaise with this group as required and in case of emergency. 	<p>FHRM FHRM HHK HKS CSM DM</p>	<p>Ongoing</p>
<p>Covid-19 Serious and imminent danger or concern: Immediate action and reporting</p>	<p>All building users, including: Staff, Occupiers, Customers, Contractors, Visitors, Students</p>	<ul style="list-style-type: none"> • Each member of staff has the right to withdraw themselves from situations which pose a serious and imminent danger to themselves. • The Management Centre's Covid-19 controls and arrangements seek to ensure that if a situation should occur and a concern did arise staff should raise this with their Line Manager immediately. 	<ul style="list-style-type: none"> • Report all incidents as per University reporting procedures. 	<p>FHRM</p>	<p>Ongoing</p>

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Returning staff and occupiers not aware of Covid-19 RA, control measures or personal responsibilities in reducing risk of infection	All building users, including: Staff, Occupiers, Customers, Contractors, Visitors, Students	<ul style="list-style-type: none"> • Risk assessment and details of Covid-19 measures have been issued to all staff and occupiers – informing them of requirement to adhere to these policies when on site. • Attention has been drawn to the University and HSE guidance links contained within this Risk Assessment and staff asked to familiarise themselves with the content. 	<ul style="list-style-type: none"> • Formal re-induction process for all returning staff and occupiers. 	FHRM	Ongoing
Issues arising if the Management Centre does not follow current Covid-19 Government guidelines or front of house staff not aware of procedures to be followed in case of Covid-19 outbreak.	All building users, including: Staff, Occupiers, Customers, Contractors, Visitors, Students	<ul style="list-style-type: none"> • Regular contact made with Local Authority re: requirements. • Weekly review of Welsh Government, Visit Wales and Bangor University Guidance. • https://www.bangor.ac.uk/hss/covid19.php.en • Managers and Front of House staff issued with Covid-19 Management Plan. 	<ul style="list-style-type: none"> • Monitor relevant sources of information, including the University's and act accordingly. 	FHRM	Weekly

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<p>Conferences, Meetings and Events at the Management Centre: Transmission of virus through lack of adequate room preparation and visitor controls</p>	<p>Delegates attending Conferences, Meetings and Events at the Management Centre</p>	<ul style="list-style-type: none"> • On arrival delegates report to Reception, complete Track and Trace records and have temperatures checked. • Face coverings to be worn by delegates at all times unless exempt. • Delegates have a responsibility to keep themselves and others safe whilst at the Venue. • Management Centre Covid-19 Risk Assessment provided to organisers prior to event. • A Covid-19 safety brief provided to delegates on arrival. • Delegates shown to their allocated space and advised to remain there for the duration of their visit. • Rooms hygienically prepared in accordance with Covid-19 regulations. • Room set up and equipment prepared in accordance with Covid-19 regulations (e.g. required social distancing). • Catered services – must be pre-ordered with Events Team prior to arrival. • A closed isolation area designated for delegates should they start to feel unwell during their visit. • All delegates must sign out at Reception on completion of their visit. 	<ul style="list-style-type: none"> • Identify a closed isolation area as required. • Event specific Risk Assessment prepared as required (e.g. weddings) 	<p>FHRM</p>	<p>Ongoing</p>