

<p>Location:</p>	<p>The Management Centre: Hugh Owen, Dyfrdwy, Alun, Mon, Eryri</p>	<p>Activity (Summary):</p>	<p>This risk assessment details the significant hazards identified following a review of Management Centre activities.</p> <p>For ease of use, the Risk Assessment is split into the following areas:</p> <ol style="list-style-type: none"> 1. Staff Competence 2. Building Related 3. General Use of the Centre <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> and <i>Emergency Procedures</i>, prepared in accordance with legislative and University requirements.</p> <p>This Risk Assessment also includes the controls and arrangements in place to protect general public health when in the workplace.</p> <p>NOTE: A separate Risk Assessment is in place for catering activities.</p>
<p>Assessment:</p>	<p>May 2022</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>	<p>Assessor(s):</p>	<p>Ron Stewart (Facilities and HR Manager) / Suzanne Barnes (Health and Safety (HSS))</p>

KEY:

FHRM = Facilities and HR Manager

CM = Catering Manager

DM = Duty Manager

EM = Events Manager

HH = Head Housekeeper

FA = Finance Administrator

All Building Users = Includes Staff, Occupiers, Customers, Contractors, Visitors, Students

1: STAFF COMPETENCE

What are the significant hazards?	Who might be harmed?	What are you already doing to prevent harm?
<p>Competence – injuries, ill health, property damage as a result of staff not having the skills, experience, training for their role</p>	<p>All building users</p>	<ul style="list-style-type: none"> • Staff receive a Management Centre H&S Induction and Staff H&S Handbook which covers the content of this Risk Assessment and general health and safety information when working at the Management Centre • An additional Induction, Handbook and other training (e.g. COSHH, Barista, Food Hygiene, Food Allergens) is then provided specific to their area e.g. Catering, Housekeeping • Suitable supervision provided as needed for the person's role / capability • Staff and students informed during Induction process about Emergency Arrangements and the Accident and Incident Reporting Procedure

2: BUILDING RELATED

What are the significant hazards?	Who might be harmed?	What are you already doing to prevent harm?
<p>Infrastructure – injuries, ill health, property damage as a result of poorly maintained facilities or facilities being unsuitable</p>	<p>All building users</p>	<ul style="list-style-type: none"> • Only Venue staff may book facilities to ensure the venue is suitable for the activity and numbers involved • Internal and external facilities are well maintained • Trained staff clean internal areas / spills immediately using suitable methods e.g. displaying warning signs, leaving floors dry with no residues • Staff check facilities continually, resolving faults and / or removing facilities from use as necessary • Documented Inspection Schedule in place
<p>Access / Car Parking – injuries, property & other vehicle damage due to contact between vehicles or a vehicle hitting a person</p>	<p>All building users</p>	<ul style="list-style-type: none"> • Pedestrian walkway marked to JP car park • Car park areas well lit • Deliveries / car parks supervised by Centre staff if required • Car park patrolled during busy periods / events. Security assist if needed • Surfaces, markings maintained by Campus Services • External areas included in Inspections with actions raised as necessary
<p>Asbestos – accidental exposure to asbestos fibres leading to long term health affects</p>	<p>All building users</p>	<ul style="list-style-type: none"> • Full Asbestos Survey undertaken of all buildings. Campus Services arrange additional Asbestos Surveys as needed • Only authorised persons may interfere with the fabric of a building • No ready access/exposure to Asbestos

<p>Slips, trips and falls – injuries caused by tripping, slipping on poorly maintained surfaces</p>	<p>All building users</p>	<ul style="list-style-type: none"> • As <i>Infrastructure</i> above • Good lighting in all areas • Staff continually monitor to maintain good housekeeping standards eg areas kept tidy, goods stored correctly, walkways / exits kept clear • Equipment maintained to prevent leaks • Warning signs displayed if required • Equipment, cables etc placed away from walkways or covered • Door mats provided in wet weather • Campus Services grit car parks, external paths etc as required in inclement weather
<p>Electricity – injuries, property damage, fire as a result of contact with poorly maintained / unsuitable electrical equipment</p>	<p>All building users</p>	<ul style="list-style-type: none"> • Qualified electrician inspects / tests fixed electrical system every 5 years • Only authorised persons may enter the secure Substation • Qualified electrician PAT Tests portable electrical appliances each year • Reception has access to a qualified electrician 24/7 • <i>Conference:</i> Staff, visitors only allowed to use the Centres’ electrical equipment (e.g. extension leads, audio-visual equipment, electrical appliances) unless otherwise agreed with the Centre before arrival • <i>Accommodation:</i> Blocks fitted with new electrical systems and RCDs. Visitors may only use low voltage equipment e.g. hair dryers, shavers • Staff trained to spot damaged equipment, plugs, cables etc removing from service if necessary

<p>Fire / Emergency Arrangements – injuries, property damage as a result of a fire and / or due to failure of emergency arrangements</p>	<p>All building users</p>	<ul style="list-style-type: none"> • See <i>Disabled Persons</i> • Fire Risk Assessment completed • Bi-lingual fire information provided in all areas and bedrooms • All buildings have fire detection and notification systems and fire fighting equipment maintained by a competent Campus Services contractor • Staff trained in the operation of the fire alarm • Staff continually monitor to ensure fire exits / routes remain clear • Recorded, weekly fire alarm tests and 6 monthly fire drill carried out • Notification of fire bell tests provided • Refuge Points available with emergency contacts displayed • Refuge Points tested (in rotation) during weekly fire alarm checks • Reception manned 24 hours a day. Staff have immediate access to emergency services. Additional support available via Security ext. 2795 • Staff attend Fire Safety Training appropriate to their role • No Smoking signs are displayed • Plant and equipment maintained as appropriate • Relevant Building Plans / Information displayed by each Fire Panel
<p>Gas –injuries, property damage if gas items unsuitable or fail due to poor maintenance or inappropriate use</p>	<p>All building users</p>	<ul style="list-style-type: none"> • See <i>Fire</i> above and separate <i>Catering Risk Assessment</i> • Gas installations confined to the Plant Room which is checked regularly by Management Facilities Staff. • Registered Gas Contractor services / tests mains gas each year • Emergency Procedure in place in the event of a gas leak • Gas Landlord Certificate displayed on site
<p>Lifts - distress / panic if people get trapped in lifts or they try to use the lift during an alarm when the lift does not operate</p>	<p>All building users</p>	<ul style="list-style-type: none"> • See <i>Disabled Person</i> below • Lift maintained by Campus Services appointed competent contractor • The University Insurance Officer arranges for statutory examinations in accordance with LOLER requirements • Emergency communication button in lift with direct link to Security • Reception is manned 24 hours a day • If a lift breaks down Reception call Contractor direct and Security • Security have an Evac Chair to remove people who cannot leave a building via the stairs • Some Centre staff also trained in use of the Evac Chair

Welfare -Heating, Ventilation, Water – ill health arising from unsuitable temperatures, poor air or water quality	All building users	<ul style="list-style-type: none"> • Heating, ventilation and water systems maintained in accordance with legislative requirements and relevant British Standards, ACOPs by an Campus Services appointed contractor • Ventilation systems assessed and improvements made if required during pandemic. • Drinking water available in fixed locations • Doors / windows can be opened in most areas • Adjustable heating in most areas
---	--------------------	---

3: GENERAL USE OF THE CENTRE (excludes Catering activities)

What are the significant hazards?	Who might be harmed?	What are you already doing to prevent harm?
Alcohol / Substance Misuse – stress / physical injuries from contact with intoxicated persons	All building users	<ul style="list-style-type: none"> • See Security below • Staff and students instructed at Induction to not attend work / study if under the influence • University mechanisms in place to support staff and students who have declared a ‘dependency’ e.g. Care First, Student Services • Licence Holders on site when alcohol is served • Staff do not sell alcohol to intoxicated/underage/barred customers • Regular glass collection ‘glass policy’ implemented as required • In the event of an incident Reception contact University Security or the Police direct dependent on the nature of the event
Chemicals / Hazardous Substances – chemical burns, dermatitis from contact with / use of chemicals	Staff	<ul style="list-style-type: none"> • Cleaning products sourced from an approved University supplier • Information for new Housekeeping staff provided on safe use of chemicals via Housekeeping Staff Handbook and H&S Induction • CM/ HH holds COSHH Records & Safety Data Sheets with information also displayed in the Housekeepers cupboard • Cleaning chemicals stored in original containers in the Housekeepers cupboard. Containers holding decanted chemicals are clearly marked • Chemicals never left unattended and stored securely if not in use • Suitable PPE – eye protection and gloves in a range of sizes for use when handling chemicals are freely available • Colour coded system used for cleaning equipment to ensure ‘clean’ areas e.g. kitchens, bar areas cleaned with different equipment to ‘dirty’ areas e.g. toilets • 6-monthly product review by HH to confirm still suitable
Contractors – injuries as a result of poorly managed contractor activities	All building users	<ul style="list-style-type: none"> • Maintenance contractors checked and sourced via Campus Services. • The FHRM will only directly appoint contractors (details provided by the Campus Services) to carry out minor work e.g. paint repairs, window cleaning All Contractors must report to Reception before work and provide relevant documents e.g. RAMS

<p>Disabled Persons – distress as a result of facilities being inaccessible or unavailable e.g. lifts</p>	<p>All building users</p>	<ul style="list-style-type: none"> • Accessible parking available directly in front of the building • Accessible facilities, including two accessible bedrooms available • Refuge Points in all buildings with emergency contacts displayed • Access information available on the Website and provided by Reception to guests as required. PEEP information displayed in accessible bedrooms • Personal Emergency Evacuation Plans (PEEP) available, if notified, for disabled staff and visitors • Disability Services arrange for HSS to undertake PEEPs for students • University Security have access to an evacuation chair in the event of a lift breakdown and someone not being able to leave via the stairs • Accessible toilet alarms linked to Reception • Access information reviewed and updated annually • Refuge Points and toilet alarms tested during weekly checks
<p>Display Screen Equipment – posture problems, pain, discomfort, injuries from over / improper use of DSE</p>	<p>All building users</p>	<ul style="list-style-type: none"> • All new staff complete DSE Self-Assessment as part of Induction • All staff required to undertake a DSE Self-Assessment with the process repeated every 5 years, following change to the working environment e.g. new furniture or if health concerns arise • FHRM has received DSE Assessor Training. • FHRM monitors DSE Self Assessments to ensure actions addressed • Assistance sought from HSS if problems identified • Laptop users trained how to carry out regular DSE Self-Assessment away from the office. If used at office, laptops used with docking station and separate screen and keyboard / mouse • Workstations set up to ensure good posture, avoid glare etc. Work planned to enable regular breaks or change of activity • Shared workstations assessed for all users • Provisions (where possible) are made to adjust a workstation if required e.g. back support, blinds, lights • Reception assessed for DSE/ergonomic issues • Staff reimbursed cost of eyesight test and a contribution to the cost of glasses if required for DSE work • Faults e.g. DSE, blinds, lights reported to FHRM
<p>Events – ill health, injuries as a result of poorly organised events managed by a third party</p>	<p>All building users</p>	<ul style="list-style-type: none"> • Only Venue staff may book facilities • Organiser is responsible for checking facilities are suitable • Organiser must prepare a risk assessment for their event • Organiser should inform the Centre of any guests who require assistance in the event of a building evacuation • Centre staff check facilities before large events to ensure in order • Event Risk Assessments are prepared and provided as required

<p>General Emergency – First Aid, Ill Health – injuries, ill health worsening due to a delay in treatment or not knowing what to do leading to panic</p>	<p>All building users</p>	<ul style="list-style-type: none"> • First Aid boxes at Reception, Catering, Housekeeping Canolfan Bedwyr • A sharps box is available at Reception. HSS can arrange disposal • Security Officers and Duty Managers are to be first aid trained. A number of other Centre staff are also first aid trained • List of trained staff and box locations displayed in each department • Regular contents checks are carried out on all boxes to ensure contents are fully stocked in accordance with guidelines • University Security provide first aid support if required. Ext 2795 • The FHRM receives all Accident Forms, investigating the incident and liaising with HSS as necessary
<p>Guests – lack of awareness of Centre facilities</p>		<ul style="list-style-type: none"> • Information on access and facilities on Website and Booking Forms • Notification of fire alarm tests provided at Reception and in the Health and Safety Guides in each bedroom and meeting room
<p>Health and Well-being of Staff - ill health (chronic / acute) as a result of working in an unsuitable environment</p>	<p>All building users</p>	<ul style="list-style-type: none"> • See <i>Welfare – Heating, Ventilation, Water</i> above • Welfare facilities available e.g. toilets, changing, washing, rest areas • Suitable clothing provided as needed e.g. jackets in cold areas, uniforms for Housekeeping staff, ear plugs in noisy environment • Staff asked to report ill health they feel is work related immediately • Occupational Health Practitioner advice sought as necessary
<p>Food</p>		<ul style="list-style-type: none"> • See <i>Catering Risk Assessment</i>
<p>Lone Working – distress, ill health, injuries worsening if help is not immediately available</p>	<p>Staff</p>	<ul style="list-style-type: none"> • See <i>Security</i> • Only staff who have received relevant training in how to carry out their role and who understand emergency arrangements – fire, first aid, intruder alarm, lift breakdown will be allowed to lone work • No manual work e.g. working from ladders, heavy / difficult manual handling tasks will take place when lone working • Housekeeping staff do not enter rooms unless empty • Staff provided with a radio or mobile so can raise help if needed • Staff encouraged to talk to their Supervisors or Manager, who are readily available if they have concerns e.g. unwell, safety concerns
<p>Manual Handling – injuries, ill health arising as a result of lifting, carrying and / or moving loads</p>	<p>Staff</p>	<ul style="list-style-type: none"> • Key staff attended Manual Handling Training • Trolley and trained Centre staff available to assist others • Trolleys are checked during regular building inspections • Staff encouraged to seek help and to never struggle • No heavy, difficult manual handling tasks allowed if lone working

Machinery and Equipment – injuries due to items being poorly maintained, unsuitable	All building users	<ul style="list-style-type: none"> • See <i>Catering Risk Assessment</i> and <i>Electricity</i> • Centre only uses low risk equipment e.g. computers, projectors, photocopiers, vacuum cleaners, hand tools such as drills • Staff instructed to visually check items before use with faulty items reported and removed from use • All machinery and equipment maintained, PAT Tested as required
Noise – disturbance, distress from exposure to loud, intrusive noise	All building users	<ul style="list-style-type: none"> • Staff and visitors warned in advance of potential noise disturbance • Contractors must identify noisy activities so arrangements can be put in place i.e. specific working times • Guest Pack informs overnight guests how to seek help if disturbed • Licensing Terms adhered to e.g. closing hours, music finish times
Security – stress, injuries from contact with aggressive persons, theft	All building users	<ul style="list-style-type: none"> • Reception holds a list of expected guests (events & accommodation) • Front Line staff trained how to deal with confrontation • Guests behaving inappropriately asked to leave and banned if needed • Panic button system and ‘Safe Area’ available behind Reception which is easily accessible to staff out of hours and at weekends • Cash Handling Procedures are in place. The coffee shop, restaurant and bar only cash up once facility closed • Once ‘cashed up’ all monies are transferred to the Reception safe. University Security transfer monies to the bank • Restricted access out of hours and at weekends • Canolfan Bedwyr and PhD students required to sign in and out if working out of hours and access arrangements communicated via email for special events and period of closure • Grounds and car park are well lit • All staff briefed in security / access procedures • Internal/external CCTV throughout Centre which is monitored 24/7 • Staff trained in use / monitoring of intruder alarm • CCTV, Intruder Alarm, door entry system maintained by Snowdonia Fire Protection • Facilities staff patrol the Centre during the day and two dedicated licensed Security staff present at night • Additional Security staff, Police support arranged as necessary
Smoking – effects of passive smoking	All building users	<ul style="list-style-type: none"> • No smoking allowed in or within 5m of any building, except in designated smoking areas • No Smoking signs displayed. Designated smoking areas in place

Stress – ill health due to lack of job control, bullying, excessive demands	Staff	<ul style="list-style-type: none"> • Staff instructed what their duties and responsibilities are • Staff encouraged to talk to their Supervisors or Manager, who are readily available if they have concerns e.g. unwell, safety concerns • The Centre has a ‘No Bullying’ Policy in place • Staff may contact University Harassment Advisers and free / confidential University Counselling Service if needed (Care First)
Travelling Overseas – ill health, injuries when travelling	Staff	<ul style="list-style-type: none"> • Staff required to notify the University Finance Office of travel by completing the on-line notification and risk assessment checklist • Risk Assessments prepared as required
Waste – injuries, ill health, fire risk	All building users	<ul style="list-style-type: none"> • The Centre complies with University waste management systems • University bins and refuse collection facility used
Environment – pollution, spills etc	Environment	<ul style="list-style-type: none"> • University Policies and Procedures adhered to
Working at Height – injuries as a result of a fall from height, hit by falling object	All building users	<ul style="list-style-type: none"> • Maintenance tasks usually sourced to Campus Services • Centre has one ladder with a stabiliser bar which is only used to carry out low risk, short duration tasks by specific staff <p>Work area cordoned off to protect others from falling objects</p>
Vulnerable Persons – ill health, injuries due to inexperience, lack of understanding about risks, physical or mental constraints	All building users	<ul style="list-style-type: none"> • Parents responsible for supervising their own child(ren) at all times • Centre informs event organisers their risk assessments must take into account participant age and that they are responsible for correct supervision ratios, DBS checks etc. • Specific risk assessments undertaken for vulnerable persons e.g. young persons, new and expectant mothers, staff with disabilities • Specific advice sought from HR or HSS as required

<p>Measures to protect the general public health of building users.</p>	<p>All building users</p>	<ul style="list-style-type: none"> • Adequate number of hand wash (soap, water, hand drying) facilities provided throughout the Management Centre. • 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). • Signs in place to remind people to wash and / or sanitise hands. • Arrangements in place to clean if someone shows symptoms of Covid or other illness of concern in work • Perspex screens maintained in some front house areas e.g., Reception, Coffee Shop counter. • One-way systems in place on stairs and corridors to ease movement around buildings. • Wearing of face coverings is recommended for all staff and visitors but is now personal choice. • Staff and students are requested to report a positive Covid-19 test result via the Bangor University on-line Covid-19 portal • If Covid-19 positive, staff and students are asked to self-isolate as per Welsh Government advice • Ongoing review of Welsh Government, Visit Wales and Bangor University Guidance to ensure public health concerns / actions identified and addressed. • Dynamic working practices will be aligned with those of the University. • Provision of HEPA filter air purifiers in all meeting rooms and catering outlets. • Windows opened to promote good ventilation. Mechanical ventilation systems assessed and improved in response to guidance arising from the pandemic. <p><u>Useful links:</u></p> <ul style="list-style-type: none"> • Tourism Industry Update (govdelivery.com) • https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/guidance-accordion/test-trace-protect-coronavirus/
---	---------------------------	---