

Risk Assessment

Summary

Reference: RA001765/1

Sign-off Status: Authorised

Date Created:	14/07/2020	Confidential?	No
Assessment Title:	COVID-19 Secure Workplace Risk Assessment for The Hive (Library Services).		
Assessment Outline:	To carry out a risk assessment in order to comply with government guidance and ensure Queen Mary University of London is a COVID-19 Secure workplace. Library Services has a duty to reduce workplace risk to the lowest reasonably practical level by taking preventative measures. This risk assessment covers these control measures in the context of COVID-19. The RA will be carried out in line with QMUL COVID-19 Secure guidelines. Students will be responsible for their own health and safety within QMUL COVID-19 Secure guidelines. Students must agree to Terms and Conditions when making a booking to use the service. The information provided makes it clear that students should not use the service if there is an increased risk to themselves or others due to their individual circumstances or health status.		
Area Responsible (for management of risks)	Location of Risks: All main campuses	On-Site	
Division, School, Faculty, Institute:	PROFESSIONAL SERVICE DIRECTORATES	Campus:	Mile End Campus
Department:	STUDENT AND ACADEMIC SERVICES	Building/Area:	The Hive
Group/Unit:	LIBRARY SERVICES	Sub Area:	ALL Sub Areas
Further Location Information:	The space is predominantly used by students and is access controlled with a card reader. All seats will be booked and a staff members will be on hand periodically during the day. Security will have a list of students who have made bookings and are authorised to be there each day. Applies to the area identified above: - Use of Non-PC study tables - Use of PC desks - Use of MFD (Multi-Function Device) - Use of Vending Machines Communal toilet will need to assessed by EAF.		
CountryLabel:			
Assessment Start Date:	20/07/2020	Review or End Date:	11/09/2020
Relevant Attachments:	<p>Coronavirus Risk Assessment as of 01-04-2020 updated.doc (Risk Assessment) Uploaded: 14/07/2020</p> <p>QMUL_HS_235_COVID-19 Social Distancing Guidance (1).pdf (Work/Operating Instructions) Uploaded: 14/07/2020</p> <p>QM Estates Facilities Service Delivery Plan COVID-19.pptx (Work/Operating Instructions) Uploaded: 14/07/2020</p> <p>04 Student Study Space terms and conditions 19.7.20.docx (Workplace Procedures) Uploaded: 21/07/2020</p> <p>Description of attachments:</p> <p>Coronavirus Risk Assessment QMUL Social Distancing Guidance QMUL EAF Service Delivery Plan Library Services Student Study Space Bookings - Terms and Conditions of Use (July 2020)</p> <p>Location of non-electronic documents:</p> <p>QMUL COVID-19 SECURE Guidance - http://www.hsd.qmul.ac.uk/covid-19-secure-guidance/ The building level assurance tracker is updated weekly with the following link: http://qm-web.estates.qmul.ac.uk/media/estates-and-facilities-intranet/directorate-support/Covid-19-Building-Level-Assurance.pdf</p>		
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PEOPLE AT RISK (from the Activities covered by this Risk Assessment)

Risk Assessment

CATEGORY

Employees
Post-Graduates
Undergraduates
Contractors
Members of the Public
Visitors
Disabled Persons
Inexperienced Workers/Trainees
Women of Child-bearing Age
Young Persons
Other Vulnerable Persons

1. The Workplace - Learning Space

Description of Activity:

The workplace includes but is not limited to QMUL campuses and buildings. Here the workplace is a Learning Space and whilst it is not staffed throughout its opening hours staff will periodically monitor. Manpower security officers will be roving this area several times during the day.

Hazard 1. COVID-19 virus exposure and transmission in the workplace

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

Those clinically extremely vulnerable and clinically vulnerable staff who wish to return to work against advice will need to be assessed by their GP or Occupational Health prior to returning.

Social distancing at 2M applies in the Hive. The Queen Mary Covid Code provides advice on face coverings, including circumstances where these should be worn and where exemptions apply. See: <https://www.qmul.ac.uk/coronavirus/guidance-for-staff/returning-to-campus/queen-mary-covid-code/>

Those who are essential on site are following the social distancing guidelines laid out by the government (i.e. keeping 2 metres apart wherever possible).

A floor plan setting out the social distancing arrangements will be made available.

Library Services needs to follow the QMUL HSD COVID-19 Social distancing Guidance, found on the Health & Safety Directorate website and implement the appropriate markers and one way flow through their offices/ study areas.

High traffic areas, including corridors, lifts and walkways need to be regulated and marked out to ensure social distancing.

Movement around buildings and between sites is

With Existing Controls:

C - Medium / Moderate

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discouraged by restricting access to some areas (e.g. card swipe).

Access is restricted to students and Library Staff. The opening hours are 10:00am to 10:00pm Monday to Saturday.

Use of the space requires pre-booking., including a personal risk assessment and set of Health and Safety terms and conditions.

Signage has been displayed in prominent locations and guidance notes will be provided.

A vigorous cleaning regime operates across Library Services (Student and Academic Services) which includes frequent surface cleaning and incorporates HSD virus survival information and decontamination guidance - please see attached document 'QM EAF Service Delivery Plan COVID-19' under Libraries. (Please see below for ease of reference.)

The following will be carried out, where applicable:

- Empty centralised domestic waste bin points and damp wipe the external body with cleaner sanitiser (Daily)
- Sweep and mop flooring with mechanical scrubber using cleaner sanitiser (Daily)
- Vacuum carpets (Daily)
- Dust furniture, damp wipe all surfaces with cleaner sanitiser (Daily)
- Burnish hard flooring using cleaner sanitiser (Daily)
- Dust banisters and ledges using disinfectant (Daily)
- Top up hand sanitiser dispensers (Daily)
- Wipe stair treads and risers using disinfectant (Daily)
- Dust radiators, light switches, lamps etc. (Weekly)
- All surfaces will be decontaminated with fogging equipment prior to opening each day.

Frequent handwashing has been promoted across Library Services (Student and Academic Services) and consistent signage is displayed throughout The Hive.

Stocks of hand sanitiser and wipes will be monitored by the Cleaning Team.

The hand sanitiser is located upon entering. There are communal toilet facilities for users to wash their

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hands. Also, alcohol-based wipes have been provided to wipe any shared equipment.

Local risk assessments and safe systems of work are in place in The Hive- see RA000278.

Risk assessments and safe systems of work will need to be reviewed weekly, amended and updated at local level for The Hive activities to ensure compliance with the government requirements on making the workplace COVID-19 secure. Both the GOV.UK Guidance and HSD COVID-19 Secure Guidance documents must be followed when doing this.

2. Travel to and from The Hive

Description of Activity:	Travel to and from work, campus and building access and egress.
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Risk Assessment

Hazard 1. COVID-19 virus exposure and transmission coming to and from Canalside

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

Handwashing facilities and/or hand sanitiser have been provided at entry/exit points to The Hive.

Social distance floor markings have been deployed for entering & exiting.

Common surface contact areas are subject to regular cleaning regime.

Stocks of soap and sanitiser are checked and maintained daily by the cleaning team.

Advice given to ensure handwashing occurs upon arrival on site via signage posted in area.

Consistent signage is displayed throughout The Hive as a reminder.

Entry to buildings is by swipe access therefore eliminating need to use touchpads etc.

Not feasible to have more than one entry point. The booking system will maintain social distancing guidelines in terms of occupancy.

Secure bicycle facilities to help people avoid public transport, where possible, are available on campus.

People entering or leaving Hive are asked to stay on the left on internal and external staircases.

Wipes provided at accessible height at the upper and lower levels of the disabled lift.

With Existing Controls:

C - Medium / Moderate

Risk Assessment

3. Emergency or incident response situation (e.g. fire evacuation)

Description of Activity:

Fire safety evacuation, emergency first aid request and local first aid provision.

Hazard 1. COVID-19 virus exposure and transmission during an emergency or incident response situation (e.g. fi

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

The Hive users should follow the QMUL Fire Safety Guidance, including emergency evacuation procedures and will be directed by QMUL Security in the event of an emergency. (Please see the 'Emergency Evacuation Guidance COVID-19' located here: <http://www.hsd.qmul.ac.uk/covid-19-secure-guidance/>)

The Hive users have access to an Emergency phone, please wipe the phone with the anti-bacterial wipes provided after use.

Staff involved in the provision of assistance to others (e.g. First Aiders) should follow HSD COVID-19 First Aid Guidance (<http://www.hsd.qmul.ac.uk/covid-19-secure-guidance/>) and ensure correct sanitisation measures immediately after attending an incident.

With Existing Controls:

C - Medium / Moderate

4. Visitors and contractors

Description of Activity:

Essential visitors and contractors allowed on QMUL campuses and in QMUL buildings.

Risk Assessment

Hazard 1. COVID-19 virus exposure and transmission from visitors and contractors

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

Only essential visitors / contractors allowed in the building, via EAF.

Effective management of contractors on campus.

Records of visitors and contractors maintained by EAF.

Where visits are required, guidance on social distancing and hygiene should be explained to visitors on arrival by EAF and times on campus kept to a minimum.

Schedules for essential services and contractor visits revised to reduce interaction and overlap, which are managed by EAF.

With Existing Controls:

C - Medium / Moderate

5. Inadequate or insufficient environmental cleaning

Description of Activity:

EAF and departments own cleaning regime.

Risk Assessment

Hazard 1. COVID-19 virus exposure and transmission from inadequate or insufficient environmental cleaning

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

Vigorous cleaning regime implemented incorporating HSD virus survival information and cleaning / decontamination guidance. Including frequent cleaning of objects and surfaces that are touched regularly, such as door handles and handrails.

Determine the required cleaning process for equipment that cannot be washed or wiped down, assess if it practical that such machines / equipment can have protection around. Hand sanitiser and alcohol-based wipes are available for students to use on shared equipment in between scheduled cleaning by the Cleaning Team.

Control measures implemented for cleaning staff (including appropriate PPE) as determined by local risk assessment and Biological Safety Adviser / HSD guidance.

Handwashing facilities and / or hand sanitiser have been provided in The Hive.

The importance of hygiene and handwashing procedure has been communicated across Library Services (Student and Academic Services) via a variety of media, including the Student and Academic Services intranet, and emails with links to the HSD guidance documentation which has been circulated by the SAS Safety Coordinators.

Cleaning after a known or suspected case of COVID-19 must follow the specific guidance issued by PHE.

Students are responsible for cleaning keyboards, desks and communal equipment such as printers before and after use, and are provided with induction and guidance notes that covers this during the booking process.

Food and drink policy is provided in the guidance notes which are displayed in the Hive.

With Existing Controls:

C - Medium / Moderate

Risk Assessment

6. Handling goods, materials and other deliveries on and off campus

Description of Activity:

All deliveries to and from campuses and internal movements of goods within campuses.

Hazard 1. COVID-19 virus transmission through handling goods, materials and other deliveries on and off campus

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

Restriction on non-business deliveries to The Hive.
Communication to staff and students that non-business deliveries will not be accepted.

With Existing Controls:

C - Medium / Moderate

7. Infrastructure and maintenance health & safety issues arising from buildings that have been fully or partially closed

Description of Activity:

Maintaining infrastructure and facilities to ensure COVID-19 SECURE and other H&S risks are managed and reduced to a negligible level.

Risk Assessment

Hazard 1. Infrastructure and maintenance health & safety issues arising from buildings that have been fully or

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

Regular maintenance regime has been undertaken during the lockdown to eliminate the risks (legionella etc) associated with buildings which have been closed.

The Hive has undergone a vigorous cleaning regime that has been implemented by facilities incorporating HSD virus survival information and decontamination guidance.

A review of Estates site management plan (particularly cleaning, maintenance and security functions) has been carried out to incorporate COVID-19 secure government guidelines.

There are no areas with restricted access for maintenance staff.

With Existing Controls:

C - Medium / Moderate

8. Psychological wellbeing of students returning to campus

Description of Activity:

Ensuring students good mental health is maintained and concerns are addressed in a proactive and understanding manner.

Risk Assessment

Hazard 1. Psychological wellbeing of students returning to campus

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

Provision of clear, consistent and regular communications around Covid-19 and the ways of studying will be provided by the Schools.

Ongoing engagement with students to monitor and understand any unforeseen impact of changes to working environments will be managed and monitored by the Schools.

Student and Academic Services provides support for student mental health through the following ways:

- Students with a mental health condition receive support and mentoring from the mental health advisors in the Disability and Dyslexia Service
- Advice and Counselling provides a wide range of support for students with anxiety and related issues through both group therapy and individual therapeutic counselling
- The university has student support embedded in each School, normally with the provision of a student support officer
- A large number of QMUL staff have mental health first aid training
- A key component of supporting the psychological impact of Covid-19 is through clearly communicating our Covid-safe practices and this will be done on an iterative basis through the student bulletin in collaboration with Marketing and Communications

With Existing Controls:

C - Medium / Moderate

9. Use of PC desks

Description of Activity:

The PC desks have Student Services PCs mounted to the desks. The AIO (All In One) PCs are touch screen as well as the provision of a keyboard and mouse.

Risk Assessment

Hazard 1. COVID-19 virus exposure and transmission when using PC desks

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

Identify PC desks that support 2m social distancing and remove those that do not.

Remove by removing power cable and chair from the desks. Add signs to clearly indicate those PC desks that are excluded.

Add desk numbers to indicate the availability of the PC desk.

Provision of alcohol-based wipes to be provided nearby so users can wipe before and after use.

Provision of hand sanitiser for users to top-up will be accessible.

Users will be provided with hand-washing guidance in line with government's advice. Hand washing facilities are located in the communal toilets.

A booking system with a reduced capacity to maintain 2m social distancing.

Desks will be allocated with corresponding numbers.

With Existing Controls:

C - Medium / Moderate

10. Use of non-PC study tables

Description of Activity:

The non-PC study tables may also have a nearby wall socket that could be utilised.

Risk Assessment

Hazard 1. COVID-19 virus exposure and transmission when using the non-PC study tables

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

Non-PC desks have been identified that support 2m social distancing and any superfluous furniture eg chairs have been removed.

Signage clearly indicates the number of users at each table, which is also maintained through the Booking System.

Provision of alcohol-based wipes have been provided nearby so users can wipe before and after use of the desks.

Provision of hand sanitiser for users to top-up will be accessible.

Users will be provided with hand-washing guidance in line with Government hand-washing advice.

Hand washing facilities are located in the communal toilets.

A booking system with a reduced capacity to maintain 2m social distancing.

Desks will be allocated with corresponding numbers.

With Existing Controls:

C - Medium / Moderate

11. Use of Vending Machines

Description of Activity:

The vending machines have a touchscreen keypad to enter the relevant shelf code. The vending machines will be taken out of service until the supplier can come on to site deep clean and re-stock them with new items.

Risk Assessment

Hazard 1. COVID-19 virus exposure and transmission when using the Vending Machines

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

Provision of hand sanitiser for users to top-up will be accessible.

Users will be provided with hand-washing guidance in line with Government hand-washing advice.

Hand washing facilities are located in the communal toilets.

Alcohol-based wipes will be located next to the vending machines for students to use before and after use.

With Existing Controls:

C - Medium / Moderate

12. Use of MFD (Multi-Function Device)

Description of Activity:

The MFD has a touch-screen to select its use eg printing/copying. Paper can be refilled by both staff and service users. Printing paper is supplied adjacent to the MFD.

Risk Assessment

Hazard 1. COVID-19 virus exposure and transmission when using the MFD

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

Provision of alcohol-based wipes have been provided nearby so users can wipe before and after using printers.

A reminder notice to do so is placed on the MFD.

Provision of hand sanitiser for users to top-up will be accessible.

Users will be provided with hand-washing guidance in line with Government hand-washing advice.

Hand washing facilities are located in the communal toilets.

Users to refill MFDs. The lock has been removed for ease of use during this period and to avoid having staff having to travel on-site.

Hand washing guidelines apply.

Staff and students can all refill the paper, for practical reasons.

Everyone touching the printers is asked to use the wipes provided on any sections they touch, and to use hand gel before and after use. Wipes are provided nearby, and a reminder notice.

With Existing Controls:

C - Medium / Moderate

13. Group Study Rooms

Description of Activity:

Bookable group study space for students; Whilst the 2M social distancing rule applies the group study rooms will be closed to students; When the 1M +social distancing rule applies, the group study rooms will risk assessed before being re-opened.

Risk Assessment

Hazard 1. Covid-19 virus exposure and transmission from contact with other persons and contaminated surfaces

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

- Hand sanitiser and alcohol-based wipes to be available for room users in rooms
- Room users to wipe any areas they have touched at end of usage period
- Maximum occupancy details to be provided at time of booking rooms to ensure social distancing regulations are adhered to
- Signs to be posted on doors to rooms with maximum occupancy numbers
- In Use/Do not Use signs to be placed on desks appropriate to the social distancing requirements.

With Existing Controls:

C - Medium / Moderate