

Risk Assessment

Summary

Reference: RA001762/6

Sign-off Status: Authorised

Date Created:	21/07/2021	Confidential?	No
Assessment Title:	COVID-19 Secure Workplace Risk Assessment for West Smithfield Library (Library Services). To also include general risk assessment as requested by the SAS Health, Safety, and Security Management Group, which is covered in the Workplace activity.		
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: http://www.hsd.qmul.ac.uk/covid-19-secure-procedures/ and the institutional Risk Assessment. Students will be responsible for their own health and safety within QMUL COVID-19 Secure procedures. Managers to ensure that all staff understand COVID-19 related safety procedures in their local area/department including risk assessments and safe systems of work. Engagement with staff to continue to monitor and understand any unforeseen impact of changes to working environments. This should be a two way communication offering feedback from staff. To also include general risk assessment and a risk assessment to cover the temporary arrangements during the GF refurbishment, as requested by the SAS Health, Safety, and Security Management Group.		
Area Responsible (for management of risks)		Location of Risks: All main campuses On-Site	
Division, School, Faculty, Institute:	PROFESSIONAL SERVICE DIRECTORATES	Campus:	West Smithfield Campus
Department:	STUDENT AND ACADEMIC SERVICES	Building/Area:	Library
Group/Unit:	LIBRARY SERVICES	Sub Area:	ALL Sub Areas
Further Location Information:	The West Smithfield Library is located the ground floor of the Museum and Pathology Block at the West Smithfield Campus. The Library opening times are located here: https://www.qmul.ac.uk/library/using-library-services/opening-hours/ The basement is currently under F10 and is not currently available. Anticipated return date: Mon 20th Sept 2021.		
CountryLabel:			
Assessment Start Date:	21/07/2021	Review or End Date:	21/10/2021
Relevant Attachments:	<p>Coronavirus Risk Assessment as of 01-04-2020 updated.doc (Risk Assessment) Uploaded: 21/07/2021</p> <p>QMUL_HS_248 COVID-19 Hierarchy of Control checklist (1).pdf (Workplace Procedures) Uploaded: 21/07/2021</p> <p>UPDATES TO ALL SAS RAS JULY 2021 - West Smithfield Library.docx (Other) Uploaded: 31/08/2021</p> <p>Description of attachments:</p> <p>Manpower Risk Assessment QM Covid-19 Procedures - Hierarchy of Controls Updates</p> <p>Location of non-electronic documents:</p> <p>QMUL COVID-19 SECURE Procedures - http://www.hsd.qmul.ac.uk/covid-19-secure-procedures/ 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>		
Assessor(s):	DONNELLY, CIARAN MURRAY, CHRISTINE Tracey, Ashley ZAHID, AQIL		
Approver(s):	JANE ALDERSON-RICE SARAH COWLS KATE PRICE		
Reason for Review			
Type:			
Periodic Review			
Reason:			
Signed Off:	KATE PRICE (01/09/2021 16:54) JANE ALDERSON-RICE (03/09/2021 13:36) SARAH COWLS (07/09/2021 11:44)		

PEOPLE AT RISK (from the Activities covered by this Risk Assessment)

CATEGORY

Employees
 Post-Graduates
 Undergraduates
 Contractors
 Members of the Public

Risk Assessment

Visitors
Disabled Persons
Inexperienced Workers/Trainees
Women of Child-bearing Age
Young Persons
Other Vulnerable Persons
Other

Who Made By	Date/Time Received	Comments
ZAHID, AQIL	20/08/2021	This RA is being reviewed in accordance with the Government guidance and Step 4 of the roadmap. Mitigations in the Covid-19 areas of this RA are updated to align with the institutional risk assessment and HSD Covid-19 Secure Procedures, updated on 19th July 2021.

1. The Workplace - Staff

Description of Activity:

This is an embedded library in a building owned by Barts Health Trust at West Smithfield.

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

The Covid Code has been updated to include information on the face coverings policy, and staff are encouraged to read it:
<https://www.qmul.ac.uk/coronavirus/guidance-forstaff/3-essential-steps-for-staff-remaining-oncampus/queen-mary-covid-code/>

The revised Face Covering Policy issued (July 2021) states that, in accordance with Government guidance and Step 4 of the roadmap, face coverings will no longer be required for students, staff and visitors either in teaching and learning environments or in communal areas. QMUL continues to provide face coverings for staff and students who out of personal choice may prefer to continue to wear them.

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.

The early morning general cleaning is done by the Barts Trust cleaners, they come for several hours before the library opens.

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

If any skin irritation occurs as a result of frequent

With Existing Controls:

B - Low / Tolerable

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Hazard 2. Slips and Trips

Staff and visitors may be injured if they trip over objects or slip on spillages.

Uncontrolled Risk:
C - Medium

Existing Control Measures

- Signage in place immediately once a spillage has occurred
- Areas regularly checked for obstructions on floor which can lead to a trip
- EAF tickets raised where a trip hazard is identified
- Lighting throughout building is adequate
- Cabinet drawers and doors are kept closed when not in use
- Floor cleaning undertaken regularly by Cleaning team

With Existing Controls:

B - Low / Tolerable

Hazard 3. Electrical Safety

Trailing cables, Photocopier-related issues, heaters, fans and other portable appliances

Uncontrolled Risk:
C - Medium

Existing Control Measures

- Regular inspections of under desks carried out
- All office equipment is used in accordance with the manufacturer's instructions and staff are training to use it.
- Photocopier faults reported to ITS for investigation
- Toner spillages reported to ITS
- Lighting regularly checked by EAF
- Heaters turned off at end of day by staff
- All convector heaters have been removed from area(s)
- PAT testing undertaken annually, or as required
- Staff discouraged in bringing their own electrical items into the office
- Sufficient power sockets are provided to reduce the need for extension cables
- Defective plugs, cables, sockets, etc are reported to the EAF Helpdesk
- Kettle is placed away from any cabling, to avoid water contact with electricity

With Existing Controls:

B - Low / Tolerable

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Hazard 4. Fire Safety

Unsafe electrical equipment may cause fire in building

Uncontrolled Risk:

C - Medium

Existing Control Measures

- Annual PAT testing undertaken in department of all electrical appliances
- Fire drills undertaken
- New Staff H&S inductions includes emergency evacuation procedure and how to raise the alarm
- Fire alarm regularly tested by EAF contractor
- Smoking not permitted throughout campus apart from smoking sheds
- Staff undertaken Fire Safety Awareness training on QMPlus (Mandatory)
- Fire doors are not propped open
- Regular removal of combustible waste by Cleaning team
- Fan or convector heaters are not permitted
- Fire Safety Information point available (providing plans of building and evacuation procedure)
- All staff provided with fire evacuation training and procedure
- Daisy chaining of cables is not permitted
- Annual emergency evacuation drill undertaken annually by EAF
- Stickers placed on all desk phones with QMUL Security emergency number

With Existing Controls:

B - Low / Tolerable

Hazard 5. Security

Staff/Students could be assaulted by breaches in security

Uncontrolled Risk:

C - Medium

Existing Control Measures

- QMUL Security number listed on each phone and via signage
- QMUL Security details available on SAS Intranet
- Panic alarms are regularly tested
- MPD colleagues patrol the Library throughout the opening hours

With Existing Controls:

B - Low / Tolerable

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Hazard 6. Kitchen Safety

Usual kitchen hazards including spills, hot water, electrical equipment and housekeeping applies

Uncontrolled Risk:
C - Medium

Existing Control Measures

- Kitchen cleaned daily by EAF cleaning team
- Portable appliances PAT tested annually (ie kettle, microwave)
- Spillages reported to EAF immediately
- Fridge kept tidy, and deep cleaned regularly

With Existing Controls:

B - Low / Tolerable

Hazard 7. Falls from Height

Use of foot stools, step ladders can lead to falls from heights

Uncontrolled Risk:
C - Medium

Existing Control Measures

- Foot stool and ladder used very infrequently
- Ladders and foot stools checked annually to ensure they are safe to use
- Ladders are stored in locked rooms
- First Aid information available on SAS intranet and in areas throughout the building
- Staff using ladders/foot stools are always in close proximity of a phone
- Staff trained in safe use of step ladders

With Existing Controls:

B - Low / Tolerable

Hazard 8. Housekeeping and storage

Untidy worksurfaces and lack of storage can lead to obstructions and create fire hazards

Uncontrolled Risk:
C - Medium

Existing Control Measures

- Regular inspections of department undertaken to ensure good housekeeping is in place
- Storage rooms provided for surplus items such as stationery and cleaning materials
- Clear desk policy in place for 2nd floor staff office
- Staff encouraged to remove personal items from desks

With Existing Controls:

B - Low / Tolerable

Risk Assessment

Hazard 9. Anxiety/Stress

Staff/students can suffer from stress for various reasons, including work overload, mental health issues, poor working relationships, etc.

Uncontrolled Risk:

C - Medium

Existing Control Measures

- Regular wellbeing sessions run within department
- EAP available to all staff experiencing stress and anxiety
- Mindfulness sessions run by Chaplain service in QMUL
- Staff discuss workloads/deadlines with managers in regular 121 sessions
- Work plans and objectives discussed and agreed at annual appraisal or more frequently if needed
- Staff can talk to supervisors or manager if they are feeling unwell or concerned about workplace issues.
- Annual appraisal system in place to discuss any training needs which may be required to ensure that staff remain competent to undertake their role without encountering stress
- Mental Health First Aiders are available to talk to if staff feel anxious or stressed.
- List of MHFA is displayed on SAS Intranet and HSD pages.

With Existing Controls:

B - Low / Tolerable

Hazard 10. Display Screen Equipment

Staff may have unsuitable equipment to undertake their duties safely

Uncontrolled Risk:

C - Medium

Existing Control Measures

- DSE training is mandatory and will help to identify any additional equipment required by individuals dependant on their personal requirements.
- Workplace assessment undertaken within four weeks of joining QMUL
- Faulty IT kit removed and taken out of service immediately
- Privacy screens available to help with confidentiality and security
- Self-referral or Managers' referrals to the Occupational Health service is available where physical or visual discomfort is experienced
- Training of new software is available where required
- Free eye screening provided through the HSD
- Work scheduled so that staff have regular breaks from the computer

With Existing Controls:

B - Low / Tolerable

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Hazard 11. Manual handling

Poor manual handling of paper, trolleys, office equipment etc can lead to back-related injuries.

Uncontrolled Risk:

C - Medium

Existing Control Measures

All staff have been fully trained in Manual Handling. Refresher training to occur annually. Staff are advised to use the lifts and to transport large/heavy items on appropriate trolleys. Staff are aware that it is always better to push rather than pull.

Individual staff members vary in age and background. But all staff are capable of manual handling and have been trained.

- Trolleys should not be overloaded.
- For shelving, trolleys should be loaded to 1.5(approx) of the top shelf of the trolley.
- Remind staff to use trolleys or ask for assistance when needed.
- Remind staff NOT to attempt to lift/move heavy objects.
- Good housekeeping - all areas are well lit.
- Trolleys are audited annually.

With Existing Controls:

B - Low / Tolerable

2. Travel to and from Work/Library

Description of Activity:

Travel to and from work, campus and building access and egress.

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

Those who are using public transport to travel to site ensure they plan their journey to avoid busier times if possible and discuss with line manager. TfL have issued 'Safer Travel Guidance' explaining the measures they have in place to ensure a safe, clean network Safer travel guidance - Transport for London (tfl.gov.uk)

With Existing Controls:

B - Low / Tolerable

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.

Risk Assessment

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

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

Student and Academic Services emergency response and incident policies in place. Reporting mechanisms in place.

The Library 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/>)

An Emergency phone is located at the entrance between the two sets of double doors for the use of students/staff in an emergency situation. The phone is to be cleaned with sanitising agent 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:

B - Low / Tolerable

4. Psychological wellbeing of staff and 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 staff/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 working from the Principal QMUL maintains a Coronavirus update and guidance website for managers, staff, students and visitors. Engaging with staff and trade union representatives through existing communication routes to explain and consult on any changes in working arrangements. Continued access to occupational health services, mental health first aid provision and Workplace Options Scheme

Ongoing - engagement with staff to monitor and understand any unforeseen impact of changes to working environments.

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:

B - Low / Tolerable

Risk Assessment

5. Lone Working

Description of Activity:

Lone working by staff outside of normal office hours or in enclosed offices

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

Staff working out of normal office hours should continue to follow the QMUL Lone Working Procedure (<http://www.hsd.qmul.ac.uk/a-z/lone-working/>)

Each activity of this Risk Assessment should continue to be followed by lone workers.

With Existing Controls:

B - Low / Tolerable

6. Balcony Area

Description of Activity:

Student study area located within the main library

Staff to continue to adhere to measures put into place following the re-opening of this space in 2018 (RA000266).

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

Regular roving of area undertaken by QM staff and MPD FM Officers

With Existing Controls:

B - Low / Tolerable