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 practicable 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.

Location of Risks: All main campuses
On-Site

CountryLabel:

Area Responsible (for management of risks)
Division, School, Faculty, Institute: PROFESSIONAL SERVICE DIRECTORIES
Department: STUDENT AND ACADEMIC SERVICES
Group/Unit: LIBRARY SERVICES

Location of Risks: All main campuses
Campus: West Smithfield Campus
Building/Area: Library
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.

Assessment Start Date: 21/07/2021
Review or End Date: 21/10/2021

Relevant Attachments:
Coronavirus Risk Assessment as of 01-04-2020 updated.doc (Risk Assessment) Uploaded: 21/07/2021
QMUL_HS_248 COVID-19 Hierarchy of Control checklist (1).pdf (Workplace Procedures) Uploaded: 21/07/2021
UPDATES TO ALL SAS RAS JULY 2021 - West Smithfield Library.docx (Other) Uploaded: 31/08/2021

Description of attachments:
Manpower Risk Assessment QM Covid-19 Procedures - Hierarchy of Controls Updates

Location of non-electronic documents:

Assessor(s): DONELLY, CIARAN
MURRAY, CHRISTINE
Tracey, Ashley
ZAHID, AQIL

Approver(s): JANE ALDERSON-RICE
SARAH COWLS
KATE PRICE

Reason for Review
Type: Periodic Review

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

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

<table>
<thead>
<tr>
<th>Who Made By</th>
<th>Date/Time Received</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZAHID, AQIL</td>
<td>20/08/2021</td>
<td>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.</td>
</tr>
</tbody>
</table>
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

| Hazard 1. COVID-19 virus exposure and transmission in the workplace |
| Uncontrolled Risk: E - Very High |
| Existing Control Measures |

With Existing Controls:

B - Low / Tolerable
hand washing an OH referral is recommended

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

The hand sanitiser is located upon entering and at the welcome desk. There are communal toilet facilities for users to wash their hands. Also, alcohol-based wipes have been provided to wipe shared equipment.

Risk assessments and safe systems of work will be reviewed weekly, amended and updated at local level for The Library 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 Procedures must be followed.

The EAF Ventilation Assurance document has been provided. All checks have been completed and confirmed that main areas (incl balcony) are safe to operate with covid-numbers. Additional works are scheduled for September to increase to pre-covid numbers. The "Managing Thermal Comfort Whilst Ensuring Adequate Ventilation" has been circulated to all staff and is available on the HSD web site at: http://www.hsd.qmul.ac.uk/covid-19-secureprocedures/

A QMUL Track and Trace Policy is embedded in the Covid-19 Emergency Plan, and is regularly updated.

Whilst clinically extremely vulnerable staff are no longer advised to shield we continue to support these staff by discussing with them their individual needs and supporting them in taking any additional precautions advised by their clinicians in line with Working safely during coronavirus (COVID-19): guidance from Step 4 - Guidance - GOV.UK (www.gov.uk)

Staff (who are asymptomatic) are advised to undergo regular Lateral Flow Device (LFD) testing at Queen Mary testing centres, ideally twice a week, to help reduce the spread of the virus.

QMUL outbreak plan and contact tracing procedures are in place and updated as required.
## Hazard 2. Slips and Trips

<table>
<thead>
<tr>
<th>Uncontrolled Risk:</th>
<th>Existing Control Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>C - Medium</strong></td>
<td>- Signage in place immediately once a spillage has occurred</td>
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<tr>
<td></td>
<td>- Areas regularly checked for obstructions on floor which can lead to a trip</td>
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<tr>
<td></td>
<td>- EAF tickets raised where a trip hazard is identified</td>
</tr>
<tr>
<td></td>
<td>- Lighting throughout building is adequate</td>
</tr>
<tr>
<td></td>
<td>- Cabinet drawers and doors are kept closed when not in use</td>
</tr>
<tr>
<td></td>
<td>- Floor cleaning undertaken regularly by Cleaning team</td>
</tr>
</tbody>
</table>

### With Existing Controls:

| B - Low / Tolerable |

## Hazard 3. Electrical Safety

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

### With Existing Controls:

| B - Low / Tolerable |
## Hazard 4. Fire Safety

Unsafe electrical equipment may cause fire in building

<table>
<thead>
<tr>
<th>Uncontrolled Risk:</th>
<th>Existing Control Measures</th>
</tr>
</thead>
</table>
| C - Medium         | - 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 |

<table>
<thead>
<tr>
<th>With Existing Controls:</th>
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</thead>
<tbody>
<tr>
<td>B - Low / Tolerable</td>
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</tbody>
</table>

## Hazard 5. Security

Staff/Students could be assaulted by breaches in security

<table>
<thead>
<tr>
<th>Uncontrolled Risk:</th>
<th>Existing Control Measures</th>
</tr>
</thead>
</table>
| C - Medium         | - 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 |

<table>
<thead>
<tr>
<th>With Existing Controls:</th>
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</thead>
<tbody>
<tr>
<td>B - Low / Tolerable</td>
</tr>
</tbody>
</table>
### 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 |
### Hazard 9. Anxiety/Stress

**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 1:1 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.

### Hazard 10. Display Screen Equipment

**Uncontrolled Risk:**

- **C - Medium**

**Existing Control Measures**

- DSE training is mandatory and will help to identify any additional equipment required by individuals dependent 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**
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.
## Hazard 1. COVID-19 virus exposure and transmission coming to and from Canalside

<table>
<thead>
<tr>
<th>Uncontrolled Risk:</th>
<th>Existing Control Measures</th>
<th>With Existing Controls:</th>
</tr>
</thead>
<tbody>
<tr>
<td>E - Very High</td>
<td>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)</td>
<td>B - Low / Tolerable</td>
</tr>
</tbody>
</table>

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.

### 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. |

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

<table>
<thead>
<tr>
<th>Uncontrolled Risk:</th>
<th>Existing Control Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>E - Very High</td>
<td>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: <a href="http://www.hsd.qmul.ac.uk/covid-19-secure-guidance/">http://www.hsd.qmul.ac.uk/covid-19-secure-guidance/</a>) 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 (<a href="http://www.hsd.qmul.ac.uk/covid-19-secure-guidance/">http://www.hsd.qmul.ac.uk/covid-19-secure-guidance/</a>) and ensure correct sanitisation measures immediately after attending an incident.</td>
</tr>
</tbody>
</table>

### With Existing Controls:

<table>
<thead>
<tr>
<th>B - Low / Tolerable</th>
</tr>
</thead>
</table>

If the virus 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.

#### 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. |

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).
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.

**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**
## 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.

<table>
<thead>
<tr>
<th>Uncontrolled Risk:</th>
<th>Existing Control Measures</th>
</tr>
</thead>
</table>
| E - Very High | 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.

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

<table>
<thead>
<tr>
<th>Uncontrolled Risk:</th>
<th>Existing Control Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>E - Very High</td>
<td>Regular roving of area undertaken by QM staff and MPD FM Officers</td>
</tr>
</tbody>
</table>

#### With Existing Controls:

- **B - Low / Tolerable**