

Risk Assessment

Summary

Reference: RA003142/2

Sign-off Status: Authorised

Date Created:	21/07/2021	Confidential?	No
Assessment Title:	COVID-19 Secure Workplace Risk Assessment for Mile End Library (Library Services). Includes General Risk Assessment for Potential Hazards in the spaces covered (trips, slips, etc) Also includes the temporary arrangements during the GF refurbishment		
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 guidelines. 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:	Mile End Campus
Department:	STUDENT AND ACADEMIC SERVICES	Building/Area:	Library
Group/Unit:	LIBRARY SERVICES	Sub Area:	ALL Sub Areas
Further Location Information:	The Library is located on floors ground, 1st and second of the building, including a sorter room (staff office area), welcome desk and various areas for student study spaces throughout the building. The Library's opening hours can be found here: https://www.qmul.ac.uk/library/using-library-services/opening-hours/ The Library will be staffed with a mixture of Library Staff and MPD FM officers (formerly "Manpower"). RA001568/2 covers The Library Staff office and common SAS spaces		
CountryLabel:			
Assessment Start Date:	21/07/2021	Review or End Date:	21/10/2021
Relevant Attachments:	<p>QMUL_HS_248 COVID-19 Hierarchy of Control checklist.pdf (Work/Operating Instructions) Uploaded: 21/07/2021</p> <p>QMUL_HS_252 COVID-19 Managing thermal comfort whilst ensuring adequate ventilation.pdf (Maps, Diagrams & Photographs) Uploaded: 21/07/2021</p> <p>RA-10 Retail Risk Assessment.pdf (Risk Assessment) Uploaded: 21/07/2021</p> <p>LGFR - Revised Phasing diagram - Proposed Ground Floor (1).pdf (Maps, Diagrams & Photographs) Uploaded: 21/07/2021</p> <p>UPDATES TO ALL SAS RAS JULY 2021 - Mile End Library.docx (Other) Uploaded: 26/08/2021</p> <p>Description of attachments:</p> <p>Updates to version 5 of RA001761 - This is a summary of updates made to RA003142 Managing Thermal Comfort Whilst Ensuring Adequate Ventilation Retail Risk Assessment Revised Phasing Diagram</p> <p>Location of non-electronic documents:</p> <p>This Risk Assessment is undertaken in line with 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 This Risk Assessment is undertaken with QMUL Health and Safety Procedures and local processes, where appropriate.</p>		
Assessor(s):	DONNELLY, CIARAN MURRAY, CHRISTINE Tracey, Ashley ZAHID, AQIL		
Approver(s):	JANE ALDERSON-RICE SARAH COWLS KATE PRICE		
Reason fo Review			
Type:	Periodic Review		
Reason:			
Signed Off:	<p>KATE PRICE (26/08/2021 15:52)</p> <p>JANE ALDERSON-RICE (27/08/2021 15:44)</p> <p>SARAH COWLS (07/09/2021 11:42)</p>		

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

CATEGORY

Employees

Post-Graduates

Risk Assessment

Undergraduates
Contractors
Members of the Public
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 19th July 2021.

1. The Workplace - The Library

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.

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-for-staff/3-essential-steps-for-staff-remaining-on-campus/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 all sites, which incorporates HSD virus survival information and decontamination guidance and EAF cleaning & All students and staff should follow the latest government guidance on testing: HE operational guidance ([publishing.service.gov.uk](https://www.publishing.service.gov.uk)) Frequent handwashing has been promoted across all areas and consistent signage is displayed throughout QMUL buildings. Handwashing facilities and hand sanitisers have been provided in buildings. Stocks of soap and sanitiser are checked and replenished.

The following will be carried out, where applicable:

With Existing Controls:

B - Low / Tolerable

Risk Assessment

- 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)
- Disinfectant fogging of library undertaken before opening, and throughout the day

Frequent handwashing has been promoted across Library Services (Student and Academic Services).

If any skin irritation occurs as a result of frequent hand washing an OH referral is recommended

Stocks of hand sanitiser and wipes is being monitored by the Cleaning Team.

The hand sanitiser is located upon entering. 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 regularly, and amended/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 the Mile End Library has a fresh air ventilation system and is safe to operate. 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-secure-procedures/>

Risk Assessment

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.

Track and trace is now 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)

Hazard 2. Slippery surface/Trips

Staff and users 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. For example, H&S checks are carried out as part of our Roving Service.
- 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:

A - Very Low / Trivial

Risk Assessment

Hazard 3. Electrical

Trailing cables, MFD-related issues, including toner cartridge spillages

Uncontrolled Risk:

C - Medium

Existing Control Measures

- ITS tickets raised if relating to cable management and for MFD faults.
- Regular inspections of under desks carried out by Frontline Services staff during roves, and safety inspections
- Toner spillages reported to ITS.
- Lighting regularly checked during roves, and safety inspections
- Heaters turned off at end of day by staff.
- Defective plugs, cables, sockets, etc are reported to the EAF Helpdesk
- Lighting regularly checked by EAF
- Photocopier faults reported to ITS for investigation
- 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.
- Sufficient power sockets are provided to reduce the need for extension cables

With Existing Controls:

A - Very Low / Trivial

Hazard 4. Lone working, and out of hours working

Staff become vulnerable when working on their own in office, which could lead to security/accident incidents.

Uncontrolled Risk:

C - Medium

Existing Control Measures

- Lone Working Policy for department to be adhered to
- QMUL Security to be informed when staff member working on own in office
- Security emergency number is displayed on all desk and emergency phones
- Access controlled doors to staff areas - staff office and kitchen area.
- Security patrols by contracted and QMUL security staff

With Existing Controls:

A - Very Low / Trivial

Risk Assessment

Hazard 5. Fire Safety

Unsafe electrical equipment may cause a fire in the building.

Uncontrolled Risk:

C - Medium

Existing Control Measures

- Annual PAT testing undertaken in department of all electrical appliances
- Fire panel checked weekly
- Fire drills undertaken
- Fire walks undertaken termly for staff working in the building
- Staff undertaken Fire Safety Awareness training on QMPlus (Mandatory)
- Fire Marshals present during office hours
- Fire Safety Information point available
- All staff provided with fire evacuation training and procedure
- Fire doors are not propped open
- Regular removal of combustible waste by Cleaning team
- Daisy chaining of cables is discouraged, and Safety Reps undertake routine checks
- Roving by Library staff and agency undertaken throughout the day
- Smoking not permitted throughout campus apart from smoking sheds

With Existing Controls:

A - Very Low / Trivial

Hazard 6. 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
- Out of hours emergency evacuations undertaken annually
- QMUL officers undertake out of hours patrols of the building

With Existing Controls:

A - Very Low / Trivial

Risk Assessment

Hazard 7. Manual lifting, handling or carrying

Musculo-skeletal injury from push, pull and lift of load
Staff at risk if office equipment ceases working or becomes faulty / dangerous

Uncontrolled Risk:
D - High / Significant

Existing Control Measures

- Manual handling training provided to staff who move heavy items including moving trolleys and inter-site boxes
- Signage placed on heavy items
- EAF Porterage service available for moving furniture, heaving items

With Existing Controls:

B - Low / Tolerable

Hazard 8. Falls from height

Use of kick steps and ladders can lead to falls from height

Uncontrolled Risk:
C - Medium

Existing Control Measures

- Kick steps and ladders have springs to ensure that the step fixes in place and will not move when stood on
- Kick steps and ladders have added security durable rubber treads to reduce the risk of slips or falls
- Kick steps and ladders checked annually to ensure they are safe to use
- Staff trained in safe use of step ladders
- First Aid information available on SAS intranet and in areas throughout the building

With Existing Controls:

A - Very Low / Trivial

Hazard 9. Housekeeping and Storage

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

Uncontrolled Risk:
B - Low / Tolerable

Existing Control Measures

- Regular inspections of department to ensure good housekeeping is in place
- Storage rooms provided for surplus items such as stationery and cleaning materials
- Clear desk policy for Welcome Desk and Sorter Room
- Staff encouraged to remove personal items from desks, especially hot desks
- Lockers available for staff to store personal items

With Existing Controls:

A - Very Low / Trivial

Risk Assessment

Hazard 10. Anxiety/stress

Staff, students can suffer from stress for various reasons (work overload, mental health wellbeing, tight deadlines, discourse with colleagues, 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:

A - Very Low / Trivial

Hazard 11. Display Screen Equipment

Staff may have unsuitable equipment to under 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:

A - Very Low / Trivial

Risk Assessment

2. Travel to and from Work/Library

Description of Activity:

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

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 Library

Common surface contact areas are subject to regular cleaning regime.

Stocks of soap and sanitiser are checked and maintained daily.

Entry to buildings is via controlled access gates (for students) and access controlled doors for staff. Visitors are required to visit the welcome desk.

QMUL staff are aware of Transport for London '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. 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

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

Staff involved in the provision of assistance to others (e.g. First Aiders) should follow HSD COVID-19 First Aid Procedure and ensure correct sanitisation measures immediately after attending an incident. This advice has been provided to all first aiders by HSD

Staff working in Library Services will continue follow the QMUL Fire Safety Guidance.

Emergency phones are located throughout the building on each floor are regularly cleaned by the cleaning team as part of their daily routine.

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: Staff working outside of normal office hours

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. Temporary arrangements during GF Refurbishment

Description of Activity:

The temporary arrangements are for the duration of the Ground Floor Refurbishment of Mile End Library - see attached phasing plan for Ground Floor.

The project will consist of 3 phases:
 - Phase 1 - 01/06/2021-28/08/2021*
 - Phase 2 - 30/08/2021-01/11/2021
 - Phase 3 - 02/11/2021-12/11/2021

* due to delays in materials - this is likely to be early Oct 2021.

Here, the focus will be on phase 1.

Ensuring service continuity during the refurbishment.

Risk Assessment

Hoarding - internal and external - has prevented access to parts of the ground floor as well as access from the 1st floor landing to the ground floor.

The Assistive Technology Room (ATR) has had to be relocated to the Teaching Collection.

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, wipes and hand washing facilities are located nearby, if needed when setting up.
- Anti-viral fogging carried out once a day
- Spaces are ventilated, as required.

In line with the Workplace.

With Existing Controls:

C - Medium / Moderate

Risk Assessment

Hazard 2. Phase 1 - Temporary configuration of the ground floor and ingress and egress to the upper floors.

Affecting student use and disrupting Library services.

Uncontrolled Risk:

E - Very High

Existing Control Measures

Phase 1 (01/06/2021-28/08/2021):

- External and internal signage has been implemented to support daily use by staff and students. In particular, directing users to the temporary entrance.
- New entrance maintaining the 1-way system, which is DDS compliant.
- Staff lift reconfigured to permit student use and for disabled users. Student lift reconfigured to allow use between 1st and 2nd floors.
- Additional CCTV camera to be installed in staff corridor to provide additional security.
- Hazard tape to demarcate spaces (including stairwells and corridors) and allow 2-way traffic.
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Refer to the Workplace for working arrangements.

With Existing Controls:

B - Low / Tolerable