GENERAL HEALTH AND SAFETY RISK ASSESSMENT FORM

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| Site | | **Orchard Learning Resource Centre (OLRC)** | | | | **Department** | | | | **Library Services** | | | **Version / Ref No.** | | | **1.4** | | | |
| **Activity Location** | | **The OLRC** | | | | **Activity Description** | | | | **Commencement of front-facing physical library services at the OLRC to include:**   * **Access to study spaces for PGR’s PGT’s, Undergraduate Students and staff of the University of Birmingham, supported by a team of Library Services colleagues across various locations within the OLRC Library. Visitors will not be accepted.** * **Access to the physical collections by library patrons from open standard shelving.** * **Mediated loan of materials.** * **Mediated access to collections held within closed collections** * **Mediated returns of items used within the library and taken out for loan by patrons** * **Access to MFD’s** * **Access to PC Clusters**   **Maximum Library patron utilisation 227.**  **Maximum staffing Front of House 3, typically 1.5**  **Future commencement of other physical support related activity within the OLRC including administrative functions, collection management and development, engagement, service development, facilities support and skills provision. These activities will be phased in as required to support service delivery with staffing numbers reflected in revisions to this risk assessment.**  **Commencement of front facing Campus Services Activity via the Café. Maximum numbers delivering activity will be 1. Total capacity of the Café will be 4 including staff, student and visitors.**  **Utilisation of spaces to support academic delivery G11 (Lecture Theatre) Capacity 59; G16 (Cluster Area) Capacity 15; Seminar Room 2 – room 105 Capacity 10, will be subject to an associated Risk Assessment supported by the Room Guidelines for Teaching Staff v.3 and the utilisation of the Teaching Room Risk Assessment version 5.**  **Total building capacity staff and students 326.** | | | | | | | | | |
| **Assessor** | | **Diane Job** | | | | **Assessment Date** | | | | **31/08/2020** | | **Date of Assessment Review** | **21/09/2020** | | | | | | |
| **Academic / Manager Name** | | **Emma Robinson** | | | | **Academic / Manager Signature** | | | |  | | | | | | | | | |
| Hazard Assessment | | | | | Control Assessment | | | | | | | | | | | | Actions | | |
| Hazard Category | Hazards Identified | | Who might be harmed?  Staff  Students  Contractors  Others | How might people be harmed? | Existing Control Measures | | Initial Risk Rating | | | | Are these adequate?  Yes/No | Changes to/ Additional Controls | | Residual Risk Rating | | | Owner | Due  Date | Action Complete |
| S | L | R | | S | L | R |  |  |  | |
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| Organisational | Psychological well being | | Staff | Anxiety and stress caused by concerns around returning to work and studies on Campus | Weekly all staff briefing is sent to all Library Services staff via the Director of Services to outline activity to support. Non-Library departments follow a similar pattern of communication based on their local arrangements.  Regular team meetings are scheduled in virtual formats for colleagues to raise concerns and to be updated on developments.  1:1’s are scheduled with individuals to address issues of personal nature that would not normally be shared in a public environment.  Development of a resource list relating to wellbeing has been created and shared across the University for colleagues to access materials that may help to address concerns relating anxiety, stress and general mental health wellbeing. Review of e-resources undertaken with a view to refresh the wellbeing online collection.  Frontline and back of house library staff are being engaged via their line managers in the development of revised workflows.  Information relating to best practice is being cascaded via Heads of Service in order to evidence the approach that is being undertaken.  Advice is shared with staff members and staff have been fully briefed and kept up to date with current advice on staying protected through the University’s lines of communications (i,e line managers, Internal Comms) and shared with staff via *team meeting, one to one meetings, and workflow development conversations* and the University’s Coronavirus FAQs [click here](https://intranet.birmingham.ac.uk/staff/coronavirus/faqs-for-staff.aspx).  Best practice documentation produced with a specific focus on libraries has been cascaded to team members to raise awareness and offer assurance <https://www.librariesconnected.org.uk/news/new-guide-help-libraries-reopen>  Risk assessment shared with staff and an electronic copy is available on the *Service shared drive (*[SHARED / Restricted Access Operations / Risk Assessment Service Resumption](file:///\\ADF\CORP\LIB\SHARED\Restricted%20Campus%20Operations\Risk%20Assessment%20Service%20Resumption)  Work that has already been undertaken by colleagues will be reflected in the risk assessment, alongside revised workflows for functional activity.  New workflows that include control measures have been put in place to reduce risk of exposure to COVID 19 and are documented in procedures and policies and disseminated to employees through Line Managers andteam meetings/ 1:1’s. Workflows will be developed in collaboration with those delivering the activity. These include:   * ***Social distancing: General guidance for staff and students*** * ***Social distancing: Buildings adaptations guidance*** * ***Social distancing***: ***Product solutions booklet*** * ***Social distancing: Building checklist*** * ***On-line induction materials for returning to campus***: combination of the guidance and videos.   https://intranet.birmingham.ac.uk/staff/coronavirus/essential-resources-and-checklist.aspx   * ***Return to Campus COVID-19: Building Risk Assessment*** [SHARED / Restricted Access Operations / Risk Assessment Service Resumption](file:///\\ADF\CORP\LIB\SHARED\Restricted%20Campus%20Operations\Risk%20Assessment%20Service%20Resumption)   Line managers are aware of how big changes to working arrangements may cause additional work-related stress and affect their employees’ mental health and wellbeing.  Line mangers and all staff are briefed via a weekly email sent by the director which reference support offered by the University via the welfare pages. Line managers undertake 1:1’s virtually or physically, and team meetings are used to discuss common concerns and offer peer support. Signposting to resources held within the collection is discussed and recommended. For colleagues requiring further support a referral to Occupational Health would be made.  Individuals have been made aware via of guidance available in relation to this:  <https://www.hse.gov.uk/stress/>  <https://intranet.birmingham.ac.uk/staff/coronavirus/Coronavirus-wellbeing-support.aspx>  <http://www.selfhelpguides.ntw.nhs.uk/birmingham/leaflets/selfhelp/Stress.pdf>  Staff due to return to undertake front facing activity will have split working arrangements which will see working from Campus for a set period alongside working from home in order to reduce on site working.  Spaces used for academic teaching are covered in a separate risk assessment embedded below.    This is further supported by the Room Guidelines for ***Teaching Staff version 3 embedded below.***  . | | 3 | 3 | 9 | | No | Upon commencement of activity daily staff welfare checks will be undertaken by managers at the start and end of each shift via team huddles.  Adaptations to workflows relating to patron interactions will be undertaken as necessary and will follow the same process that has been developed for co-creation between managers and those delivering the activity.  This will take place via team meetings and 1:1 meetings both in advance of service resumption and with agility once service commences in order to enhance and change workflows based on a lessons learnt approach.  Initial site induction will take place to ensure all staff are familiar with arrangements.  Patterns of work and rotas will be published to colleagues once return to work processes have been completed. | | 2 | 2 | 4 | DJ | 20/08/20 | 01/09/2020 | |
| Organisational | Psychological well being | | Staff | Anxiety and stress caused by concerns around returning to work on Campus | Managers hold regular informal discussions with their team and look at ways to reduce causes of stress and revise workflows as appropriate to reduce stress points. Daily briefings at the beginning of shifts and reviews at the end of every shift. Shift reports shared with next group of staff.  Concerns on workload issues or support needs are escalated to line manager via 1:1’s with appropriate interventions made.  Line managers ensure work is arranged to deliver core activity as established by senior management. Any secondary/ non-core activity is deprioritised to focus capacity on priority work areas.  Staff who are in clinically vulnerable groups themselves and identified to be considered in ‘at risk’ groups are encouraged by line managers to discuss their support needs to ensure additional measures are put in place to protect them including working from home.  Staff who are in the clinically extremely vulnerable group may be at high risk of serious illness if they catch coronavirus (COVID-19) must discuss their support needs with their line manager to ensure a specific individual risk assessment is carried out and additional measures are put in place to protect them including continuing to work from home.  <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19#who-is-clinically-extremely-vulnerable>  Employees invited to return back to work on Campus who have concerns have discussed these with their line manager or supervisor using the University’s Covid-19 Return to Campus Discussion Form and where necessary an occupational health referral has been made using the Occupational Health Referral for Covid-19 Assessment Form  <https://intranet.birmingham.ac.uk/hr/documents/public/Wellbeing/Covid-19-Return-to-Campus-Discussion-Form.docx> .  <https://intranet.birmingham.ac.uk/hr/wellbeing/index.aspx>  Employees are made aware of supportive mechanisms available to them (e.g. counselling, occupational health, HR, etc.) through line managers, internal communications and University webpages:  <https://intranet.birmingham.ac.uk/staff/coronavirus/faqs-for-staff.aspx>  <https://intranet.birmingham.ac.uk/hr/wellbeing/index.aspx>  <https://intranet.birmingham.ac.uk/hr/wellbeing/workhealth/index.aspx> | | 3 | 3 | 9 | | N | Existing risk assessments including those for new or expectant mothers reviewed and revised to reflect new working arrangements. This will be included within the workflows for returning activity.  Reasonable adjustments made, including those needed for PEEPs especially in relation to who will assist with their evacuation in an emergency, to avoid staff that require them including disabled workers being put at a disadvantage. | | 3 | 2 | 6 | DJ | 20/08/20 | 01/09/2020 | |
| Biological | Virus transmission in the workplace/ study environment | | Staff / Library Patrons | Exposure to respiratory droplets carrying COVID-19 from an infectious individual transmitted via sneezing, coughing or speaking. | ***Social distancing: At the OLRC*** has been completed to identify the control measures to consider reducing the risk of infections.  Staff continue to work to deliver onsite and remote activity adhering to the maximum seating capacity within the OLRC designated staff working areas.  Staff to work using the mixed model of site and home based as agreed with the line manager, in line with Government and University Guidance.  Managers ensure staff with any form of illness do not attend work until the illness has been verified as not being Covid-19.  The University’s [***On-line induction materials for returning to campus***](https://intranet.birmingham.ac.uk/staff/coronavirus/essential-resources-and-checklist.aspx) combination of the guidance and videos have been provided and completed for all staff returning to work in University buildings*.*  To help with consistency and adherence to building specific measures such as access routes, occupancy limits etc. staff from other departments accessing the building (such as cleaning and Estates) have received a building specific induction including information and inductions.  Managers keep track of when staff can return to work after the symptom free period.  Schedules for essential services and contractor visits revised to reduce interaction and overlap between people. For instance carrying out repairs to equipment supported by the same company are scheduled together e.g. Bibliotecha.  For student facing activity social distancing is in place with staff either working at distance from users or behind plastic screens at service points.  Patrons will be required, in line with government and University guidance, to wear face coverings as stipulated. UK government/ University exemptions will apply.  Multiple sanitisation stations have been installed, alongside multiple cleaning stations for use by patrons.  Items will be handled by staff wearing gloves and utilising sanitisation gel with items placed into quarantine for 72 hours before being made available for loan.  An awareness campaign relating to patron behaviour will form the key part of library induction/ re-induction to outline the new expectations.  Cleaning stations have been installed for student use with relevant cleaning materials provided, in order to clean work areas pre and post usage.  Study areas have been socially distanced with chairs removed. Signage installed instructing user the correct locations to study within.  Details relating to Teaching Spaces have been undertaken via a related but separate risk assessment. See embedded document below: | | 3 | 3 | 9 | | N | Workflows for specific tasks will be revised observing the latest guidance provided by PHE. | | 3 | 2 | 6 | DJ | 20/08/2020 | LCS /Digitisation complete  01/09/2020 | |
| Environmental  Environmental  Environmental  Environmental  Environmental | Virus transmission in the workplace/ study environment due to lack of social distancing  Virus transmission in the workplace/ study environment due to lack of social distancing  Virus transmission in the workplace due to lack of social distancing  Virus transmission in the workplace due to lack of social distancing  Virus transmission in the workplace due to lack of social distancing | | Staff / Patrons | Exposure to respiratory droplets carrying COVID-19 from an infectious individual transmitted via sneezing, coughing or speaking.  Exposure to respiratory droplets carrying COVID-19 from an infectious individual transmitted via sneezing, coughing or speaking.  Exposure to respiratory droplets carrying COVID-19 from an infectious individual transmitted via sneezing, coughing or speaking.  Exposure to respiratory droplets carrying COVID-19 from an infectious individual transmitted via sneezing, coughing or speaking.  Exposure to respiratory droplets carrying COVID-19 from an infectious individual transmitted via sneezing, coughing or speaking. | To help contain clusters and outbreaks and assist the University with any requests for data by the NHS Test and Trace service a temporary record of shift patterns and teams is kept for 21 days.  Workplace routines changed to ensure room/building capacity calculated to maintain social distancing is not exceeded. Changes made to date include:   * Change to peak staff entry and exit times. * Amended shift routines, staff handovers and team briefings. * A clear desk policy is in place alongside allocated desks * Deep cleaning of work areas has taken place   Patron access has been marked out within the building to guide patrons into the building for study and browsing, a returns area or enquiry services. A keep to the left model is in operation on stairs, and a one way system in place to afford access and egress from the upper floors. Lift capacity has been reduced to one person per-lift. The OLRC Café has instigated a socially distanced environment to facilitate safe service.  Work and the wider environment has been arranged so that staff and patrons are able to maintain the government guidelines for social distancing based on our industry which are included in the ***Social distancing: Building checklist***  (The latest Guidance on these measures can be found by clicking the following link [Social Distancing Guidelines](https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance#shops-running-a-pick-up-or-delivery-service)).  One-way flow systems implemented in appropriate spaces and visual aids, such as floor strips, signage are used for maintaining social distancing throughout the building/workplace.  Due to the potential increased risk of transmission from aerosol transmission steps have been taken to avoid people needing to unduly raise their voices to each other e.g. not playing music or broadcasts at a volume that makes normal conversation difficult, using microphones during training sessions.  Individuals (including staff, students, visitors and contractors), unless except, are required to wear face coverings, inside University buildings where 2m social distancing isn’t possible and cannot be maintained. Information provided in the University and local communications and local inductions and signs displayed informing people of the mandatory requirement to wear a face covering within the building.  Individuals (including staff, students, visitors and contractors), unless except, are legally required to wear face coverings, in enclosed public spaces where 2m social distancing isn’t possible or where people come into contact with others they would not normally meet. Information provided in the University and local communications and local inductions and signs displayed informing people of the mandatory requirement to wear a face covering in specific areas within the building.  Individuals have been reminded through induction, team meetings and various student facing communications of how to use face coverings safely including the following:   * wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and before and after removing it * when wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands * change your face covering if it becomes damp or if you’ve touched it * continue to wash your hands regularly * change and wash your face covering daily * if the material is washable, wash in line with manufacturer’s instructions. If it’s not washable, dispose of it carefully in your usual waste * practise social distancing wherever possible   Arrival and departure time for colleagues has been staggered to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics. A minimum Front of House function will be in operation supported by virtual support.  Hours of patron access to the OLRC will be reduced to facilitate a down time for cleaning / tidying / shelving activities to take place. In the initial stages of opening hours will be 1000-1600 Monday to Friday. Opening hours may expand further within the course of the academic year.  Staff and patron activities are segregated to promote social distancing including:   * Work stations moved or staff relocated. Provision of additional screens where needed to segregate people. Desks are arranged with employees facing in opposite directions. * Areas of work marked out with floor tape to ensure adequate social distancing is in place. Visual management aids in place to remind people of the need for social distancing, * Headcount capacity to ensure social distances standards have been achieved have been set and displayed in shared rooms e.g. open plan offices. * Library patron capacity will be reduced to reflect current study capacity with an additional allowance for transactional activity. This will be managed via the Library access control system. * The Café will manage numbers adhering to socially distanced entrance and exit arrangements, alongside a space that has been socially distanced for consumption of food and drink. * Capacity limits have been set for common facility areas (e.g. toilets, welfare areas etc. Upon induction to the building staff and patrons will be informed of capacities and instructed to check the space before entering by viewing through the vision panel to see if space is available. All additional seating has been removed. * Capacity for patron study and circulation has been reduced * Staff encouraged to remain on-site including bringing their own lunch and, when not possible, maintaining social distancing while off-site. * Where available safe outside areas used for break. * Welfare areas for serving hot food or drinks have been assessed in accordance with government guidance and tables/seating from welfare areas moved to create separation and avoid large groups congregating have floor marking to ensure social distancing. All users are encouraged to wash their hands prior to using equipment (kettle) and to wash their hands after use. Additional signage for the correct method for handwashing displayed. * Library patron vending has been taken out of use. * Water fountains in use have been serviced and treated by the contractor and only used with strict guidelines on how to use them which is covered in the induction. Individuals will be expected to wipe down the unit before and after use using antibacterial wipes provided. Units will be signed with information about cleaning and also a contact to replenish the wipes. Signage will also ask users to avoid touching the spout with their bottles or hands. If a case of a suspected Covid-19 occurs within the building the fountain will undergo deep cleaning~~.~~ * The Café will manage numbers adhering to socially distanced entrance and exit arrangements alongside a space that has been socially distanced with a capacity of 5 seated for the consumption of food and drink. . * Social distancing is marked on the corridor floor prior to entry to the WCs (toilets). Smaller facilities has a one out one in policy. Additional signage has been placed on facilities doors to announce people’s presence and to ensure hands are washed via correct method for handwashing prior to and after use. Building users are reminded to leave the facilities in a respectable condition.   Clear method of socially distancing of staff and patrons in reception areas defined and implemented including:   * Queuing systems or processes * 2m Social distancing in lobby area   Visits from people outside of the building are managed via remote connection/working where this is an option. Where this is not an option visitor arrangements have been revised to ensure social distancing and hygiene at all times. These measures are monitored by the local supervising staff member and where necessary concerns fed back to the third party manager. .  All corridors are :   * Marked in areas to ensure social distancing is adhered * Have a one way system in areas of the building that such an approach is feasible. * Corridors that are 2 m wide have a two way system of use, people using the corridor must stay to their left. Staff will be inducted into this process upon their return to work.   Additional signage in corridors reminding staff and patrons about social distancing and to keep left installed.  Information provided and signs displayed informing staff to use the stairwells rather than lifts unless they have difficulty using the stairs or the task they undertaking requires the movement of items between floors.  This message will be relayed at their induction sessions. The maximum occupancy of the lift has been reduced to one person per lift and social distance marked on the floor to create waiting areas.  The OLRC stairwells has been separated with a one way system introduced.  Additional signage in stairwells reminding everyone about social distancing.  Wash hand / use hand sanitiser on exit from stairwell.  Social gathering amongst employees and patrons have been discouraged and group study rooms closed with virtual solutions favoured and encouraged.  Managers perform frequent evaluation against social distances controls. Staff and patrons are reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. This will be undertaken through work based observation, 1:1’s and team meetings by the supervising member of staff.  Hygiene guidance displayed throughout the building such as avoiding touching eyes, nose, mouth and unwashed hands, cover your cough or sneeze with a tissue, and throw it away in a bin and wash your hands. Verbal briefings via 1:1’s and team meetings also take place.  Instruction on the disposal of gloves has been made with additional bins made available within the work spaces specifically areas where the handling of materials returned to the library by patrons or collected from study desks is required.  Face coverings are not PPE and are not required to be worn in the workplace where 2m social distancing can be maintained or there is no legal requirement. However where people choose to wear them managers support them. In line with government and University guidelines library patrons will be required to wear face coverings within the library unless they have mitigating circumstances for not doing so. Cafe users will need to wear face coverings until seated or have left the café area. Staff will wear face coverings while working on the Café floor, face coverings will not be worn when behind the Perspex screens on the counter.  Staff who are unable to wear a face covering will be issued with a plastic face visor to use when interacting in patron facing roles.  Individuals have been reminded via 1:1’s, and team meetings of how to use a face covering safely including the following:   * Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and before and after removing it. * When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands * Change your face covering if it becomes damp or if you’ve touched it * Continue to wash your hands regularly * Change and wash your face covering daily * If the material is washable, wash in line with the manufacturer’s instructions. If its not washable, dispose of it carefully in your usual waste * Practice social distancing wherever possible.   Additional cleaning stations have been installed throughout the library for use of patrons to use to clean work stations ahead of use and when leaving the study desk. Signage is in place and patron induction materials have been developed to instruct how to use the library effectively. | | 3 | 2 | 6 | | y |  | |  |  |  |  |  |  | |
| Biological  Biological | Suspected case of COVID-19  Suspected case of COVID-19 | | Staff/Library Patron | Exposure to respiratory droplets carrying and contact with an object that has been contaminated with COVID-19.  Exposure to respiratory droplets carrying and contact with an object that has been contaminated with COVID-19. | Response plan in place in the event of a confirmed or suspected case of COVID-19 and communicated and includes:   * If a person becomes unwell in the workplace with suspected COVID-19, they will be sent home in accordance to the University guidance. Managers will follow the NHS Test and Trace workplace guidance: <https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance> * If any students appear unwell or make comment or complain to staff members that they are feeling unwell they will be asked to leave the building with immediate effect and to follow the University and Government advise. * Provision and monitoring of adequate supplies of cleaning materials are in place managed by the Library Administration Team. * Team briefed via Team Meetings, 1:1’s, start and end of shift briefings on actions to be taken in the event of someone being suspected of having COVID-19. * Staff must tell their line manager if they develop symptoms. Absence will be managed in accordance to the University guidance provided. * Employees to follow the Government advice: <https://www.gov.uk/coronavirus> * Line managers will maintain regular contact with staff members in accordance with the University sickness absence guidance and monitor for signs of symptoms in the remaining workforce and keep Senior Managers informed of the situation whilst following the Government’s guidance for contact tracing: contact with co-workers: <https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance> * If multiple cases of coronavirus appear in a workplace, an outbreak control team from either the local authority or Public Health England will, if necessary, be assigned to help the University manage the outbreak. The University will seek advice from the local authority in the first instance. * Staff will be told to isolate because they:   + have coronavirus symptoms and are awaiting a test result   + have tested positive for coronavirus   + are a member of the same household as someone who has symptoms or has tested positive for coronavirus   + have been in close recent contact with someone who has tested positive and received a notification to self-isolate from NHS test and trace.   <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>  The access management tool will also support track and trace. Other technical solutions are being investigated to enhance capabilities in accordance with the wider University approach.  For a confirmed case of a library patron the University’s “test positive process” will be followed. | | 3 | 3 | 9 | | Y |  | |  |  |  |  |  |  | |
| Biological | Someone entering the workplace with COVID-19 | | Staff/Patrons | Exposure to respiratory droplets carrying and contact with an object that has been contaminated with COVID-19. | Companies who regularly attend or work in the building requested to provide their health and safety policy/arrangements / or RAMS (risk assessment and method statement) regarding COVID-19. This is coordinated via the Library Services Digital Library Team and Library Facilities Team.  Services are working with the University’s supply chain to ensure that they’re adopting good practices to prevent the spread of COVID-19 to discuss arrangements and control measures.  Any visitor to site will be informed that they are not to enter if they’re experiencing COVID-19 symptoms or should be self-isolating under the government Guidelines.  If a person becomes unwell in a University workplace with suspected COVID-19, they will be sent home in accordance to their company’s guidance. University managers will follow the NHS Test and Trace workplace guidance for any University staff that may have come into contact with them: <https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance>  An advanced schedule of library contractors has been developed and implemented. | | 3 | 2 | 6 | | Y |  | |  |  |  |  |  |  | |
| Environmental  Environmental  Environmental  Environmental | Virus transmission in the workplace  Virus transmission in the workplace  Virus transmission in the workplace  Virus transmission in the workplace | | Staff and Library Patrons | Contact with an object that has been contaminated with COVID-19 and which subsequently transmits this to another person e.g. surfaces, any inanimate objects & touch points including work surfaces, work equipment, door handles, banisters, chair arms and floors.  Contact with an object that has been contaminated with COVID-19 and which subsequently transmits this to another person e.g. surfaces, any inanimate objects & touch points including work surfaces, work equipment, door handles, banisters, chair arms and floors. | Individuals have been briefed via induction, team meetings and 1:1’s and are regularly reminded by their supervising college to clean their hands frequently with soap and water for 20 seconds and the importance of proper drying in accordance with the NHS Guidance  <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>    Posters are displayed around the workplace including in welfare facilities in the main lobby, toilet areas, kitchen area and welfare spaces.  Soap and water and hand sanitiser are provided in the workplace and adequate supplies are maintained and are placed at each entrance to the building, in work rooms, throughout the open floor plates of the OLRC Library, adjacent to lifts, and in other areas where colleagues will be handling stock and equipment. Antibacterial wipes have also been provided to each work area.  Individuals are reminded to catch coughs and sneezes in tissues – Follow: “Catch it, Bin it, Kill it” and to avoid touching face, eyes, nose or mouth with unclean hands. Posters are displayed around the workplace.    Individuals have been informed to check their skin for dryness and cracking and to inform their line manager or supervisor if there is a problem  To help reduce the spread of coronavirus (COVID-19) individuals are reminded of the public health advice within their induction to returning to campus, at team meetings and 1:1 meetings with their managers.  <https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do>  A review of the cleaning regime for the building has been undertaken by Cleaning Services to ensure controls are in place to keep surfaces clean and free of contamination,  Antibacterial wipes have been made available and placed on workstations ahead of staff returning. All occupants and everyone has been briefed on the importance of keeping surfaces and work equipment clean at their induction reinforced at team meetings and 1:1’s. Supplies will be replenished via materials stored within the workroom and orders placed via the Facilities Coordinator as required.  Areas where people directly pass things to each other, for example office supplies, have been identified and ways to remove direct contact, such as using drop-off points or transfer zones have been introduced.  Internal doors that **are not** signed as fire doors (unless held open with a mechanical device) kept open whilst working (last person out shuts the doors) to prevent multiple people using door handles.    Each person will be instructed via their induction, reinforced at their team meetings and 1:1’s and in accordance with the new workflows that have been developed to wipe their desk, keyboard mouse etc. at the start and end of each usage with the supplied antibacterial wipes.  There is clear desk policy in place to reduce the amount of personal items on desks and work benches to be practiced when the space is in use or not in use.  Everyone is encouraged to keep personal items clean including washing spectacles with soap and water, clean phones, keyboards and shared machinery handles etc. before after and during work.  Staff have been encouraged to bring their own food and kitchen utensils including mugs/cups, cutlery etc.. This has been undertaken in the pre-return to work interviews, induction programme, team meetings and 1:1’s. .  Lockers continue to be provided for workers clothing and bags e.g. lockers with staff encouraged at their induction and subsequent team meetings and 1:1’s to use them.  Monitoring and supervision arrangements contained with the co-created workflows have been put in place to ensure people are following controls e.g. implementing the new cleaning regime, following hygiene procedures etc. Adherence will be monitored by supervisory staff.  COVID-19 cleaning products used have a current valid chemical risk assessment in place and are used in accordance with all prescribed risk controls and monitoring requirements. They are stored so that they are readily available to all users and are labelled according to the Globally Harmonised System of Classification and Labelling (GHS). (See location specific chemical risk assessments for cleaning products used within the area).  All university staff are encouraged to avoid direct personal contact with others i.e. shaking hands etc. Face coverings will be required for patrons with face coverings and visors available for staff.  Specific Café food handling practices have been developed by Campus Services with general method statements available via the Café Risk Assessment which is due for submission separately in advance of reopening of this facility and other Campus Services based activities.  Library Patrons will be required to utilise the facilities within the Library in a different way. This will be communicated via induction and reinforced via signage and other educational materials and staff interventions.  Seating and Circulation Capacity will be reduced to maintain social distancing. Chairs have been removed and placed into storage and desks labelled with sit here stickers so users can sit socially distanced. The OLRC Library has a gate entry system that allows us to know how many people are within the Library in real time and entry gates can be set to refuse entry if this number is reached.  New workflows relating to stock returns, self-service of materials, study desk usage and other Library Equipment are in place. The general principle will be based on self-responsibility of patrons with workflows developed to capture the approach.  General risk mitigations (abridged version from workflow)  Browsing:  Catalogue PC’s will no longer be accessible. Patrons will need to search for physical items via their own device.  Only one patron will be permitted into shelving bays at a time. This will be reinforced via posters on each shelf end. Patrons will be instructed via induction and visual reminders that if they handle items they must return the item to the designated returns area so items can be placed into quarantine. Sanitisation of hands and face coverings will be required, with sanitisation units positioned throughout the OLRC.  Loaning items.  Items will be manually issued from the service desk. Volume of loans at the OLRC is low therefore the number of interactions will be limited. Staff will follow a revised workflow that requires them to sanitise their hands pre and post handling of items. Staff will be seated behind a plastic screen and gloves will be provided.  Return of items:  In line with PHE guidance items need to be kept in quarantine for a period of 72 hours. Use of the sortation machine will be carried out by Library staff only who will be equipped with a face covering, gloves and visors. Items will be returned via a drop area near the OLRC inner entrance. Items will then be fed into the sortation unit and placed into quarantine adhering to the returns workflows. Items retuned to shelves will be undertaken as far as possible outside of core hours with staff again using gloves and hand gel.  Use of study desks:  Patrons wishing to study in the Library will be required to wear face coverings throughout their time within the Library. Only designated seats and workstations can be used. These will be numbered and patrons will be asked to note the desk number they have sat at. Patrons will be instructed to use cleaning products to clean their study desk pre and post study and dispose of used materials in the bins provided. Cleaning Services will also clean each study desk in accordance with the agreed SLA.  Vending and water fountains:  All vending machines managed by Campus Services will be in use. Campus Services will take responsibility for the units within the Café environment.   Water fountains will be maintained with instructions for the safe use provided.  Wipes will be provided to help support users cleaning before and after use.  Interactions with staff:  All interactions will take place in a socially distanced way. For longer enquiries screens will form a physical barrier between the patron and library staff member. For transactional open floor activity staff and patrons will maintain social distance, use face coverings/ visors and practice good hand hygiene practices.  Cash handling:  Payment via cash will no longer be accepted.  Stationary Sales:  No stationary will be sold.  PC Clusters:  Library Services will adhere to the ITS principals that state that Cluster PC’s should be cleaned with an approved wipe prior and post use by each user. Cleaning stations have been provided in close proximity to PC clusters. The number of PC’s available has been reduced with chairs removed and sit here stickers clearly displayed.  MFD’:  Library Services will adhere to the ITS principals that state that MFD’s touch screens and other touch points e.g. paper outlets should be cleaned with an approved wipe prior and post use by each user. Cleaning stations have been provided in close proximity to the each MFD. Signage informing users that only one person is allowed within each MFD area is in place.  Lifts:  Only one person will be allowed in a lift at a time. Patrons will be informed upon entry to the ground floor lift lobby via library staff who will facilitate access to the lift. | | 3 | 2 | 6 | | Y |  | |  |  |  |  |  |  | |
| Organisational  Organisational | Exposure to Existing Hazards  Exposure to Existing Hazards | | Staff | Increased risk of harm due to controls included in existing risk assessments & safety arrangements affected by COVID-19 measures  Increased risk of harm due to controls included in existing risk assessments & safety arrangements affected by COVID-19 measures | All relevant pre-existing (non COVID) risk assessments including lone working assessments and procedures have been reviewed to take into account the impacts of social distancing and other COVID counter measures.  PPE related risk assessments have been reviewed to ensure that PPE is provided on an individual basis. Usage is monitored to ensure suitable level of stock of certain PPE such as face masks etc. during this time due to global shortages. Individuals maintain their own equipment in a sterile condition. Storage has been reviewed to provide individual storage arrangements. The taking of PPE home is not permitted.  Emergency Procedures reviewed and revised including:  **Communication**: people have been made aware via their pre-return to work interviews, induction and subsequent team meetings and 1:1’s that in an emergency, for example, an accident or chemical spill or fire, people do not have to stay 2m apart if it would be unsafe.  Business continuity and disaster recovery plans updated based on COVID-19 implications including Contingency plan in place for possible switch back to lockdown.  Life-saving rules, will continue to be governed, enforced and communicated during COVID-19 in particular “speaking up” if they witness any unsafe behaviours, conditions or symptoms related to COVID-19 via 1:1 meetings with their line managers. This has been highlighted to colleagues at their induction to returning to work.  **Hygiene:** Washing facilities with soap/gel available. People involved in the provision of assistance to others have been informed to pay particular attention to sanitation measures immediately afterwards including washing hands.  Security implications of changes made to operations and practices in response to COVID-19, have been considered.  The primary point of contact for first aid will be via Campus Security who can be contacted via 0121 414 4444. | | 3 | 2 | 6 | | N | Emergency procedures will form part of induction briefing  .  **Fire procedures:** number and details of nominated fire warden(s) in place, fire muster point confirmed and PEEP requirements defined including who will assist with their evacuation in an emergency. This will be adapted as utilisation of library spaces increases.  **First Aid:** First aid needs assessment reviewed to take into account any new Guidelines issued by the [University](https://intranet.birmingham.ac.uk/staff/coronavirus/faqs-for-staff.aspx) or [HSE](https://www.hse.gov.uk/), and first aid information including the location of first aid kits and first aider contact information up to date. | | 3 | 2 | 6 | DJ | 20/08/2020 | Completed 01/09/2020 further work to continue as service expands | |
| Environmental | Inbound & Outbound Goods including Post | | Staff / Patrons | Exposure to contact with an object that has been contaminated with COVID-19. | Logistics for the deliveries to the OLRC Library so that social distancing can be maintained at all times has been considered and include:  Pick-up and drop-off collection points, procedures, signage and markings revised.   * Unnecessary contact at delivery bay has been minimised e.g. non-contact deliveries where the nature of the product allows for use of electronic pre-booking. * Methods to reduce frequency of deliveries in place - ordering larger quantities less often. * All paper based materials will be placed into Quarantine for a period of 72 hours. * Electronic paperwork is used where possible, and procedures reviewed to enable safe exchange of paper copies where needed, for example, required transport documents. * Strict hand washing procedure in place after handling all deliveries. * Where possible deliveries to remain isolated and untouched for a minimum of 48 hours and in the case of library content 72 hours. | | 3 | 2 | 6 | | Y |  | |  |  |  |  |  |  | |
| Environmental | Virus transmission outside of the workplace | | Staff/ Patrons | Exposure to respiratory droplets carrying and contact with an object that has been contaminated with COVID-19. | On the outside / approach to the building there is signage to warn all prior to entering this building social distancing is in place.  There is signage advising staff and patrons to wash their hands regularly and not to touch their face. | | 3 | 3 | 9 | | Y |  | |  |  |  |  |  |  | |
| Organisational | Travelling to work | | Staff | Exposure to respiratory droplets carrying COVID-9. | Sufficient parking restrictions to maintain social distancing measures in place and additional parking is provided.  Additional facilities such as bike-racks are provided to help people walk, run or cycle to work where possible.  Staff will be encouraged to avoid public transport where applicable and using alternatives e.g. cycling, walking to work etc. Where staff are not able to avoid public transport they do so in accordance with Government and University Guidance:  <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>  <https://intranet.birmingham.ac.uk/staff/coronavirus/faqs-for-staff.aspx>  Staggered start shift patterns will be in place to reduce peak travel times for those on public transport | | 3 | 3 | 9 | | Y |  | |  |  |  |  |  |  | |
| Mechanical | Machinery & Equipment | | Staff / Patrons | Exposure to respiratory droplets carrying and contact with an object that has been contaminated with COVID-19. | Equipment and surfaces that are touched regularly will be frequently cleaned and disinfected. This will be undertaken by staff cleaning their work surface prior and post use, cleaning touch points on MFD with wipes and being encouraged to wash/ sanitise their hands using the gel dispensers that have been made available at key locations within workrooms and the wider library. Patrons will also be instructed to clean study desks with the wipes provided and wash / sanitise their hands with the gel provided. Cleaning Services will also undertake cleaning of the Library space on a regular basis.  Sterilising chemicals and cloths are provided in the area to clean machines and equipment prior to the commencement of work and upon completion. If machines and equipment are shared, sterilising will be carried out between operations.  For examples colleagues using the digitisation unit will clean the scanner using the wipes provided by the University ahead of utilising the machine, and once the activity is complete wipe the unit again with a fresh wipe. This has been built into the revised workflow for this activity with the same approach being followed for other activity commencing within the library. | | 3 | 2 | 6 | | Y |  | |  |  |  |  |  |  | |
| Environmental | Ventilation | | .Staff | Exposure to respiratory droplets carrying COVID-19. | Recirculation of unfiltered air within the workplace has been avoided or reduced as far as possible.  All ventilation has been serviced as required. All filters have been changed as required.  Building users are encouraged where possible to ensure windows are open. | | 3 | 2 | 6 | | Y |  | |  |  |  |  |  |  | |

**Risk Assessment Guidance**

Risk Scoring System

The scoring system is provided as a tool to help structure thinking about assessments and to provide a framework for identifying which are the most serious risks and why.

|  | **Consequence / Severity score (severity levels) and examples of descriptors** | | | | |
| --- | --- | --- | --- | --- | --- |
|  | **1** | **2** | **3** | **4** | **5** |
| **Domains** | **Negligible** | **Minor** | **Moderate** | **Major** | **Catastrophic** |
| **Impact on the safety of staff, students or public (physical / psychological harm)** | Minimal injury not requiring first aid or requiring no/minimal intervention or treatment.  No time off work | Minor injury or illness, first aid treatment needed or requiring minor intervention.  Requiring time off work for <3 days | Moderate injury requiring professional intervention  Requiring time off work for 4-14 days  RIDDOR / MHRA / agency reportable incident | Major injury leading to long-term incapacity/ disability (loss of limb)  Requiring time off work for >14 days | Incident leading to death  Multiple permanent injuries or irreversible health effects |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Likelihood score** | **1** | **2** | **3** | **4** | **5** |
| **Frequency** | **Rare** | **Unlikely** | **Possible** | **Likely** | **Almost certain** |
| **Broad descriptor** | This will probably never happen/occur | Do not expect it to happen/occur but it is possible it may do so | Might happen or occur occasionally | Will probably happen/occur but it is not a persisting issue | Will undoubtedly happen/occur, possibly frequently |
| **Time-framed descriptor** | Not expected to occur  for years | Expected to occur  at least annually | Expected to occur at  least monthly | Expected to occur at least weekly | Expected to occur at least daily |
| **Probability**  Will it happen or not? | <0.1 per cent | 0.1–1 per cent | 1.1–10 per cent | 11–50 per cent | >50 per cent |

The overall ***level of risk*** is then calculated by multiplying the two scores together.

**Risk Level = Consequence / Severity x Likelihood (C x L)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Likelihood** | | | | |
| **Likelihood score** | **1** | **2** | **3** | **4** | **5** |
|  | **Rare** | **Unlikely** | **Possible** | **Likely** | **Almost certain** |
| **5 Catastrophic** | 5 | 10 | 15 | 20 | 25 |
| **4 Major** | 4 | 8 | 12 | 16 | 20 |
| **3 Moderate** | 3 | 6 | 9 | 12 | 15 |
| **2 Minor** | 2 | 4 | 6 | 8 | 10 |
| **1 Negligible** | 1 | 2 | 3 | 4 | 5 |

The Initial Risk Rating is the level of risk before control measures have been applied or with current control measures in place.

The Residual Risk is the level of risk after further control measures are put in place.