

This form must be used to assess all foreseeable health and safety risks which are part of UPSU business. Please speak to your Director or the Buildings Manager if you have any queries whatsoever. This assessment must be reviewed whenever there is a significant change, and according to any schedules defined within our policies or procedures. All employees involved in this activity must be made aware of this risk assessment.

Risk assessment details			
Event / activity / office being assessed	Organisational Risk Assessment for COVID-19 - Shop		
Description of event / activity / location (for events, include artist and audience profile)	Shop		
Is this a recurring activity? (Give details)	Yes		
Authorisation (person who has day-to-day responsibility for managing risks for this activity)			
I confirm that I have carried out the below risk assessment, including thorough consideration of all foreseeable risks for this event / activity / location			
Risk assessment completed by:	Richard Hicks	Date	18/08/2020
Signature (typed is acceptable)	R G H i c k s	Date	18/08/2020
Authorisation (Buildings Manager)			
I confirm that I have ensured the person completing the risk assessment has been properly advised on the organisational process for identifying risks.			
Risk assessment approved by:	Richard Hicks	Date	18/08/2020
Signature (typed is acceptable)	R G H i c k s	Date	18/08/2020

Risk Assessment

This section covers **standard** risks that should be considered for **all** activities / events / offices. Some will not be relevant – in which case simply write “n/a”.

What are the hazards?	Who might be harmed and how?	Risk Factor (see ap. 1)	Controls in place?	Do you need to do anything else to control this risk?
<p>There is a direct threat to staff health and Wellbeing from transmission of the COVID-19 (CV19) while at work. An analysis of the business is required to determine if possible to follow the social distancing guidelines.</p>	<p>Staff, Students and Others Mild/Severe illness and in severe case death. People can catch the virus from others who are infected in the following ways. 1. Virus moves from person-person in droplets from the nose or mouth when the person with the virus coughs or exhales. 2. The virus can survive for up to 72 hours out of the body on surfaces which people have coughed on etc. 3. People can pick up the virus by breathing in the droplets or by touching contaminated surfaces and then touching their eyes or mouth.</p>	<p>M</p>	<ul style="list-style-type: none"> • All staff will receive a Covid-19 induction • Venue has been surveyed and occupancy calculated to ensure social distancing is achievable • Shields have been installed where there is customer contact • Hand sanitising stations covering the venue • Enhanced cleaning regime in place • One way system in place • Informational signage in place 	
<p>Protecting people who are higher risk- Some staff may have pre-existing medical</p>	<p>Staff, Students and Others Mild/Severe Illness n</p>	<p>H</p>	<ul style="list-style-type: none"> • If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from 	

<p>conditions which render them more vulnerable to the dangers of CV19 infection</p>	<p>severe case death Examples of people which greater risk are: 70 or older/ pregnant/ have a lung condition such as asthma, COPD, emphysema or bronchitis/ have heart disease, diabetes, chronic kidney disease or liver disease/ low immune system or are obese</p>		<p>home, they will be offered the option of the safest available location enabling them to stay 2m away from others</p> <ul style="list-style-type: none"> • If they are required to spend time within 2m of others a risk assessment must be carried out to assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including for example expectant mothers who are entitled to suspension on full pay if suitable roles cannot be found. • Particular attention will be paid to people who live with clinically extremely vulnerable individuals. UPSU will providing support for workers around mental health and wellbeing as per of Health and Wellbeing Policy 	
<p>Staff member becoming ill at work with Covid-19</p>	<p>Staff, Students and Others Contact with others and contact with contaminated surfaces</p> <p>Mild/Severe Illness in severe case death</p>	<p>H</p>	<ul style="list-style-type: none"> • Person will be removed to a designated isolation room • The individual will be sent home and advised to follow NHS Guidance online. If the person is a contractor/visitor their organisation will be contacted • The workplace will be decontaminated following government guidance 	

			<ul style="list-style-type: none"> NHS Track and Trace details will be updated All staff will be informed about this process Incident report must be recorded on the online system 	
Someone entering the workplace with CV19	<p>Staff, Students and Others</p> <p>Mild/Severe Illness n severe case death</p> <p>Someone could enter the workplace with CV19 and pass the virus on to staff and others, who could in turn pass CV19 onto family members and those they come into contact with.</p>	H	<ul style="list-style-type: none"> All companies who regularly visit the venue have provided us with their current RAMs All suppliers have made Covid-19 arrangements and control measures Induction given on hygiene requirements and symptoms of Covid-19 An information poster which highlights the risks of CV19 and states that symptomatic individuals will not be allowed entry or will be requested to leave. 	
A person catches Covid-19 due to contaminated surfaces	<p>Staff, Students and Others</p> <p>Mild/Severe Illness in severe case death</p>	M	<ul style="list-style-type: none"> Enhanced cleaning regime in place Cleaning stations in place to for staff to clean their own desk equipment Extra hygiene requirements in place (hand sanitisers around the venue) Information around cleanliness communicated to all staff 	Keep central records of people with confirmed cases in HR.
First Aid and emergency response contracting CV19 passing the virus to others	<p>Staff, Students and Others</p> <p>Mild/Severe Illness in severe case death</p>		The primary responsibility is to preserve life and first aid should be administered if required until the emergency services attend	

			<ul style="list-style-type: none"> • When planning work activities the provision of adequate first aid resources must be agreed between the relevant parties on site • All staff are to update People HR with current next of kin details • Consideration will be given to potential delays in emergency services response, due to current pressure on resources. • All high-risk work will have the risk assessment review prior to activity taking place • PPE will be supplied in line with government advice • First Aiders will be induction on the new advice from St Johns on CPR where no rescue breaths are given and just chest compressions • No Vulnerable persons to be nominated as First Aiders 	
Unsafe behaviour observed by employees/ visitors or contractors on site	Staff, Students and Others Mild/Severe Illness in severe case death	M	<ul style="list-style-type: none"> • All staff have been inducted in critical key safe behaviours 	
Lack of Suitable Advice to Employees/Visitors/ members of Public	Staff, Students and Others In advertent spread of Coronavirus due to incorrect guidance and instructions from un-reputable sources	L	<ul style="list-style-type: none"> • Staff will be inducted on current Covid-19 advice • UPSU Lead Worker Representative will keep up to date on Government guidance • Staff Representative will have weekly meeting with Lead Worker and inform staff of any 	

	Mild/Severe Illness in severe case death		changes	
Working from Home (WFH)	<p>Staff, Students and Others Uncontrolled working environment and risk of injuries/Work related upper limb disorders. WFH, with potentially limited support, may become significant stress or and risk when combined with general increased level of stress and worry that comes with a major health epidemic such as COVID-19</p> <p>Mild/Severe Illness in severe case death</p>	M	<ul style="list-style-type: none"> • All staff have been given sufficient information, instruction and training in use of equipment. • All staff have completed a working at home checklist including DSE Checks • All homeworking staff have completed a home office risk assessment including a photo of their workstation (checked by Building Manager) • UPSU will support and guidance they are able to offer employees whilst they are WFH during a period of isolation including: • In discussion with Line managers UPSU will endeavour to allow flexible working hours to accommodate childcare or caring for someone who may be unwell at home • UPSU will provide flexible support to employees with telephone or video conference support/meetings with their line manager • Regular team meetings over Zoom/teams to homeworkers and workers in venue • Employees to develop a structure to work to ensure that there are clear start/end time for the working day and breaks and 	

			<ul style="list-style-type: none"> lunch are taken UPSU will provide suitable and adequate IT support to enable effective working i.e. easy access to shared systems or information 	
Personal Protective Equipment(PPE) General Guidance Notes	<p>Staff, Students and Others</p> <p>In advertent spread of Coronavirus due to incorrect guidance and instructions from un-reputable sources</p> <p>Mild/Severe Illness in severe case death</p>	M	<p>PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment, such as face masks.</p> <ul style="list-style-type: none"> Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so First Aiders will be provided and trained in the use of additional PPE to carry out the role PPE will be supplied free of charge Any PPE provided will fit the user and training carried out in the correct use and care of PPE 	
Travel to Work	<p>Staff, Students and Others</p> <p>Contact with others and contact with contaminated surface</p> <p>Mild/Severe Illness in</p>	M	<ul style="list-style-type: none"> UPSU will minimise non-essential travel- by considering remote options first. Wherever possible employees and visitors will travel to work alone using their own transport if they are car sharing then the use 	

	severe case death		of face masks are recommended.	
Inductions for new starters/restarting works	<p>Staff, Students and Others Inadvertent spread of Coronavirus due to incorrect guidance and instructions from un-reputable sources</p> <p>Mild/Severe Illness in severe case death</p>	M	<ul style="list-style-type: none"> • Little room has been set up to maintain 2m social distancing • ventilation has been increased throughout the venue • Enhanced cleaning of common surfaces: e.g. Door handles, handrails, seats tables, stationary is carried out every 4 hours • COVID-19/hygiene information is on display • A hand sanitisers station is present on entry to the Little Room: • Induction content will include project specific COVID-19 management arrangements • All inductees will be booked in advance and confirm their understanding and compliance with Government guidelines. 	
Building Entrance and Access Points	<p>Staff, Students and Others Contact with others and contact with contaminated surfaces</p>	M	<ul style="list-style-type: none"> • UPSU will encourage all non-essential visitors to book in advance/carry out meetings over Zoom/Teams • UPSU will introduce staggered start and finish times to reduce congestion and contact at all times • The building has been set up as a one way system, with floor and door signage in place 	

			<ul style="list-style-type: none"> • UPSU will monitor site access points to enable social distancing • UPSU has hand sanitising stations on exit and entry and require all employees and visitors to wash or clean their hands before entering or leaving the site • Two metres social distancing floor signage is in place to control social distancing for people waiting to enter site • A shield Info point has been set up on entry 	
Queue Management	<p>Staff, Students and Others</p> <p>Social Distancing not being observed</p>	M	<ul style="list-style-type: none"> • Space has been provided to allow for queuing where required • Floor markings are in place to indicate social distancing spacing • Barriers/ropes and posts will be used if necessary to indicate queuing system • Signage at back of queue to limit queue length • Queues will be monitored at expected busy periods 	
Hand Washing	<p>Staff, Students and Others</p> <p>Contact with others and contact with contaminated surfaces</p> <p>Mild/Severe Illness in severe case death</p>	M	<ul style="list-style-type: none"> • UPSU have provided additional hand sanitising facilities to the usual welfare facilities. These stations have been spread out to cover the venue • Enhance cleaning regime to regularly clean the hand washing facilities and check soap and sanitiser levels • UPSU will provide suitable and 	

			<p>sufficient rubbish bins for hand towels with regular removal and disposal.</p>	
Toilet Facilities	<p>Staff, Students and Others Contact with others and contact with contaminated surfaces</p> <p>Mild/Severe Illness in severe case death</p>	M	<ul style="list-style-type: none"> • Signage in place to state the maximum occupancy of the toilets • Hand sanitiser station on entry to toilets • Enhanced cleaning regimes for toilet facilities particularly door handles, locks and the toilet flush • Where possible, UPSU will provide paper towels as an alternative to hand dryers in hand washing facilities. • UPSU will provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal • There are dedicated staff toilets 	
Staff Room	<p>Staff, Students and Others Contact with others and contact with contaminated surfaces</p> <p>Mild/Severe Illness in severe case death</p>	M	<ul style="list-style-type: none"> • Staff room occupancy is 2 person • Staff are encourage to stagger breaks to ensure social distancing is maintained • Enhanced cleaning regime in place to ensure common touch points are cleaned 	
Close Working	<p>Staff, Students and Others Contact with others and contact with contaminated surfaces</p>	M	<ul style="list-style-type: none"> • Where it is not possible or safe for employees and visitors to distance themselves from each other by 2metres for very short durations. These activities must be risk assessed and managed 	

	<p>Mild/Severe Illness in severe case death</p>		<p>and kept to a minimum</p> <ul style="list-style-type: none"> • Non-essential physical work that requires close contact between employees and visitors will not be carried out • Work requiring skin to skin contact should not be carried out unless essential (first aider) and with the correct PPE • Managers are to plan all other work to minimise contact between employees and visitors • Ventilation has been increased throughout the venue • Lift is one person occupancy and priority given to disabled <p>Meetings</p> <ul style="list-style-type: none"> • Meeting room has a maximum occupancy of 4 persons • Only absolutely necessary meeting participants should attend • Meeting room has been set up to enable social distancing <p>Consider holding meetings in open areas where possible.</p>	
<p>Cleaning</p>	<p>Staff, Students and Others Contact with others and contact with contaminated surfaces</p> <p>Mild/Severe Illness in severe case death</p>	<p>M</p>	<p>Enhanced cleaning procedures are in place across the venue, particularly in communal areas and at touch points including:</p> <ul style="list-style-type: none"> • Taps and washing facilities • Toilet flush and seats • Door handles, push plates and controls 	

			<ul style="list-style-type: none"> • Handrails on staircases and corridors • Lift controls • Machinery and equipment controls • Food preparation and eating surfaces • Cleaning stations are in place at all offices to clean telephone equipment, keyboards, photocopiers and other office equipment • Rubbish collection and storage points will be increased and emptied regularly throughout and at the end of each day <p>Venue will be fogged/sanitiser on a daily basis before opening</p>	
<p>Fire response and evacuation</p>	<p>Staff, Students and Others Due to staff homeworking reduced numbers of Fire Marshals delaying Fire evacuation time Fire loading due to high amounts of hand sanitiser on site</p>	<p>M</p>	<ul style="list-style-type: none"> • All standard fire management controls will be in place prior to staff return • Building Manager will assess the requirement for Additional staff to be trained as Temporary Fire Marshals. This training will be conducted in house by the Building Manager • All staff and students with PEEP's will be reviewed and appropriate controls implemented • Stock of ready to use sanitiser will be stored in a flammable locker 	

Visitors	Uncontrolled hygiene management	M	<ul style="list-style-type: none"> • Only essential visitors will be allowed on to site at anytime • Visitors will be limited to a specific time window and restrict access to required visitors only. • Schedules for essential services and contractor visits will be revised to reduce interaction and overlap between people, for example, carrying out maintenance services at night. • All visitors, will be track and traced. 	
Mechanical and Electrical, Air Conditioning etc.	Inadvertent and potentially increased spread of Coronavirus via mechanical means	M	<p>Guidance has been given by the University Estates department on Building Services and Maintenance requirements.</p> <ul style="list-style-type: none"> • Check whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels. • Ventilation Survey has been carried out • Occupancy of the room have been calculated in line with the ventilation survey • Air conditioning systems have been adjusted to purge the building everyday (two hours before opening and two hours on closing) 	

			<ul style="list-style-type: none">• Open windows and doors frequently to encourage ventilation, whenever and wherever possible.	
COSHH	Staff, student and others Lack of information to cleaning staff on new products being use to clean contaminated areas	L	<ul style="list-style-type: none">• All new cleaning products have an up to date Data Sheet and COSHH Risk assessment• All cleaners have been trained in the new products and usage	

Risk Assessment – hazards specific to this activity

Speak to staff, managers and people otherwise involved in the activity to establish additional risks involved. Insert new lines as needed.

What are the hazards?	Who might be harmed and how?	Risk Factor (see ap. 1)	Controls in place?	Do you need to do anything else to control this risk?
Deliveries	Inadvertent spread of Coronavirus due to incorrect guidance and instructions from un-reputable sources	M	<ul style="list-style-type: none"> Shop manager has discussed with suppliers on the best solution to maintain social distancing 	
Stock replenishment	Inadvertent spread of Coronavirus due to incorrect guidance and instructions from un-reputable sources	M	<ul style="list-style-type: none"> Staff to wear mask or shield whilst stocking shelves with customers in store 	
Staff controlled entrance	Inadvertent spread of Coronavirus due to incorrect guidance and instructions from un-reputable sources	M	<ul style="list-style-type: none"> Occupancy for the store is 8 and will be controlled by Shop staff 	
Store Capacity	Inadvertent spread of Coronavirus due to incorrect guidance and instructions from un-reputable sources	M	<ul style="list-style-type: none"> We have assessed the size of the store and its layout and have calculated the number of customers who can reasonably follow the 2 metre social distancing. This has allowed us 8 customers in total. Clear signage has been place outside of the store explaining the social distancing measures in place that customers should follow. Floor markings at 2m intervals 	

			<p>have been placed in store to indicate to customers</p> <ul style="list-style-type: none"> • Floor markings outside of the store to enable 2m social distancing whilst queuing is in place 	
Shop floor and till areas	Contact with others and contact with third parties (Customers etc)	M	<ul style="list-style-type: none"> • Floor markings have been use inside to facilitate compliance with the social distancing advice of two metres, particularly in the most crowded areas and where queueing is likely. • Clear signage has been installed throughout the store reminding customers of the social distancing measures and asking them to follow these rules, the layout of the store has been reviewed to ensure aisles/walkways are as clear as possible to accommodate two metres' social distancing, including the removal of promotional fixtures if necessary. • One-way systems is in place with floor markings and signage to highlight system and direction • Physical barriers at till points have been erected using flexi plastic to provide a barrier for those working on the tills. 	
Handling goods, merchandise and other material	Inadvertent spread of Coronavirus due to incorrect guidance and instructions from un-reputable sources	M	<ul style="list-style-type: none"> • Staff are encourage to increase hand washing/Sanitiser and introducing hand sanitiser station • Shop staff will endeavour to limit customer handling of 	

			<p>merchandise, for example, through different display methods, new signage or rotation of high-touch stock.</p> <ul style="list-style-type: none"> • Shop staff have set up` no contact return procedures where customers take returned goods to a designated area. • Shop staff will encourage contactless refunds. • Returns will be separate from displayed merchandise/stock to reduce the likelihood of cross contamination/ transmission through touch. 	
Communication and Training	Inadvertent spread of Coronavirus due to incorrect guidance and instructions from un-reputable sources	M	<ul style="list-style-type: none"> • Clear guidance has been given on social distancing and hygiene to people on arrival, for example, signage and visual aids. • Written or spoken communication of the latest guidelines to both workers and customers inside and outside the store has been given • Latest guidelines are visible in selling and non-selling areas 	

Appendix 1: Risk Factors

Table 1: Risk Factors

			Likelihood (Table 2)		
			Unlikely	Likely	Almost certain
			1	2	3
Impact (Table 3)	Major	3	M	H	H
	Moderate	2	L	M	H
	Minor	1	L	L	M

Table 2: Likelihood assessment

	1	2	3	Explanation
Frequency (routine activities)	Unlikely	Likely	Almost certain	A frequency-based score will be appropriate in routine operational circumstances.
	Expected to occur at least once in the next ten years	Expected to occur at least annually	Expected to occur several times annually	
Probability (within project lifetime)	0 – 25%	26-50%	>50%	A probability score will be appropriate in relation to developments / projects
	Unlikely to occur	Reasonable chance of occurring	Highly likely to occur	

Table 3: Impact assessment

Choose the most appropriate descriptor for the risk issue you have identified from the left-hand side of the table. Working along the row, what could happen if this risk were to materialise? The impact score is the number at the top of the column

	1	2	3
Descriptor	Minor	Moderate	Major
Objectives / Projects	< 5% adverse variance / schedule slippage. Minor reduction in quality / scope	5 -15% adverse variance / schedule slippage. Reduction in scope or quality requiring client approval; may not meet secondary objectives	>15% adverse variance / schedule slippage. Doesn't meet secondary objectives. May not meet primary objectives
Business Interruption	Loss / interruption > 1 week	Loss / interruption up to 6 months	Loss / interruption > 6 months
Injury	Minor injury or illness, first aid treatment needed	RIDDOR reportable	Major injury, or long-term incapacity / disability (e.g. loss of limb) or death
Student Experience	Unsatisfactory student experience - readily resolvable	Significant impact on ability to recruit, affecting next year's intake only	Significant impact on ability to recruit, lasting at least 1 year or greater
Complaint / Claim Potential	Justified complaint peripheral to core UPSU activity	Below excess claim. Justified complaint	Claim above excess level. Multiple justified complaints or single major claim
Human Resources / Organisational Development	Ongoing low staffing level reduces service quality	Late or uncertain delivery of key objective / service due to lack of staff (recruitment, retention, sickness, strike).	Non-delivery of key objective / service due to lack of staff or gaps in training and development. Loss of key staff. Very High turnover.
Financial Loss	> 0.1% of budget (or > £1,000)	> 0.25% of budget (or > £500,000)	> 0.5% of budget (or > £1 million)
Inspection / Audit / Performance	Recommendations given. Reduced compliance with standards	Reduced rating. Challenging recommendations. Non-compliance with a single core standard	Enforcement Action. Critical report. Multiple challenging recommendations. Lower quartile performance. Prosecution.
Adverse Publicity / Reputation	Local Media interest short term	Reputation damaged regionally up to one year	Reputation damaged nationally for one year or more. MP Concern (Questions in House)

Appendix 2: Potential training

Risk mitigation may include the need for training. Below are suggestions for suitable training levels for some activities. However, you should make your own assessment of the level of training needed, taking into account all circumstances, and taking advice from the Facilities Department. In order to book an employee on a training course, complete a training request form and obtain the appropriate approvals before booking. **This list is not exhaustive – seek guidance from the Facilities Department when identifying mitigation**

H&S –related activity	Level of activity undertaken	Level of training recommended
Manual Handling	Occasional or light handling	Advice from line manager on safe processes
	Regular or heaving handling	Manual Handling Training Course
Work at height	Occasional reaching above head height or occasional use of a very low platform	Advice from line manager on safe processes and departmental risk assessment.
	Use of ladders	Work at height training session delivered by UPSU Facilities department
	Use of scaffold or platforms	Relevant external training – liaise with the Facilities department
COSHH / contact with chemicals	Occasional or light use	Advice from line manager on safe processes
	Regular or industrial use	COSHH training session delivered by UPSU Facilities department
Undertaking risk assessments	General risk assessment	Risk Assessment training session delivered by UPSU Facilities department
	Assessment of high-risk events, such as Summer Ball and major events	External Risk Assessment training – liaise with the Facilities department
First Aid	Occasional or emergency first aid cover	External Emergency First Aid course / sport first aid / other relevant course
	Duty Manager or Official UPSU First Aider	3-day External First Aid at Work course
Fire	Normal staff responsibility for fire awareness	Advice from line manager on safe processes and departmental fire risk assessment.
	Official UPSU Fire Marshal	Fire Marshal Training Course delivered by University of Plymouth Attend termly fire marshal meetings
	Duty Manager / Official UPSU Senior Fire Marshal	Attend termly Senior fire marshal meetings