

Appendix 1
RHSU General Risk Assessment Form

Name of Person Undertaking Assessment		Date Conducted	Department / Area (including description of what is being assessed)					
Max Ross		23/07/2020	The Packhorse / Covid-19 Specific RA					
Ref No	Group	Hazard	Control Measures	Assessed level of risk			Further Action Required	By Date & Review Date
				L	M	H		
1	Risk to staff from Covid-19	All staff able to socially distance, due to general contact with other people	<ul style="list-style-type: none"> • Staff to work from home where practicable • Multiple-occupancy offices to be reconfigured to ensure that staff can work with appropriate social distancing. Any desks or seating not to be used must be marked as such. Staff informed of capacity rules. • Team rotation to be used to minimise the number of staff required in the Packhorse at any time. • Planned Rotas to ensure optimum numbers are managed in venue at any time. • Staggering of shift start/finish times • Social distancing markers to be located throughout the venue to inform individuals of effective social distancing. • Placement of all tables to comply with social distance guidance. • Maximum social distancing capacity to be defined for all areas, clearly signposted, 	L			<ul style="list-style-type: none"> • Office space has been configured to accommodate 2 persons safely • Signage to be located on office door with instructions for entry. • Internal and external capacities to be agreed. • Optimum staffing levels to be agreed to operate venue. • Signage located on staff toilet door with 	21/08

			<p>staff instructed. Use clickers to manage internal and external capacities.</p> <ul style="list-style-type: none"> • Increased cleaning regime for public areas, especially touch points. • Staff toilet has maximum occupancy and increased cleaning regime, especially touch points • Staff required to use communal welfare area (closed to general circulation) Staff informed of capacity rules. • Instruction provided on hand washing – frequency and method. Staff instructed to complete every 30 minutes, and as required. • Hand Sanitiser stations located in key areas where Hand washing is impractical. • Return to work guidance produced and shared with all staff prior to working • Digital recording of all staff employed on shift to comply with operators responsibilities under Track & Trace • Closure of meeting rooms to general access. • Allocation of Meeting room 1 as communal staff space. 			<p>entry instructions.</p> <ul style="list-style-type: none"> • Signage located inside all staff areas instructing cleaning regime for staff. • Confirm cleaning specifications with Cleantec. • Signage for Meeting room 1 	<p>31/07</p> <p>28/08</p>
		All staff unable to social distance due to the requirements of their role (Kitchen Staff, Bar Staff, FOH Staff)	<ul style="list-style-type: none"> • Specific risk assessment required for any work where social distancing cannot be maintained • System of work to be specified for any work where social distancing cannot be maintained, and communicated to workers • PPE provided for spaces where social distancing is impractical (Kitchen/ Bar Servery) • Perspex screens installed at service points to protect individuals. • Staff informed of room capacity for restricted spaces. 		M	<ul style="list-style-type: none"> • Task specific RAs to be completed for Kitchen service, Deliveries and FOH service • Standard operating systems reviewed to reflect Covid secure 	14/08

			<ul style="list-style-type: none"> Staggered break times to be planned and communicated to staff on shift Digital recording of all staff employed on shift to comply with operators responsibilities under Track & Trace Installation of door opening systems to reduce touch points during service 			<ul style="list-style-type: none"> Installation of Perspex screens at bar. Pre-opening training for all staff Install door opening systems 	28/08 28/08 28/08
		Staff at higher risk from the virus due to general contact with other people	<ul style="list-style-type: none"> HR to implement a process to identify those who are at high risk Those at high risk not to be permitted to work on Campus 	L		<ul style="list-style-type: none"> Return to work forms for casual staff 	28/08
		Staff at higher risk due to being pregnant	<ul style="list-style-type: none"> Staff who have informed HR that they are pregnant to work from home until further notice. 	L		<ul style="list-style-type: none"> Return to work forms for casual staff 	28/08
		Increased risk through being unaware of the controls in place	<ul style="list-style-type: none"> Marketing to communicate key information via: RHSU webpage, Staff intranet, staff newsletter, line management chain, the FAQ, and if required direct all staff communication. 	L		<ul style="list-style-type: none"> SOPs to be shared with Mkt to upload content House rules to be published on website 	14/08 28/08
2	Risk to Students from Covid-19	Students due to general contact with other people	<ul style="list-style-type: none"> All controls outlined above for general social distancing. Increased cleaning regime for public areas, especially touch points. Hand Sanitiser stations located at all entrances with signage 	L			28/08
		Students while accessing The Packhorse	<ul style="list-style-type: none"> All controls outlined above for general social distancing. Implementation of a booking system for peak times/events Implementation of 1 way flow within all areas where possible. 	L		<ul style="list-style-type: none"> SOPs for FOH to be agreed Wi5 to be tested prior to opening 	14/08 21/08

			<ul style="list-style-type: none"> • Placement of tables to comply with social distance guidance, all numbered. • Internal maximum table size 12 persons (2 houses or support bubbles) • External maximum group size 30 persons socially distanced in a designated area. • All cutlery/crockery taken to tables when required by staff. • Provide disposable condiments for use at table. • Designated queuing system for bar service points where appropriate. • Sia security staff employed to monitor/manage capacity at peak times/events • Locate external service and collection points to minimise customer movement when on site and facilitate Wi5 ordering. • Wi5 Online service provision for table orders to reduce social contact. • Wi5 Online provision for Click & Collect / Delivery service to reduce social contact. • Wi5 promoted as preferred ordering platform for all customers • Packhorse to implement social distancing measures throughout the venue, implement physical/virtual queue system for peak footfall. • Signage located at entrance points identifying Covid-19 measures within the Packhorse, and expected behaviours. • Cognito Track & Trace system implemented for all customers • Location of additional toilet capacity external to the building to support peak service times. • Closure of meeting rooms for general access 			<ul style="list-style-type: none"> • Covid Secure measures to be published on website • Generate Cognito Track & Trace HTML link and QR code. • Produce signage to support Track & Trace • Update GDPR privacy notice to reflect Track & Trace data capture • Produce staff pocket pack for Wi5 and Track & Trace • Install 6 portable toilets in car park, arrange cleaning contract. • Source disposable condiments for use in the venue 	<p>14/08</p> <p>21/08</p> <p>28/08</p> <p>14/08</p> <p>21/08</p>
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			<ul style="list-style-type: none"> Compliance with license conditions all recorded music to be terminated at 9:00pm 			<ul style="list-style-type: none"> Daily staff briefings to maintain expected standards of behaviour. 	
		Students at higher risk from the virus due to general contact with other people	<ul style="list-style-type: none"> Signage located at entrance points identifying Covid-19 measures implemented within the Packhorse Promotion of Wi5 as the preferred ordering platform for higher risk students. 	L			28/08
3	Risk to Visitors from Covid-19	Visitors due to general contact with other people	<ul style="list-style-type: none"> All controls outlined above for general social distancing. The Packhorse is open to unplanned visitors/customers RHUL/RHSU Staff to ensure that planned visitors are informed of the social distancing measures required in the Packhorse. Cognito Track & Trace system implemented for all customers 	L			28/08
		Visitors at higher risk from the virus due to general contact with other people	<ul style="list-style-type: none"> It can be assumed that Visitors at high risk will not attend The Packhorse If Staff are aware that Visitors are at high risk they should be guided to avoid the Packhorse. 	L			
4	Risk of contamination from use of equipment	All staff required to use manual handling equipment, and access stock rooms	<ul style="list-style-type: none"> Increased cleaning regime for all manual handling equipment. PPE provided for use of manual handling equipment. Hand Sanitiser located in stockrooms Signage located in stockrooms & cellar with guidance for staff Limit use of manual handling equipment to delegated staff members 	L		<ul style="list-style-type: none"> Individual items of PPE to be allocated to staff required to complete manual handling tasks 	28/08

		All staff required to use office equipment	<ul style="list-style-type: none"> Increased cleaning regime for all office equipment Cleaning wipes to be readily available in office areas for adhoc cleaning of equipment Hand Sanitiser located in office areas Signage located in office areas with guidance for staff 	L		<ul style="list-style-type: none"> Signage, guidance and equipment provided in office for staff. 	28/08
5	Risk of cross contamination between Packhorse facilities	All staff required to move between facilities	<ul style="list-style-type: none"> PPE provided for use of manual handling equipment Hand Sanitiser locations at all entry points Instruction provided on hand washing – frequency and method. Staff instructed to complete every 30 minutes, and as required Limit movement to delegated staff members. 	L			28/08
6	Risk to staff from face to face meetings	All staff required to engage in regular meetings, briefings, appraisals.	<ul style="list-style-type: none"> Where possible all meetings to be conducted remotely via online platforms Where meetings are to be held on site they should be conducted in an adequate space where social distancing (minimum 2m can be complied with. 	L		<ul style="list-style-type: none"> Meeting room capacities calculated and furniture arranged. Signage located. 	28/08
7	Risk to staff from accident and emergency procedures	All staff required to engage or support actions in the event of an accident or emergency incident.	<ul style="list-style-type: none"> In the event of a first aid incident staff will be required to compromise the social distancing guidance. Revised protocols should be communicated to staff. Guidance provided on post incident cleaning and sanitisation for individuals and spaces. Accident and emergency incident procedures require review to reflect social distancing guidelines. 		M	<ul style="list-style-type: none"> Updated First aid guidance to be shared with all delegated staff. 	28/08

8	Risk of contamination from handling of products and menus	All persons working in or visiting the Packhorse	<ul style="list-style-type: none"> • Signage located at entry points informing visitors that use of Wi5 platform is recommended. • Signage located at entry points informing visitors of control measures expected when on the premises. • Staff briefed on guidance and methods of communication to avoid flash points and educate visitors • Increased cleaning regime implemented for replenishment • Hand Sanitiser locations at all entry points • Contact free transactions implemented, customer required to use Wi5 where possible • Contactless payments implemented, no cash transactions permitted. • PPE provided where contactless transactions are not practical. 	L		<ul style="list-style-type: none"> • SOPs shared with all staff • Signage produced for access points, website and table locations. 	28/08
9	Risk of over capacity	All persons working or visiting the Packhorse	<ul style="list-style-type: none"> • Signage located at entry points informing customers of Packhorse capacity, also located at individual areas (internal/ external) • Staff member located at entry point to control visitor flow, and set queue system if required outside The Packhorse. • Wi5 Click & Collect/ Delivery process clearly communicated, with appropriate signage. • Security staff (Sia contractors) employed to assist in the control of visitors, and manage capacity 	M		<ul style="list-style-type: none"> • Queue system to be planned which enables social distancing and does not impact on public highway • Identify collection point for delivery. • Agree SOPs for contracted staff 	14/08

10	Risk to staff from face to face contact with visitors	All staff working Front of House	<ul style="list-style-type: none"> • Perspex screens installed at staffed till point to protect individuals from contamination • Contactless transaction and payment systems installed to minimise physical contact • Wi5 platform implemented • Staff employed in visitor control positions socially distanced wherever possible, if not practical disposable face guard provided. • PPE provided as above 	L		<ul style="list-style-type: none"> • Training provided to all staff 	28/08
11	Risk to staff from delivery of Online orders	All persons delivering or receiving items ordered via Uber eats/ Wi5	<ul style="list-style-type: none"> • Instructions provided to delivery staff on social distancing and delivery processes. • PPE provided to mitigate risk of contamination during delivery process. • Cleaning and Sanitisation kit provided for delivery vehicle and staff. • Signage provided for the delivery vehicle informing staff of cleaning protocols and delivery process. 	L		<ul style="list-style-type: none"> • Uber eats service provided by 3rd parties who will require clarity on SOPs and comply with Uber eats agreed process. • Wi5 deliveries to campus only 	21/08
12	Risk to staff from goods inward deliveries	All staff involved in receipt of goods inward	<ul style="list-style-type: none"> • Designated delivery point allocated for goods inwards • Guidance provided to staff on process for receiving goods inwards – includes instructions for delivery drivers • External packaging disposed of via normal method • PPE provided to staff to minimise risk of contamination 	L		<ul style="list-style-type: none"> • Training provided to all staff. • Where practical information shared with all suppliers 	28/08

Action Plan

Further Action required	Person responsible	Target date	Completed
Signage created for all areas	Rich Robinson (RR) and Mkt	21/08	
Internal & External Capacity calculations to be completed	RR	21/08	
Locate all tables to socially distance, number each table, create table plan	RR	21/09	
Map out 1-way system on site	RR	21/08	
Optimum staffing rosters developed and implemented	RR	21/08	
Pre-opening clean of venue completed	Cleantec	21/08	
Updated Covid-19 cleaning regime documented	RR	14/08	
Task specific Covid secure RAs to be completed	RR	14/08	
Standard Operating Procedures to be completed for Packhorse – Covid Secure	RR	14/08	
Source & install all fixed screens	Max Ross (MR)	28/08	
Source and install sanitiser stations	MR	28/08	
Source and install door opening systems for internal toilets etc	MR	28/08	
Source Covid secure PPE for all staff	MR	28/08	
Casual staff return to work forms	Abi Jesson (AJ)	07/08	

Cognito Track & Trace systems implemented	RR	14/08	
Table booking system to be implemented	RR/MR/Mkt	14/08	
Create pocket card for staff to support social distanced ordering	MR/Mkt	21/08	
Source and install external portable toilets	RR	28/08	
Source disposable condiments for service	RR	28/08	
Briefing notes for staff training on all aspects of Covid secure operations	RR	21/08	
Staff training sessions to be completed pre-opening	RR	28/08	
Updated Covid Secure 1 st Aid guidance shared with all delegated staff	MR	21/08	
Implementation of Covid secure signage pre-opening	RR	28/08	
Queue system developed, documented and shared	RR/MR	14/08	
Process for on line delivery collections	RR	21/08	In hand will be completed 11/09
Signage for external delivery collection	RR	28/08	In hand will be completed 11/09
Covid secure compliance recording process (electronic)	RR	21/08	
Share Covid secure RA with all staff	MR	14/08	
Pre-opening announcement to students	Mkt	21/08	
Publish Covid Secure RA, House rules, online ordering process and other info on website and social media.	Mkt	28/08	