

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		27/05/2020	Union Shop / 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 Union Shop at any time. Planned Rotas to ensure optimum numbers are managed in store at any time. Staggering of shift start/finish times Social distancing markers to be located throughout the store to inform individuals of effective social distancing. Maximum social distancing capacity to be defined, clearly signposted, staff instructed. Use clickers to manage capacity. 	L			Union Shop capacity calculation to be completed.	05/06

			<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 				
		All staff unable to social distance due to the requirements of their role (Retail staff/ Stockroom staff/ Office 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 (Stockroom) • Staff informed of room capacity for restricted spaces. • Staggered break times to be planned and communicated to staff on shift 		M	<p>Task specific RAs to be completed</p> <p>Staff briefings to be completed</p> <p>PPE to be sourced</p>	05/06
		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			
		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			

		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		Update signage, online content and Q&A	05/06
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			
		Students while accessing Union Shop	<ul style="list-style-type: none"> All controls outlined above for general social distancing. Union Shop Online service provision for Click & Collect service to reduce social contact. Union Shop Online provision for Delivery service to reduce social contact. Union Shop to implement social distancing measures throughout the store, implement queue system for peak footfall. Signage located at entrance points identifying Covid-19 measures within the Union Shop 	L		Queue system to be agreed and implemented Update and implement signage	05/06
		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 Union Shop. Promotion of Union Shop Online as the preferred retail option for higher risk students. 	L		Update and implement signage	05/06
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. Union Shop is not promoted to unplanned visitors to Campus RHUL/RHSU Staff to ensure that planned visitors are informed of the social distancing measures required in the Union Shop. 	L		Briefing notes for staff, update signage	05/06

		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 Campus. If Staff are aware that Visitors are at high risk they should be informed that they are not to visit Campus. 	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 & containers with guidance for staff Limit use of mechanised manual handling equipment to delegated staff members 	L			PPE to be sourced Update signage	05/06
		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			Update signage	05/06
5	Risk of cross contamination between Union Shop facilities	All staff required to move between Union Shop 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			PPE to be sourced	05/06
6	Risk to staff from face to face meetings	All staff required to engage in regular	<ul style="list-style-type: none"> Where possible all meetings to be conducted remotely via online platforms 	L				

		meetings, briefings, appraisals.	<ul style="list-style-type: none"> 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. 				
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	<p>First Aid protocols to be reviewed, updated and shared with delegated staff.</p> <p>Post incident cleaning protocols to be reviewed and updated</p>	05/06
8	Risk of contamination from handling of products	All persons working in or visiting the Union Shop	<ul style="list-style-type: none"> Signage located at entry points informing visitors that there should be no handling of products unless being purchased. 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 self-scan products. Contactless payments implemented, no cash transactions permitted. PPE provided where contactless transactions are not practical. 	L		PPE to be sourced	05/06
9	Risk of over capacity	All persons working or visiting the Union Shop	<ul style="list-style-type: none"> Signage located at entry points informing customers of Union Shop capacity 	L		Signage to be updated	05/06

			<ul style="list-style-type: none"> • Staff member located at entry point to control visitor flow, and set queue system if required outside Union Shop. • Union Shop Online collection times are allocated and staggered 				
10	Risk to staff from face to face contact with visitors	All staff working on the shop floor or at till locations	<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 • Staff employed in visitor control positions socially distanced wherever possible, if not practical disposable face guard provided. 	L		Perspex screens to be sourced and installed. Self-scan EPOS to be installed Disposable visors to be sourced	05/06
11	Risk to staff from delivery of Online orders	All persons delivering or receiving items ordered via Union Shop Online.	<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		Delivery process to be documented and shared with staff. PPE to be sourced Cleaning kit to be implemented. Signage for delivery vehicle	05/06
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		PPE to be sourced Briefing notes for staff	05/06

Action Plan

Further Action required	Person responsible	Target date	Completed
Union Shop capacity calculation to be completed	Ci Andersson	05/06/20	28/05/20 Capacity is 30 customers, 4staff on shift – 1 on till, 1 in Office/Stock, 2 on floor.
Task specific RAs to be completed	Ci Andersson	05/06/20	RAs updated and amended
Staff briefings to be completed	Ci Andersson	05/06/20	Displayed on staff noticeboard and shared with both teams.
PPE to be sourced	Max Ross	05/06/20	PPE identified: Disposable visors for queue mgt and access control staff 01/06 Disposable face coverings for close proximity working 01/06 Silicon gloves for designated stockroom and manual handlers Vinyl gloves for all staff Perspex screen for till area 01/06
Update signage, online content and Q&A	Max Ross/ Michael Bailey	05/06/20	Information to be sent to Stu Baillie/Michael Bailey <ul style="list-style-type: none"> • Customer Capacity signage • Queue Signage • Covid-19 Measures Signage • Social distancing signage • H&S signage • Delivery vehicle signage

Queue system to be agreed and implemented	Max Ross/ Ci Andersson	05/06/20	Tensa barriers moved from SU Building to Shop
First Aid protocols to be reviewed, updated and shared with delegated staff.	Max Ross/ Dougie Searle	05/06/20	Link to St. Johns Covid-19 update provided and shared with all 1 st Aid Staff in Union Shop.
Post incident cleaning protocols to be reviewed and updated	Max Ross	05/06/20	No amendment required. immediate post-incident clean, increased cleaning regime and liaison with Haywards
Perspex screens to be sourced and installed.	Max Ross	05/06/20	Awaiting delivery for install
Self-scan EPOS to be installed	Max Ross	05/06/20	Fidelity/IT in conversation – proposed install June 2020
Delivery process to be documented and shared with staff.	Ci Andersson	05/06/20	Process reviewed and shared with all staff
Cleaning kit to be implemented.	Max Ross	05/06/20	Cleaning Kit – contents; Antiviral/Sanitiser wipes Cleaner/Sanitiser spray Vinyl gloves Hand Sanitiser gel Clear waste bags