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ITS Covid Risk Assessment

Managers & Staff Briefing

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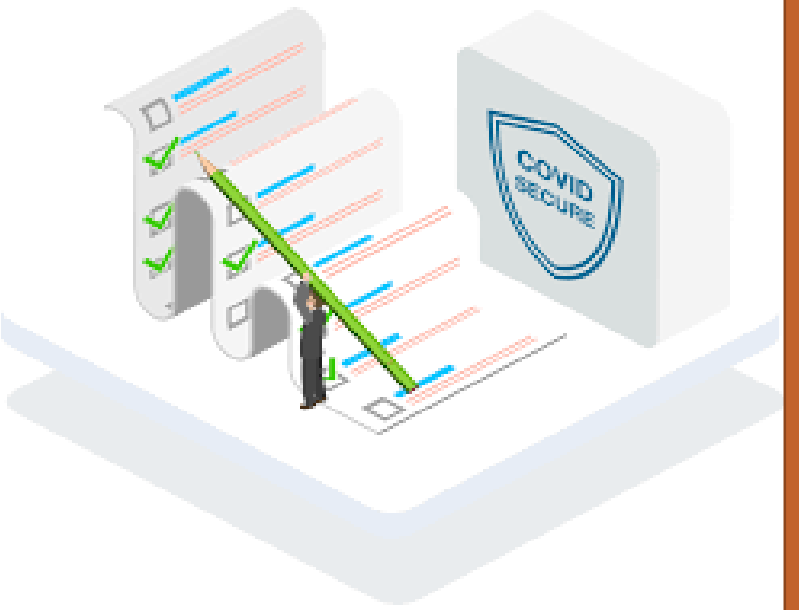
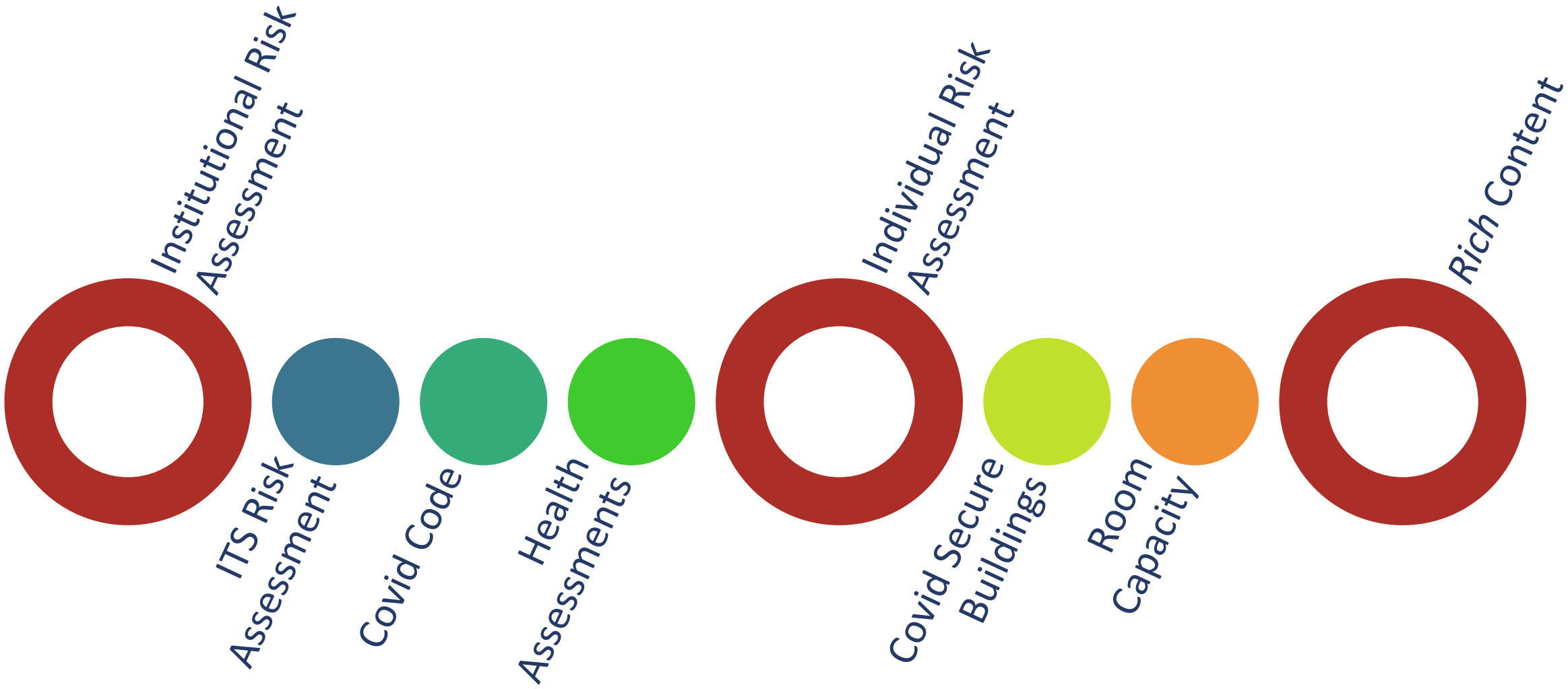
What is the risk assessment and why do we need this?

- The purpose of this session is to brief you on the outcome from ITS Covid Secure Risk Assessment. This is the department level risk assessment.
- The Covid Secure Risk Assessment and its implementation helps us understand the risks specific to the ITS department as we return to campus and helps us ensure that our staff are working in a safe and secure manner. This is line with the University wide Health and Safety led process.
- The current status of the IT Services department is that we have a blended approach with some of our staff continuing to work from home and some with a regular presence on campus.
- It is our intention to continue with this approach, however it is important to note that the phased return to campus will be determined by **business need** coupled with an individual's health and personal circumstances and the external changing landscape.
- The longer term policy on home / remote working is being shaped by HR and informed by University priorities.



Risk Assessment Framework



Risk Assessment Responsibilities

Role/Group	Responsibilities	Channels
CIO	• Approves RA • Responsibility for H&S across dept • Outlines RA to all staff • Provides input from University level forums including Return to Campus	• All staff emails • All staff briefings
LT	• Implements the risk assessment across directorates • Receives progress reports	• Weekly e-bulletins • 1-2-1s with G7s • Daily standups
Risk & Governance Mgr	• Drafts the RA • Collates issues and updates accordingly • Confirms signage in place	• Liaison with LT • ITS Governance/H&S website
H&S Committee	• Provide guidance • Reviews the RA • Reviews implementation and provides feedback regularly	• Minutes to LT • H&S Dept?
SMT	• Disseminates the RA and instructs LMs	• SMT mailing list • SMT meetings
Line Managers	• Requests Health Assessments from staff • Develops rotas • Approves access to security • Confirms signage in place • PPE is available in areas • Reporting issues with implementation	• 1-2-1 with SMT members • Ad-hoc emails
All staff	• Take personal responsibility for safety and understand processes • Following the code and RA • Reporting risks	• Team/Coffee meetings

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Risk Assessment Outcome & Measures

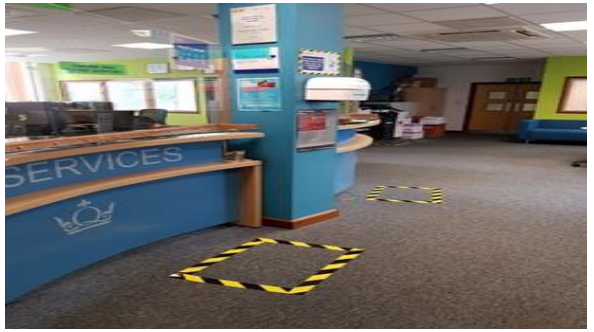
Summary of ITS Risk Assessment

1. Travel to and from Work

- Do you have to come in?
- Staggering travelling times
- Wear face coverings
- Social distancing
- Sanitise your hands on entering and leaving
- Vulnerable individuals need further assessment

2. Hazards In the Workplace

Touching multiple surfaces e.g. door handles, printer, mouse, keyboards



Common use high traffic areas such as canteens, corridors, rest rooms, toilet facilities, in person meetings

Control Measures

Meetings to be held in MS Teams even when on site

Social distancing around campus

One-way systems

Wear face coverings and wash your hands frequently

Spit screens

Ventilation - keep windows open

3. Visitors & Contractors

- ✓ Is the visit necessary, can it be done remotely?
- ✓ Maintain a log for track and trace purposes
- ✓ Complete the RAMS (risk assessment and method statements)
- ✓ Encourage visitors to follow our protocols
  - Inform Security when they arrive
  - Hand sanitising before and after arriving on site
  - Wearing masks where required
  - Use gloves when handling our equipment
  - Maintain social distancing
- ✓ Stagger arrival, departure and break times of visitors/contractors to minimise overlap

4. Good hygiene and cleaning surfaces, equipment and workstations

Familiarise yourself with the H&S good hygiene and handwashing procedure

Wash hands frequently

Wipe down handrails, door handles and other work surfaces

Contact Estates for any deep cleaning

Reduce equipment available to reduce the amount that needs to be cleaned

Clean work stations before and after use

Clean tools, meeting tables, workshop tables before and after use

5. Handling goods, materials and other deliveries on and off campus

- ✓ Wear mask when visiting customers to fix their devices
- ✓ Sanitise hands before and after handling equipment
- ✓ Wear gloves
- ✓ Maintain social distancing
- ✓ If the equipment has been taken to be fixed, ensure it is wiped down before putting it in storage or returning

6. Work-related travel

- ✓ Avoid non-essential trips
- ✓ Call ahead to check the protocol in the building before visiting
- ✓ Utilise local support – remote hands services
- ✓ Check that the building is building assured and open
- ✓ Wear Face Covering
- ✓ Sanitise your hands on arrival and departure

7. Emergency and incident response

In an emergency, you do not have to comply with social distancing guidelines if it is unsafe to do so

Fire evacuation – try to maintain social distancing but safely first getting out

Suspected Coronovirus Incident:

- Self isolate
- Testing
- Managers to Track and trace to inform those who may have been in contact
- Notify H&S for guidance

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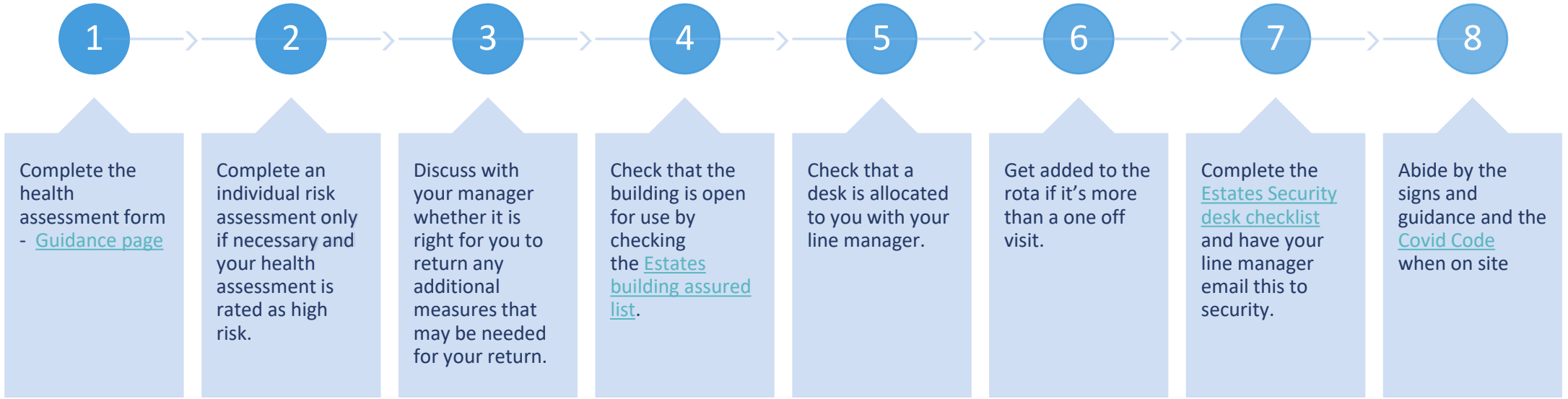
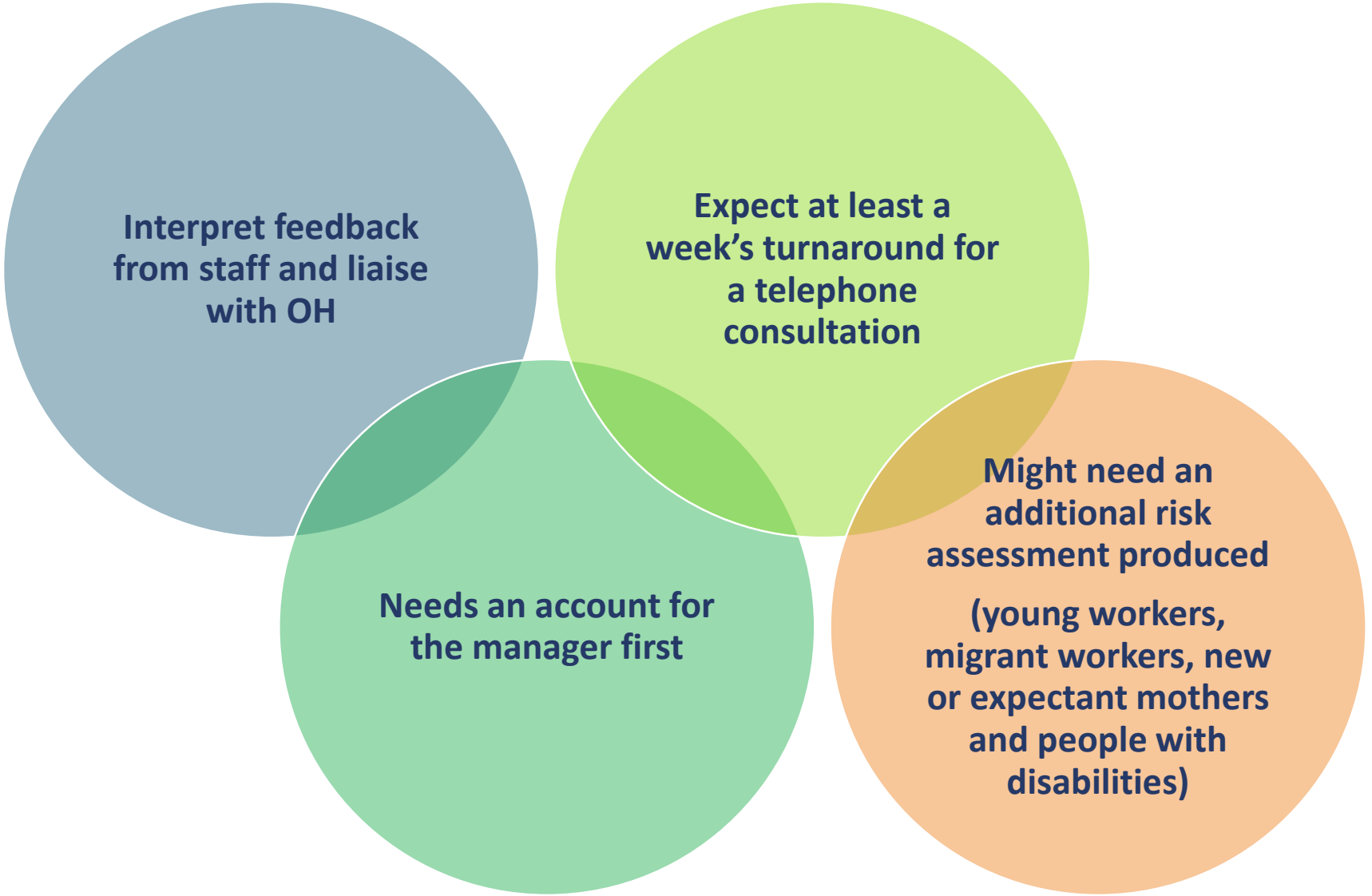
Risk Assessments Processes

The 8 components of the 5 step process ☺

The 5 step H&S process has been broken down to make an ITS 8 step process. There is also a managers 9 step H&S process



Health Assessments – staff and line managers



Staff Rotas – Line Managers

Office maximums from Shelim
+ Health Assessment and OH feedback
+ Cleaning Regime - Shelim

Develop a rota for your spaces and staff

Example template in Teams folder

These can be held and adapted by line managers

Health Assessment Form

- Completed by **all staff** either currently working on campus or expected to return to campus.
- Only return the completed form to your manager if the assessment stipulates a referral is required

Low risk	Covid-age up to low 40s
Moderate risk	Covid-age 40s and 50s
High risk	Covid-age 60s to mid-70s
Very high risk	Covid-age mid-70s and above

Complete the form then send to your line manager ONLY if a referral to Occupational Health (OH) is required.

First name:		**Surname:**	
Job role:		**Mobile no:**	

Calculate your Covid-age		**No. of years to add/subtract from actual age**	
Sex:	Male Female	No change – 5 years	
Ethnicity:	Asian or Asian British Black Mixed Other non-white White	+ 4 years + 5 years + 3 years + 3 years No change	
BMI (see link below):	Under 30 30 - 34.9 35 - 39.9 ≥ 40	No change + 3 years + 5 years + 9 years	
Covid-age without health conditions:			If over 70, refer to OH for clarity
1. Are you pregnant?		☐ Yes ☐ No	If yes, refer to OH for clarity
2. Do you have a 'shielding letter' or a shielding condition?		☐ Yes ☐ No	If yes, refer to OH for clarity
3. Do you have any of these health conditions:	• Diabetes • Heart disease • Immune therapy or immune disorder • Kidney disease • Liver disease • Neurological problems • Respiratory disease including asthma • Hypertension	☐ Yes ☐ No	If yes, refer to OH for further assessment

* To calculate your BMI, use this online tool: https://www.nhs.uk/live-well/healthy-w…mi-calculator/

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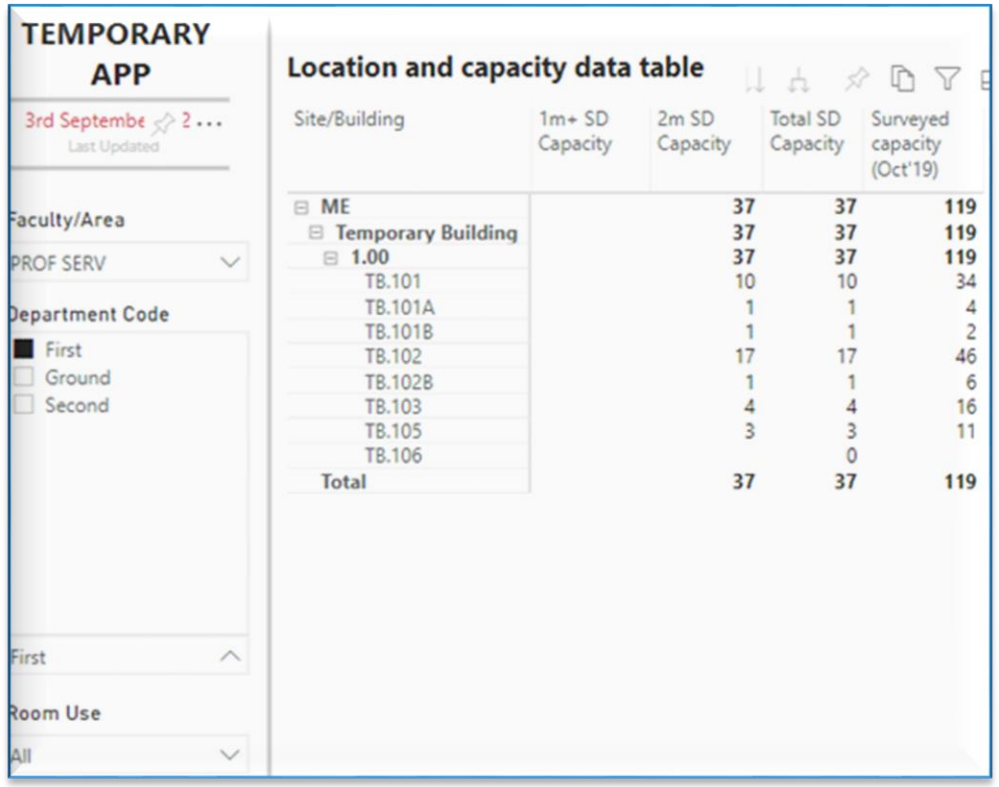
Maximum Occupancy

The link to the Space management dashboard which provides the maximum occupants in any office space



Site/Building	1m+ SD Capacity	2m SD Capacity	Total SD Capacity	Surveyed capacity (Oct'19)
ME		37	37	119
Temporary Building		37	37	119
1.00		37	37	119
TB.101		10	10	34
TB.101A		1	1	4
TB.101B		1	1	2
TB.102		17	17	46
TB.102B		1	1	6
TB.103		4	4	16
TB.105		3	3	11
TB.106			0	
Total		37	37	119

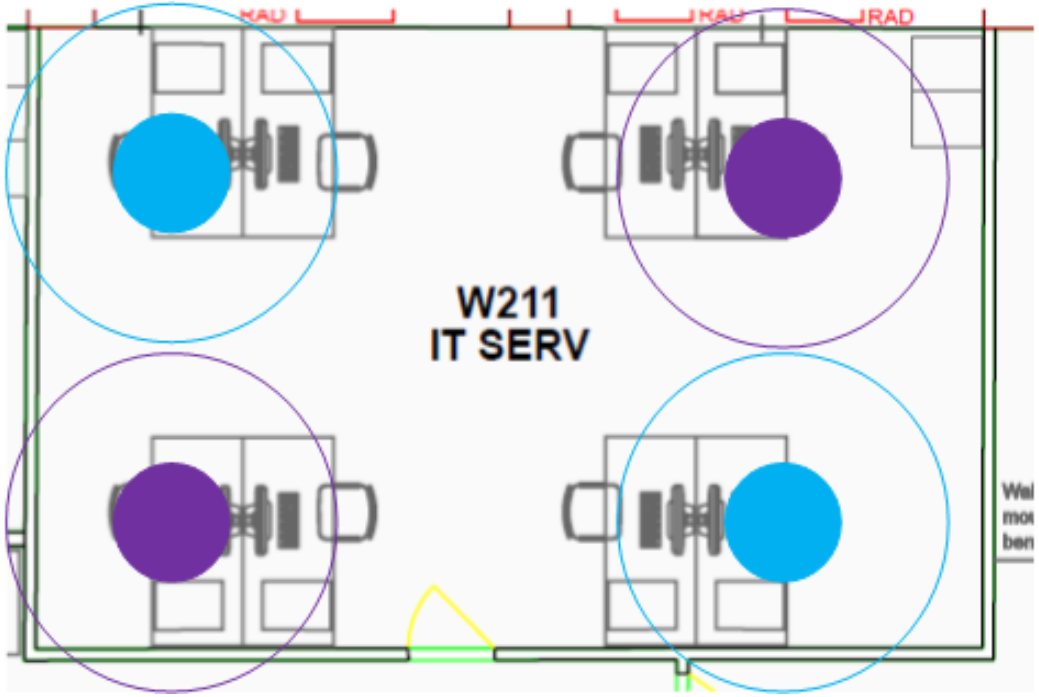
The Office doors have been fitted with the above posters indicating the maximum occupants for that room

Working Patterns – Creating Bubbles

- Create bubbles that can share the office space.
  - Best case scenario – A or B
  - Worst case – A,B,C,D

Bubble A - Working on Campus

Bubble B - Working from Home



Working Patterns

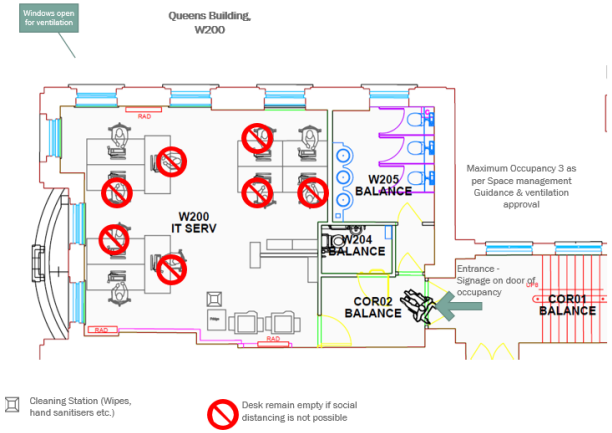
- Queens W209 – Henrik or Stephen
- Queens W211 – Shelim
- Queens OB9 – Henrik
- TB 101 – Rupa or delegate
- TB 102 – Richard or delegate
- TB 201 – Sha or delegate
- CS 328 – Keith B
- Whitechapel offices – Victor M
- CHSQ/RBC – Jonathan S
- FB G15 – Maha M
- LIF - Bhavesh

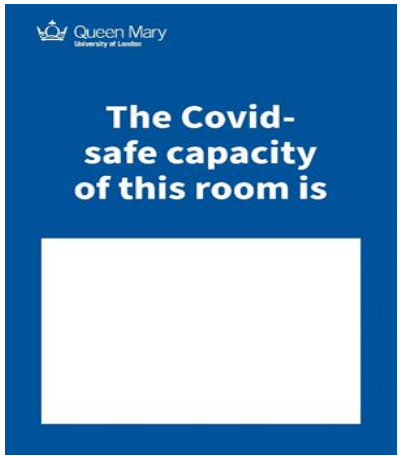
Who needs to use MySafety?

Young workers, migrant workers, new or expectant mothers and people with disabilities or referral required from the Health Assessment. Allows for the ITS to be adapted and extended if required.

https://qmul.oshens.com/

Changes to work areas





Packs of PPE

Social distancing: Spit screens to protect front facing staff

Social Distancing – Creating Zones

Visible social distancing markers

Social distancing: Keep 2m space distances where possible with some areas as 1m plus additional mitigatons such as face mask

Social distancing: wear masks in common circulation areas

Sanitisation Stations

Sanitise hands and or wash your hands regularly

Cleaning Surfaces

Cleaning surfaces before and after use helps reduce transmission

Additional PPE

- ✓ Face masks, sanitiser, antiseptic wipes, gloves
- ✓ Make a request via an ITS helpdesk ticket for Business Support
- ✓ QMUL face masks – available from G15 in Francis Bancroft – more on the way
- ✓ Will be fulfilled by EAF
- ✓ Some spares in W209
- ✓ See guides for usage – H&S and ITS Covid-19 webpage

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Next Steps

Implementation Timeline

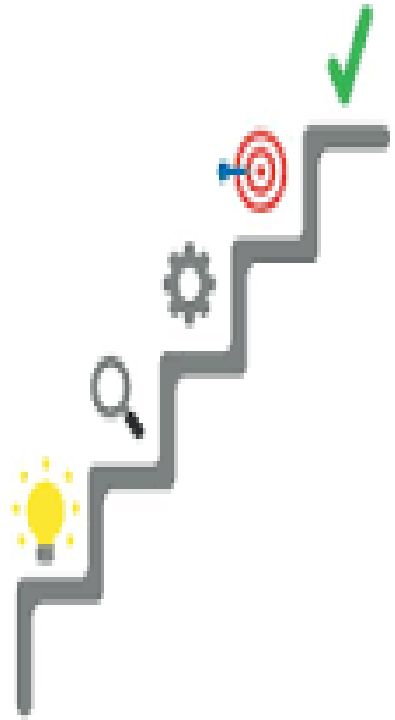
Risk Assessment Implementation Plan

Start date: 05/09/2020

Task	Assigned to:	week 1							week 2							week 3							week 4							Status:
		sep							sep							sep							sep					oct		
		sat	sun	mon	tue	wed	thu	fri	sat	sun	mon	tue	wed	thu	fri	sat	sun	mon	tue	wed	thu	fri	sat	sun	mon	tue	wed	thu	fri	
		5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	1	2	
Make Templates available	Copyshop	Print Templates & Signs																												completed
Make Plans and RA available	Shelim				Upload floor plans & risk assessments																									completed
Inform SMT of the Risk Assessment	Shelim/Tom	Comms Plan																												
Draft comms for all ITS Staff	Shelim	Comms for ITS Staff																												completed
Prepare Slide pack	Shelim		Slide Pack																											completed
Set Up implementation team	Shelim					Implmenetation Team																								In progress
Order stock of PPE and sanitisers	Odetta	Order stock																												completed
LMs to draft and agree Rota									Draft Rota																					in progress
Circulate Slide Deckto Local Managers	Shelim							Circulate Side deck																						
Deploy Rotas and overseen by Managers																														
SMT to report on implementation progress																														
Review Control measures in place															Ongoing exercise reporting up to lead team															

Immediate Actions

- All staff need to complete their individual health assessment
- Managers to lead on development of staff rotas
- Staff to contribute to development of staff rotas
- Collect PPE including the QM branded masks if on campus and as when required
- Observe the guidance provided here including on social distancing, wearing PPE, and sanitisation
- Become familiar with the risk assessment processes and guidance including the Covid code



Take Home Messages

- https://www.its.qmul.ac.uk/governance/health_and_safety/covid-19/
- ITS are very visible as we have a customer-facing & mobile workforce, therefore will be looked upon to demonstrate good practice.
- Only enter buildings known to be building covid-assured.
- If you feel that you are being put in situation the control measures don't address, then report it to your line manager.
- The situation is evolving almost daily, so the guidance will inevitably change. Stay aware.
- Health and Safety is everybody's responsibility with or without Covid.
  Please follow the Covid Code.

Do you have any questions?