

## Risk Assessment – Coronavirus COVID 19 (Its impact on the operation of Kingswood Residential Activity Centres and their associated functions.)

<b>Baseline</b>	<input checked="" type="checkbox"/>	<b>Site Specific</b>	<input type="checkbox"/>	<b>Vulnerable Person</b>	<input type="checkbox"/>	<b>Temporary</b>	<input type="checkbox"/>
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**Notes:**  
 This document is a risk assessment of the impact of coronavirus on Kingswood’s operation of its residential activity centres, head-office and field-based team functions. It assesses each element of our operations individually and suggests appropriate Infection Prevention and Control measures for each case.

Coronavirus spreads in tiny airborne droplets created when an infected person coughs, sneezes or talks and these droplets are then inhaled directly by an uninfected person. Alternatively, infected droplets may land on a surface that an uninfected person then touches with their hands and transfers the infection to their eyes, nose or mouth by touching their face.

As the adult vaccination programme has advanced and a better understanding of the transmissibility of the infection within school environments and between young people has emerged, the requirement to maintain stringent ‘bubbles’ and to enforce strict separation between different groups has reduced. This is in line with the relaxation of government guidance and statutory covid restrictions nationwide.

The controls that Kingswood employs to limit the transmission of Covid 19 between potentially infected individuals can be summarised in the following main areas:

1. Comply with all statutory provisions, local restrictions or general guidance produced in support of controlling the spread of coronavirus.
2. Minimise unnecessary contact between visiting groups.
3. Encourage social distancing and mask wearing in situations where it is sensible to do so.
4. Clean and disinfect potentially infected surfaces.

Hazard Description and activities giving rise to risk	Who may be harmed	Control Measures	Risk Rating
<b>1. Residential Guest Experience</b>			
1.1 <u>Site capacity and allocation of accommodation</u> – Mixing of residents from different schools/bookings in the same accommodation areas creates the risk of virus transmission between bubbles.	Residential guests	<ul style="list-style-type: none"> <li>• Wherever possible visiting groups will be allocated to their own corridors and will not share with others, though they may share a building and its entrances with another group.</li> <li>• Wherever possible visiting groups will have sole access to communal toilet and bathroom facilities within their accommodation, overall occupancy levels permitting.</li> <li>• Adult accommodation will wherever possible be limited to single occupancy</li> </ul>	Low

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1.2 <u>Pre-visit conduct</u> – Parties may bring with them someone who is carrying the coronavirus infection.	Centre population	<ul style="list-style-type: none"> <li>• All visiting groups must follow current requirements relating to diagnosis and stay-at-home isolation.</li> <li>• Any group member who, prior to the visit, shows signs of coronavirus (continuous cough, elevated temperature) must be excluded from the visit by their group organiser.</li> <li>• Groups who have members who have returned from overseas trips must follow current government guidance on self-isolation.</li> </ul>	Low
1.3 <u>Coach travel to and from centre</u> – Vehicles are closed environments and may be poorly ventilated. Passengers have to sit close to each other.	Visiting groups	<ul style="list-style-type: none"> <li>• When travelling to Kingswood sites passengers should be spread throughout the coach to maximise separation distances (i.e. don't all sit together.)</li> <li>• All coach operators used by Britannia Coach Services have confirmed that they are operating in accordance with current covid-safe guidance.</li> <li>• Wherever possible windows should be opened during the journey.</li> </ul>	Low
1.4 <u>Arrival onto centre</u> – On arrival a group will typically be met by a Course Director, taken to a briefing area and given access to toilets. If multiple groups arrive at the same time this will increase the risk of bubbles mixing.	Visiting groups	<ul style="list-style-type: none"> <li>• Groups must only be permitted to alight their vehicles when invited to minimize mixing between arriving groups.</li> <li>• Toilet facilities must be available on arrival. Ideally these will be the ones in the group's accommodation. If this is not possible and the facilities are shared they must be cleaned between group arrivals.</li> </ul>	Very Low
1.5 <u>Loading and unloading bags</u> – Removing bags and suitcases from the luggage hold of the coach on arrival places large numbers of people in a small area and increases the risk of virus transmission.	Residential guests & staff team	<ul style="list-style-type: none"> <li>• Bags should be removed from coaches by the group themselves, and ideally taken directly to the accommodation or to a place from which they can be collected that doesn't bring groups into contact with others.</li> <li>• On departure day guests may need to be allocated separate time-slots in which to transfer their bags from the accommodation to the departures area/bag bays in order to limit the opportunity for bubbles to mix.</li> </ul>	Very Low
1.6 <u>Site Tour</u> – Having groups undertake a site tour increases the chance of bubbles inadvertently mixing and increases the numbers potentially accessing hand touch points	Centre population	<ul style="list-style-type: none"> <li>• Site orientation tours will be devised to be as brief as possible, follow a set route and to be predominantly outside.</li> <li>• Any doorways that must be included on the tour route should be held open for the duration of the arrivals tour period to limit hand contact.</li> </ul>	Very Low

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<p>1.7 <u>Room keys</u> – Keys will be handled by centre staff before issue to guests and by guests before being returned to centre staff. This offers a means to transfer infection.</p>	<p>Reception staff &amp; visiting adults</p>	<ul style="list-style-type: none"> <li>• If keys are requested, all keys and their fobs must be sanitised before issue. Separate plastic boxes must be supplied for keys to be returned to so reception staff do not have to handle them directly until they are sanitised.</li> </ul>	<p>Low</p>
<p>1.8 <u>Dining room systems</u> – Dining areas host multiple groups and have multiple points such as serving counters, salad bars, plate scrapes, drink stations, etc. where congestion could occur.</p> <p>Seating is high density with diners seated close to one another.</p> <p>The capacity of dining rooms often encourages elevated noise levels and shouted conversations</p> <p><b>(See also 3.0 Catering)</b></p>	<p>Centre population</p>	<ul style="list-style-type: none"> <li>• Wherever possible groups must be given allocated seating within the dining hall.</li> <li>• If occupancy levels preclude separate dining times/spaces then adults must be encouraged to wear face coverings when moving around the dining hall.</li> <li>• Groups will be permitted entry to the diner/queue only at their allotted time.</li> <li>• The serving counter and any other food stations in use (salad or cereal bar) must be sanitised regularly. Spoons or tongs provided at shared bars must be replaced or sanitised between each group.</li> <li>• Briefings to groups and notices in the dining area must emphasize the need for quiet conversations only.</li> </ul>	<p>Low</p>
<p>1.9 <u>On-site shop systems</u> – Centre shops are usually quite small and can become congested without systems to manage numbers. This increases the risks of close contact between users and therefore spread of virus.</p> <p>Anyone accepting cash, using a cash register or issuing change potentially has indirect hand-contact with many different people.</p>	<p>Visiting groups &amp; retail staff</p>	<ul style="list-style-type: none"> <li>• Wherever possible groups must be allocated set times to access the shop.</li> <li>• Hand contact points must be sanitised between groups.</li> <li>• Anyone handling cash must sanitise their hands regularly throughout their till shift.</li> <li>• Cash registers must be sanitised at the end of every use.</li> <li>• Vending machines must be sanitized regularly.</li> </ul>	<p>Low</p>

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Vending machines encourage virus spread through keypad touch points.  <i>(See also 6.0 Retail)</i>			
1.10 <u>Toilet breaks</u> – Staff and visitors from different bubbles are likely to mix at shared toilet facilities when there is maximum access to and need for them during scheduled breaks between activities and at meal times.	Centre population	<ul style="list-style-type: none"> <li>• Groups should be directed to use the toilets in their designated accommodation as preferable to using communal facilities.</li> <li>• Communal toilet facilities must be sanitized regularly during the day.</li> </ul>	Low
1.11 <u>Drinks breaks</u> – During breaks between activities students may re-fill water bottles or take drinks from communal re-fill points. This encourages sharing of spaces and bubble mixing.	Visiting groups	<ul style="list-style-type: none"> <li>• As part of their arrival-day briefing, groups should be encouraged to re-fill their water bottles from taps in their own accommodation.</li> </ul>	Low
1.12 <u>Guest lounges and shared spaces</u> – Any areas where people can sit, relax, make drinks or otherwise interact at close proximity increases the risk of virus transmission, particularly if the individuals are from different group bubbles.	Adult party members	<ul style="list-style-type: none"> <li>• Signage to encourage social distancing should be placed in guest lounges, along with notices relating to hand washing after touching taps, kettles, fridge doors, milk bottles, etc.</li> </ul>	Low
1.13 <u>Accessing reception/guests services</u> – The main reception is a contact point for staff and visitors to interact with the management functions of the centre, and is a place where people from many different bubbles could mix,	Centre population	<ul style="list-style-type: none"> <li>• Visiting groups should be encouraged to raise questions with their Course Directors rather than visiting reception.</li> <li>• Staff team members should be encouraged to avoid reception wherever possible.</li> </ul>	Low

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increasing the risk of virus transmissions.			
1.14 <u>First Aid procedures</u> – To provide adequate first aid to someone needing assessment or treatment requires the first aider to get very close to the casualty, increasing the risk of virus transmissions.	Centre population	<ul style="list-style-type: none"> <li>For minor injuries requiring wipes, plasters and small bandages, accompanying adults should be directed to use the contents of the first aid kits located around site, rather than being sent to a centralized first aid base.</li> <li>The contents of basic equipment in remote first aid kits should be checked and increased prior to re-opening.</li> <li>A bottle of hand sanitiser is to be placed with every remote first aid kit along with instructions requiring its use before anyone handles a communal kit.</li> <li>Anyone who is required to assess an injury should (so far as is possible) attempt to do so at a distance. Anyone providing first aid treatment and getting close to the breathing zone of the injured party must wear a face covering when doing so.</li> <li>All first aid trained staff are to be made aware of the guidance issued by the Resuscitation Council UK with respect to giving CPR during the pandemic.</li> </ul>	Low
1.15 <u>Smoking areas</u> – Sites generally have a smoking area for staff and one for visitors. In both cases these can be semi-enclosed areas where people from different bubbles can mix.	Smokers	<ul style="list-style-type: none"> <li>Any small enclosed areas used by guests as smoking areas should be replaced where possible with open-air facilities.</li> <li>Any seating provided should be spaced to ensure social distancing.</li> </ul>	Low
1.16 <u>Fire drill and fire evacuation</u> – Fire evacuations (scheduled drills or genuine alarms) can involve a whole residential building evacuating simultaneously. Precautions to segregate residents into different parts of a building or provide separate access routes may not be possible to maintain in an emergency.	Centre population	<ul style="list-style-type: none"> <li>It is accepted that the precautions to keep the premises fire-safe outrank the precautions to keep it covid-safe. In the event of an emergency evacuation of a building it will not always be possible to prevent bubbles mixing.</li> <li>For sites that have ‘whole site’ alarms or alarms covering multiple buildings, allocation of meeting points should take account of the number of different bubbles likely to have to evacuate at the same time. Ensure that bubbles sharing a building (e.g. on different floors) are not allocated adjacent group numbers at the meeting area.</li> <li>The requirement for a fire drill on arrivals day remains in place, but this can be a ‘walk-through’ practice for each bubble rather than a full-site evacuation.</li> </ul>	Low
1.17 <u>Feedback meeting</u> – The 1:1 departure-day feedback meeting	Guest service staff & adult	<ul style="list-style-type: none"> <li>This meeting should only take place where social distancing is possible between the party leader and guest services representative.</li> </ul>	Very Low

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to discuss the trip and future plans increases the risk of virus transmission.	party members		
1.18 <u>Departure from centre</u> – Groups typically depart from centre after lunch. This places a lot of people in and around the departure area simultaneously and increases the chances of bubbles mixing.	Visiting groups & staff team	<ul style="list-style-type: none"> <li>• Groups will remain under the supervision of their Course Director after lunch.</li> <li>• Lunch can be a hot meal in the dining hall or a packed lunch to be taken and eaten elsewhere.</li> <li>• When their transport is ready they will be taken by their Course Director to their coach via the communal toilets (if needed).</li> <li>• Bags will be transferred from bag areas into the coaches’ luggage holds by the driver, group members or a small dedicated baggage team.</li> </ul>	Low
<b>2. Activity Operations</b>			
2.1 Meeting points – Using the activity lines as the start point for all activities places the whole guest population in the same place 4 or 5 times each day. This mixing increases the risk of virus transmission between bubbles.	Visiting groups & activity staff team	<ul style="list-style-type: none"> <li>• The activity lines are outside in the open air, so risk of virus transmission is very low.</li> <li>• Individual school parties will continue to be split down into smaller groups of 15 and be allocated group numbers.</li> <li>• The Activity Lines can continue to be a meeting point, but if alternatives are available these can be used instead (E.g. outside accommodation, by a particular activity base, on the field, etc.)</li> <li>• Allocation of meeting points must take account of ease of access, suitability of surface, lighting and proximity to other bubbles that may be sharing the same accommodation.</li> </ul>	Very Low
2.2 Participant conduct – Certain activities require participants to be close to one another or work in teams. Excitement can often lead to horseplay and raised voices. Close contact and shouting can increase the risk of virus transmission.	Visiting groups & activity staff team	<ul style="list-style-type: none"> <li>• If participants have to work in smaller groups these should be the same sub-groups each time to limit the number of people each participant comes into close contact with. These sub-groups should be based on shared dormitories.</li> <li>• Activity ‘shout-outs’ that normally take place on the activity lines must NOT take place.</li> <li>• Participants must be asked not to shout encouragement to each other or raise their voices unnecessarily when indoors.</li> </ul>	Low
2.3 Equipment sharing – Some activities have equipment that has significant close contact with the user’s breathing zone. Sharing this equipment without cleaning it first	Visiting groups & activity staff team	<ul style="list-style-type: none"> <li>• Wherever possible equipment sharing must be kept to an absolute minimum.</li> <li>• Nightline blindfolds must NOT be shared without being washed first.</li> <li>• Fencing masks must NOT be shared without being cleaned/sanitized first.</li> </ul>	Low

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increases the risk of infection being passed within and between user groups.			
2.4 Activity base sharing – Some activity bases have capacity to have more than one group using the facility at a time, which increases the opportunity for bubbles to mix.	Visiting groups & activity staff team	<ul style="list-style-type: none"> <li>• Wherever possible only one group should be allocated to an activity base at a time.</li> <li>• If it proves impossible to avoid sharing activity bases it is acceptable to have multiple groups from different bubbles sharing the facility, so long as the facility is outdoors in the open air.</li> </ul>	Very Low
2.5 Indoor spaces – Some activities and learning programmes take place indoors. Enclosed environments can make social distancing more difficult, and lack of air movement makes airborne droplets last longer.	Visiting groups & activity staff team	<ul style="list-style-type: none"> <li>• Activities that can be moved outdoors should be. Only those that are reliant on an indoor facility should continue to run indoors.</li> <li>• Indoor spaces should have windows opened to increase natural ventilation and airflow.</li> <li>• Activities with indoor waiting areas must enforce social distancing measures within these spaces.</li> <li>• Classrooms must be set up so that desks are spaced out and all students face the same direction.</li> </ul>	Low
2.6 Evening activity programme – Certain events on the evening programme take place with multiple school groups involved at once. This involves mixing bubbles.	Visiting groups & activity staff team	<ul style="list-style-type: none"> <li>• All evening activities must be run as single bubbles. No mixing between bubbles in a shared venue must take place.</li> </ul>	Low
2.7 Activity Leader interactions – Some activities require the Leader to get close to participants for safety checks, coaching or general supervision. This can include entering the breathing space of participants, and therefore increases the risk of virus transmission.	Visiting groups & activity staff team	<ul style="list-style-type: none"> <li>• Activity Leaders must apply the principles of social distancing whenever they are able to do so with their groups. The desire to be closer to participants simply for care or reassurance must take second place to keeping a safe distance.</li> <li>• Close-quarters actions normally undertaken by an activity leader must, where possible, be replaced by distanced demonstrations and explanations. Checks on fitting of equipment must be done, where possible, visually.</li> <li>• If equipment needs to be adjusted or physically checked the need for a face covering is at the instructor’s discretion.</li> </ul>	Low
2.8 Accessing information – Certain information such as duty	Activity staff team	<ul style="list-style-type: none"> <li>• Where possible such information should be made available electronically and be posted to centre and team-specific group accounts on Fourth.</li> </ul>	Low

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rotas, daily activity staffing, groups’ medical information, etc. is displayed in a central area such as the staff room, activity stores or activity office. This creates a place or places with high traffic volumes, often concentrated at certain times of day.		<ul style="list-style-type: none"> <li>If hard copies prove necessary or simpler, these should be displayed on windows such that they can be read from the outside. (Care should be taken to ensure these areas are staff-only to protect sensitive information from unauthorized viewing.)</li> </ul>	
2.9 Activity Team Meetings – Daily team meetings or weekly reviews require large groups to meet in a single space, encouraging the transmission of the virus.	Activity staff team	<ul style="list-style-type: none"> <li>Team meetings should take place outdoors wherever possible.</li> <li>Where an outdoor meeting is not possible, any alternative indoor venue must be well ventilated if large numbers are to use it.</li> </ul>	Very Low
2.10 Accessing equipment – Some equipment is collected from and returned to a store room at the beginning and end of each session. This potentially has team members mixing in small spaces indoors.	Activity staff team	<ul style="list-style-type: none"> <li>Wherever possible activity equipment that can be safely left at the activity base all day should only be removed from and returned to stores once at the beginning and end of the activity days. (Assuming requirements for cleaning between users allows this to happen – See 2.3)</li> <li>Team members to exercise caution when entering storage areas to ensure occupancy is kept at a sensible level.</li> </ul>	Low
2.11 Periodic equipment checks – Activity equipment is subject to regular inspection. This can involve a single individual handling many pieces of equipment that have previously been touched by many different hands, increasing the risk of virus transmission.	Activity staff team	<ul style="list-style-type: none"> <li>Anyone undertaking equipment checks must thoroughly wash and sanitise their hands before starting, and again on completion of the checks. Any equipment used to assist with or record the outcomes of the checks (e.g. computer keyboards, mouse) must be sanitised after use.</li> </ul>	Low
2.12 Senior support – Senior Instructors, Team Leaders, Programming and Staffing Managers, etc. are all available to interact with team members over	Activity staff teams	<ul style="list-style-type: none"> <li>Staff teams are to be encouraged to keep queries to a minimum and resolve issues on initiative rather than seek senior guidance every time.</li> </ul>	Low



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work issues arising during the day. This can create close contact between individuals.			
2.13 Session observations – One team member observing the performance of another on an activity invites the opportunity for close interaction, either during the observation or during feedback.	Activity staff teams	<ul style="list-style-type: none"> <li>• Session observations are an important quality assurance, safety verification and staff development tool and should continue as normal.</li> <li>• Hands should be sanitised after any paperwork has been signed by multiple parties.</li> </ul>	Very Low
2.14 Staff rest breaks – Where common rooms are provided these often contain seating that is very close together, increasing the risk of virus transmission between team members. (See also 1.15, Smoking Areas)	Activity staff teams	<ul style="list-style-type: none"> <li>• Wherever possible staff rest breaks are to be staggered to limit the numbers using rest areas at the same time.</li> <li>• Hand contact points in staff areas are to be included in the regular cleaning programmes.</li> </ul>	Low
2.15 Activity suitability – Due to the way equipment is used or shared, the location of the activity or its nature, it will not always be possible to reduce the likelihood of viral spread.	Visiting groups & activity staff team	<ul style="list-style-type: none"> <li>• An assessment of the risk of virus spread for each of the activities is included within the Centre Activity Plan. This shows which activities will operate normally, which will be amended and which will not operate.</li> </ul>	-
<b>3. Catering Operations</b>			
3.1 Food prep in the kitchen – Team members working in the kitchen may have to work very close to one another and share multiple hand contact points. This increases the risk of virus transmission.	Catering team	<ul style="list-style-type: none"> <li>• Single occupancy of walk-in fridges, freezers, store rooms etc. should be established.</li> <li>• Regular hand washing and cleaning of hand touch points by catering staff.</li> <li>• <i>Each site will prepare their own Kitchen Plan</i></li> </ul>	Low
3.2 Food service – Team members serving food to guests are	Centre population	<ul style="list-style-type: none"> <li>• Clean plates must be taken from the pile by the server, have food placed upon them then passed to the diner. Diners must not take their own plates and pass them to the serving</li> </ul>	Low

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interacting with large numbers of people from different bubbles.		staff to be filled. • Social distance created by the serving counter is sufficient to not require further protections.	
<p>3.3 Dining room – Team members working in the dining area to clear or clean tables, refresh salad bars, manage movements, etc. are interacting with large numbers of people from different bubbles.</p> <p>Dining areas host multiple groups and have multiple points such as serving counters, salad bars, plate scrapes, drink stations, etc. where individuals from different bubbles could mix.</p> <p>Seating is high density with diners seated close to one another. Distance between tables does not conform to current social distancing guidelines.</p> <p>The capacity of dining rooms often encourages elevated noise levels and shouted conversations</p>	Centre population	<ul style="list-style-type: none"> <li>• So far as is possible social distancing between catering team members and guests must be observed in the dining area.</li> <li>• Wherever possible groups must be given allocated seating within the dining hall.</li> <li>• If occupancy levels preclude separate dining times/spaces then adults must be encouraged to wear face coverings when moving around the dining hall.</li> <li>• Groups will be permitted entry to the diner/queue only at their allotted time.</li> <li>• The serving counter and any other food stations in use (salad or cereal bar) must be sanitised regularly. Spoons or tongs provided at shared bars must be replaced or sanitised between each group.</li> <li>• Briefings to groups and notices in the dining area must emphasize the need for quiet conversations only.</li> </ul>	Low
3.4 Food deliveries – Deliveries to the kitchen involve a driver and boxes or wheeled cages coming on to the premises. Delivered materials may have surface contamination on the packaging.	Catering team	<ul style="list-style-type: none"> <li>• The risk of virus surviving on or being transferred from porous surfaces is very low.</li> <li>• Drivers to deliver to as close to the kitchen/stores as possible as normal, but staff are to maintain a social distance until the driver has finished.</li> <li>• Staff team members to maintain social distancing measures when unloading cages and taking items to fridges/freezers/stores and observe limits on occupancy of small spaces.</li> <li>• Everyone to sanitise their hands after helping to place a delivery into storage.</li> </ul>	Low
3.5 Staff rest breaks – Where common rooms are provided	Catering team	<ul style="list-style-type: none"> <li>• Wherever possible staff rest breaks are to be staggered to limit the numbers using rest areas at the same time.</li> </ul>	Low

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<p>these often contain seating that is very close together, increasing the risk of virus transmission between team members. (See also 1.15, Smoking Areas)</p>		<ul style="list-style-type: none"> <li>Hand contact points in staff areas are to be included in the regular cleaning programmes.</li> </ul>	
4. Housekeeping Operations			
<p>4.1 Daily cleaning – Entering accommodation and other areas in use by visitors and staff increases the chance of interaction with guests. Cleaning tasks may involve multiple staff working together which increases the chance of close contacts.</p>	Centre population	<ul style="list-style-type: none"> <li>Windows in areas being cleaned to be opened on entry to the room and left open after cleaning.</li> <li>Hand contact points that are shared outside of a single dormitory population must be sanitised regularly (light switches, door handles, taps, toilet flushes, shower controls, keypad locks, TV remote controls, kettle switches, etc.)</li> <li>Cleaning to take place at times that the dormitories or other areas are most likely to be empty/low occupancy.</li> <li>Team members must sanitise the hand touch points of shared equipment before they begin using them (e.g. shared key bunches, handles of mops, buckets, trolleys, dustpans, spray bottles, dosing pumps, etc.)</li> </ul>	Low
<p>4.2 Cleaning on departure/preparing for arrivals – Deep-cleaning rooms exposes housekeeping staff to multiple areas that may harbour infection.</p>	Housekeeping team	<ul style="list-style-type: none"> <li>Cleaning must only take place once the room is empty.</li> <li>All hard surfaces to be sanitised (to include all hand contact points, but also bed rails, toilet cisterns, bedside tables, lamps, walls, doors, window sills, wardrobe shelves, etc.)</li> <li>All soft/fabric surfaces that could be hand touch points must be sanitised (e.g. backs of chairs, lower portion of curtains, light pull-cords, lamp shades, etc.)</li> <li>Windows in areas being cleaned to be opened on entry to the room and left open after cleaning.</li> </ul>	Low
<p>4.3 Laundry operations – Laundries are usually smaller enclosed areas. In several centres they also serve as staff common rooms.  Depending on the centre, departing guests are required to take their used bed linen directly to the laundry or other collection</p>	Housekeeping team	<ul style="list-style-type: none"> <li>Windows or doors should be left open to improve ventilation.</li> <li>Team members working in laundries must sanitise washer and dryer controls and door handles at the start and end of each shift.</li> <li>Each centre has a system for the removal of dirty linen from the accommodation to the laundry without allowing bubbles to mix. This could be different drop off locations, different drop off times, allocating team members to transport it, etc.</li> </ul>	Low

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area on their departure day, which increases the chances of bubbles mixing.			
4.4 Cleaning materials deliveries – Deliveries involve a driver and boxes or wheeled cages coming on to the premises. Delivered materials may have surface contamination on the packaging.	Housekeeping team	<ul style="list-style-type: none"> <li>• The risk of virus surviving on or being transferred from porous surfaces is very low.</li> <li>• Drivers to deliver to as close to the stores as possible as normal, but staff are to maintain a social distance until the driver has finished.</li> <li>• Team members to maintain social distancing measures when taking items to stores and observe limits on occupancy of small spaces.</li> <li>• Everyone to sanitise their hands after helping to place a delivery into storage.</li> </ul>	Low
4.5 Accessing equipment and materials – Some equipment is collected from and returned to a store room at the beginning and end of each shift. Consumables such as toilet rolls, bin liners, etc. may also be accessed in a similar way. This potentially has team members mixing in small spaces indoors.	Housekeeping team	<ul style="list-style-type: none"> <li>• Team members to exercise caution when entering storage areas to ensure occupancy is kept at a sensible level.</li> </ul>	Low
4.6 Staff rest breaks – Where common rooms are provided these often contain seating that is very close together, increasing the risk of virus transmission between team members. (See also 1.15, Smoking Areas)	Housekeeping team	<ul style="list-style-type: none"> <li>• Wherever possible staff rest breaks are to be staggered to limit the numbers using rest areas at the same time.</li> <li>• Hand contact points in staff areas are to be included in the regular cleaning programmes.</li> </ul>	Low
<b>5. Maintenance Operations</b>			
5.1 Reactive repairs and in-house PPM checks – Entering occupied accommodation or other areas where staff or guests may be risks close contact.	Centre population	<ul style="list-style-type: none"> <li>• Wherever possible maintenance checks and other interventions should take place when there is zero or low occupancy of the area requiring attention.</li> <li>• Where it is safe do so, as many jobs as possible should be completed by a single person, to avoid close contact between maintenance personnel.</li> </ul>	Low

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5.2 Shared tools and equipment – Work equipment may be shared between staff members which increases the risk of virus transmission.	Maintenance team	<ul style="list-style-type: none"> <li>• Team members must, where possible, each have their own personal set of hand tools (screwdrivers, hammer, pliers, tape measures, etc.) to avoid having to share equipment with others.</li> <li>• Team members must sanitise the hand touch points of shared equipment before they begin using it (e.g. master key bunches, handles of power tools, ladders, etc.)</li> </ul>	Low
5.3 Shared work areas – Workshops, materials and equipment stores may be shared between staff members which raises the risk of virus transmission.	Maintenance team	<ul style="list-style-type: none"> <li>• Team members to exercise caution when entering work or storage areas to ensure occupancy is kept at a sensible level.</li> </ul>	Very Low
5.4 Third Party Contractors – Visitors to site who are engaged to provide an inspection or specialist repair service may bring the virus to site with them.	Centre population	<ul style="list-style-type: none"> <li>• Visits by third parties must be kept to a minimum, safety standards permitting.</li> <li>• Any contractor who has not been invited or who has not announced their visit in advance must not be granted access.</li> <li>• Contractors who need to enter buildings must only do so when they are at zero or low occupancy.</li> <li>• Where a contractor needs to be accompanied for safeguarding or security reasons, social distancing must be observed.</li> </ul>	Low
5.5 Staff rest breaks – Where common rooms are provided these often contain seating that is very close together, increasing the risk of virus transmission between team members. (See also 1.15, Smoking Areas)	Maintenance team	<ul style="list-style-type: none"> <li>• Wherever possible staff rest breaks are to be staggered to limit the numbers using rest areas at the same time.</li> <li>• Hand contact points in staff areas are to be included in the regular cleaning programmes.</li> </ul>	Low
<b>6. Retail Operations</b>			
6.1 On-site shop systems – Centre shops are usually quite small and can become crowded without systems to manage numbers. This increases the risks of close contact	Visiting groups & retail staff	<ul style="list-style-type: none"> <li>• Wherever possible groups must be allocated set times to access the shop.</li> <li>• Hand contact points must be sanitised between groups.</li> <li>• Signs to request that items are not picked up unless they are to be purchased to be displayed prominently.</li> <li>• Anyone handling cash must sanitise their hands regularly throughout their till shift.</li> </ul>	Low

Hazard Description and activities giving rise to risk	Who may be harmed	Control Measures	Risk Rating
<p>between users and therefore spread of virus.</p> <p>Anyone accepting cash, using a cash register or issuing change potentially has indirect hand-contact with many different people.</p> <p>Vending machines encourage virus spread through keypad touch points.</p>		<ul style="list-style-type: none"> <li>• Cash registers must be sanitised at the end of every use.</li> <li>• Vending machines must be sanitized regularly.</li> <li>• Each centre to devise a shop access/opening system suitable for their site.</li> </ul>	
<p>6.2 Deliveries of stock – Deliveries involve a driver and boxes or wheeled cages coming on to the premises. Delivered materials may have surface contamination on the packaging.</p>	<p>Reception &amp; retail staff</p>	<ul style="list-style-type: none"> <li>• The risk of virus surviving on or being transferred from porous surfaces is very low.</li> <li>• Drivers to deliver to as close to the stores as possible as normal, but staff are to maintain a social distance until the driver has finished.</li> <li>• Team members to maintain social distancing measures when taking items to stores and observe limits on occupancy of small spaces.</li> <li>• Everyone to sanitise their hands after helping to place a delivery into storage.</li> </ul>	<p>Low</p>
<p><b>7. Office Teams</b></p>			
<p>7.1 Face to face interaction with customers – Main reception is a contact point for staff and visitors to interact with the management functions of the centre, and is a place where people from many different bubbles could mix, increasing the risk of virus transmissions.</p> <p>(See also 1.13 and 1.17)</p>	<p>Visiting groups &amp; reception /office staff</p>	<ul style="list-style-type: none"> <li>• Visiting groups should be encouraged to raise questions with their Course Directors rather than visiting reception.</li> <li>• Staff team members should be encouraged to avoid reception wherever possible.</li> <li>• Where possible windows or doors into reception will be left open.</li> <li>• Anyone who arrives at a company premises without prior notification or good reason will not be permitted entry.</li> </ul>	<p>Low</p>
<p>7.2 Face to face interaction with colleagues – Centre offices are predominantly multi-user with open plan or shared occupancy</p>	<p>Reception /office staff</p>	<ul style="list-style-type: none"> <li>• Office spaces will adhere to social distancing rules.</li> <li>• Where possible windows or doors into offices will be left open to allow fresh air ventilation.</li> </ul>	<p>Low</p>

Hazard Description and activities giving rise to risk	Who may be harmed	Control Measures	Risk Rating
spaces. This increases the risk of team members having close contact with another.			
7.3 Shared office equipment – There are multiple hand-contact points shared between office users that could harbor virus	Office staff	<ul style="list-style-type: none"> <li>Sanitiser spray and wipes must be provided at each printer/copier, entry intercom/handset, locked first aid cabinet, etc. to allow users to sanitise it before use.</li> </ul>	Low
7.4 Staff rest breaks – Where common rooms are provided these often contain seating that is very close together, increasing the risk of virus transmission between team members. (See also 1.15, Smoking Areas)	Office staff	<ul style="list-style-type: none"> <li>Wherever possible staff rest breaks are to be staggered to limit the numbers using rest areas at the same time.</li> <li>Hand contact points in staff areas are to be included in the regular cleaning programmes.</li> </ul>	Low
7.5 Deliveries to site – Items arriving through the normal postal system or via couriers may have surface contamination that could transmit infection to those that touch it.	Office staff	<ul style="list-style-type: none"> <li>Transmission of virus through contaminated envelopes, packaging, etc. is considered to be a very low risk.</li> <li>Maintain social distancing with any couriers or delivery drivers. Ask them to place the delivery on the floor or on a table then leave before you approach.</li> <li>Team members to maintain social distancing measures when taking items to stores and observe limits on occupancy of small spaces.</li> <li>Everyone to sanitise their hands after helping to place a delivery into storage.</li> </ul>	Low