### Potential Harm/Consequence

<table>
<thead>
<tr>
<th>Category</th>
<th>Potential Harm/Consequence</th>
<th>Likelihood That Harm Will Occur</th>
<th>Risk Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Insignificant</td>
<td>1</td>
<td>Very Unlikely</td>
</tr>
<tr>
<td>2</td>
<td>Minor</td>
<td>2</td>
<td>Unlikely</td>
</tr>
<tr>
<td>3</td>
<td>Moderate</td>
<td>3</td>
<td>Possible</td>
</tr>
<tr>
<td>4</td>
<td>Major</td>
<td>4</td>
<td>Likely</td>
</tr>
<tr>
<td>5</td>
<td>Catastrophic</td>
<td>5</td>
<td>Very Likely</td>
</tr>
</tbody>
</table>

The risk rating indicates the level of response required to be taken when adding actions to the improvement plan (RRP). Ratings between 15 and 25 require an urgent review of existing control measures.

If the Risk Rating is 15 or more and no further control measures are practicable, add the risk to the H&S Risk Register.

### Additional Control Measures Required

<table>
<thead>
<tr>
<th>Category</th>
<th>Additional Control Measures Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of information</td>
<td>Add Sample Measure</td>
</tr>
</tbody>
</table>

If the Risk Rating is 15 or more and no further control measures are practicable, add the risk to the H&S Risk Register.

### QMS/Work Instructions

- Please select a instruction or manually write it

### Training/Qualifications Required to Complete this Activity

- Please select a qualification or manually write it

### Legislation, guidance and information used in support of this assessment

- Please select additional control measure or manually write it

---

**Covid-19 (Coronavirus) Pandemic - Safe Operation - Sta and Sta Areas**

**Location of Activity:** Throughout the facility

**Ref No.:** MER_4694

**Assessors Name:** Adam Dalton

**Date of Assessment:** 07-09-2020

**Next Review Date:** 07-09-2021

**Hazard Risk Rating:** LOW

**Potential Risk Rating:** LOW

**Hazard:** Keeping Up-to-date with Official Guidance
Lack of up-to-date information regarding the Covid-19 virus

Add Sample Measure
View Files
View Links

Information - Responsibilities
- Lack of up-to-date information regarding the Covid-19 virus

- COVID-19 Response Team established. Aeneas Richardson – Director of Operations to develop sources of information to keep up to date with the latest guidance available on managing response to the pandemic and feed this into the risk assessment process.

- Government (www.gov.uk) and NHS (www.nhs.uk) advice is regularly checked and followed by Aeneas Richardson – Director of Operations.

- Staff
  - Contractors
  - Customer - Adult
  - Customer - Child

- Add Description/Detail of how harm is caused

- Category
  - Staff Planning

Please select additional control measure or manual
View Files
View Links

- Category
  - Staff Planning

Please select additional control measure or manual
View Files
View Links
Possible transmission of Covid-19 due to sta coming into increased contact with one another

Sta attendance
- Sta audit completed to determine roles essential to be physically in the facility and minimum staffing levels necessary within each department
- Remote working encouraged where possible
- Remote access systems in place for remote workers

Category
- Employees who are at higher risk of contracting Covid-19

High Risk Employees (as defined by government, including pregnant, those with underlying health issues, or employees over the age of 70 years)

Management / HR complete individual pre-reopening chats with each member of sta to identify sta members at increased risk, providing a one-to-one opportunity to raise and discuss issues and invite suggestions and ideas

Individual risk assessments completed with sta identified as having an increased risk to assess whether, when and how they can return to work

Government guidance followed

Home working arranged as appropriate

Where clinically vulnerable sta cannot work from home and have to be in the facility, they are reminded to 2m social distancing and work as remotely as possible from other people

Social distancing and good hygiene practices encouraged

HR procedures in place for those unable to work from home and required to isolate as per government guidelines

Business related travel restricted to essential sta only

Sta discouraged from car sharing unless absolutely essential or from the same household

Shared company vehicle touch points (keys, handles, steering wheel, gear stick, radio, instruments, petrol cap etc.) cleaned pre and post use

Deliveries to other facilities kept to a minimum and drop-off zones in place at each facility

Please select additional control measure or manual
Handling staff presenting symptoms whilst in the facility

**Staff with symptoms**

- Staff
- Contractors
- Customer - Adult
- Customer - Child

**Staff continuing to work if feeling unwell or presenting Covid-19 symptoms**

- Clear policy is in place that staff must self-isolate if they (or a member of their household) feel unwell and have Covid-19 symptoms in accordance with NHS advice.
- Training and information prior to starting / returning to work for every member of staff to ensure that they are clear about the requirements and what to do if they or a member of their household is exhibiting Covid-19 symptoms.
- Staff required to confirm at the start of each shift that they (and members of their household) are feeling well and free of symptoms of Covid-19 and have not been notified via ‘track and trace' that they have been in contact with someone who has symptoms.
- Efforts made to enable self-isolating staff to complete duties and / or CPD whilst working from home.

**Government / NHS guidance followed:**

**HR disciplinary process to deal with non-compliance**

**Category**

**Staff Behaviour**

- Staff behaviour

**Staff in workplace increasing the risk of community transmission**

- Clear policy is in place that staff must self-isolate if they (or a member of their household) feel unwell and have Covid-19 symptoms in accordance with NHS advice.
- Training and information prior to starting / returning to work for every member of staff to ensure that they are clear about the requirements and what to do if they or a member of their household is exhibiting Covid-19 symptoms.
- Staff required to confirm at the start of each shift that they (and members of their household) are feeling well and free of symptoms of Covid-19 and have not been notified via ‘track and trace' that they have been in contact with someone who has symptoms.
- Efforts made to enable self-isolating staff to complete duties and / or CPD whilst working from home.

**Government / NHS guidance followed:**

**HR disciplinary process to deal with non-compliance**
Poor workspace hygiene leading to increased risk of transferring virus

- Staff practice social distancing as much as possible
- Staff to be limited to their own work areas
- Clear policy that social distancing requirements apply to everyone in the workplace
- Specific risk assessment completed for any essential tasks (e.g., maintenance tasks) where social distancing is not possible
- All senior managers conversant with social distancing requirements and lead from the front as role models
- All supervisors / managers on duty are trained in the requirements and their role in acknowledging good practice and taking action to ensure compliance
- Training is delivered to all staff to ensure understanding of what is required and why
- All staff are encouraged to challenge anyone (staff, public, management) who is not observing social distancing protocols
- Reinforcement - message refreshed in staff briefings, reinforced in procedures, work instructions, signage, website, social media
- Staff from the same household to observe social distancing requirements whilst at work to avoid misunderstanding from third parties and perception that rules are not being adhered to
- HR disciplinary process to deal with non-compliance

Information posters, advisory notices and staff training in good hygiene practice and techniques in line with government guidance

- Deep clean completed prior to re-opening
- Revised routine cleaning and monitoring regime in place
- All staff instructed on personal hygiene - frequent handwashing / sanitising as part of return to work training
- Hand sanitiser provided at key points throughout the facility where hand washing facilities are not available
- Training delivered to all staff involved in cleaning tasks

Workspace hygiene

Personal greetings

Handshaking or other greeting increasing risk of transferring the virus

- Handshaking and general close personal greetings are not permitted
- Handwashing protocols and hygiene facilities in place

- Staff
- Contractors
- Customer - Adult
- Customer - Child

Please select additional control measure or manual
### Social distancing and preventing the spread of Covid-19 - Offices

<table>
<thead>
<tr>
<th>Measure</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office staff work from home where possible</td>
<td>If not possible, staff alternate days / shifts in/out to keep numbers in the office at a minimum</td>
</tr>
<tr>
<td>Workstations arranged to ensure 2m person separation and walkways that minimise passing in close contact</td>
<td>Workstations arranged for staff to work back to back or side to side rather than face to face</td>
</tr>
<tr>
<td>Workstations arranged for staff to work back to back or side to side rather than face to face</td>
<td>When face to face is the only option, screens are put up to separate workstations</td>
</tr>
<tr>
<td>2m separation markings positioned on office flooring</td>
<td>2m separation markings positioned on office flooring</td>
</tr>
<tr>
<td>One-way system implemented in office</td>
<td>One-way system implemented in office</td>
</tr>
<tr>
<td>Staggered start times for staff to minimise pinch points</td>
<td>Staggered start times for staff to minimise pinch points</td>
</tr>
<tr>
<td>Workstations assigned to individuals and not to be shared</td>
<td>Workstations assigned to individuals and not to be shared</td>
</tr>
<tr>
<td>Hot desking is discouraged but where necessary, workstation cleaning and sanitising is undertaken between users, to include calculators, staplers, keyboards, mouse etc.</td>
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</tr>
<tr>
<td>Telephones to be sanitised between users</td>
<td>Telephones to be sanitised between users</td>
</tr>
<tr>
<td>All pens, pencils are removed from desks and kept individually for workstation user</td>
<td>All pens, pencils are removed from desks and kept individually for workstation user</td>
</tr>
<tr>
<td>Hand sanitiser is available</td>
<td>Hand sanitiser is available</td>
</tr>
<tr>
<td>Offices are kept well ventilated with windows open where possible</td>
<td>Offices are kept well ventilated with windows open where possible</td>
</tr>
<tr>
<td>Good practice social distancing and hygiene promoted in office areas</td>
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</tr>
</tbody>
</table>

### Social distancing and preventing the spread of Covid-19 - Staff Room(s)

<table>
<thead>
<tr>
<th>Measure</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Possible transmission of Covid-19 through poor hygiene and lack of social distancing in staff rooms</td>
<td>Possible transmission of Covid-19 through poor hygiene and lack of social distancing in staff rooms</td>
</tr>
</tbody>
</table>
Possible transmission of Covid-19 through poor hygiene and lack of social distancing in office areas

Shift start times staggered to reduce pressure on staff changing/locker areas

Break times staggered to keep numbers in room to a minimum

Safe outside seating area provided with seating (spaced 2m apart) encouraged for breaks

2m social distancing maintained by reconfiguring tables and chairs and reducing numbers permitted in staff room to XX

2m separation markings in place

Signage on entrance to staff room to remind of occupancy levels

Staff encouraged to leave personal items in lockers to avoid need to keep on returning to staff rooms

Staff are instructed to wash hands with soap and water for 20 seconds minimum before using a kettle, microwave, opening a fridge etc.

Signage reminders of expected good hygiene practices to be displayed

Enhanced cleaning regime extends to staff rooms

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Social distancing and preventing the spread of Covid-19 - Meetings

Signage on entrance to staff room(s) to remind of occupancy levels

2m social distancing maintained by reconfiguring table and chair and reducing numbers permitted in the staff room to XX

Please select additional control measure or manual
Sta meetings to be held remotely via video conferencing where possible
If not possible to video conference, staff to sit 2m apart in meeting room
The need for face to face meetings is reviewed, reducing to essential meetings only
Use remote working tools to avoid in-person meetings, especially if the attendees would be travelling from different locations
Only absolutely necessary participants should attend face-to-face meetings and maintain 2m separation throughout
Meetings are held outdoors or in well-ventilated rooms whenever possible
Transmission opportunities are reduced pens are not shared, handouts are not given out, one person only to control mouse, clicker, pointer etc.
Agenda and any documents are shared on a screen rather than using paper copies
Refreshments are not provided
Hand sanitiser is provided in meeting rooms
Meeting room layout facilitates social distancing and removes pinch points
In areas where regular meetings take place, floor signage is used to help staff maintain social distancing

First aid at work past expiry date

- HR contacted and renewal assessment arranged at earliest opportunity
- Lifeguards complete the ten free RLSS online training modules prior to return to duties to continue their ongoing training
- Lifeguards attend ongoing training sessions to demonstrate competency. This can be completed during furlough but can be completed on return to work for any staff who do not have access to internet etc. Contributes five hours towards the 20 hours required for revalidation
- Competency test completed prior to re-opening
- Ongoing competency tests completed each month
- Lifeguard not permitted to work until re-qualified - note RLSS qualifications extended
- Lifeguard qualification validity checked prior to return to work to confirm that they fall within the permitted qualification extension. Where the qualification does not fall within the extension and is out of date, the lifeguard is not permitted to work in role until re-qualified

- RLS guidance followed

- Qualification expiry - first aid
  - First aid at work past expiry date
  - Staff
    - Customer - Adult
    - Customer - Child
  - HR contacted and renewal date arranged at earliest opportunity
  - Utilise online opportunities for refresh and/or revalidation where practical training is not possible
  - Rotas reviewed to ensure there are always sufficient first aiders available in the facility with qualifications in date
  - lifeguard not permitted to work until re-qualified

- Qualification expiry - pool plant
  - Pool plant operation (PPO) past expiry date
  - Staff
    - Customer - Adult
    - Customer - Child
  - HR contacted and renewal training and assessment at earliest opportunity
  - Utilise online opportunities for revalidation where possible (e.g. IOS, STA)
  - Refresher pool plant induction completed and recorded for individual to demonstrate competency

Category

First Aid

- First aid
  - Illness or injury requiring first aid
  - Add Sample Measure
  - Please select additional control measure or manual

- Add Sample Measure
  - View Files
  - View Links

- Add Sample Measure
  - View Files
  - View Links

- Add Sample Measure
  - View Files
  - View Links

- Add Sample Measure
  - View Files
  - View Links
Cardiopulmonary Resuscitation (CPR) training

<table>
<thead>
<tr>
<th>Staff</th>
<th>Contractors</th>
<th>Customer - Adult</th>
<th>Customer - Child</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Continued provision:</strong></td>
<td><strong>First aid trained personnel available during all opening hours</strong></td>
<td><strong>First aiders to continue to use disposable gloves for all first aid treatment</strong></td>
<td><strong>Regular checks resumed prior to reopening to ensure first aid equipment is fit for purpose and in date</strong></td>
</tr>
<tr>
<td><strong>First aiders continue to maintain good hygiene practices and those providing first aid should cover any open wounds</strong></td>
<td><strong>In addition, during this period first aiders should:</strong></td>
<td><strong>Adhere to revised CPR protocols</strong></td>
<td><strong>Encourage self-treatment where appropriate, to help maintain social distancing guidance</strong></td>
</tr>
<tr>
<td><strong>Wear PPE when providing first aid and if possible and appropriate, casualties may also be encouraged to wear a face mask</strong></td>
<td><strong>Contact with casualties’ faces are minimised</strong></td>
<td><strong>First aiders wash hands before and after administering first aid</strong></td>
<td><strong>First aiders report to their line manager if they develop Covid-19 symptoms</strong></td>
</tr>
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</table>

**Staff displaying Covid-19 type symptoms are excluded from training.**

- Only compressions practiced during ongoing training
- Compressions and rescue breaths demonstrated during a qualification course
- If rescue breaths carried out, lungs/airways to be replaced and disposed of safely, face and mouth of manikin wiped with disinfectant wipes in between each use, with wipes disposed of safely
- Manikin face thoroughly washed with disinfectant at the end of training session

Possible transmission of virus through attendance at training courses

Non-essential training postponed if only available in face to face setting
Essential training completed in line with good social distancing protocols (2m)
Sanitisation points provided in training rooms
Close group work discouraged in training sessions
Where possible, online/video training completed to obtain and maintain qualifications
Review of training matrix completed to identify essential and non-essential training
Non-essential training postponed unless available remotely, e.g. online or virtual formats
Essential training completed via online or virtual formats where possible
Where essential face to face training is required, e.g. lifeguard training/competency assessment, a specific risk assessment for the activity is completed to consider social distancing, sanitisation etc.

Staff working remotely feeling isolated

Regular contact and welfare chats maintained with line manager to maintain communications and involvement
Company employee support services available for further welfare chats and promoted to staff

Stress / mental wellbeing

Staff concerned on returning to work following lockdown and entering the facility with numerous other people

Return to work chats to be completed with all staff prior to re-opening
Staff refresher training in NOP/EAP and changes to procedures completed
Staff training in specific Covid-19 control measures completed
Occupational health services available for staff to discuss concerns
One-to-one chats with line manager encouraged at any time and frequency
High risk staff referred to earlier in this risk assessment
Clear, concise and regular communications to the team on Covid-19 controls/updates taking place and facility performance
Staff actively encouraged to bring forward suggestions and concerns to their line manager

Stress / mental wellbeing

Staff actively encouraged to bring forward suggestions and concerns to their line manager

Regular contact and welfare chats maintained with line manager to maintain communications and involvement
Company employee support services available for further welfare chats and promoted to staff

Please select additional control measure or manual
Discrimination of staff due to inappropriate Covid-19 control measures

- Individual assessments are completed with staff members
- Reasonable adjustments are made to accommodate staff who fall under Equality Act
- Disabled staff/customer use is prioritised in changing rooms, toilets and lifts

Equality Act

Individual assessments are completed with staff members
Reasonable adjustments are made to accommodate staff who fall under Equality Act
Disabled staff/customer use is prioritised in changing rooms, toilets and lifts

Revision History

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<th>Comment</th>
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