Department: **The Management Centre**

Risk Assessment Title: **Significant Hazards associated with The Management Centre Activities**

Location:	**The Management Centre:** Hugh Owen, Dyfrdwy, Alun, Mon, Eryri	**Activity (Summary):**	This risk assessment details the significant hazards identified following a review of Management Centre activities. For ease of use, the Risk Assessment is split into the following areas: 1. Staff Competence 2. Building Related 3. General Use of the Centre Further information and the general organisation and arrangements that must be established to ensure the health and safety of staff and others affected by the Centre's activities can be found in The Management Centre *H&S Policy* and *Emergency Procedures*, prepared in accordance with legislative and University requirements. Note: Management Centre Occupiers are responsible for their own staff inductions and health and safety related training, maintaining their own records. This also applies to University Venues, Hospitality and Catering staff.
Assessment:	October 2024 **NOTE:** This RA will be monitored and amended, as necessary. All amended versions will be brought to the attention of relevant staff	**Assessor(s):**	Ron Stewart (General Manager GM)) / Suzanne Barnes (Health and Safety (HSS))

KEY:

GM = General Manager
VO = Venue Officer
DM = Duty Manager
HH = Head Housekeeper
FA = Finance Administrator

1: STAFF COMPETENCE

What are the significant hazards?	Who might be harmed?	What are you already doing to prevent harm?	Further actions / considerations	Action by Whom	By When
Competence – injuries, ill health, property damage because of staff not having the skills, experience, training for their role	Staff, students, visitors	• Staff receive a Management Centre H&S Induction and Staff H&S Handbook which covers the content of this Risk Assessment and general health and safety information when working at The Management Centre • An additional Induction, Handbook, and other training (e.g., COSHH, use of stepladders, manual handling) is then provided specific to their area e.g., Housekeeping. • Catering staff fall under the responsibility of University Campus Services for training purposes. • Suitable supervision provided as needed for the person's role / capability. • Staff and students informed during Induction process about Emergency Arrangements and the Accident and Incident Reporting Procedure	• ONGOING: Monitor new staff to ensure receive training as necessary for their role	GM VO	

2: BUILDING RELATED

What are the significant hazards?	Who might be harmed?	What are you already doing to prevent harm?	Further actions / considerations	Action by Whom	By When
Infrastructure – injuries, ill health, property damage because of poorly maintained facilities or facilities being unsuitable	Staff, students, visitors	• Only Venue staff may book facilities to ensure the venue is suitable for the activity and numbers involved. • Internal and external facilities are well maintained. • Trained staff clean internal areas / spills immediately using suitable methods e.g., displaying warning signs, leaving floors dry with no residues. • Staff check facilities continually, resolving faults and / or removing facilities from use, as necessary. • Documented Inspection Schedule in place	• ONGOING: Schedule and monitor critical maintenance task dates to ensure not missed with current changes in Campus Services structure, contractors etc • ONGOING: Ensure Inspections undertaken and recorded to Schedule	GM VO GM / DM / HH/VO	
Access / Car Parking – injuries, property & other vehicle damage due to contact between vehicles or a vehicle hitting a person	Staff, students, visitors, other road users, pedestrians	• Pedestrian walkway marked to JP car park. • Car park areas well lit • Deliveries / car parks supervised by Centre staff if required. • Car park patrolled during busy periods / events. Security assist if needed. • Surfaces, markings maintained by Campus Services • External areas included in Inspections with actions raised as necessary			

Asbestos – accidental exposure to asbestos fibres leading to long term health affects	Staff, students, visitors	• Full Asbestos Survey undertaken of all buildings. Campus Services arrange additional Asbestos Surveys as needed. ACMs should be labelled as part of Campus Service arrangements. • Only authorised persons may interfere with the fabric of a building. • No ready access/exposure to Asbestos			
Slips, trips, and falls – injuries caused by tripping, slipping on poorly maintained surfaces	Staff, students, visitors	• As ***Infrastructure*** above • Good lighting in all areas • Staff continually monitor to maintain good housekeeping standards e.g., areas kept tidy, goods stored correctly, walkways / exits kept clear. • Equipment maintained to prevent leaks. • Warning signs displayed if required. • Equipment, cables etc placed away from walkways or covered. • Door mats provided in wet weather. • Campus Services grit car parks, external paths etc as required in Inclement weather	• ONGOING: Monitor Inclement weather and arrange Campus Services support as needed	DM VO	
Electricity – injuries, property damage, fire because of contact with poorly maintained / unsuitable electrical equipment	Staff, students, visitors	• Qualified electrician inspects / tests fixed electrical system every 5 years. • Only authorised persons may enter the secure Substation. • Qualified electrician PAT Tests portable electrical appliances each year. • Reception has access to a qualified electrician 24/7. • *Conference:* Staff, visitors only allowed to use the Centres' electrical equipment (e.g., extension leads, audio-visual equipment, electrical appliances) unless otherwise agreed with the Centre before arrival. • *Accommodation:* Blocks fitted with new electrical systems and RCDs. Visitors may only use low voltage equipment e.g., hair dryers, shavers. • Staff trained to spot damaged equipment, plugs, cables etc removing from service if necessary.			

Fire / Emergency Arrangements – injuries, property damage because of a fire and / or due to failure of Emergency Arrangements	Staff, students, visitors	• See ***Disabled Persons*** • Fire Risk Assessment completed. • Bi-lingual fire information provided in all areas and bedrooms. • All buildings have fire detection and notification systems and firefighting equipment maintained by a competent Campus Services contractor. • Staff trained in the operation of the fire alarm. • Staff continually monitor to ensure fire exits / routes remain clear. • Recorded, weekly fire alarm tests and six monthly fire drill carried out. • Notification of fire bell tests provided. • Refuge Points available with Emergency contacts displayed. • Refuge Points tested (in rotation) during weekly fire alarm checks. • Reception manned 24 hours a day. Staff have immediate access to Emergency services. Additional support available via Security ext. 2795 • Staff attend Fire Safety Training appropriate to their role. • No Smoking signs are displayed. • Plant and equipment maintained as appropriate. • Relevant Building Plans / Information displayed by each Fire Panel	• Schedule Building FRA review date and ensure arranged when required.	GM VO	
Gas –injuries, property damage if gas items unsuitable or fail due to poor maintenance or inappropriate use.	Staff, students, visitors	• See ***Fire*** above. • Gas installations confined to the Plant Room which is checked regularly by Management Facilities Staff. • Registered Gas Contractor services / tests mains gas each year. • Emergency Procedure in place in the event of a gas leak • Gas Landlord Certificate displayed on site	Update gas landlord certificate annually	GM	01/11/23
Lifts - distress / panic if people get trapped in lifts or they try to use the lift during an alarm when the lift does not operate	Staff, students, visitors	• See ***Disabled Person*** below. • Lift maintained by Campus Services appointed competent contractor. • The University Insurance Officer arranges for statutory examinations in accordance with LOLER requirements. • Emergency communication button in lift with direct link to Security • Reception is manned 24 hours a day. • If a lift breaks down Reception call Contractor direct and Security • Security has an Evac Chair to remove people who cannot leave a building via the stairs. • Some Centre staff also trained in use of the Evac Chair		GM DM VO	

Welfare -Heating, Ventilation, Water – ill health arising from unsuitable temperatures, poor air, or water quality	Staff, students, visitors	• Heating, ventilation, and water systems maintained in accordance with legislative requirements and relevant British Standards, ACOPs by a Campus Services appointed contractor. • Drinking water available in fixed locations • Doors / windows can be opened in most areas. • Adjustable heating in most areas			

3: GENERAL USE OF THE CENTRE (excludes Catering activities)

What are the significant hazards?	Who might be harmed?	What are you already doing to prevent harm?	Further actions / considerations	Action by Whom	Action by
Alcohol / Substance Misuse – stress / physical injuries from contact with intoxicated persons	Staff, students, visitors	• See ***Security*** below. • Staff and students instructed at Induction to not attend work / study if under the influence. • University mechanisms in place to support staff and students who have declared a 'dependency' e.g., Care First, Student Services • Nominated staff by DPS authorised to serve alcohol. • SIA licenced Security officers Employed overnight and for functions as required. • Staff do not sell alcohol to intoxicated/underage/barred customers. • Regular glass collection 'glass policy' implemented as required. • In the event of an incident Reception contact University Security or the Police direct dependent on the nature of the event			
Chemicals / Hazardous Substances – Chemical burns, dermatitis from contact with / use of Chemicals	Staff	• Cleaning products sourced from an approved University supplier. • Information for new housekeeping staff provided on safe use of Chemicals via Housekeeping Staff Handbook and H&S Induction • HH holds COSHH Records & Safety Data Sheets with information also displayed in the Housekeepers cupboard. • Cleaning Chemicals stored in original containers in the Housekeepers cupboard. Containers holding decanted Chemicals are clearly marked. • Chemicals never left unattended and stored securely if not in use. • Suitable PPE – eye protection and gloves in a range of sizes for use when handling Chemicals are freely available. • Colour coded system used for cleaning equipment to ensure 'clean' areas e.g., kitchens, bar areas cleaned with different equipment to 'dirty' areas e.g., toilets. • 6-monthly product review by HH to confirm still suitable	ONGOING: • Ensure new suppliers provide suitable COSHH information and training with old information removed from use. • Ensure new housekeeping staff receive COSHH training. • Arrange regular refresher COSHH Training for staff	HH VO	
Contractors – injuries because of poorly managed contractor activities	Staff, students, visitors	• Maintenance contractors checked and sourced through Campus Services. • The GM will only directly appoint contractors (details provided by the Campus Services) to carry out minor work e.g., paint repairs, window cleaning All Contractors must report to Reception before work and provide relevant documents e.g., RAMS	ONGOING: • Check contractors appointed direct (i.e., not via Campus Services) hold insurance / liability cover. Issue Contractors with site rules	GM	

Disabled Persons – distress because of facilities being inaccessible or unavailable e.g., lifts	Staff, students, visitors	• Accessible parking available directly in front of the building • Accessible facilities, including two accessible bedrooms available. • Refuge Points in all buildings with Emergency contacts displayed. • Access information available on the Website and provided by Reception to guests as required. PEEP information displayed in accessible bedrooms. • Personal Emergency Evacuation Plans (PEEP) available, if notified, for disabled staff and visitors • Disability Services arrange for HSS to undertake PEEPs for students. • University Security have access to an evacuation chair in the event of a lift breakdown and someone not being able to leave via the stairs. • Accessible toilet alarms linked to Reception manned 24/7. • Access information reviewed and updated annually. • Refuge Points and toilet alarms tested during weekly checks	ONGOING: • Monitor guests to ensure appropriate information provided	VO DM	
Display Screen Equipment – posture problems, pain, discomfort, injuries from over / improper use of DSE		• All new staff complete DSE Self-Assessment as part of Induction • All staff required to undertake a DSE Self-Assessment (for work and home if home working) with the process repeated at least every 3 years, following change to the working environment e.g., new furniture or if health concerns arise. • GM/VO have received DSE Assessor Training. • GM monitors DSE Self Assessments to ensure actions addressed. • Assistance sought from HSS if problems identified. • Laptop users trained how to carry out regular DSE Self-Assessment away from the office. If used at office, laptops used with docking station and separate screen and keyboard / mouse. • Workstations set up to ensure good posture, avoid glare etc. Work planned to enable regular breaks or change of activity. • Shared workstations assessed for all users. • Provisions (where possible) are made to adjust a workstation if required e.g., back support, blinds, lights. • Reception assessed for DSE/ergonomic issues. • Staff reimbursed cost of eyesight test and a contribution to the cost of glasses if required for DSE work. • Faults e.g., DSE, blinds, lights reported to GM	ONGOING: • Ensure DSE Self-Assessments undertaken as required i.e., new staff, changes, health concerns, at least every 3 years	GM VO	

Events – ill health, injuries because of poorly organised events managed by a third party	Staff, students, visitors	• Only Venue staff may book facilities. • Organiser is responsible for checking facilities are suitable. • Organiser must prepare a risk assessment for their event. • Organiser should inform the Centre of any guests who require assistance in the event of a building evacuation. • Centre staff check facilities before large events to ensure in order. • Event Risk Assessments are prepared and provided as required	ONGOING: • Check facilities pre-event (large events) to ensure suitable / in good order. Document as required	VO DM	
General Emergency – First Aid, Ill Health – injuries, ill health worsening due to a delay in treatment or not knowing what to do leading to panic	Staff, students, visitors	• First Aid boxes at Reception, Catering, Housekeeping and Canolfan Bedwyr • A sharps box is available at Reception. HSS can arrange disposal. • Security Officers and Duty Managers are to be first aid trained. A number of other Centre staff are also first aid trained. • List of trained staff and box locations displayed in each department. • Regular contents checks are carried out on all boxes to ensure contents are fully stocked in accordance with guidelines. • University Security provide first aid support if required. Ext 2795 • The GM receives all Accident Forms, investigating the incident and consulting with HSS as necessary	ONGOING: • Monitor First Aid Boxes, Posters etc to ensure adequate in date supplies.	DM VO GM	
Guests – lack of awareness of Centre facilities		• Information on access and facilities on Website and Booking Forms • Notification of fire alarm tests provided at Reception and in the Health and Safety Guides in each bedroom and meeting room			
Health and Well-being of Staff - ill health (chronic / acute) because of working in an unsuitable environment	Staff	• See ***Welfare – Heating, Ventilation, Water*** above. • Welfare facilities available e.g., toilets, changing, washing, rest areas. • Suitable clothing provided as needed e.g., jackets in cold areas, uniforms for housekeeping staff, ear plugs in noisy environment. • Staff asked to report ill health they feel is work related immediately. • Occupational Health Practitioner advice sought, as necessary.			

Food		• Catering operated by Campus Services and their policies, procedures, and training protocols apply. • The Management Centre will provide training and information to Catering staff for relevant Management Centre responsibilities and arrangements.			
Lone Working – distress, ill health, injuries worsening if help is not immediately available	Staff	• See ***Security*** • Only staff who have received relevant training in how to carry out their role and who understand Emergency arrangements – fire, first aid, intruder alarm, lift breakdown will be allowed to lone work. • No manual work e.g., working from ladders, heavy / difficult manual handling tasks will take place when lone working. • Housekeeping staff do not enter rooms unless Empty. • Staff provided with a radio or mobile so can raise help if needed. • Staff encouraged to talk to their supervisors or Manager, who are readily available if they have concerns e.g., unwell, safety concerns. • Occupiers to notify Reception if they are working within buildings out of hours/weekends.			
Manual Handling – injuries, ill health arising because of lifting, carrying and / or moving loads	Staff	• Key staff attended Manual Handling Training • Trolley and trained Centre staff available to assist others. • Trolleys are checked during regular building inspections. • Staff encouraged to seek help and to never struggle. • No heavy, difficult manual handling tasks allowed if lone working	• Arrange Manual Handling Training for relevant staff. • ONGOING: Record trolleys checked during Inspections	GM VO DM / HH	
Machinery and Equipment – injuries due to items being poorly maintained, unsuitable	Staff, students, visitors	• See ***Electricity*** • Centre only uses low risk equipment e.g., computers, projectors, photocopiers, vacuum cleaners, hand tools such as drills. • Staff instructed to visually check items before use with faulty items reported and removed from use. • All machinery and equipment maintained; PAT Tested as required. • Catering responsible for their own items (Campus Services)		GM VO	
Noise – disturbance, distress from exposure to loud, intrusive noise	Staff, students, visitors	• Staff and visitors warned of potential noise disturbance. • Contractors must identify noisy activities so arrangements can be put in place i.e., specific working times. • Guest Pack informs overnight guests how to seek help if disturbed. • Licensing Terms adhered to e.g., closing hours, music finish times.		GM VO	

Security – stress, injuries from contact with aggressive persons, theft	Staff, students, visitors	• Reception holds a list of expected guests (events & accommodation) • Front Line staff trained how to deal with confrontation. • Guests behaving inappropriately asked to leave and banned if needed. • Panic button system and 'Safe Area' available behind Reception which is easily accessible to staff out of hours and at weekends. • The Management Centre is a cashless organisation. • Any monies in exceptional circumstances are transferred to the reception safe. University Security transfer monies to the bank • Restricted access out of hours and at weekends • Management Centre occupiers required to sign in and out if working out of hours and access arrangements communicated via email for special events and period of closure. • Grounds and car park are well lit. • All staff briefed in security / access procedures. • Internal/external CCTV throughout Centre which is monitored 24/7. • Staff trained in use / monitoring of intruder alarm. • CCTV, Intruder Alarm, door entry system maintained by Snowdonia Fire Protection • Facilities staff patrol the Centre during the day and two dedicated licensed Security staff present at night. • Additional Security staff, Police support arranged as necessary	• Arrange confrontation training for new staff. • Conduct regular checks of panic alarm to ensure operation	GM VO	
Smoking – effects of passive smoking	Staff, students, visitors	• No smoking (includes e-cigarettes) allowed in or within 5m of any building, except in designated smoking areas. • No Smoking signs displayed. Designated smoking areas in place			
Stress – ill health due to lack of job control, bullying, excessive demands	Staff	• Staff instructed what their duties and responsibilities are. • Staff encouraged to talk to their supervisors or Manager, who are readily available if they have concerns e.g., unwell, safety concerns. • The Centre has a 'No Bullying' Policy in place. • Staff may contact University Harassment Advisers and free / confidential University Counselling Service if needed (Care First)	• Carry out stress risk assessment where required		
Travelling Overseas – ill health, injuries when travelling	Staff	• Staff required to notify the University Finance Office of travel by completing the on-line notification and risk assessment checklist. • Risk Assessments prepared as required			

Waste – injuries, ill health, fire risk	Staff, visitors' students	• The Centre complies with University waste Management Systems. • University bins and refuse collection facility used			
Environment – pollution, spills etc	Environment	• University Policies and Procedures adhered to.			
Working at Height – injuries because of a fall from height, hit by falling object	Staff, students, visitors	• Maintenance tasks usually sourced to Campus Services • Centre has one ladder with a stabiliser bar which is only used to carry out low risk, short duration tasks by specific staff. • Work area cordoned off to protect others from falling objects. • Staff training for housekeeping and venue staff who will be asked to work at heights.	• Establish recorded six monthly inspections of the ladder	GM DM	
Vulnerable Persons – ill health, injuries due to inexperience, lack of understanding about risks, physical or mental constraints	Staff, students, visitors	• Parents responsible for always supervising their own child(ren). • Centre informs event organisers their risk assessments must consider participant age and that they are responsible for correct supervision ratios, DBS checks etc. • Specific risk assessments undertaken for vulnerable persons e.g., young persons, new and expectant mothers, staff with disabilities. • Specific advice sought from HR or HSS as required	• ONGOING: Review vulnerable persons arrangements at regular intervals	GM	