

STUDENTS' UNION ACTIVITY

Updated: September 2020



BUCKS STUDENTS' UNION PROCEDURE DOCUMENT

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Objective

To deliver the advertised and anticipated standard of service to Bucks Students' Union members as one of the top 3 students' unions in the UK.

To create a safe and welcoming experience for returning and new members in accordance with current government, local and University guidelines and procedures.

To support retention by creating opportunities to become part of the Bucks community.

1. General

Workforce planning

All career staff have completed the online risk assessment. The workforce plan has been created based on the risk assessment results and the service demand. Additional equipment and reviews of location of work have been provided where necessary.

Student staff have not yet received the online student risk assessment so are completing the manual risk assessment as part of the onboarding procedures. Completed student risk assessments will be held on their employee files. Student staff will have their temperatures taken at the beginning of their shift. Should the temperature reading exceed the safe limit, that member of staff will be asked to go home on full pay for that shift. They will be advised to contact the Student Centre, notify their tutor and follow NHS guidance.

All staff are referred to the University's procedures for reporting suspected or confirmed cases of Covid-19.

Any member of staff displaying symptoms of Covid-19 is required to stay at home and notify their line manager and follow national guidelines with regards isolation. Members of staff who feel unwell at work will be asked to go home.

Communications

The priority for all communications, both internal via email and informal meetings and external via social media, the website, e-shots and training, will be consistency. Where possible, links will be provided to existing messages, guidance and FAQ's (BEN, website, national guidance).

Facilities

The Students' Union will primarily operate from the following locations:

- Students' Union offices at High Wycombe and Uxbridge
- Meeting room N0.02
- The Venue
- The Lounge
- Beats
- Rusty's
- Pulse Cafe
- Basin Café
- Events Hall

In all facilities:

- Screens have been placed where appropriate
- Desks have been moved to 2m
- Desk dividers will be in place where required
- Access will be restricted where traffic flow needs to be minimised
- Cleaning supplies will be regularly monitored and ordered as necessary
- A full risk assessment and procedures have been agreed for the licensed premises (Appendix 1)
- All cafes are complying with both campus guidance and standard regulatory body requirements for food safety and hygiene. The risk assessment for all catering outlets has been agreed (Appendix 2)
- There will be no cash payment accepted
- Function sheets will be completed for any timetabled space
- Masks will be provided to all career staff and student staff and staff will be asked to wear these masks in all communal areas of campus including corridors and when using the take-away service from any outlets.

Meetings

All meetings with staff and students will continue to be held via Microsoft Teams wherever possible.

In the event a one-to-one meeting is required, the sofa area opposite the SU reception may be used. If the matter is of a confidential nature, meeting room N0.02 may be available for a more private space and cleaning supplies will be available in the room. The Launch Pad in North Wing can also be booked through the normal timetabling system.

Only Students' Union staff will be permitted in the Students' Union offices.

Staff recruitment

All staff recruitment (career staff and student staff) will continue to take place online. Induction and training for student staff will be delivered face to face where possible and compliant with social distancing guidelines.

2. Freshers' Helpers

Student staff have not yet received the online student risk assessment so are completing the manual risk assessment as part of the onboarding procedures. Completed student risk assessments will be held on their employee files.

Freshers' Helper training took place on Friday 18 September through an online platform. Union department introductions will be accessible online prior to this date. There will be a section of the training dedicated to campus safety and covid-safe guidelines.

The Freshers' Helper Helpdesk, which this year is double the length to accommodate social distancing, is planned to be located outside the Gateway building, as usual, to answer any questions students may have. During Welcome Week, Freshers' Helpers will also be available to direct or escort students to their School Conference, issue masks and goody bags and assist with students collecting ID cards.

Campus tours must be booked through the Students' Union website and are limited to groups of 5 students. The tours will be shorter than previous years and follow a strict route around campus.

For students living in halls, Freshers' Helpers will be available should it be agreed they can check in those students who are not engaging with other campus activity.

3. Students' Union Awareness

Students' Union departments will be promoting their programmed activity through the Freshers' Fair, the website, targeted marketing communications and social media accounts.

Information will be provided via BEN where University staff can support the programme.

Sabbatical Officers will be available to attend face to face lectures and provide information on Students' Union services when pre-booked through the SU team.

The Students' Union reception in High Wycombe and Uxbridge will be staffed to assist any students on campus by answering their questions or signposting them to relevant services.

Any general online queries should be sent to union@bucks.ac.uk or through the online reception facility.

4. Freshers' Fair

Set up

The Freshers' Fair will take place on Thursday 24 September via an online platform. Full details of how this will work and the requirement of 'stall' holders will be issued week commencing 21 September.

5. Activities

For all Students' Union activities, ID's will be taken from all participants for track and trace purposes. ID numbers will be held centrally and by activity type, location, date and time.

In the event a suspected or confirmed case of Covid-19 is notified to the Students' Union, information on the activities that student has participated in will be able to be swiftly identified.

Should a student contact the Students' Union directly with a suspected or confirmed case of Covid-19, they will be signposted to the Student Centre, as per the University reporting procedure. The SU member of staff will also contact the Student Centre directly.

All events and activities will be published on the Students' Union website.

Competitive Sport

Safety advice will be issued to all clubs and societies in line with the relevant National Governing Body for that sport. The Activities team will continue to monitor this guidance and update as necessary.

Athletic Union Committee training took place on Wednesday 16th September through an online platform and including the NGB covid-safe guidance.

Student risk assessments will be required from the University for all club participants. Should this not be available students will be required to complete a manual student risk assessment.

External sports facilities will be checked pre-booking to ensure compliance with safety requirements and any sport activity on University premises (Events hall) will be carried out in line with University safety procedures.

See Appendix 3 - Student Activities Procedures for full details.

Sport for Fun

Safety advice will be issued to all sport for fun participants at the time of booking.

External facilities will be checked pre-booking to ensure compliance with safety requirements and any sport activity on University premises (Events hall) will be carried out in line with University safety procedures.

Student risk assessments will be required from the University for all sport for fun participants. Should this not be available students will be required to complete a manual student risk assessment.

See Appendix 3 - Student Activities Procedures for full details.

Societies

Safety advice will be issued to all society members at the time of joining the society.

Society Committee training took place on Thursday 17th September through an online platform and including the covid-safe guidance.

All societies will be encouraged to create a programme of online activity. Where a society cannot operate online, meeting space will be available on campus and booked through the Activities Team. They will ensure any space required is pre-booked through the usual timetabling portal to allow for sufficient cleaning of the space through the University provider.

See Appendix 3 - Student Activities Procedures for full details.

Volunteering

Safety advice will be issued to all volunteers at the time they book onto the volunteering opportunity.

Student risk assessments will be required from the University for all student volunteers. Should this not be available students will be required to complete a manual student risk assessment. See Appendix 3 - Student Activities Procedures for full details.

Where the volunteering opportunity is arranged off campus, the providing organisation will be required to provide a risk assessment and all relevant insurances. The safety guidance of that organisation will be communicated to the volunteer prior to commencement of the opportunity.

All campus-based volunteering opportunities will be delivered in accordance with the University covid-safe procedures.

Equipment that may be provided to the volunteers to enable them to complete their volunteering hours (litter pickers, trolleys, etc) will be sanitised before issue and once returned.

See Appendix 3 - Student Activities Procedures for full details.

Skills Sessions

There is a programme of skills and training sessions scheduled to commence from the start of term.

Currently this is a mix of face to face and online delivery with the option to deliver most sessions online should the need arise.

Recreational Activities

There are currently no recreational activities scheduled off campus.

Reception events have been scheduled in The Lounge from 5pm to 7pm each day of the first two weeks. These events are traditionally an important opportunity for different student groups to meet new people and build their social support networks.

The schedule currently is (subject to change):

- Monday 21 September – Women students
- Tuesday 22 September – LGBTQ+ students
- Wednesday 23 September – BAME students
- Thursday 24 September – Erasmus students
- Friday 25 September – Students with disabilities
- Monday 28 September – Part time students
- Tuesday 29 September – Mature students
- Thursday 1 October – Post graduate students
- Friday 2 October – International students

Events

All events scheduled in the Lounge and Venue will be delivered in line with Appendix 1 – How to Operate our Venues'.

Transport

The campus link bus will be operational under the national guidelines for public transport and the timetable will be available on the Students' Union website.

The use of minibuses for clubs, societies and for the SSHH service are currently under review detailed in Appendix 3 - Student Activities Procedures.

6. Wellbeing and Support

Students' Union staff have been reminded of the various University services and external agencies, in addition to the Union services, that should be utilised in the case of students being identified as needing support.

Advice Centre

Primarily the Advice Centre will continue to operate online, although face to face appointments are possible, following a basic screening process and when booked through the advice team.

Face to face appointments will only be available at the High Wycombe campus in meeting room N0.02. There will be a screen between the student and the advisor and both will be required to wear masks. Where possible, relevant paperwork should be emailed in advance to limit touch points and unless specifically agreed beforehand, students should attend face to face appointments on their own.

A laptop will be provided in the Advice Centre for students to access the online advice service in a confidential space and cleaning equipment will be provided in this area.

Whilst there will be no face to face advice delivered at the Uxbridge campus, the Students' Union office there has been reconfigured to provide a safe reception and information service for Uxbridge students.

Mental Health First Aiders

In addition to the qualified Advisors in the Advice Centre, the Students' Union has 2 x Mental Health First Aiders who are able to identify students who may need additional support and signpost them to the many services available.

Welfare Liaison Officer

Each sports club committee has a Welfare Liaison Officer. A mandatory requirement of this role is for them to attend the Students' Union Committee training and the Mental Health Awareness training. These committee members are able to signpost any students requiring support to the various services.

7. Disclaimer

All plans, information and guidance included in this document are current at the time of writing - Friday 18 September 2020.

COVID-19

How to open our Students' Union venues during a global pandemic

Updated: 30 September 2020

Appendix 1

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Most recent edits - 22 September

Section 1 - Venues must shut by 10pm and can only offer table service and takeaways

Section 3 - NHS track and trace required by law

Section 7.2 - Wearing of face coverings by staff now compulsory.

Section 8 - Noise restrictions to 85db(A)

Most recent edits - 30 September

Section 3 - temperature checking customers

Overall objective:

Overall Objective: To minimise the risk of transmission of COVID-19 and protect the health of staff, customers and visitors in our venues whilst offering the same great service and product as has come to be expected from a top 3 ranked Students' Union (NSS 2020).

[It is advised that all staff read the guidance that the Government has published around bars and restaurants here.](#)

The COVID Risk Assessment should also be read alongside this guidance. This can be found at the end of this document.

Staff will be required to sign and knowledge that they have read and understood all the guidance in this document. As the guidance updates and changes staff will need to re-acknowledge these changes.

All questions about this guidance should at first be directed to the Events & Licensed Trade Manager.

1. Proposed Venues

It has now been confirmed that we will operate two venues - The Lounge and The Venue. All licensed premises must close at 10pm from Thursday 24 September 2020. All scheduled events will end at 09.45pm to allow for 15 mins of drink up time. Only table service is allowed, alongside takeaways.

The Lounge:

Objective: to deliver food and drink to our membership, their friends and family and the wider community in a safe and welcoming environment – providing great service whilst abiding by the current restrictions.

The Venue:

Objective: A timed, ticketed events space, offering COVID secure events, in line with the law and government guidance. To provide over flow for The Lounge operation through the day creating extra covers.

2. Pre-opening:

Both venues have been closed for some time so the below checks should be carried out

- Deep clean of venues
- Arrange furniture in a COVID-Secure way allowing for social distancing
- Run all taps for 5 mins to remove risk of Legionella
- Flush through and perform a line clean on all draught systems.
- All glassware cleaned
- Coffee machine cleaned

3. Customer Entry and flow:

Customers entering our venues will be required to scan a QR code that enables them to enter their details into the NHS track and trace system. This is now a requirement of law from Thursday 24 September for all hospitality venues. The NHS signage supplied by Government will be displayed around our venues. It will collect:

- Name
- Contact Number
- Date they attended the venue
- Time they attended the venue

For our ticketed events, customers will be required to purchase a 'free' ticket that books their allocated time slot for that event. Customers will still have to complete the NHS track and trace as this data is submitted to a central server and not seen by the students' union.

For the QR code and ticket scenario a confirmation email will be required to be shown to the door staff to allow entry. If the venue is full the customer will be turned away by door staff or asked to visit one of our other venues (capacity allowing). From Monday 14 September 2020 it is law that all premises collect track and trace data from all their customers.

Security will ask all customers on entry

- a. Have you got any symptoms of COVID- 19?
- b. Have you been told by the University to self-isolate?

And then;

- c. Give customer a temperature check

If any of these checks come back as a yes then they will be turned away.

Due to the sheer amount of people now on the isolation list and the time it takes to run these checks, we are going to run the background checks on individuals with a positive test only. Meaning we will still get the important data we need and will be able to contact the individuals that should be isolating before they try and arrive at the venue.

The entrance to the lounge will be two way with markers on the floor defining the system (in on the left, exit on the right). The Timberlake doors will be locked to prevent customers accessing the venue from anything but the front entrance.

Removal of all bar stools and furniture within 1.5 metres of the bar. Ensure clear and safe passing spaces throughout the venues.

Sanitiser station on entrance (see sanitiser map attached).

4. Ordering and Service

Customers encouraged to use mobile ordering system that reduces contact with others. The order is placed through the phone and payment made through the phone. Although time consuming to set up this has become industry standard and almost expected from a customer point of view.

We are in the process of arranging and setting up this system. When live it can be accessed through orders.bucksstudentsunion.org

All tables will have fixed numbers for ease of ordering. Consumer confidence is key and having multiple menus on a table isn't going to cut it. We need clear, clean tables to allow customers to feel comfortable knowing that we are taking care of their health.

Bar staff to prep drinks onto a tray, avoiding touching anywhere near the rim of the glass (normal practice). Drinks and food orders taken to customer tables via tray and customer to take items from tray, minimising touch points. This way the runner/server does not touch any item.

There will be a takeaway option from The Lounge which can be ordered through the app or at the screened off area by the coffee machine. If sitting in there will be no ordering at the bar, takeaways only.

All our venues will be completely contactless with no cash being accepted. With majority of our customer orders being under £30 we see this as a huge positive. The mobile ordering function also has no charge limits, along side Apple / Google pay. *NB: Safe key will be kept with Finance team to prevent a safe check having to be carried out everyday.*

Screens will be installed across all our bars and service areas.

All shared / self-service items will be removed and replaced with disposable condiments and cutlery.

Condiments and cutlery to be brought to table with food order to assist with minimising touch points.

Hand sanitiser stations will be located around the venue (see sanitiser map attached).

Signage around the venue will advise about social distancing and to follow the rules and advice.

The cloakroom will be closed due to the challenges in operating them safely.

Stock Orders will need to be bigger and less often to minimise contact and ensure they are non-contact deliveries.

5. Cleaning Schedule

Having two members of staff per venue dedicated to cleaning. Having signage stating that is what their role is to boost customer confidence.

- Clean tables, chairs and all touch points around table, as soon as customers leave
- No menus on tables, using the app to order. We need clear, clean tables to allow customers to feel comfortable knowing that we are taking care of their health.
- Once tables have been cleaned and sanitised a system will be in place to show the table can be used again. Details will be displayed on the entrance to the venue and staff will advise customers on entry
- Cleaning of screens every 30 mins through peak times
- Cleaning of touch points – door handles every 30 mins through peak times
- Vending machines within our venues fall under our responsibility and will need cleaning every 30 mins
- Toilets checked every 30 mins and cleaned as needed.

At the start and end of every trading period all touch points and services to be cleaned.

Signage around all venues about frequency of hand washing and its importance.

Sanitiser stations around venue for everyone's use (see sanitiser map attached).

6. Toilets

As per the cleaning schedule above toilets will be checked every 30 mins and cleaned accordingly.

Sanitiser station located outside toilets and signage for it to be used (see sanitiser map attached).

Signage in toilets on how to clean hands properly and for 20 seconds based on Government Guidance.

Foot handles could be fixed to doors to reduce touch points. Doors leading to the toilet foyer will be fixed open to reduce touch points.

7. Staff:

Each venue will have its own dedicated staff team that will only work in that space. The rota will reflect social bubbles ie. the same staff working each shifts with the same colleagues in case of an outbreak. Start times and end times of shifts will be staggered to ensure staff areas are not congested.

If possible, shift patterns will be retained for the term to assist with NHS Track and Trace and then reviewed over the Christmas period.

Only the duty manager will have access to the cash office with the door being locked shut when not in use (this should be normal procedure anyway). Manager should welcome staff at a safe distance away from the office.

One way system to be implemented on the cash office corridor and around the bar.

Specific runner member of staff that accesses cellar per shift to avoid cross contamination in that cold tight area.

Maintain 1.5m distancing behind the bar and when serving. 1.5m markers to be installed.

Wash hands or sanitise hands every 30 mins or after touching common touch points. Eg. Events staff moving speakers or staging. Hands should be washed before and after shifts.

In an emergency, for example, an accident, provision of first aid, fire or break-in, staff do not have to comply with social distancing guidelines if it would be unsafe. A dynamic risk assessment on the immediate risk that faces you must be made.

Staff involved in the provision of assistance to others (security or first aid) should pay particular attention to sanitation measures immediately afterwards, including washing hands.

Visors, masks and gloves are available if required.

7.1 Staff and discovery of symptoms:

Any staff who have symptoms of COVID-19 - a new continuous cough; a high temperature; a loss of, or change in, normal sense of taste or smell - must follow these steps (in line with Government and University policy):

- Go home immediately
- Let us know you are ill by emailing suvenuemanagement@bucks.ac.uk and student.centre@bucks.ac.uk
- Self-isolate to protect others and arrange for a COVID-19 test. Find out more at www.nhs.uk

If you start to feel unwell when at home:

- Do not come to work or campus
- Contact suvenuemanagement@bucks.ac.uk and student.centre@bucks.ac.uk
- Self-isolate following the government [guidance for households with possible or confirmed coronavirus \(COVID-19\) infection](#)
- Arrange a COVID-19 test
- Stay in touch with us

Once a result of a COVID-19 test has been received:

- Notify suvenuemanagement@bucks.ac.uk and student.centre@bucks.ac.uk of the result
- If the test is negative and you feel better you can return to work
- If the test is positive, continue self-isolating
- The University will instigate its track and trace measures and take further action to protect others

All student staff will require to have their temperature checked as they arrive for their shift. Student staff displaying a temperature above the recommended guidance will be asked to go home with full pay for that shift. Student staff sent home should follow the University reporting procedures of contacting their tutor and the Student Centre. They should then update suvenuemanagement@bucks.ac.uk the following day as to how they are feeling.

You cannot get paid if you're self-isolating after [entering or returning to the UK](#) and do not need to self-isolate for any other reason.

7.2 Face coverings and PPE:

The wearing of face coverings will now be mandatory for all bar and service staff from Monday 28 September 2020. Staff have been supplied with Bucks branded face coverings but can choose to use their own if they would rather.

Where our Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. There is no mandatory reason for gloves to be used in relation to COVID-19. Staff will be reminded that wearing of gloves is not a substitute for good hand washing.

Visors and masks will be available for incidents where social distancing cannot be maintained.
i.e. for door supervisors and first aid incidents.

7.3 Keys

Our venues have a lot of shared keys. Creating key copies is not an option due to creating higher security risks around who has access at what times.

Fortunately, copper alloys, like the keys we use in our venues, do not harbour bacteria like E.coli, superbugs like MRSA and Coronaviruses. These die within minutes of touching the brass.

Keys therefore should not be passed between individuals but placed back on the key hooks and retrieved from this location by the next user.

The risk of passing on COVID-19 through handling keys is extremely low.

8. Entertainment

Venues are now allowed to hold indoor performances from 13 August 2020. There is still potential for increased risk of transmission, particularly from aerosol transmission through shouting and singing.

Any entertainment would need to be seated, and social distancing maintained, with close attention paid to the safe operating capacity and not allowing any venue to become over crowded.

All advertised entertainment although 'free,' will be ticketed entry. Tickets will be 'purchased' online and will allow for the allocated time slot for that event. Eg. Arrive at 8pm and you have 2 hours. This will also assist with NHS track and trace.

Communicating with the membership is key around the change of how we operate and how the arrangements of entertainment will be different. Communication through social media, paid for ads, email marketing and signage will be ever so important.

Microphones will not be freely available and must be signed out from management or University staff. All artists and performers advised to bring their own microphones.

This is enforced and advised by the Department of Education in regards to [reopening buildings and campuses](#) stating that:

"While HE providers should communicate to students the importance of adopting safe behaviours generally, HE providers should also, where possible, support their students to socialise in COVID-secure environments (for example campus bars, Student Unions) and should identify safer social activities for students. You might do this in collaboration with your Student Union. We are aware of the planning already underway for Freshers' events that provide COVID-secure entertainment activities in ways that comply with public health guidance."

From Monday 28 September all premises must during the emergency period, ensure that no music is played on the premises which exceeds 85db(A) when measured at the source of the music.

This does not apply to any performance of live music.

As stated under 1C of the [Health Protection Regulations](#)

9. Sanitiser Maps – The Venue and The Lounge

The Venue Plan



**Foot pump five litre
sanitiser station**



**Automatic one litre
sanitiser station**



10. Marketing artwork

- STAYING COVID SECURE IN 2020 – see guidance pg11.
- QR code to Track and Trace form
- Please use hand sanitiser as much as you want
- Stay Safe, use social distancing
- How to order instructions with QR code and table number
- Roller banner for each venue with instructions and precautions in place
- What we have done to keep staff and customers safe
- We have specific staff just to clean all our touch points
- Frequency of hand washing and its importance.
- How to wash hands properly and for 20 seconds for toilets
- Events and how to book onto them.
- Arrows and distance markers for bar area from University Operations team (Nick Barber)

11. Disclaimer

All information and advice is correct at time of writing (Aug 2020). With how the current climate is changing so quickly advice and guidance may become dated very quickly. Always refer to the below Government references before making any drastic changes.

12. References

[Government Guidance](#)

[Track and trace](#)

[Entertainment Guidance 1](#): 4.5, pg28

[Entertainment Guidance 2](#)

[Legionella](#)

[SSP and self-isolation 1](#)

[SSP and self-isolation 2](#)

[Entertainment and Higher Education](#)

[Noise restrictions](#)

13. Risk Assessment

The COVID risk assessment and this document will be published to our website.

Appendix 1

Company		Bucks Students' Union Venues		Date		13 Aug 2020
Department		Commercial - Bars and Events		Review date		13 Sept 2020
Activity		COVID-19		Author		JA
Hazard	Who could be harmed and how	All controls required		How controls will be checked		Confirmed all in place or further action required
		Put each control on a separate line, be as clear and specific as possible		How will each control be checked – eg checklists, health surveillance, monitoring, inspections		
Disease / contamination from unused services within the venues	All staff All customers using services	Deep clean of all venues Running all tabs through for a minimum of 5 mins to remove risk of Legionella Flush through and perform line clean of all draught systems – either professionally or in house All glassware, vessels and glass storage shelves cleaned and sanitised Coffee machine cleaned and checked		Inspection before opening by Events and Licensed Trade manager and H&S Manager Checklist completed by venue management once specific tasks are complete		Once complete risks reduced to a minimum.
Risk of COVID-19 infection due to poor hygiene	All staff All customers All those that come into contact with staff or customer within 21 days	Hand Washing Sanitiser stations located around venue and in key touch points – outside toilets and on entrance to venues Sanitiser is being sourced to be alcohol free and vegan friendly to enable all customers of all cultures and anybody with allergens to use our sanitiser stations Soap always available in toilets Signage about good hand washing technique and to wash for 20 seconds Staff to remind customers entering the venue to use the sanitiser stations Avoid touching face, eyes, nose and mouth with unclean hands. Staff advised to use hand creams or lotions to prevent cracked and dry hands as frequency of hand washing will be high on shift Wash hands or sanitise hands every 30 mins or after touching common touch points. e.g. Events staff moving speakers or staging. Wash hands before and after every shift.		Reminder by duty manager to staff whilst on shift Duty manager to monitor staff and ensure good practices are going ahead Sanitiser stations will need to be checked and refilled accordingly		Sanitiser stations will be used and sanitiser depleted
Risk of spreading COVID-19 due to unclean surfaces	All staff All customers All those that come into contact with staff or customer within 21 days	Cleaning Regular cleaning and sanitisation of touch points Clean tables, chairs and all touch points around table, as soon as customers leave No menus on tables, using the app to order. Once tables have been cleaned and sanitised a system will need to be in place to show the table can be used again Cleaning of screens every 30 mins through peak times Cleaning of touch points – door handles every 30 mins through peak times Vending machines within our venues fall under our responsibility and will need cleaning every 30 mins Toilets checked every 30 mins and cleaned as needed.		Duty manager to ensure cleaning schedule is taking place Events & Licensed Trade manager, H&S Manager and CEO to spot check Checklist of cleaning to be maintained		Checklist of cleaning checked at the end of each day by Events and Licensed Trade manager

Appendix 1

Risk of spreading COVID-19 due operational issues	All staff All customers All those that come into contact with staff or customer within 21 days	Operations Customer details taken in line with guidance around track and trace using QR code on entry or via prebooked tickets Two way markers and one way markers throughout venue to define where customers and staff can move safely. Timberlake doors locked to prevent accessing the venue from anywhere but the front entrance Doors leading to toilet foyer will be fixed open to reduce touch points Removal of all bar stools within 1.5m of the bar ensuring safe and clear passing areas throughout the venue Mobile order and pay system implemented with no orders placed at the bar for sit in customers Orders to be prepped onto tray, with servers asking customers to take their order, minimising touch points and the amount of handling of the glassware / products Perspex screens installed across all bars and service areas Totally cashless with all purchases being paid for through the app or via contactless Safe key will be kept with Finance team to prevent a safe check having to be carried out everyday All shared / communal items (cutlery, sauces) to be replaced with disposable alternatives Signage around venue to remind about the importance of social distancing Cloakroom will be closed due to the challenges it brings with operating them in a COVID-secure way No clubnight or dancefloor based events will be run Events that include loud music or reasons to shout or raise your voice will be reduced to minimise risk of aerosol transmission All events will be ticketed to regulate capacity and to collect customer data for NHS track and trace All events will be seated and social distancing maintained Orders of stock will need to be placed less frequently to reduce contact All deliveries to be contactless	Pre-opening checks to be carried out by duty manager to ensure all operations are in place Customer records checked every day to ensure the track and trace system is being updated Events team not to book or promote any events that encourage club night behaviour - Events and Licensed Trade Manager to monitor events and bookings being confirmed	Customer details deleted after 21 days to comply with NHS track and trace guidance As Government guidance changes, operational procedures will need to adapt and change
Risk of spreading COVID-19	All staff All customers All those that come into contact with staff or customer within 21 days	Staff Each 'venue' to have its own staff team Rota to reflect social bubbles, with the same staff working with the same colleagues to minimise risk of outbreak Specific staff stick to a specific role per shift – one person accesses the cellar, another pours the drinks and another delivers orders to tables Start times and end times of shift staggered to reduce congestion in staff areas Shift patterns to be maintained for 21 days to assist with NHS track and trace Maintain 1.5m distancing behind bar with markers to assist with this One way system through smaller staff areas will be marked Hand washing or sanitise every 30 mins or after touching common touch points	In an emergency, for example, an accident, provision of first aid, fire or break-in, staff do not have to comply with social distancing guidelines if it would be unsafe. A dynamic risk assessment on the immediate risk that faces you must be made. Visors and masks will be available for incidents where social distancing cannot be maintained. i.e. for door supervisors and first aid incidents. Staff involved in the provision of assistance to others (security or first aid) should pay particular attention to sanitation measures immediately afterwards, including washing hands. Duty Managers to submit rotas to Events and Licensed Trade Manager for approval	As Government guidance changes, staff procedures will need to adapt and change
Risk of spreading COVID-19	All staff All customers All those that come into contact with staff or customer within 21 days	PPE / Face coverings The wearing of face coverings will now be mandatory for all bar and service staff from Monday 28 September 2020. Staff have been supplied with Bucks branded face coverings but can choose to use their own if they would rather. Where our Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. There is no mandatory reason for gloves to be used in relation to COVID-19. Staff will be reminded that wearing of gloves is not a substitute for good hand washing. Visors and masks will be available for incidents where social distancing cannot be maintained. i.e. for door supervisors and first aid incidents.	n/a	As Government guidance changes, PPE procedures will need to adapt and change

Appendix 1

Vulnerable staff members	<p>Staff who are clinically vulnerable.</p> <p>Staff who are clinically extremely vulnerable.</p> <p>Expectant Mothers.</p> <p>Staff who are over 60 years.</p> <p>Staff from BAME backgrounds.</p>	<p>Can the employee adhere to universal precautions that are already required to reduce risks of cross infection?</p> <p>Can they safely wear PPE to further reduce risk?</p> <p>Are there other roles which could be undertaken which carry less risk?</p> <p>Can they move to a lower risk area?</p> <p>It is important to note that in our venue environment that majority of our part time staff team cannot carry out their job role from home.</p>	<p>All staff will complete University Risk Assessment to attend site.</p> <p>If highlighted as clinically vulnerable or clinically extremely vulnerable, additional precautions maybe required to have a safe place of work.</p>	<p>As Government guidance changes, procedures will need to adapt and change</p>
Outbreak of COVID-19	<p>All staff</p> <p>All customers</p>	<p>Any staff who have symptoms of COVID-19 - a new continuous cough; a high temperature; a loss of, or change in, normal sense of taste or smell - must follow these steps (in line with Government and University policy):</p> <ul style="list-style-type: none"> Go home immediately Let us know you are ill by emailing suvenuemanagement@bucks.ac.uk and student.centre@bucks.ac.uk Self-isolate to protect others and arrange for a COVID-19 test. Find out more at www.nhs.uk <p>If you start to feel unwell when at home:</p> <ul style="list-style-type: none"> Do not come to work or campus Contact suvenuemanagement@bucks.ac.uk and student.centre@bucks.ac.uk Self-isolate following this guidance https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection Arrange a COVID-19 test Stay in touch with us <p>Once a result of a COVID-19 test has been received:</p> <ul style="list-style-type: none"> Notify suvenuemanagement@bucks.ac.uk and student.centre@bucks.ac.uk of the result If the test is negative and you feel better you can return to work If the test is positive, continue self-isolating The University will instigate its track and trace measures and take further action to protect others. <p>Our Health Protection Team is:</p> <p>PHE Thames Valley Health Protection Team (South East), Chilton, OX11 0RQ Phone: 0344 225 3861 (option 1 to 4 depending on area) Out of hours for health professionals only please phone 0844 967 0083</p>	<p>A log of all illness of staff will be maintained and staff advised to get tested. All positive tests will instigate the reporting procedure</p>	<p>As Government guidance changes, procedures will need to adapt and change</p>

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Appendix 2

		Company	Bucks Students' Union Venues			Date	14 Aug 2020
		Department	Catering			Review date	14 Sept 2020
		Activity	COVID-19			Author	PG
Hazard	Who could be harmed and how	What are you already doing to control the risks?		What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Spread of Covid-19	Catering Staff University Staff Students Visitors Vulnerable groups – <i>Elderly, Pregnant workers, BAME, those with existing underlying health conditions</i> Anyone else who comes into contact with you in relation to your Job	Hand Washing Hand washing facilities with soap and water in place. Stringent hand washing taking place. See hand washing guidance. Washing Hands Drying of hands with disposable paper towels. Staff encouraged to protect the skin by applying emollient cream regularly Hand Cream Gel sanitisers in any area where washing facilities not readily available. Customers to sanitise hands before entering the café area.		Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap Importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it Avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace. Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme. To help reduce the spread of Coronavirus (COVID-19) reminding everyone of the public health advice Working Safely During Covid 19 Posters, leaflets and other materials are available for display.	All Catering Staff	1st sept	14th Aug
Spread of Covid-19	As above.	Cleaning Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, card machines, Tills, using appropriate cleaning products and methods.		Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.	All Catering Staff	1st sept	14th Aug
Spread of Covid-19	As above.	Social Distancing Reducing the number of persons in any work area to comply with the 2-metre or 1-metre gap recommended by the Government. Queuing system in place to provide distance for customers. Allowing only a safe volume of customers to be served to maintain social distancing. Taking steps to review work schedules including start & finish times/shift patterns, to reduce number of workers on site at any one time. Also relocating workers to other tasks. Redesigning processes to ensure social distancing in place. Conference calls to be used instead of face to face meetings. Ensuring sufficient rest breaks for staff.		Staff to be reminded daily of the importance of social distancing both in the workplace and outside of it. Management checks to ensure this is adhered to. Queuing system monitored by a Staff member. Details taken of customers in queue for track and trace TBC. Provision of Perspex screens to be in place at counters. Where screens are not available then visors will be provided.	All Catering Staff	1st sept	14th Aug

Appendix 2

Spread of Covid-19	Catering Staff University Staff Students Visitors Vulnerable groups – <i>Elderly, Pregnant workers, BAME, those with existing underlying health conditions</i> Anyone else who comes into contact with you in relation to your Job	<u>Wearing of Face Coverings / Masks</u> Whilst on duty a face covering, or Mask must always be worn these will be provided and are available through Alliance. A new mask should be used per shift.	Ensure there is always a good stock of masks. Ensure Visors also are available for BAME for extra protection. FAQ Face Coverings	All Catering Staff	1st sept	14th Aug
Spread of Covid-19	As above.	Wearing of Gloves Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.	Staff to be reminded that wearing of gloves is not a substitute for good hand washing.	All Catering Staff	1st sept	14th Aug
Spread of Covid-19	As above.	Symptoms of Covid-19 If anyone becomes unwell with a new continuous cough, loss of sense of smell or Taste or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance. Line managers will maintain regular contact with staff members during this time. If advised that a member of staff or public has developed Covid-19 and were recently on our premises (<i>including where a member of staff has visited other work place premises such as domestic premises</i>), the management team of the workplace will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.	Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast-changing situation. Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.	All Catering Staff	1st sept	14th Aug
Spread of Covid-19	As above.	Suspension of services Until further notice the refilling of customers own cups and Bucks Mugs is to stop. Salad Bar. Baguette Bar.	All Hot and cold drinks to be served in disposable cups. These can be made from the baguette bar fridge to order. This is may return at a later time.	All Catering Staff	1st sept	14th Aug
Spread of Covid-19	As above.	Card Only transactions No Cash to be taken until further notice	Sanitising of Credit Card Key pads every 30mins	All Catering Staff	1st sept	14th Aug

Covid-19

- ▶ No Students allowed in the office
- ▶ Masks must be worn in all transitional areas such as corridors, etc.
- ▶ Meetings can only be held 1-to-1
- ▶ Committee meetings and other activities - we advise to do this virtually
- ▶ For any club/society/SFF session using a facility off site you will be required to follow their protocols, these will be sent out before your first session.

- ▶ Temperature checks will need to happen before each session
 - ▶ Clubs will get temperature gun
 - ▶ Societies need to go through gateway
 - ▶ For Clubs off site check before they get on a minibus

- ▶ Sport Coaches will also be temperature checked and sign a pledge

Registers

- ▶ Must be completed and sent to Dan/updated on Google docs (Sports) by midnight of that day:
- ▶ We now share responsibility for everyone's health and need to be able to respond to queries.
 - ▶ NO EXCEPTIONS
 - ▶ Individuals need to have their arrival/departure time stamped
 - ▶ Need a contact number from all participants
 - ▶ Safety check questions must be asked and answered by all participants prior to the start of sessions
 - ▶ Spot checks will be made
 - ▶ **There will be penalties for those that don't update/send registers in time**

5 Safety check questions

- ▶ Have you been in contact with anyone with or suspected of having COVID-19 in the last 14 Days?
- ▶ Has anyone in your household had COVID-19 symptoms in the last 2 weeks?
- ▶ Have you been advised to self-isolate due to an infection within another setting, such as school?
- ▶ Have you returned from a foreign country in the past 14 days, one without a travel bridge and therefore should be in quarantine?
- ▶ Do you have any of these symptoms: a new persistent cough? Any loss of taste or smell? Any underlying health conditions that would put you at further risk should you contract COVID-19?

Covid-19

- ▶ **Track and Trace Guidance**
- ▶ We already have registers to record attendance of your members please make sure this is filled in for every session - with the date and time they were there.
- ▶ You will need to record your members full name/phone number and email address.
- ▶ For any member that shows symptoms you will need to contact the Student Centre as soon as possible
student.centre@bucks.ac.uk

Socials

- ▶ Abide by the rule of 6
- ▶ For anyone caught having socials with more than 6 in a house, there is the possibility of being fined £10,000 to the organiser and £100 fine to those in attendance
- ▶ There will be further punishment from the Students' Union
- ▶ There is no Welcome Games or Takeovers this year

Covid-19

- ▶ Minibus collection
 - ▶ QR codes on bus for track and trace
 - ▶ This must be by everyone before getting on the bus - the minibus driver will be responsible for this.
 - ▶ Seats will be blocked out, only utilise the available seats
 - ▶ Hand sanitizer will be provided, it **MUST** be used upon entry and exit
 - ▶ Anti -bacterial wipes will also be provided for all passengers to clean, touch points on entry and exit
 - ▶ Masks must be worn, unless exempt
 - ▶ Driver is responsible for cleaning all major touch points when returning the bus, using the antibacterial spray provided.
 - ▶ Touch points include: Dashboard (steering wheel, indicators, gearstick, handbrake, etc,) door handles, seat belt and holder
 - ▶ SSHH bus will adhere to the same rules - but students will also need to show evidence that they have booked to go to the Students Union Venue that evening.

Covid-19

▶ Kit Collection

- ▶ You will need to arrange a timeslot to come and collect your equipment before your session (during the hours of 9:00-17:00) arrange with either Dan or Fergus
- ▶ You have been given a box with all the equipment you require - plus cleaning equipment and hand sanitiser
- ▶ All equipment needs to be sanitised after use - this is the clubs/societies/ambassadors responsibility
- ▶ Bibs will also be in these boxes they are to be handed out to each individual who will assume responsibility for these throughout the season
- ▶ First aid kits are in this box as well. If you use anything from these let us know and we can replenish the stock.
- ▶ Drop this box back at the bar after your session

Covid responsible person

- ▶ The role of the COVID OFFICERS will include (but is not limited to):
- ▶ Monitoring and making sure the club/society adhere to the current government/NGB/facility guidance.
- ▶ Ensuring club Covid Specific Risk Assessments are kept up to date in line with the current government/NGB/facility guidance.
- ▶ Make students aware of the reporting process if they are suffering symptoms - contact the Student Centre

Trials

- ▶ No more than the allowed number set by the governing body.
- ▶ No returning players to give Freshers maximum chance
- ▶ Only 2 members of committee there, suggesting Chair and Capt of appropriate team (this to be included in your max no set by GB)
- ▶ For football as you have the most- Fergus will also be in attendance to ensure numbers are kept to NGB guidance

Volunteering

- Students who would like support logging hours or to discuss volunteering opportunities we now need to book an appointment via email.
- When visiting external opportunities, students will be adhering to their Covid19 protocols. These protocols will be sent in advance.
- 2 meter plus social distancing will be up kept In all volunteering activities.
- Due to the current pandemic we will not be offering international volunteering opportunities in the 2020/2021 academic year.
- Some volunteering opportunities may require a face mask to be worn.
- Antibac wipes will be provided at every opportunity, students are expected to antibac all equipment e.g litter pickers and pens before and after the volunteer project.
- Beauty Bank and Bra Bank donations are still greatly appreciated however these will now be asked to be put in the donation box by yourself to reduce risk.
- The Union will not be dealing with cash so all fundraising will need to be paid in by card or bank transfer
- Registers as normal but with time stamps will be taken at every volunteering opportunity