

September 30th STUDENT DAY – GREEN MOVE OUT (GMO 2017)

This document serves as written RISK ASSESSMENT as highlighted.

How does the following look?

Getting Volunteer students to CDFHS is part of the routine and it is always good there are some prepared to volunteer as the day will not work as well without them. We will be picking up some of our volunteers on the morning it would be fine to coordinate that with yours. Lee and I will be at Ustinov from 10.00 we just need to agree this timing??

Getting you and of your volunteers at 10.30 at Fisher House After another run as there are more than 4 or to carry out any later “shift” change. You should all be in place for a 10 minute briefing or familiarisation session. We need key details for the obvious reasons.

You or I (I would suggest) need to be able to board the coach here as it arrives adjacent to CDFHS in front of Units as the coaches arrive and to dialogue with their drivers to ensure a safe turnaround where to park and so on. Then as we get to know each other resolve any snags or issues in turnaround, drinks/ snacks available for drivers or any timings.

Then to the passengers on board: We can say welcome and briefly a safety call out about safety, first aid or fire alarms W/C locations and any appropriate comments.

We can also liaise with the coach drivers to ensure they know they can use front areas adjacent to us to turn around in or any variable in timings (with your agreement) if required

One more nagging point LAST YEAR WAS (besides prices for larger items/appliances), was we discussed a parking policy for people arriving in private vehicles and I confirm Saturday is OK and plenty of space as adjacent units are empty. Pedestrian awareness at all times.

The coaches will be parked near the units **ALONG THE LONG EDGE.**

For any lost students we will have spare capacity to run the odd one back to Ustinov.

Let me know any issues and its sorted.

Mobile and land Telephone numbers are	CDFHS	01388-721509
For emergency or external contact for messages	Lee Heightley	07454-795157
	Steve Mitton	07709-088426

Tables are to be set up, tape walkways are to be set up for routing students via main roller doors Unit 19. Spare tables for putting bags on or checking that a bag of purchases is right are available and being set up.

We will have volunteers to hand out bags, pens and paper to enable a tally keeping by the customer as they walk around and before they head to check out.

So long as we have plenty of volunteers that can carry out the bagging pricing prior to the till / checkout area. Clear “guide” price indications are being prepared

We appear to have 8-10 volunteers from CDFHS offering to be on site.

FIRST AID FACILITIES ARE IN CENTRAL OFFICES, KITCHEN AREA WHERE COMPREHENSIVE FIRST AID KITS AND ACCIDENT BOOK ARE KEPT.

Our Public Liability insurers are AVIVA Policy No 10057318CC1 to 5.10.2017

This letter forms our “RISK ASSESSMENT FOR THE DAY”.

Last year we even were using a group of 20 people to test out crowded areas – seriously as we want a flow and also to ensure CDFHS service can cope.

We are found that with simple laminated sheets and stuck on prices per table and categories of stock were loaded by table.

The volume of product we could move is significant bearing in mind glass, crockery, metallic sharps such as knives, slips, trips and spills are obvious risks to be borne in mind

Our barcode prices for general stock on the day apply.

Going back to your students / as we found they were more mature than we expected and were by all events assertive where necessary. Again I'm happy to turn up at your social area early evening say hello and give a brief introduction. Per emails.

Essentially ON SATURDAY WE MUST ENSURE as many as possible:

- Familiar with our layout
- Fire and evacuation procedure
- First aid
- CDFHS background
- Form filling for H&S, registration, any disability or health, food or allergy issue essential details only
- We will have a brief meeting this has thrown up planning and table placement, stock and other items that we are reviewing.

The final briefing meeting for CDFH is probably Friday at our place and a short version for you and your student volunteers when they come through to us on Saturday morning

Could you get back to me as soon as possible with your and students pre-availability. I would then as an alternative give a briefing to a meeting at Ustinov if we could get the forms pre-filled and have a Q&A session there with you.

Transport – this was my role last year and “running interference”

Scheduling per your email:

I'm thinking that students would arrive at CDFHS in the following waves:

- 12.00 AM
- 12:15 PM
- 12:45 PM
- 13:05 PM
- 13:25 PM
- 13:45 PM
- 14:05 PM
- 14:25 PM
- 14:45 PM
- 15:05 PM
- 15:25 PM
- 4:00 to 5:00pm
- Close at??
- Student arranges his/her own private transport (arrive at Sale any time)
- **These timings can be changed if every twenty minutes is too short. The idea is to give students 45-50 minutes to go through the site.**

In each 'wave', we would aim that students would have **40 -45 minutes** to search through the offerings, pay for items, and board the coach back to Ustinov College. Ustinov volunteers

and CDFHS would announce and encourage students onto the coach as needed. There would be a bit of overlap as you see - one coach would be leaving as another is arriving, but you may have to hold (the) arriving wave until leaving Sale-goers fully load the coach.

One thing you need from CDFHS: transport for Ustinov volunteers to and from Chilton Estate. Can we quantify numbers of **Ustinov volunteers** at the Sale site? **There should be 13 volunteers at the site.**

Sale layout:

In years' past, the Sale was held in UNIT 22 with several long tables arranging in a to a snaking square and checkouts at the end. Items were brought in and sorted roughly (one area for crockery, then utensils, clothing, etc.) onto the tables. We found this to be a good solution so that students were forced to move around the table arrangement both to browse and to pay before exiting.

There's no issue of where to pay, stationery will be simple paper and pens and there will be several people available throughout

Cash flow:

Please note last year things your side included a FAQ sheet to all students stating that the Sale is cash only. It was also be stressed in all other communications.

Registration for the Sale your end could provide updates as to attendance so we can prepare cash / change on hand as needed.

Health and Safety:

We are now used to plenty of people being on site at once, I confirm insurance limits for the number of people per building shouldn't be an issue.

The only other possibility may be students injuring themselves on sharps (Slips, trips, falls, knives, scissors, etc.).

Historically, we'd need to have a volunteer keeping a watchful eye on this section and telling people to sort through carefully.

First aid post is the central office / kitchen area.

FIRE EVACUATION IS: manual alarm ringing and the **ASSEMBLY** area following evacuation is in the car parking area adjacent to the industrial units. Obviously keeping **OFF THE ROAD**. That allows for emergency vehicles.

This all may sound minor but Health and Safety and personal safety is critical in any event like this. However unlikely in an unforeseen eventuality any emergency decisions taken must be enacted, quickly, abruptly and if so demanded must be obeyed.

Food for volunteers:

As for breaks, I think we'll take them as people need them, plenty of soft and warm drinks are available in our kitchen please treat this area as yours for the day for your volunteers are as equal as ours.

Signage to CDFHS:

As there is an option for students to arrange their own private transport, we've signs at key turning points on Chilton Industrial Estate? These would just have 'CDFHS' with directional arrows on them. It shouldn't be too much of a problem in the age of sat nav, but it's always helpful

Closing the Sale:

Should all go well, as per your email the last wave of students could arrive at **4:00 PM** and leave at **4:40 PM**. CDFHS volunteers would stick around to clear out anything and if yours could help CDFHS tie up any loose ends (putting tables/items away checking cash etc.). At that point, student volunteers can be offered CDFHS transport back to Ustinov if this is required.

I think those are the key points some others include.

We will have available to you a general **pricing guide** for common items.

New electrical goods only: Have a two year guarantee and can be ordered with us on the day, following days or by ringing / emailing us.

Any special requests please advise me or my team.

Just to make sure I have mentioned it: Any item we have in stock and that is available for the public is equally available to students and that we provide a **delivery service (for larger items) to students** in private (non-university) accommodation. Note that such items bought on Saturday, delivery can be arranged at point of sale or by booking a delivery with us through the following week.

Please let me know your thoughts on all this and whether you have additional information needs..

S Mitton. 18.00 22.9.2017 WG 27.9.17 and SM 28.9.17