risk assessment – COVID -19

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| **Risk assessment -** Prevention of exposure to COVID -19 virus  |
| Location(s): |  |
| Department/staff: | All departments and staff on the premises  |
| Tasks/activities: | Office/Clerical/Call Centre based activities  |
| Other information: | Risk assessment to be reviewed and updated in accordance with the latest government guidance  |

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| **Risk assessment sign off** |
| Prepared by: |  | Signature: |  | Date: |  |
| Reviewed by: |  | Signature: |  | Date: |  |
| Date for review: | This risk assessment should be reviewed if additional risks not covered are identified or if there is any reason to suggest that the control measures are deemed to be insufficient.  |

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| **Document issue record** |
| Amendment number | Issue date | Date amended | Person amending | Remarks |
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| **Distribution schedule** |
| Registered number | Issue number | Date | Name | Designation |
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| **Risk matrix** |
| Risk rating guidance | Likelihood (L) | 5 | 5 | 10 | 15 | 20 | 25 | Likelihood (L) x Severity (S) =Risk rating (RR). |
| 4 | 4 | 8 | 12 | 16 | 20 |
| 3 | 3 | 6 | 9 | 12 | 15 |
| 2 | 2 | 4 | 6 | 8 | 10 |
| 1 | 1 | 2 | 3 | 4 | 5 |
|  | 1 | 2 | 3 | 4 | 5 |
| Severity (S) |
| Acceptability of risk guidance | **High risk: 15-25** | High-risk activities should cease immediately. Further effective control measures to mitigate risks must be introduced. |
| **Medium risk: 8-12** | Medium risks should only be tolerated for the short term and only whilst further control measures to mitigate the risks are being planned and introduced. |
| **Low risk: 1-6** | Low risks are largely acceptable. Where it is reasonable to do so, efforts should be made to reduce risks further. |
| Guidance. When completing a risk assessment, you should: | 1. Identify the persons at risk and the significant hazards.
2. Calculate an initial RR for the activity.
3. Identify risk control measures that reduce the risks to an acceptable level.
4. Calculate a revised RR - you should consider how much safer the task will be if the control measures are followed. Here, you should consider changing both the likelihood (L) and the severity (S) ratings.
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| **Note.** Ideally, you should look to reduce the risks so that the task can be classified as “low risk”. |

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| **Personal protective equipment (PPE) assessment** |
| In many instances, you will be able to reduce risks further by asking staff/others to wear/use PPE. You should identify which items are required for the task here: |
| Type of PPE: | Description: FM104_a | Description: FM104_d | Description: FM104_b | Description: FM104_e | Description: FM104_c | Description: vis vest | Description: FM104_g | Description: FM104_h |
| **Head**(BS EN 397) | **Foot**(BS EN 345-1) | **Eye**(BS EN 165:2005) | **Hand**(BS EN 420:2003) | **Hearing**(EN 352-1) | **High-visibility vest**(BS EN 471) | **RPE** | **Fall arrest**(BS EN 361) |
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| Additional requirements/ Information: | N/A When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, **not through the use of PPE.**Wearing a face covering is optional and is not required by law, including in the workplace – this does not constitute PPE. Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19 |

| **Risk assessment** |
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| **Activity** | **Persons at risk** | **Significant hazards** | **Initial**  | **Risk control measures**  | **Residual** |
| **L** | **S** | **RR** | **L** | **S** | **RR** |
| **Controlling the spread of COVID-19** | Employees, client, public | Persons being exposed to the bioaerosol and contracting and spreading COVID-19 within the workplace |  |  |  | * Staff to confirm they are free of symptoms and have not been in contact or are living with anyone showing symptoms of the virus.
* Anyone who meets one of the following criteria must follow the Governments guidance on Self Isolation at not arrive for work under any circumstances:
* Has a high temperature and/or a new persistent cough and/or a loss of, or change in, your normal sense of taste or smell (anosmia)?
* Is a vulnerable person (by virtue of their age, underlying health condition, clinical condition or are pregnant)?
* Is living with someone in self-isolation or a vulnerable person.
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| **Working on the premises where person(s) are showing symptoms of the virus** | Employees, client, public | Carrying out routine operations on the premises as a result of work activities |  |  |  | Where someone begins to present symptoms of the virus at the workplace, the affected person should:* Return home immediately
* Avoid touching anything
* Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow.
* If the symptoms are too severe that the person is unable to get themselves home safely dial 999
* They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed.
* There is no need to close the site, but consideration my need to be given to arranging for a deep clean of the premises if the affected person has been present on site for a significant time.
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| **Travelling to workplace in order to carry out routine work activities** | Employees, clients, public | Catching and Spreading COVID 19 |  |  |  | * Where possible all workers should avoid using public transport of any form and instead travel to site alone using their own transport (car/bike/walk).
* Provide additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible.
* Hand cleaning facilities/hand sanitiser should be provided at all entrances and exits for site.
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| **Site Access/Egress** | Employees, clients, public | Catching / Spreading of the virus while access (or leaving) site in the confines of other persons |  |  |  | * Stop all non-essential visitors to the site
* Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival.
* Start and finish times of staff to be staggered to reduce congestion.
* Use markings on floor and introduce one-way flow at entry and exit points
* Monitor site access points to enable social distancing – you may need to change the number of access points, either increase to reduce congestion or decrease to enable monitoring to ensure plenty of space is available for persons to maintain 2m distance as a minimum.
* All entry systems which require skin contact i.e. fingerprint scanners, screen or coded pads should be removed or disabled where possible. Remove use of same pen use when signing in at reception
* All workers to wash and clean hands/use hand sanitiser before entering or leaving site – display signage to remind all persons.
* Providing more storage for workers for clothes and bags.
* Regularly clean common contact surfaces in reception, office, access control, doors handles, screens, desks, particularly during peak flow times.
* Reduce attendees at site inductions and consider holding outdoors.
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| **Use of Common areas – i.e. reception, staircases, corridors** | Employees, clients, public | Catching and Spreading COVID 19 |  |  |  | * Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions, staircases.
* Install screens to protect staff in receptions or similar areas.
* Use floor tape or paint etc to mark areas to help workers keep to a 2m distance
* Reducing maximum occupancy for passenger lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.
* Introduce a one-way flow through buildings where possible, if not ensure a give way procedure is introduced and communication to all persons.
* Reducing movement by discouraging non-essential trips within buildings, for example, restricting access to some areas, encouraging use of radios email or telephones.
* Regulate use of high traffic areas including corridors, lifts turnstiles and walkways to maintain social distancing.
* Prop open any doors to reduce contact touch points (not fire doors)
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| **Welfare Facilities** | Employees, clients, public | Catching / Spreading the virus while using welfare facilities  |  |  |  | * Review hand washing facilities and consider whether additional ones are required to the usual welfare facilities if a large spread out site or significant numbers of personnel on site.
* Ensure soap and fresh water is readily available and kept topped up at all times.
* Provide hand sanitiser where hand washing facilities are unavailable or there are insufficient numbers.
* Regularly clean the hand washing facilities and check soap and sanitiser levels.
* Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

**Toilet Facilities*** Restrict the number of people using the toilet facilities at one time, this may require taking some urinals or cubicles out of use to ensure social distancing can be maintained in the WC’s.
* Display signage to remind of the need for washing of hands before and after using the facilities.
* Increase cleaning regime for toilet facilities particularly door handles, locks and toilet flush.
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| **Welfare Facilities** | Employees, clients, public | Catching / SpreadingContinued |  |  |  | **Canteens/Kitchens and Eating Arrangements*** Break times should be staggered to reduce congestion and contact at all times
* Use safe outside areas for staff breaks where possible
* Access to kitchen facilities should be managed either by staggered timings or reducing numbers of persons present in the area.
* Staff should be encouraged to bring their own pre-packaged food and drinks to the work.
* Whilst there is a requirement for workplaces to provide a means of heating food and making hot drinks, these are exceptional circumstances and where it is not possible to introduce a means of keeping equipment clean between use, kettles, microwaves et then they. must be removed from use.
* Dedicated eating areas should be identified on site to reduce food waste and contamination
* Hand cleaning facilities or hand sanitiser should be available at the entrance of any room where people eat and should be used by workers when entering and leaving the area.
* Workers should sit 2 metres apart from each other whilst eating and avoid all contact – chairs in seating areas should be moved or taken out of use where required to facilitate this.
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| **Welfare Facilities** | Employees, clients, public | Catching / Spreadingthe virus while using site welfare facilities |  |  |  | * Where catering is provided on site, it should provide pre-prepared and wrapped food only - Payments should be taken by contactless card wherever possible - Crockery, eating utensils, cups etc. should not be used
* Drinking water should be provided with enhanced cleaning measures of the tap mechanism introduced
* Tables should be cleaned between each use
* All rubbish should be put straight in the bin and not left for someone else to clear up
* All areas used for eating must be thoroughly cleaned at the end of each break and shift, including chairs, door handles, vending machines and payment devices.
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| **Welfare Facilities** | Employees, clients, public | Catching / Spreadingthe virus while using site welfare facilities |  |  |  | **Changing Facilities, Showers and Drying Rooms*** Stagger start and finish times to reduce congestion and contact at all times
* Enhanced cleaning of all facilities throughout the day and at the end of each day
* Based on the size of each facility, determine how many people can use it at any one time to maintain a distance of two metres
* Provide suitable and sufficient rubbish bins in these areas with regular removal and disposal.
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| **General Office Activities /Workforce Management**  | Employees, clients, public | Catching / Spreading the virus while using site welfare facilities |  |  |  | * For people who work in one place, workstations should allow them to maintain social distancing wherever possible.
* Workstations should be assigned to an individual and not shared. If they need to be shared they should be shared by the smallest possible number of people.
* Review layouts and processes to allow people to work further apart from each other.
* Using floor tape or paint to mark areas to help workers keep to a 2m distance.
* Only where it is not possible to move workstations further apart, arranging people to work side by side or facing away from each other rather than face-to-face
* Only where it is not possible to move workstations further apart, using screens to separate people from each other.
* Managing occupancy levels to enable social distancing.
* Avoiding use of hot desks and spaces, where not possible, for example, meeting/training rooms, ensure cleaning and sanitising workstations between each use.
* Limit or restrict use of high-touch items and equipment, for example, printers or whiteboards.
* As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.
* Non-essential physical work that requires close contact between workers should not be carried outIf it is not possible to keep workstations 2m apart then businesses should consider whether that activity needs to continue for the business to operate and if so take all mitigating actions possible to reduce the risk of transmission
* Mitigating actions include:
	+ further increasing the frequency of hand washing and surface cleaning
	+ keeping the activity time involved as short as possible
	+ using screens or barriers to separate people from each other
	+ using back-to-back or side-to-side working (rather than face-to-face) whenever possible
	+ reducing the number of people each person has contact with by using ‘fixed teams or partnering’ (so each person works with only a few others)
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| **Meetings** | Employees, clients, public | Catching / Spreading the virus while using site welfare facilities |  |  |  | * Only absolutely necessary meeting participants should attend - use virtual meetings as far as possible
* Attendees should be two metres apart from each other
* Rooms should be well ventilated / windows opened to allow fresh air circulation
* Consider holding meetings in open areas where possible.
* Provide hand sanitiser in all meeting rooms.
* Prevent use o shared items i.e. pens, PC/ mouse
* Meeting rooms to be cleaned down after each use
* For areas where regular meetings take place, using floor signage to help people maintain social distancing.
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| **Cleaning and Ventilation** | Employees, client, public | Catching / Spreading the virus while using site welfare facilities |  |  |  | * Enhanced cleaning procedures with sanitising spray should be in place across the site, particularly in communal areas and at touch points including:
* Taps and washing facilities
* Toilet flush and seats
* Door handles and push plates
* Handrails on staircases and corridors
* Lift controls
* Food preparation and eating surfaces
* Telephone equipment
* Keyboards, photocopiers and other office equipment
* Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day.
* Check whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.
* Opening windows and doors frequently to encourage ventilation, where possible.
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| **Lack of awareness** | Employees, client, public | Persons being unaware of the controls required to control the virus, putting themselves and others at risk, Mental health/anxiety issues due to current climate  |  |  |  | * The latest government campaign posters should be displayed in the welfare areas and in suitable, conspicuous places around site.
* ‘Covid-19 Secure’ notice should be prominently displayed at the site entrance
* All staff should be clearly communicated with about the actions the business has taken to ensure the risk of Coivd-19 transmission have been reduced as far as is possible.
* Regular bulletins and where possible and safe to do so at an acceptable distance, toolbox talks and safety briefings should be carried out, warning employees of the risks posed by the virus as well as the control measures outlined in this assessment and from government guidance. This will include informing personnel of the known symptoms and making them aware of new Government advice as and when updated.
* Review any new government / WHO guidance as and when it is available
* Provide and Awareness and focus on the importance of mental health at times of uncertainty for employees
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| **“At-risk” employees** | Employees, client, public | Vulnerable persons such as those with pre-existing medical conditions and autoimmune deficiencies being exposed to the virus  |  |  |  | * Employees must be identified where they are known to be Clinically extremely vulnerable or extremely vulnerable. They must follow government guidance and as a minimum take “particular care to minimise their social contact”. These personnel may have received letters to state that they must self-isolate for 12 weeks. The category includes:
	+ Pregnant women
	+ People over 70
	+ People who have had an organ transplant and are taking immunosuppressant medicine
	+ People who are having chemotherapy or radiotherapy
	+ People who have blood or bone marrow cancer
	+ People who have a severe chest condition, such as cystic fibrosis or severe asthma
	+ People who have other serious health conditions
* If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to stay 2m away from others.
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| **Emergencies i.e. fire, accident or illness** | Employees, client, public | Serious injury, burns, delayed first aid treatment |  |  |  | * In an emergency, for example, an accident or fire, people do not have to stay 2m apart if it would be unsafe.
* People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.
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