

Offices

This risk assessment covers the risk of coronavirus spread in front of house / guest facing environment. This risk assessment was created on 18th June 2020 and reflects the guidance issues by the HM Government. The coronavirus situation is dynamic and hazards and controls must be updated as government advice changes. In order for this risk assessment to be suitable and sufficient, then contents must be reviewed, controls amended to reflect the operation and then adopted. The use of a sign off sheet is recommended to record the adoption of the risk assessment and that findings of the risk assessment have been communicated to and understood by the relevant team.

Area/Task/Hazard:

Spread of COVID-19 from person to person, both from colleagues, guests and other visitors to this area.

COVID -19 is transmitted from small droplets that are created when infected persons sneeze or cough. These can be directly transmitted to another person or a surface and then transferred if a person touches their eyes, mouth or nose.

Groups at Risk:

- Colleagues
- Contractors
- Visitors / Guests
- Members of the public

| Severity (A) | Major Injury/Serious Damage (5) | Likelihood (B) | Possible (5) | People (C) | 1-5 People (1) |
|---------------------|---------------------------------|----------------|-------------------------------------|------------|----------------|
| Calculation | Score: 5 | X | Score: 5 | X | Score: 1 |
| Total Score: | 25 | | Risk Rating - Medium (20-49) | | |

Control Measures:

- **Fitness to work** - teams are to observe the latest government guidance regarding isolation. Managers to be aware of the symptoms of COVID-19 (new continuous cough and / or high temperature) and exclude workers if they exhibit these symptoms.
- **Temperature Checks** - All team members will be randomly temperature checked and management will keep a log.
- **Working from home** - Colleagues should work from home if at all possible. Only under these circumstances should returning to the office be considered. 1 - roles that cannot be performed remotely.
- 1 - roles that cannot be performed remotely. 2 - Where home circumstances means working from home is not possible. 3 - Equipment required to do the job safely
- **Protecting colleagues who are at higher risk** - Those colleagues who have been identified as clinically extremely vulnerable individuals by their GP's are not to work in the office environment.
- Clinically vulnerable individuals (over 70's and some people with underlying health conditions) and who cannot work from home must be offered the safest on site roles.
- These roles must mean they can maintain to the government social distancing rules. If the government social distancing cannot be achieved for clinically vulnerable individuals, then an individual risk assessment must be completed for them.
- **Ventilation to the space** - Where possible, windows and doors should be left open to encourage ventilation of office space. This action must not impact other safety considerations, for example reduced security as the main entrance is not secure and fire doors being propped open.
- Ventilation systems should be adjusted to achieve the maximum number of air changes possible, whilst colleague comfort. If there is a complex ventilation system, then guidance is to be sought from the company's ventilation and air conditioning advisors
- **Maintain social distancing** - Wherever possible, social distancing must be maintained. This includes all work areas, entrances, exits and rest areas and is also applicable to visitors to the office.
- **Coming to and leaving work** - To facilitate social distancing, stagger times that colleagues arrive and leave work, reducing congestion at entrances and exits. Marking the floor at entrances to show government social distance gap.
- If key pads are used to access building, consider deactivating and relying on security personnel to check. If key pads are used, ensure they are apart of the enhanced cleaning regime.
- If corporate vehicles are used to transport team members, reduce number of people being carried to achieve social distance. If social distance cannot be achieved, then passengers to sit back or side by side and should wear a face covering. Deep cleaning vehicle are use
- **Moving around buildings and meetings** - Reduce movement around the building by discouraging non-essential movements. Encourage use of telephone system and teleconferencing to reduce face to face meetings. Restrict team movements to only essential.
- If lifts are used, restrict the number of occupants to increase social distancing. Occupants of lifts to face away from one another and sanitising wipes are readily available. Lifts will be included in fogging process.
- If meetings must absolutely be held in person, ensuring the government social distancing are adhered too and avoid sharing appliances. Meeting room layout to be changed to maintain social distancing and thoroughly cleaned before and after.
- **Workstations** - Workstations assigned to individual and no hot desking. If work stations are to be shared a procedure to sanitise the whole equipment plus desk space before and after is a must.
- Maintain social distancing through spacing of desks. Only if it is not possible to move workstations apart, then arrange to work side by side, facing away from each other or using physical screening or floor marking.

- **Social distancing in common areas** - Common areas includes entrances, exits, rest areas, canteens and team toilets. These areas should always be sanitised paying particular attention to touchpoints before and after by every individual.
- If there are showers and changing facilities, ensure that they are kept clear of personal items, the use is restricted or should not be used if social distancing cannot be maintained. Sanitising these areas before and after use
- **Managing visitors** - Discourage visitors to the office, with all meetings conducted remotely. Where visitors are absolutely necessary, then inform them of the controls on site before arriving. See separate risk assessment
- **Deliveries to site** - See separate risk assessment
- **Handwashing for the team** - Handwashing is recommended for all the conference team and must be done frequently. Supply of liquid soap and hot/cold water is in all public facilities. Hand sanitiser (minimum of 60%) will be provided to complement hand washing, but it is not a substitute.
- **Manual Handling** - Some manual handling tasks may require a two person lift or carry. This means team members potentially coming into close contact with one another. The task should be reviewed to consider if it is absolutely necessary or if an alternative approach can be used.
- If the lift or carry is absolutely necessary, then minimise the time the team are in close proximity with one another - using gloves / mask. This can be achieved by ensuring the path is clear of obstructions and one person prepares the area ahead of the lift or carry.
- Note - the lift or carry should not be rushed, as this could increase the likelihood of injury. It is about minimising the time team members are in close proximity to one another by preparing for the lift or carry.
- **Disinfection of touchpoints** - All touchpoint surfaces must be regularly disinfected with Virosol disinfectant spray in line the relevant COSHH guidelines (See attachment*)
- **Rest / Break Periods** - Team members must maintain appropriate social distancing during these periods. This will be achieved by staggering break times, reducing furniture in the staff area and ensuring numbers of staff in all areas, including smoking areas, is controlled.
- **Staff Uniform** - Uniforms are provided and they must be washed daily and only wear once.
- **PPE** -
- **Accidents, incidents and emergencies** - See separate risk assessments
- **Managing workforce** - Where possible, fix teams (bubbles) into work groups or shift patterns. This reduces the number of contacts as colleagues are working with the same people routinely.
- If materials need to be passed, drop off points are to be established.

If control measures are implemented and are effective the hazard can be categorised as:

| Severity (A) | Minor Injury/Minor Damage (2) | Likelihood (B) | Possible (5) | People (C) | 1-5 People (1) |
|---------------------|-------------------------------------|----------------|--------------|------------|----------------|
| Calculation | Score: 2 | X | Score: 5 | X | Score: 1 |
| Total Score: | 10 Risk Rating - Low (10-19) | | | | |

Additional Specific Control Measures:

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Responsible Person Signature: **Emma Underwood** Date: **25/6/2020**