

Location:

Watford Head Office

Title: Coronavirus - Office	Date of Assessment: 02/07/2020 Date of Review: 06/11/2020	Risk Assessor: Peninsula
Risk Assessment Reference: WHO	People involved in making this assessment: Cinzia Ricci/Claire Jeens	
Task/ Process: Office environment during Coronavirus pandemic	People at Risk: Employees	

Hazard: Employed staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within government guidelines on essential working, could compromise our arrangements and jeopardise the health of others.
Control Measures:
1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance.
2. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
3. Communication warning posters displayed throughout all premises.
4. Plans and procedures have been shared and coordinated with our landlord on our owned or managed premises.
5. Only a Percentage of staff to return to the offices, allowing for social distancing and reduce risk for contact or spread of virus.
6. Phased return into the office to allow for uninterrupted operations to the business, reduce pressure on office or building services and allow for social distancing.
8. Employees have access to the 24/7 confidential EAP (Employee Assistance Programme).
9. Health & Safety communications available to all employees
10. Employees can raise a concern anonymity through a specific COVID-19 email address

Hazard: Passenger and goods lifts the enclosed space within the lift with creates a risk of potential contamination through coughing and sneezing and contact with internal surfaces and controls.
Control Measures:
1. Lifts are subject to an increased level of regular routine cleaning and sanitising by the landlord contract cleaning.
2. Employees are encouraged to use one-way system and take the lift to go up to the second floor where the office is located and use the staircase to go down to exit the premises, unless they have mobility problems that negates the use of the stairs.
3. Employees encouraged to allow more time on peak times and wait on the queue to take the lift.
4. Employees are encouraged to use the sanitiser at the entrance of the ground floor instructed to avoid using a fingertip to press buttons; instead to use the back of the knuckle to select the appropriate floor and avoid touching surfaces.

6. Only one person allowed to use the lift at one time because of the size.

Hazard: Food & Drink Preparation Areas Potential risk or transfer of virus through cross contamination

Control Measures:

1. Employees instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.
2. Ensure that when spills of food or liquids occur, they must to ensure that the work surfaces are left in a clean and sanitised condition.
3. Use your own drinking mugs, cups and glasses to prevent cross contamination.
4. Do not to touch food and keep hands out of waste bins or receptacles as they may contain contaminated products, food or tissues.
5. Wash your hands thoroughly for 20 seconds before and after using these facilities.
6. Leave the microwave ovens in a clean condition and wiped out after use.
7. Put uneaten food products in a clean, sanitised, sealed wrapper, bag or container, if they are to be stored in the communal refrigerator.
9. Thoroughly wash own crockery and cutlery after each use before putting them away and store them at the own desk.
10. Single use paper tissues rolls are provided within kitchen areas and to be disposed of correctly in waste bins provided.
12. Kitchen areas will be marked with signage or tape to allow for social distancing.
13. One employee will be allowed in the kitchen because of the size
14. Employees to make their own hot or cold drinks during the working day.
15. Employees encouraged to bring in their own prepared food and drink for lunch breaks.
16. Kitchen cleaned twice a week by the contracted cleaning staff.

Hazard: Communal facilities, entrance, toilets, stairs. etc. Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health.

Control Measures:

1. Supplies of soap and sanitising agents are provided and regularly topped-up at all hand washing stations. NHS, Public Health and hand washing advice posters displayed.
2. Employees instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.
3. Employees made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc. and objects which are visibly contaminated with body fluids must not be touched but reported to a manager.
4. Employees instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.

Hazard: Waste Ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).

Control Measures:

1. Waste bins are provided at employee desk areas and within kitchen areas.
2. Employees instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.
3. Employees instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, preferably bagged, or pocketed and taken home.
4. All waste bins and receptacles are carefully and safely emptied twice a week by the contracted cleaning staff.
5. Employees are required to have consideration for contracted cleaning staff with regards to discarded tissues, food, tins etc. to prevent cleaning staff being accidentally contaminated or injured.

Hazard: Meeting rooms Potential risk or transfer of virus on account of close contact with other persons.

Control Measures:

1. Employees instructed that meetings in enclosed spaces such as conference and meeting rooms should only be undertaken when absolutely essential for business needs and kept as short as possible.
2. Employees using conference and meeting rooms instructed to follow Govt advice and maintain a 2m separation distance.
3. Employees instructed that the same 2m distance rule must be applied to any meetings with clients or visitors or meetings held by video conferencing.
4. Employees told to avoid physical contact with clients and visitors, such as handshakes, hugs, etc; and to give a polite explanation of this policy if required.
5. Meeting room capacity signage will be posted to instruct on maximum capacity for that particular meeting room.
6. Hand sanitiser is provided within the meeting for use by employees.
7. Staff from other offices and visitors to book in advance with the Line Manager
7. Employees to not to touch, use white boards or white board pens in meeting rooms to reduce risk of cross contamination.

Hazard: Workstations, IT and telephony equipment Direct contact with potentially cross contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects.

Control Measures:

1. Employees are advised to ensure that their workstations, IT and telephony equipment, such as keyboards, screens, phones and headsets are cleaned and sanitised on a regular basis throughout the working day. Suitable wipes and cleaners that do not damage equipment.
2. Employees instructed that they should not use each other's IT equipment, to prevent accidental cross contamination
3. Telephone equipment is cleaned twice a week by the contracted cleaning staff.
4. Employees advised not to share phones, headsets and personal mobile phones with others to prevent accidental cross contamination.
5. All workstations cleaned twice a week by the contracted cleaning staff.

6. Employees are to only sit/work at their allocated workstation and not to hot desk or use other desk locations.

Hazard: Close contact Employees working on the premises may be at risk of exposure to other employees or visitors who are carrying coronavirus, knowingly or unknowingly

Control Measures:

1. Employees instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the 2m social distancing rule.
2. Physical contact, such as handshakes, hugs, pat on the back, etc. is to be avoided.
4. Plastic protection screens installed on sites to protect employees working at reception areas and in certain roles.
5. Directional signage will be in place on common and floor areas to allow for social distancing.
8. Office kitchen areas with only one person at a time using to allow for social distancing. Signage or tape markings will highlight this control.
9. Any visitors or contractors to sites are to sign in electronically the visitor's book.
10. Contractors to sites will be managed and controlled by building management or office services for only essential maintenance.
11. Visitors to sites are to be limited and if possible, video conferencing software to be utilised to reduce face to face contact.

Hazard: Vulnerable employee's Vulnerable employees with existing health conditions are at a higher risk of contracting COVID-19, which may have a significant increased adverse effect on their health and wellbeing.

Control Measures:

1. In accordance with Govt guidelines employees who are in the vulnerable and high-risk categories are where possible to continue to work from home.
2. Employees with family members in high risk categories have been instructed to inform their management team. Decisions on home working in accordance with Govt. guidelines are taken on a case by case basis.
3. Employees who are high risk vulnerable (but not extremely clinically vulnerable) that cannot work from home, then management should offer the option of the safest available on-site role, enabling them to stay 2 meters away from others.
4. Those employees who fall within the extremely vulnerable category (Shielded) in accordance with Govt are to continue to work from home.

Hazard: Cleaning and hygiene Inadequate cleaning & hygiene standards pose a risk of spreading infection by way of cross-contamination from surfaces contaminated with the coronavirus.

Control Measures:

1. Cleaning regimes have been increased and the frequency of cleaning of hard surfaces (door handles, passenger lifts, building equipment buttons, switches, etc).
2. Suitable disinfectant cleaning products are used by the contracted cleaning staff.
4. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the buildings.

Hazard: Personal hygiene Poor personal hygiene standards pose a risk of passing or contracting the infection.
Control Measures:
1. The importance of good personal hygiene has been explained to all employees. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean.
2. Employees instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds. Soap and hand gels are provided.
3. Employees instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container.
4. Employee instructed that disposable tissues, should be used when coughing and or sneezing. Used tissues to be bagged and put into a bin or pocketed and taken home for safe disposal.
5. Free standing hand sanitizers will be in place at access points.
6. As the alcohol-based hand sanitizer falls under a COSHH item. Employees who use this to disinfect their hands are not to touch their face until the sanitizer dries out due to irritation risk if the goes into eyes.
7. If alcohol gel comes into contact with eyes then employees are to (remove glasses or contact lenses if worn) and rinse eyes with water for several minutes, then seek first aid assistance.
8. If eye irritation persists then employees to seek medical advice or assistance.
9. Employees with a diagnosed skin condition are advise not to use the alcohol hand sanitizer as this may exacerbate their condition, but to use soap and water for 20 seconds.
10. Employees to avoid inhaling the vapors from the alcohol hand sanitizer as this may cause dizziness or drowsiness.
11. Alcohol gel hand sanitizer spillages are to be cleaned up immediately with water and area dried off.

Hazard: Cold / Infections There is a risk that any cold and or infection could be consistent with COVID-19 symptoms and there is a risk that accidental cross infection could b transmitted to other persons.
Control Measures:
3. Employees are advised to follow Government guidelines.

Hazard: Emergency Evacuations Inhalation of smoke or exposure to fire leading to injury or fatality
Control Measures:
1. Trained fire wardens are in place.
2. Employees are to follow the emergency evacuation procedures for their relevant location.
3. In an emergency, for example, an accident or fire, employees do not have to stay 2m apart as it would be unsafe to do so.
4. PEEP's (personal emergency evacuation plans) are in place for those employees who require assistance during an emergency evacuation from the premises.
5. All employees are to wash or sanitise their hands at the earliest opportunity.

Hazard: Appointed Person Provision Lack of first aid provision leading to injury, further injury or prolonged pain.
Control Measures:
1. Trained emergency first aid at work and appointed person at work employees.
2. All appointed person provided with face shields to reduce risk of cross-contamination (to be implemented by 10/07/2020)
3. Additional first aid equipment provided in first aid boxes to reduce risk to the appointed person. CPR shields and disposable masks provided.

Documents Associated with this Risk Assessment:	
Review Date: 06/12/2020	Reviewer: Cinzia Ricci