

COVID-19 Risk Assessment

Date of Assessment 26th August 2020

This Risk Assessment is divided into six areas:

1. Who Should Come In To The Office?
2. Travel To and Between Offices
3. Social Distancing in the Office
4. Personal Health, Hygiene, PPE and Cleaning
5. External Visits & Meetings
6. Communication and Training

The current government advice, including “5 Steps” is available [here](#). The individual objectives referred to in the assessment are available in the specific [Guidance for Offices](#).

1. Who Should Come In To The Office?	
Current government advice	Recommended Controls
If you can do your job from home you should remain at home.	<ul style="list-style-type: none"> Remind everyone that starting point remains that if they can do their job from home they should.
Objective: <ul style="list-style-type: none"> That everyone should continue to work from home, where possible in line with current UK Government Guidance. 	<ul style="list-style-type: none"> Ask whether there is any additional IT or other equipment that anyone might need to facilitate home working
Employers should make every effort to support working from home by <ul style="list-style-type: none"> discussing home working arrangements 	<ul style="list-style-type: none"> Identify any specific roles/tasks which <i>have to be</i> done in an office i.e. where role holder cannot work from home. Take into account the need to be in the office where the employee may not have suitable facilities at home or from a wellbeing perspective Take account of any specific personal vulnerabilities which might prevent the role holder from working in an office.

<ul style="list-style-type: none"> ensuring staff have the right equipment, for example remote access to work systems including them in all necessary communications looking after their physical and mental wellbeing <p>There are specific guidelines for those who are vulnerable, shielding or showing symptoms (or who live with someone who is) that should also be observed.</p>	<ul style="list-style-type: none"> Continue to provide services which facilitate home working e.g. post scanning and provide Facilities cover where appropriate.
	<ul style="list-style-type: none"> For those who may otherwise work from home, identify any specific tasks/activities which they feel can <i>only</i> be carried out in an office. Review whether any perceived needs can be met in some other way, e.g. through better or different use of IT, and if so communicate this clearly.
	<ul style="list-style-type: none"> Where it is agreed that an individual has a genuine need to come in to the office <ul style="list-style-type: none"> They must sign up to a 'Covid Charter' before doing so agreeing that they understand and will follow all agreed office protocols They must notify the relevant Coordinator each time before coming into the office - see "Social Distancing Staff Notice & Signing In" below.
	<ul style="list-style-type: none"> Understand who might be struggling with isolation or other issues when WFH and could benefit from increased contact with colleagues or other measures. Put arrangements in place to mitigate any issues where possible. Provide information about how people can access professional support. Provide guidance to line managers.
	<ul style="list-style-type: none"> We will remind staff that <ul style="list-style-type: none"> they must not go into an office under any circumstances if they or a member of their household have symptoms or be diagnosed with Covid-19 or are in quarantine after returning from travel. If contacted through NHS Test and Trace, staff must self-isolate and notify HR.

2. Travel To and Between Offices	
Current government advice	Recommended Controls
Avoid using public transport where possible; cycle walk or drive wherever possible.	<ul style="list-style-type: none"> Remind people of government guidelines on use of public transport including on use of face coverings.

<p>From 4 July, people should either stay 2m apart or '1m plus' - which is one metre plus mitigations. These mitigations will depend on the workplace or setting. For example, on public transport, people must wear a face covering, as it is not always possible to stay 2m apart.</p> <p>Objectives:</p> <ul style="list-style-type: none"> To avoid unnecessary work travel and keep people safe when they do need to travel between locations. To help workers delivering to other sites such as suppliers' or customers' premises to maintain social distancing and hygiene practices. 	<ul style="list-style-type: none"> Managers to check with teams the extent of any issues around travelling to work
	<p>Flexible Hours</p> <ul style="list-style-type: none"> Consider more flexible hours to allow people to miss peak travel times if they do need to use public transport
	<p>Driving</p> <ul style="list-style-type: none"> Reallocate on-site parking spaces temporarily to those who it is agreed must or need to work in an office, where appropriate. Review need to add signage/walking routes in on-site car parks to maintain social distancing - see Communication & Training below.
	<p>Cycling</p> <ul style="list-style-type: none"> Review potential to add more cycle racks (with building managers where appropriate) and additional clothes storage in each location.
	<p>Office van</p> <ul style="list-style-type: none"> The van will not be available for personal use. Put in place regular cleaning of van between uses.
	<p>Inter-office travel</p> <ul style="list-style-type: none"> Travel between offices is not permitted unless essential and agreed with Head of Department

3. Social Distancing in the Office	
Current government advice	Recommended Controls
<p>Objectives:</p> <ul style="list-style-type: none"> That all employers carry out a COVID-19 risk assessment. Ensuring workers maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable), wherever possible, including while arriving at and departing from work, while in work and when travelling between sites. 	<p>General</p> <ul style="list-style-type: none"> Facilities to carry out an assessment of safe working capacity of each office/each working floor. Use this assessment to inform decisions about safe occupancy - agree and set limits on number of people allowed in a single office/working floor at any one time. Put in place measures to maintain 2m social distancing wherever possible. Where this is not possible put in place controls to ensure people stay 1m apart plus mitigations to minimise transmission risk.

3. Social Distancing in the Office	
Current government advice	Recommended Controls
<ul style="list-style-type: none"> To maintain social distancing between individuals when they are at their workstations. To reduce transmission due to face-to-face meetings and maintain social distancing in meetings. To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority. To maintain social distancing wherever possible while people travel through the workplace. To maintain social distancing while using common areas. To change the way work is organised to create distinct groups and reduce the number of contacts each employee has. To minimise the number of unnecessary visits to offices To maintain social distancing and avoid surface transmission when goods enter and leave the site. To prioritise safety during incidents. 	Staff - Notice & Signing In <ul style="list-style-type: none"> Where it is agreed that an individual does need to come into an office the individual must notify the relevant Coordinator in advance each time of their intention to come in and take account of any specific issues or guidance about occupancy- see also Covid Charter above All staff must sign in and out (after sanitising their hands) at the relevant point in each office to ensure we have an accurate list of who is in the office at any one time and can manage issues around safe occupancy, lone working and contact tracing Facilities and Coordinators will monitor adherence to this protocol and notify HR if it is not followed. Breaches of this protocol will be treated as a serious matter as they undermine our ability to comply with government guidance and manage transmission risk
	Entrances, Reception & Visitors <ul style="list-style-type: none"> Front doors to be locked where viable. Include warning signs to say do not enter if you are displaying any symptoms - see Communication & Training Where possible, have separate entrances for staff and visitors. Maximise space and minimise contact between reception staff and visitors by reviewing layout of reception areas and use of screens. Visitors to be requested to provide contact details, temporarily stop the use of visitor passes Clients to be shown into a meeting room on arrival where possible to reduce waiting in reception area.
	Shared common spaces <ul style="list-style-type: none"> Consider whether we can create one-way systems in our offices and/or restrict access between different areas. Work collaboratively with landlords and other tenants in multi-tenant sites on measures and treatment of shared spaces.

3. Social Distancing in the Office	
Current government advice	Recommended Controls
	<ul style="list-style-type: none"> • Reconfigure break out areas to enable social distancing and remove excess furniture. Create other breakout areas from space freed up by remote working. • Reduce maximum occupancy of lifts and encourage use of stairs - subject to accommodating any disabilities. • Consider use of stairs to avoid the need to cross on the stairs • Add stickers/tape to reinforce social distancing in all shared areas. • People to provide their own drinks and food. Shared utilities within common spaces to be restricted.
	Deliveries & Suppliers <ul style="list-style-type: none"> • All contractor visits to be pre-arranged and where possible undertaken out of hours. • Minimise goods delivery where possible - personal deliveries for staff will no longer be permitted. • Magazines/journals etc. will be removed from common areas. Staff must arrange for home delivery of personal copies. Firm subscriptions are being reviewed to change to electronic copy where possible.
	Working Floors <ul style="list-style-type: none"> • Introduce a clear desk policy and carry out a tidy up before offices are re-opened. This will assist significantly with cleaning. • Coordinators must manage requests for people to access the building to avoid occupancy of assigned seats in close proximity of each other. • Depending on number of people who do need to work in an office consider use of timed visits/rotas/shift groups to minimise contact. • Stop use of hot-desking and avoid shared workstations. Staff who need to work in an office should aim to use their own desk or be allocated with a new temporary permanent desk. We will avoid using shared workstations • Review and spread out desks/workstations to achieve distancing and use back-to-back or side-by-side working instead of face-to-face. • Consider adding screens or barriers between desks where appropriate. • Mark in-use desks using stickers.

3. Social Distancing in the Office	
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	<ul style="list-style-type: none"> • Ensure each in-use workstation is fully equipped to avoid shared handling of things like dictation equipment, staplers, pens etc. Investigate potential use of drop-off points to minimise contact • Remind people that they should only remain in the office for as long as is essential. • Encourage storage of personal items in personal storage/lockers - we will review capacity in each office • Encourage electronic/paper light working to minimise shared handling of files/papers- offer sessions to teams and address any issues arising e.g. use of scanning by ADDS.
	Internal Meetings <ul style="list-style-type: none"> • We should aim to prevent people being in an enclosed environment. • Minimise the number of face to face meetings whether internal or external (with clients/suppliers) to those that are absolutely essential. Use alternatives wherever possible e.g. VC or telephone and limit the number of attendees • Re-communicate guidance on document execution and AML CDD during lockdown. • Minimise the number of unannounced visits from clients/others - see Communication & Training below • Where a meeting is essential use the largest meeting rooms in each office and add floor tape/stickers. • Meeting rooms should be well ventilated and windows kept open. If confidentiality can be preserved, doors should be kept open too. • Maintain one large meeting room for internal VC meetings where possible • Allow 30 mins between meetings and ensure meeting rooms are cleared and cleaned in between meetings. • Refreshments will not be provided for external or internal meetings. • Keep lights on in meeting rooms all day so not switching off or on and tape over A/C controls to avoid contact.
	Incidents and distancing <ul style="list-style-type: none"> • Distancing guidance may be disapplied in case of accidents, security and other incidents.

3. Social Distancing in the Office	
Current government advice	Recommended Controls
	<ul style="list-style-type: none"> Consider need for additional role holders and training for first aiders/fire marshals Check first aid boxes for completeness. Consider guide for assisting with first aid treatment

4. Personal Health, Hygiene, PPE and Cleaning	
Current government advice	Recommended Controls
<p>Where work can only be done in the workplace, employers should follow guidelines to help protect their workforce and customers from coronavirus.</p> <p>Objectives:</p> <ul style="list-style-type: none"> To keep the workplace clean and prevent transmission by touching contaminated surfaces. To help everyone keep good hygiene through the working day. To minimise the risk of transmission in changing rooms and showers. To reduce transmission through contact with objects that come into the workplace and vehicles at the worksite. To make sure that any site or location that has been closed or partially operated is clean and ready to restart, including: <ul style="list-style-type: none"> an assessment for all sites, or parts of sites, that have been closed, before restarting work 	<p>General</p> <ul style="list-style-type: none"> Agree and communicate clear protocol for what people should do if they experience symptoms of Covid-19. Review air conditioning systems to ensure that air supply is fresh and not re-circulated. In-use desks will be marked with stickers. Clear desk protocol must be followed in all working areas. Clearing workspaces and removing waste and belongings from the work area at the end of the day so that proper cleaning can take place. Hygiene keys have been purchased which allow people to press buttons etc. without using their hands/fingers. <p>PPE, Face Masks & Face Coverings</p> <ul style="list-style-type: none"> There will be a supply of face-masks and gloves held in reception for visitors if required Staff may choose to wear face coverings if they wish. Clients without appointments are required to wear face coverings. <p>WC's</p> <ul style="list-style-type: none"> We will make arrangements for separation of staff toilets from visitor facilities in each office. Toilets will be restricted with reduced numbers. <p>Handwashing/cleaning</p> <ul style="list-style-type: none"> We will ensure that soap and hot water is always available in WCs and recommend regular hand washing.

4. Personal Health, Hygiene, PPE and Cleaning	
Current government advice	Recommended Controls
<ul style="list-style-type: none"> ○ carrying out cleaning procedures and providing hand sanitiser before restarting work <p>Increase the frequency of handwashing and surface cleaning by:</p> <ul style="list-style-type: none"> • encouraging people to follow the guidance on hand washing and hygiene • providing hand sanitiser around the workplace, in addition to washrooms • frequently cleaning and disinfecting objects and surfaces that are touched regularly • enhancing cleaning for busy areas • setting clear use and cleaning guidance for toilets • providing hand drying facilities - either paper towels or electrical dryers 	<ul style="list-style-type: none"> • We will make hand sanitiser and disinfectant wipes in shared spaces e.g. on stair landings, working floors and meeting rooms and that there are bins to dispose of wipes. • Where possible we will provide paper towels as an alternative to air hand dryers. <p>Lockers, changing rooms and shower rooms</p> <ul style="list-style-type: none"> • Staff will be requested not to leave personal belongings in changing rooms. • Showers must be cleaned after use by the person using it <p>Cleaning & Waste Disposal</p> <ul style="list-style-type: none"> • Agree and put in place schedule with additional cleaning especially of high contact areas e.g. WCs, doors, keyboards, desk phones, MFDs. • Clear records of cleaning to be completed by facilities staff each day. • We will review how to limit or restrict use of high-touch items and equipment, for example, MFDs, whiteboards etc. Facilities staff to regularly check paper stocks in MFDs to limit contact. • Waste - put in place more frequent disposal and review need for additional waste bins • Deliveries - agree and communicate cleaning procedures for goods delivered • If cleaning is required after a known or suspected case of Covid-19 then we should refer to the specific guidance.

5. External Visits & Meetings	
Current government advice	Recommended Controls
<p>Objectives:</p> <ul style="list-style-type: none"> • To change the way work is organised to create distinct groups and reduce the number of contacts each employee has. 	<ul style="list-style-type: none"> • Agree and communicate the circumstances where it might be acceptable to arrange off-site meetings and provide guidance on how those meetings should be conducted. • Collect appropriate contact details from visitors and hold it for the appropriate time in line with test and trace guidance. <p>• Re-communicate guidance on document execution and AML CDD during lockdown.</p>

<ul style="list-style-type: none"> • To reduce transmission due to face-to-face meetings and maintain social distancing in meetings. • To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority. 	<ul style="list-style-type: none"> • We will provide a simple guide and checklist for use before carrying out an external visit which will <ul style="list-style-type: none"> ○ Confirm why the personal visit/meeting is needed ○ Explain mitigation steps that should be considered such as use of face coverings and/or gloves ○ Confirm that any requirements set by the meeting host will be followed
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6. Communication and Training	
Current government advice	Recommended Controls
<p>Objectives:</p> <ul style="list-style-type: none"> • To make sure all workers understand COVID-19 related safety procedures. • To make sure all workers are kept up to date with how safety measures are being implemented or updated. • To make sure people understand what they need to do to maintain safety. <p>You must share the results of your risk assessment with your workforce. If possible, you should consider publishing it on your website (and we would expect all businesses with over 50 employees to do so).</p>	<ul style="list-style-type: none"> • We will share the results of this risk assessment and proposed controls with staff and add the results of the risk assessment to our intranet and our website(s). • We will monitor the impact of these controls and keep staff informed of any changes to our risk assessment or recommended controls. • Ongoing engagement with staff to monitor and understand any unforeseen impacts of changes to working environments. • Display a signed Covid Secure government notice in each of our offices and on our website(s). • We will communicate clearly with staff, clients, suppliers and other potential visitors to our sites explaining the arrangements and controls that we have in place. <p>The guidance will cover</p> <ul style="list-style-type: none"> • Measures to address social distancing • Hygiene including handwashing and use of face coverings • Cleaning • Changes to working practices • What to expect in terms of service and access to our offices <p>Specific written guidance and training will be made available to</p> <ul style="list-style-type: none"> • People where it is agreed that they may return to the office explaining changed procedures • Meeting hosts

6. Communication and Training	
Current government advice	Recommended Controls
	<p>The methods we will use will include</p> <ul style="list-style-type: none"> • Notices at entrance doors and reception areas • Increased signage and visual aids such as floor stickers especially in common areas and meeting rooms. • Written guidance on MILO and by email for staff • Information on our website(s) • Standard emails to clients and/or notices in email footers • Advance information given to planned visitors
	<ul style="list-style-type: none"> • Our guidance and signage will remind people not to come into an office if they or someone in their household have symptoms. • We will put in place an agreed process for responding if someone who has been in the office or in contact with other staff starts to display symptoms, including notifying others in line with Test and Trace guidance.