

## Coronavirus Risk Assessment for Offices and Contact Centres

**There are individual risk assessments for each area of activity and departmental working. This risk assessment covers office functions and other generic business activities.**

<b>Location/Dept:</b> Apuldram Centre Office Block and Site (General)			<b>Date Assessed:</b> 01/07/20			<b>Assessed by:</b> Rachel Aslet-Clark					
<b>Task/Activity:</b> Offices and contact centres during coronavirus						<b>Reference Number:</b>					
			Risk rating before implementing control measures			Risk rating after implementing control measures					
Activity/Task	Hazard/Risk	Persons at Risk	Likelihood (1-5)	Severity (1-5)	Risk/Priority	Controls Measures in Place	Likelihood (1-5)	Severity (1-5)	Risk/Priority	Additional Controls Measures Required	
Working in the within the office block and main site (generic)	Contact with persons suffering from coronavirus	Employees Contractors Visitors	5	5	25	<p>Emergency Action Plan (EAP) in place and communicated.</p> <p>Covid-19 Policy communicated to staff.</p> <p>All members of staff instructed to follow government guidance on self-isolating and adhere to advice given.</p> <p>Where eligible, employees are strongly recommended to take part in the government's testing programme for COVID-19 and ensure that the results are communicated to senior management. If the test results reveal that the individual has contracted COVID-19, action will be taken as prescribed in the Emergency Action Plan and a decision will be made on when they can return to work.</p> <p>Return to Work Form to be completed when an employee returns from self-isolating or has been diagnosed with COVID-19.</p>	1	5		<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>	

						<p>Employees encouraged to download latest NHS apps in regards to Covid-19 on personal and/or work phones and follow instructions received.</p> <p>Symptomatic Staff, all surfaces that the person has come into contact with within the workplace must be cleaned, including:</p> <ul style="list-style-type: none"> <li>• All surfaces and objects which are visibly contaminated with body fluids; and</li> <li>• All potentially contaminated high-contact areas such as toilets, door handles, telephones, etc.</li> </ul> <p>Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with bodily fluids do not need to be specially cleaned and disinfected.</p> <p>If a person becomes ill in a shared space, these should be cleaned using disposable cloths and household detergents, according to current recommended workplace legislation and practice.</p>				
Working in the office	Contact with persons who may have been exposed to coronavirus – foreign travel	Employees Contractors Visitors	5	5	25	<p>Employees should follow UK government advice regarding travel outside of the UK before, during and upon their return. Travel and quarantine restrictions between certain countries have been relaxed and therefor quarantine is not required on return from these counties. Staff are advised to check government advice before booking foreign travel arrangements.</p> <p>Namely:</p> <p>Employees who are suspected to have coronavirus are to quarantine themselves in accordance with the government guidance.</p> <p>Other persons who may have been exposed to coronavirus have been instructed by the government guidance to quarantine themselves.</p>	1	5		<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>

						Employees who have returned from foreign travel should quarantine themselves, even if they do not show any symptoms when travelling to countries that are not on the government safe list of destinations.				
Working in the office	Contact with persons who may have been exposed to coronavirus	Employees Contractors Visitors	5	5	25	<p>Undertake Daily Cleaning per schedule</p> <p>Communication and/or training materials will be provided for employees prior to returning to site, especially around new procedures for arrival at work.</p> <p>'Staying COVID-19 Secure in 2020' poster to be displayed at entrance.</p> <p>Staff who can work from home will be asked to do so. Where this cannot be done or the business need dictates otherwise then the minimum amount of people will be asked to work on site.</p> <p>Employees who fall into the vulnerable, clinically vulnerable and clinically extremely vulnerable categories will be assessed and provisions made accordingly following risk assessment.</p> <p>The business will aim to maintain two-metre social distancing wherever possible, including while arriving at and departing from work, while in work, and when travelling between sites.</p> <p>In an emergency, for example an accident or fire, people do not have to stay two metres apart if it would be unsafe.</p> <p>People involved in the provision of assistance to others will pay attention to sanitation measures immediately afterwards, including washing hands and follow any specific PPE guidance in relation to personal care.</p> <p>Where social distancing guidelines cannot be followed in full in relation to a particular activity, it will be</p>	1	5		<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>

					<p>considered whether that activity needs to continue for the business to operate and, if so, we will take all the mitigating actions possible to reduce the risk of transmission between staff. Further mitigating actions include:</p> <ul style="list-style-type: none"> <li>• Increasing the frequency of handwashing and surface cleaning;</li> <li>• Keeping the activity time involved as short as possible;</li> <li>• Using screens or barriers to separate people from each other;</li> <li>• Using back-to-back or side-to-side working (rather than face-to-face) whenever possible; and</li> <li>• 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).</li> </ul> <p>Staggered arrival and departure times may be implemented to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.</p> <p>Parking and facilities such as bike racks to help people walk, run, or cycle to work where possible will be provided.</p> <p>The use of company vehicles will be limited and designated to specific tasks and staff users (vehicle use and cleaning routines to be followed)</p> <p>Directional people traffic flow routes are clearly signed to reduce people cross over.</p> <p>Lockers/office space is provided for storage for workers' clothes and bags.</p> <p>We will use markings and introduce one-way flow at entry and exit points.</p> <p>We will provide handwashing facilities, or hand sanitiser where not possible, at entry and exit points.</p>				
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						<p>We will limit us of touch-based security devices such as keypads for alarms, key boxes, scanners, and printers to a reduced number of staff. Staff should us wipes, sanitisers and/or wash hands after using touch screen devices.</p> <p>Staff are encouraged to open windows and doors frequently to encourage ventilation, where possible.</p>				
Working in the office	Contact with persons suffering from coronavirus – moving around buildings and worksites	Employees Contractors Visitors	5	5	25	<p>The business will look to reduce contact with others by:</p> <ul style="list-style-type: none"> <li>Reducing movement by discouraging non-essential trips within buildings and sites, for example restricting access to some areas, encouraging the use of radios or telephones, where permitted, and cleaning them between use;</li> <li>Restricting access between different areas of a building or site;</li> <li>Reducing job and location rotation;</li> <li>Introducing more one-way flow through buildings;</li> <li>Regulating the use of high-traffic areas, including corridors and walkways, to maintain social distancing.</li> </ul>	1	5		<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>
Working in the office	Contact with packages or items handled by persons who may have been exposed to coronavirus	Employees Contractors Visitors	5	5	25	<p>The business will look to reduce contact with others by:</p> <ul style="list-style-type: none"> <li>Reviewing layouts and processes to allow people to work further apart from each other;</li> <li>Using floor tape or paint to mark areas to help workers keep to a two-metre distance;</li> <li>Only where it is not possible to move workstations further apart, arranging for people to work side-by-side or facing away from each other rather than face-to-face;</li> </ul>	1	5		<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>

						<ul style="list-style-type: none"> <li>• Only where it is not possible to move workstations further apart, using screens to separate people from each other;</li> <li>• Managing occupancy levels to enable social distancing; and</li> <li>• Avoiding the use of hot desks and spaces and, where not possible, cleaning and sanitising workstations between different occupants, including shared equipment.</li> </ul>				
Working in the office	Disposal of waste that may be contaminated by a coronavirus sufferer/member of the public, i.e. public waste bins, personal protective equipment (PPE), etc.	Employees Contractors Visitors	5	5	25	All waste that has been in contact with the relevant person, including used tissues, and masks if used, should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied and disposed of as hazardous waste in line with normal infection prevention control policies and procedures.	1	5		<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>
Working in the office	Contact with persons suffering from coronavirus – meetings	Employees Contractors Visitors	5	5	25	<p>The business will look to reduce contact with others by:</p> <ul style="list-style-type: none"> <li>• Using remote working tools to avoid in-person meetings;</li> <li>• Subject to management discretion allowing only necessary participants to attend meetings and maintaining two-metre separation throughout.</li> <li>• Avoiding transmission during meetings, for example by avoiding sharing pens and other objects;</li> <li>• Providing hand sanitiser in meeting rooms;</li> <li>• Holding meetings outdoors or in well-ventilated rooms whenever possible; and</li> <li>• For areas where regular meetings take place, using floor signage to help people maintain social distancing.</li> </ul>	1	5		<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>

Working in the office	Contact with persons suffering from coronavirus – common areas	Employees Contractors Visitors	5	5	25	<p>The business will look to reduce contact with others by:</p> <ul style="list-style-type: none"> <li>• Staggering break times to reduce social contact</li> <li>• Using safe outside areas for breaks;</li> <li>• Creating additional space by using other parts of the workplace or building that have been freed up by remote working;</li> <li>• Installing screens to protect staff in receptions or similar areas;</li> <li>• Encouraging workers to bring their own food and drinks</li> <li>• Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions;</li> <li>• Regulating the use of locker rooms, changing areas and other facility areas to reduce concurrent usage; and</li> <li>• Encouraging storage of personal items and clothing in personal storage spaces, for example lockers and during shifts.</li> </ul>	1	5		<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>
Working in the office	Contact with persons suffering from coronavirus – visitors and contractors	Employees Contractors Visitors	5	5	25	<p>The business will look to reduce contact with others by:</p> <ul style="list-style-type: none"> <li>• Encouraging visits via remote connection/working where this is an option;</li> <li>• Where site visits are required, explaining site guidance on social distancing and hygiene to visitors on or before arrival;</li> <li>• Limiting the number of visitors at any one time;</li> <li>• Limiting visitor times to a specific time window and restricting access to required visitors only;</li> <li>• Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example carrying out services outside of peak operating hours</li> <li>• Maintaining a record of all visitors, if this is practical;</li> </ul>	1	5		<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>

						<ul style="list-style-type: none"> <li>Revising visitor arrangements to ensure social distancing and hygiene, for example where someone physically signs in with the same pen in receptions. Reception staff will sign in/out staff and visitors.</li> <li>Providing clear guidance on social distancing and hygiene to people on arrival (for example, signage or visual aids) and before arrival (for example, by phone, on the website or by email);</li> <li>Reviewing entry and exit routes for visitors and contractors to minimise contact with other people; and</li> </ul>				
Working in the office	Contact with persons suffering from coronavirus – visitors and contractors	Employees Contractors Visitors	5	5	25	<p>The business will look to improve hygiene between others by:</p> <ul style="list-style-type: none"> <li>Using signs and posters to build awareness of good handwashing technique, as well as the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available;</li> <li>Providing regular reminders and signage to maintain personal hygiene standards;</li> <li>Providing hand sanitiser in multiple locations in addition to washrooms;</li> <li>Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible;</li> <li>Introducing enhancing cleaning for busy areas;</li> <li>Providing more waste facilities</li> <li>Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.</li> </ul>	1	5		<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>



Working in the office	Contact with persons suffering from coronavirus – contact with objects that come into the workplace and vehicles at the worksite	Operatives, other contractors and visitors	5	5	25	<p>The business will introduce:</p> <ul style="list-style-type: none"> <li>• Cleaning procedures for goods and merchandise entering the site ;</li> <li>• Cleaning procedures for vehicles;</li> <li>• Greater handwashing and handwashing facilities for workers handling goods and merchandise and provide hand sanitiser where this is not practical;</li> <li>• Restrictions on non-business deliveries, for example personal deliveries to workers.</li> </ul>	1	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>
Working in the office	Contact with persons suffering from coronavirus-wearing of PPE	Employees Contractors Visitors	5	5	25	<p>Existing PPE worn in a work activity to protect against non-COVID-19 risks should continue to be worn.</p> <p>By nature of some of our business activities (day care) some staff may be involved with personal care and/or support to adults who lack capacity with social distancing. Staff should follow the specific risk assessment and safe working practices for these tasks and wear appropriate PPE to protect against COVID-19.</p> <p>Wearing a face covering is optional and is not required by law. If employees choose to wear one, it will be important to use face coverings properly and wash your hands before putting them on and taking them off.</p> <p>Employees using face coverings will be encouraged to:</p> <ul style="list-style-type: none"> <li>• Wash their hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.</li> <li>• When wearing a face covering, avoid touching their face or face covering, as it could contaminate them with germs from their hands.</li> <li>• Change their face covering if it becomes damp or if they have touched it.</li> </ul>	1	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>

						<ul style="list-style-type: none"> <li>• Continue to wash their hands regularly.</li> <li>• Change and wash face coverings daily.</li> <li>• If the material is washable, wash in line with manufacturer’s instructions. If it is not washable, dispose of it carefully in your usual waste.</li> <li>• Practise social distancing wherever possible.</li> </ul>				
Working in the office	Contact with persons suffering from coronavirus – shift patterns and travel to work	Employees Contractors Visitors	5	5	25	<p>The business will:</p> <ul style="list-style-type: none"> <li>• As far as possible, split into teams or shift groups, so that, where contact is unavoidable, this happens between the same people.</li> <li>• Minimise non-essential travel.</li> <li>• Minimise the number of people travelling together in any one vehicle, see Transport risk assessment.</li> </ul>	1	5		<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>
Working in the office	Contracting and spreading of infection	Employees Contractors Visitors	5	5	25	<p>Basic infection controls should be followed as recommended by the government:</p> <ul style="list-style-type: none"> <li>• Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.</li> <li>• Put used tissues in the bin straightaway.</li> <li>• Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available.</li> <li>• Try to avoid close contact with people who are unwell.</li> <li>• Clean and disinfect frequently-touched objects and surfaces.</li> <li>• Do not touch your eyes, nose or mouth if your hands are not clean.</li> </ul> <p>Persons worried about symptoms should use NHS online or telephone services.</p>	1	5		<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></p> <p>Control measures will be revised and updated daily at 2pm when the latest government guidance is released.</p>

Working in the office	Contact with visitors/contactors to site	Employees Contractors Visitors	5	5	25	<p>All contractors expected to provide Covid-19 risk assessment upon request.</p> <p>Contractors only allowed on site if the work cannot be completed at another time or for essential safety works.</p> <p>Contractors instructed to keep two metres away from all other persons at all times and wear any appropriate PPE.</p> <p>Contractors provided with hand sanitiser facilities.</p> <p>Contractors supervised at all times.</p>	1	5		
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## Risk/Priority Indicator Key

Likelihood
1. Improbable / very unlikely
2. Unlikely
3. Even chance / may happen
4. Likely
5. Almost certain / imminent

Severity (Consequence)
1. Negligible (delay only)
2. Slight (minor injury / damage / interruption)
3. Moderate (lost time injury, illness, damage, lost business)
4. High (major injury / damage, lost time business interruption, disablement)
5. Very High (fatality / business closure)

RISK / PRIORITY INDICATOR MATRIX						
LIKELIHOOD	5	5	10	15	20	25
	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 (CONSEQUENCE)						

Summary		Suggested Timeframe
12-25	High	As soon as possible
6-11	Medium	Within the next three to six months
1-5	Low	Whenever viable to do so

## Review Record

Date of Review	Confirmed by	Comments

I have read the risk assessment and understand and accept its contents form part of my job role. I will keep myself informed of any changes.

Employee Name (Print)	Employee Signature	Date