| Task: Safe working in office environments during COVID-19 | Facility: Enter your site name here | Issue No:  |
| --- | --- | --- |
| This template must be edited to cover your site. The purpose of this risk assessment is to safely work in office environments during COVID-19. |

| Assessed by:  | Approved by: |
| --- | --- |
| Assessment date:  | Review Date: Review not to exceed 2 years from assessment date |
| Record Significant Hazards | Person(s) at Risk | Existing Control Measures(ECM) | InitialRisk RatingWith ECM | Additional Control Measures (ACM) | ResidualRisk RatingWith ACM | Additional Information |
| S | L | R | S | L | R |
| Provide specific details. E.g. ‘work at height” say how high. E.g. “Electricity” state voltage and type of hazard, Striking underground services | Who might be harmed and how E.g. “Contractor or Employee Fall from 2.0 metres”  | Detail existing control measures.These are the controls that are currently in place  | S – SeverityL – LikelihoodR - Risk | Detail additional control measures needed to eliminate hazard completely or minimise risk to acceptable level.(Include in Site Action Plan) | S – SeverityL – LikelihoodR - Risk | Cross Reference & Additional Information e.g. SOP, COSHH Assessment |
| **Biological**Coronavirus and the disease it causes, COVID-19 | **1. Thinking about risk**Employeesand their FamiliesContractorsTenants | A return to the workplace, office preparations plan has been completed and is in place. This is in the form of a PowerPoint presentation, which identifies the key control measures for the offices on siteThe following control measures and other information, which will help employees and their families to protect their health are communicated to employees via email bulletins and are posted on the HomeSafe-Me website:* Wash your hands regularly with soap and water, or clean them with alcohol-based hand rub
* Maintain at least 2 metre distance between you and others
* Avoid touching your face
* Cover your mouth and nose when coughing or sneezing
* Stay home if you feel unwell

Regular coronavirus updates are emailed to all employeesLiaison with others parties, who share the site, to agree the COVID-19 controls which will be enforced in the common areas of buildings we occupy |  |  |  | Share this risk assessment with the workforce Erect the HM Government poster, Staying COVID-19 Secure in 2020, in each workplaceN.B. this can be printed from the .pdf file included in the managers pack |  |  |  |  |
| **Biological**Coronavirus and the disease it causes, COVID-19 | **2. Who should go to work**EmployeesContractorsEmployees’ Families | Where a person can effectively carry out their work from home, they should continue to do soOccupational health team in place to provide guidance and support on health-related matters to employeesHealth advice provided by qualified professionalsHealth and HR professionals consider and provide guidance and support to managers and employees to help them to understand and take into account the particular circumstances of those with different protected characteristicsHR and Facilities team identify, and support measures or adjustments required by the equalities legislationReasonable adjustments will be made to ensure that control measures do not have an unjustifiably negative impact on some groups compared to others, for example, those with disabilities, new or expectant mothers and those with caring responsibilities or religious commitmentsEmployee assistance package in place, which can be accessed by all employees to source mental health and wellbeing guidance and support. This ranges from downloadable materials, to telephone support and face to face counsellingHomeSafe E-learning module 5 – Mental Wellbeing – is ready for all employees to completeAt risk, vulnerable, employees have been identified and are registered with the occupational health teamAt risk, vulnerable, employees have been identified and are supported to work from homeSystem for shielding high risk employees is in placeA communication has been issued to employees identifying the need to monitor their temperature and to stay away from the workplace if they have a higher than normal temperature. N.B. no equipment is needed, if you feel hot to touch on your chest or back, you should dial 111 for medical adviceEmployees who feel unwell must not come to work and must leave work immediately if they feel unwellOccupational health team monitor and support those employees in self-isolationThe number of workers allowed into the office building is reduced to allow social distancing to be operated |  |  |  | Ensure regular contact is maintained with homeworkersIdentify the current number of employees working on the site and set a limit to identify the maximum number at which effective social distancing can be maintained.N.B. This limit must not be exceededTo reduce the number of people entering or exiting the building at peak times, start and finish times should be staggered Identify the estimated number of employees who are able to work and maintain social distancing, in each area of the office building |  |  |  | ****Workplace Wellness****, is a free, confidential service provided by Pennon to all employees.  You are able to access expert advice, invaluable information, specialist counselling and support ****24 hours a day, 7 days a week, online or on the phone.**** For South West Water employees: Confidential telephone helpline: 0800 1116 387 Online self-help EAP portal: [www.my-eap.com](http://www.my-eap.com/)Website access code: SWWLwellFor Viridor employees:Confidential telephone helpline: Freephone - 0800 111 6387From outside the UK:+44 845 330 5132(Calls will be charged but call-back can be requested)Website[:www.my-eap.com](https://my-eap.com/)Organisation code: VWMLwell​**Health advice is provided on the HomeSafe-Me website:**<https://www.homesafe-me.co.uk/coronavirus/general-advice/health-and-wellbeing/> |
| **Biological**Coronavirus and the disease it causes, COVID-19 | **3. Social distancing at work** EmployeesContractorsEmployees’ Families | Employees must maintain social distancing in the workplace, car park and welfare facilitiesIn an accident or emergency situation employees do not need to stay 2 metres apart if it would be unsafe to do so People who offer assistance in an emergency situation, such as first aid or rescue, should carry out effective handwashing for at least 20 seconds, once safe to do soNon-essential movement around the building must not take place. Email or telephone communication should be used, rather than visiting other employees at their desksFace to face meetings of more than 2 persons in enclosed areas are prohibitedMicrosoft Teams, Webex and Cisco meeting solutions are provided to avoid in person meetingsOccupied desk spaces are staggered to ensure social distancing can be achievedWhere possible reception areas have tape boxes on floor showing where to stand to achieve social distancingToilet ventilation remains on all the timeNo portable fans or air blowers to be usedHot desking.is prohibitedStationary, pens, white board markers etc. must not be sharedLockers must not be shared.Where a desk is shared, it will be between the fewest persons possible and will be cleaned and sanitised in between each occupancySocial distancing must be maintained in all toilet areas |  |  |  | Where possible implement and mark a one-way system in the office areaInstall signage for; one-way systems, social distancing, desks out of use, numbers allowed in enclosed spaces such as meeting rooms, lifts and toilets The occupancy level of each meeting room should be identified and marked on the doorProvide hand sanitising gel in meeting roomsConsider holding face to face meetings of more than 2 people in a safe area in the open air.N.B. social distancing must be maintainedEnforce social distancing in the smoking shelter and mark the floor with signageMark the floor around all multi-function devices, such as photocopiers, printers and scanners, with signage to facilitate social distancingInstall visual social distancing and cleaning cues in the format of floor markings and signageInstall screens on each reception deskConsider installation of additional screens and “sneeze guards” where there is a risk social distancing could be compromisedThose desks left vacant should be marked with signage to indicate that they are not to be usedStagger start times to avoid overcrowding and pinch points where social distancing may be challenging.Stagger break times to avoid overcrowding and pinch points where social distancing may be challengingAll lifts are single entry, one person per lift. This must be identified with signageSome urinals and cubicles should be taken out of use to restrict the occupancy of the facility and allow effective social distancing to be practiced Consider the installation of screening between desks, potentially this could increase the desk capacityMark landing areas and lift and toilet waiting areas with tape or signage to show waiting spotsManagers should consider the development of floor plans/seating plans for their area to ensure that social distancing within their team is maintained. This may require liaising with other managers, potentially from other departments or companiesRemove all communal items, such as cutlery, cups etc, instruct workers to bring their own in with themCreate seating areas outside to allow people breaks in an open environment.Switch off all manual electric hand dryers and replace with paper towels until government restrictions are easedRestrict the number of workers using changing rooms at any one time. The maximum number of occupants at any one time must be stated on signage placed on the entrance doorInstall hand sanitiser at the top and bottom of all stairwells |  |  |  |  |
| **Biological**Coronavirus and the disease it causes, COVID-19 | **4. Managing customers, visitors and contractors** | Visitors to the offices are prohibited until the threat of coronavirus recedes.Where it is not practicable to prohibit visitors, the site rules on social distancing and hand hygiene must be explained to them prior to allowing entry to the siteAll visitors must sign in at receptionAll visitors must receive a site induction, including the house rules and details of the measures in place to work safely during COVID-19 Where practicable, meetings should be held via conference call or on video conferencing platforms |  |  |  | Identify if schedules for essential works to be carried out by contractors can be revised to reduce interaction with employeesProvide training to potential hosts, on how to safely host contractors or other essential visitors to ensure safe working during COVID-19 |  |  |  |  |
| **Biological**Coronavirus and the disease it causes, COVID-19 | **5. Cleaning the workplace**EmployeesContractorsEmployees’ Families | An enhanced cleaning regime has been implemented, which includes offices, changing rooms and showersN.B. Enhanced cleaning includes frequent cleaning of high hand contact surfaces, such as door and fridge handles and photocopier screens A risk assessment for cleaning of offices (including after suspected contamination) has been carried out and issued to the cleanersWhere a desk is shared, it will be cleaned and sanitised in between each occupancyEmployees must dispose of waste in the rubbish bins provided, regularly throughout the dayEmployees must remove all personal items from their desk at the end of their shiftEmployees must remove all waste and personal items from the changing rooms and shower area at the start and end of their shiftPosters are displayed to prompt frequent handwashingSignage is in place at each entrance to instruct persons to wash their hands on entering the building and to regularly wash them throughout dayDesks must be kept clear to facilitate enhanced cleaningThe ratio of ventilation of workplaces with outdoor air to as high as possible has been implementedVentilation is operated at least 2 hours before and 2 hours after occupation Ventilation systems are kept running over night and weekends Toilet ventilation runs 24/7 All maintenance, replacement and maintenance work is performed with suitable and sufficient PPE, including respiratory protection |  |  |  | Switch off electric fan hand dryers in the toilets and replace with paper towelsConsider marking frequent touchpoints with colour/labels/stickers, which would prompt employees to wash their hands after contactConsider the provision of individual cleaning kits, consisting of alcohol gel, sanitary wipes and a disposal bag, to allow employees to clean and disinfect their workstationInstall sanitiser at the entrance to each building. Sign as hand sanitisation pointCommunicate the requirement to close the toilet seat before flushing. This will prevent the potential spread of coronavirus aerosol dropletsProvide more frequent collections of waste from the office rubbish binsEnsure regular airing of the building with open windows Implement the guidance on how to protect building ventilation systems from the spread of coronavirus, which has been prepared by the Facilities team |  |  |  | REHVA COVID-19 guidance document, April 3, 2020 produced by [Federation of European Heating, Ventilation and Air Conditioning Associations summary](https://www.rehva.eu/fileadmin/user_upload/REHVA_COVID-19_guidance_document_ver2_20200403_1.pdf) |
| **Biological**Coronavirus and the disease it causes, COVID-19 | **6. Personal protective equipment (PPE)** | PPE is available where social distancing is compromised or government policy dictates that it is requiredEmployees may choose to wear a face covering if it makes them feel safer |  |  |  | If face coverings are to be used:* Ensure that they do not impede your vision
* Consideration should be given to taking more frequent breaks
* Avoid touching your face or face covering, as you could contaminate them with germs from your hands
* Change your face covering if it becomes damp or if you’ve touched it
* Continue to wash your hands regularly
* Change and wash your face covering daily
* If the material is washable, wash it in line with the manufacturer’s instructions
 |  |  |  |  |
| **Biological**Coronavirus and the disease it causes, COVID-19 | **7. Workforce management** EmployeesVisitorsContractorsEmployees’ Families | Procedure in place to facilitate ongoing consultation with the workforce and unionsTravel to the workplace should be by motor vehicle, bicycle or on footCar sharing, to travel to work, between persons not living at the same address is prohibited until government guidelines are relaxedA Home Safe toolbox talk on how to clean and sanitise your vehicle during COVID-19 has been issued to vehicle usersOnly essential travel to sites is permitted and then, where practicable, with only 1 person per vehicleEmployees are not required to stay away from home for work purposes until lockdown is eased Toolbox talks to refresh knowledge of the HomeSafe safety absolutes delivered, where relevant, to employees |  |  |  | Where a team of two or more workers are required to regularly carry out work in the office, consider forming them into fixed teams. This will help to minimise their contact with others and ensure that any unavoidable contact between the team happens between the same peopleIdentify areas where people have to directly pass items to each other and develop controls to ensure that direct contact is prevented or kept to a minimumFor example where an item of equipment needs to be passed on to another person, it should be left two metres from them and the person should not retrieve it until the person delivering it has retreated to a safe distanceEncourage and support one to one return meetings with every employee, where a key focus is on health, safety and well-beingCommunicate to contractors / tenants the measures taken to create and maintain a safe working environment, and highlight their responsibilities and any site rules, which may have changedEncourage employees to cycle or walk to workProvide adequate facilities including cycle racks, showers and lockers for those workers cycling to workIdentify the maximum number of cyclists who can be accommodated at the siteWhere an employee uses public transport to access the office consider supporting them to work from home and provide adequate facilities to enable this to take place until the threat of contracting COVID-19 recedesIt is recommended that employees using a vehicle to travel to work or for their work duties, are instructed to clean their vehicles after journeys. Particular care should be taken to sanitise hand contact areas, such as the door handle, steering wheel, gear stick etc. |  |  |  |  |
| **Biological**Coronavirus and the disease it causes, COVID-19 | **8. Inbound and outbound goods** | Non business (personal) deliveries to the site are prohibited |  |  |  | Develop a cleaning procedure for postal / package deliveries received at the site |  |  |  |  |
| **Biological**Coronavirus and the disease it causes, COVID-19 | **Fire evacuation**EmployeesContractors | Fire evacuation drills are suspended during the coronavirus crisisFire Testing of systems and extinguisher checks are carried out as normalFire doors must not be wedged openRegular fire drills have been carried out prior to thisIn an accident or emergency situation employees do not need to stay 2 metres apart if it would be unsafe to do soPeople who offer assistance in an emergency situation, such as first aid or rescue, should carry out effective handwashing for at least 20 seconds, once safe to do so |  |  |  | Issue the, COVID-19 Fire Evacuation Guidance prepared by FacilitiesN.B. this includes guidance on social distancing at fire muster pointsTo minimise hand contact, where possible, consider the installation of devices such as, the Dorguard Fire Door retainer, which will safely hold fire doors open and will release if the fire alarm is activatedRe-instate regular fire drills once the threat of coronavirus recedes and or the government relax their controls on social distancing |  |  |  | Dorgard LL800 Hold-Open Fire Door Retainer Black (37858)For more information:Black Dorgard Auto Release Fire Door Retainer Holder Closer Wireless From Fire Protection Shop |

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| **RISK RATING TABLE** | **Probability / Likelihood** |  |  | Guidance Notes |  |
|  | **Highly Unlikely** | **Unlikely** | **Possible** | **Likely** | **Very Likely** |  |  |  |  |
|  |  | May occur in exceptional circumstances, so could happen but probably never will | Not expected, but slight possibility it may occur at some time | The event might occur at some time as there is a history of infrequent occurrence within the company | There is a strong possibility the event will occur as there is a history of frequent occurrence within the company  | It is almost certain the event will occur | **People, Employees or Third Parties** | **Property, Process, Machinery or Equipment** | **Environment** | **Vehicle** |
| **Severity** |  | **1** | **2** | **3** | **4** | **5** |
| No injury / no damage | **1** | **1** | **2** | **3** | **4** | **5** | No first aid required | Non-serious. No equipment or facility damage | Chemical spill, release or emission, contained and only minor clean up. No external reporting required. | No injury caused by vehicleNo damage to vehicleNo damage caused by vehicle |
| Minor injury, cuts, abrasions, burns / minor damage | **2** | **2** | **4** | **6** | **8** | **10** | First aid only | Minor subsystem loss and/or moderate facility damage | Chemical spill, release or emissions, requiring only minor clean up and no external reporting required | Minor injury caused by vehicleMinor damage to vehicleMinor damage caused by vehicle |
| Injury requiring hospital or doctors attention. Injury resulting in lost time | **3** | **3** | **6** | **9** | **12** | **15** | Medical treatment or restricted work activity. Short term occupational illness. | Moderate system loss and/or moderate facility damage. | Chemical spill, release or emission which requires limited on-site clean-up and/or external reporting. | Injury requiring hospital treatment caused by vehicleModerate damage to vehicleModerate damage caused by vehicle |
| Major injury, fracture, dislocation, amputation. Disabling illness. Major damage | **4** | **4** | **8** | **12** | **16** | **20** | Lost time or temporary disability. Long term occupational illness. | Major subsystem loss and/or severe facility damage | Chemical spill, release or emission requiring major on site clean-up, temporary environmental or public health impact | Major injury caused by vehicleMajor damage to vehicleMajor damage caused by vehicle |
| Fatality | **5** | **5** | **10** | **15** | **20** | **25** | Fatality or major disability e.g. loss of limb | Complete system loss and/or extensive facility damage | Chemical spill, release or emission requiring off site clean-up or acute, lasting environmental or public health impact. | Fatal injury caused by vehicleMajor damage to several vehiclesCatastrophic damage caused by vehicle |

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 **RISK LEVEL / ACTION TABLE**

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| Risk Rating | Risk Level | Action |
| 15 – 25 | **HIGH** | Work should not be started or must stop immediately.No work may recommence until risks have been reduced as far as reasonably practicable through the implementation of control measures |
| 6 – 12 | **MEDIUM** | Risks must be further reduced if reasonably practicable |
| 1 - 5 | **LOW** | Acceptable – keep under review |

### The level of the risk rating determines the action required, as demonstrated below.