| 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) | Initial  Risk Rating  With ECM | | | Additional Control Measures (ACM) | Residual  Risk Rating  With 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 – Severity  L – Likelihood  R - Risk | | | Detail additional control measures needed to eliminate hazard completely or minimise risk to acceptable level.  (Include in Site Action Plan) | S – Severity  L – Likelihood  R - Risk | | | Cross Reference & Additional  Information e.g. SOP, COSHH Assessment |
| **Biological**  Coronavirus and the disease it causes, COVID-19 | **1. Thinking about risk**  Employees  and their Families  Contractors  Tenants | 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 site The 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 employees  Liaison 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 workplace  N.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**  Employees  Contractors  Employees’ Families | Where a person can effectively carry out their work from home, they should continue to do so Occupational 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 complete At risk, vulnerable, employees have been identified and are registered with the occupational health team  At risk, vulnerable, employees have been identified and are supported to work from home System 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 advice Employees who feel unwell must not come to work and must leave work immediately if they feel unwell  Occupational health team monitor and support those employees in self-isolation The number of workers allowed into the office building is reduced to allow social distancing to be operated |  |  |  | Ensure regular contact is maintained with homeworkers  Identify 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 exceeded To 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 387Online 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**  Employees  Contractors  Employees’ Families | Employees must maintain social distancing in the workplace, car park and welfare facilities  In 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 so  Non-essential movement around the building must not take place. Email or telephone communication should be used, rather than visiting other employees at their desks  Face to face meetings of more than 2 persons in enclosed areas are prohibited  Microsoft Teams, Webex and Cisco meeting solutions are provided to avoid in person meetings  Occupied desk spaces are staggered to ensure social distancing can be achieved  Where possible reception areas have tape boxes on floor showing where to stand to achieve social distancing  Toilet ventilation remains on all the time  No portable fans or air blowers to be used  Hot desking.is prohibited  Stationary, pens, white board markers etc. must not be shared  Lockers 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 occupancy Social distancing must be maintained in all toilet areas |  |  |  | Where possible implement and mark a one-way system in the office area  Install 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 door  Provide hand sanitising gel in meeting rooms  Consider holding face to face meetings of more than 2 people in a safe area in the open air. N.B. social distancing must be maintained  Enforce social distancing in the smoking shelter and mark the floor with signage  Mark the floor around all multi-function devices, such as photocopiers, printers and scanners, with signage to facilitate social distancing  Install visual social distancing and cleaning cues in the format of floor markings and signage  Install screens on each reception desk  Consider installation of additional screens and “sneeze guards” where there is a risk social distancing could be compromised  Those desks left vacant should be marked with signage to indicate that they are not to be used  Stagger 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 challenging  All lifts are single entry, one person per lift. This must be identified with signage  Some 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 capacity  Mark landing areas and lift and toilet waiting areas with tape or signage to show waiting spots  Managers 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 companies  Remove all communal items, such as cutlery, cups etc, instruct workers to bring their own in with them  Create 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 eased  Restrict 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 door  Install 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 site All 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-19Where 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 employees  Provide 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**  Employees  Contractors  Employees’ Families | An enhanced cleaning regime has been implemented, which includes offices, changing rooms and showers N.B. Enhanced cleaning includes frequent cleaning of high hand contact surfaces, such as door and fridge handles and photocopier screensA 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 handwashing Signage is in place at each entrance to instruct persons to wash their hands on entering the building and to regularly wash them throughout day Desks must be kept clear to facilitate enhanced cleaning The ratio of ventilation of workplaces with outdoor air to as high as possible has been implemented  Ventilation 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 towels  Consider marking frequent touchpoints with colour/labels/stickers, which would prompt employees to wash their hands after contact  Consider the provision of individual cleaning kits, consisting of alcohol gel, sanitary wipes and a disposal bag, to allow employees to clean and disinfect their workstation  Install sanitiser at the entrance to each building. Sign as hand sanitisation point Communicate the requirement to close the toilet seat before flushing. This will prevent the potential spread of coronavirus aerosol droplets Provide more frequent collections of waste from the office rubbish bins  Ensure 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 required  Employees 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**  Employees  Visitors  Contractors  Employees’ 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 relaxed A Home Safe toolbox talk on how to clean and sanitise your vehicle during COVID-19 has been issued to vehicle users Only essential travel to sites is permitted and then, where practicable, with only 1 person per vehicle Employees 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 people  Identify 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 minimum For 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 distance  Encourage and support one to one return meetings with every employee, where a key focus is on health, safety and well-being  Communicate 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 changed Encourage 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 recedes It 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**  Employees  Contractors | 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 this In 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 so |  |  |  | Issue the, COVID-19 Fire Evacuation Guidance prepared by Facilities N.B. this includes guidance on social distancing at fire muster points  To 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 activated  Re-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 |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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 vehicle  No damage to vehicle  No 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 vehicle  Minor damage to vehicle  Minor 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 vehicle  Moderate damage to vehicle  Moderate 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 vehicle  Major damage to vehicle  Major 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 vehicle  Major damage to several vehicles  Catastrophic damage caused by vehicle | |

## 

**RISK LEVEL / ACTION TABLE**

|  |  |  |
| --- | --- | --- |
| 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.