| Task: Safe working in office environments during COVID-19Offices & Depots | Facility: Offices and Depots | DRAFT  Issue No: 1 |
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| The purpose of this risk assessment is to ensure the safety of workers, contractors and visitors to our premises while the Covid pandemic continues. |

| Assessed by: graham read & Alistair Copland | Approved by: guy busby |
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| Assessment date: 06/10/2021 | Review Date: At the COVID-19 Review meeting Weekly or when government guidance changesReview 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 |
| The COVID-19 virus, and the potential severe respiratory illness it could cause.  | Employeesand their FamiliesContractorsTenants | **Overall Control and Management**A return to the workplace, office plan is being managed through a RAID log which is reviewed as government guidance changes, there is also a Covid working group who separately monitor and react to changing circumstances and guidance.Each Manager will monitor working practices in their area of responsibility to ensure current corporate guidance, including relating to social distancing and face coverings is maintained. | 4 | 1 | 4 | Share this risk assessment with the workforce and consider publishing the results on our website | 4 | 1 | 4 |  |
| The COVID-19 virus, and the potential severe respiratory illness it could cause.  | Employeesand their FamiliesContractorsTenants | **Testing & Vaccination**All Pennon employees are requested to undertake and confirm a negative lateral flow at least twice a week. Ideally, on the same day as attending any large office.Pennon encourage the take up of vaccinations, and ideally any employees should be double, or at least singly vaccinated, over 14 days before returning to the office environment | 4 | 1 | 4 |  |  |  |  |  |
|  |  | **Health & Infection Control**All employees to follow latest national guidance on symptom checking, testing and self isolation. Details of which are available on the company intranet – HomeSafe.me Coronavius pages.All employees to maintain contact with line management and Human Resources (HR) and to follow company policy / guidance. Company to ensure extremely vulnerable persons are identified and suitably protectedOccupational health team in place to provide guidance and support on health-related matters to employeesHealth advice provided by qualified professionalsA Covid Management Team of Managers, Health & Safety and HR professionals consider and provide guidance and support to all managers and employees: * Review any absence in relation to COVID, and provide clear instruction as to the measures required to help the employee, and how to manage and minimise the risk of spread within the business
* To help managers and employee understand and take into account the particular circumstances of those with different protected characteristics
* Identify, and support measures or adjustments required by the equalities legislation

Communications have 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. *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*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 social distance between you and others in line with latest Govt./HSE guidance.**• Avoid touching your face**• Cover your mouth and nose when coughing or sneezing**• Stay home if you feel unwell**• Wear a face covering when stood up and when moving around.* | 4 | 1 | 4 |  |  |  |  |  |
| The COVID-19 virus, and the potential severe respiratory illness it could cause**.** |  | WellbeingReasonable 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 completeRegular coronavirus updates are given to all employees by email, in meetings and online. | 4 | 1 | 4 |  |  |  |  | ****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: SWWLwellFrom outside the UK:+44 845 330 5132(Calls will be charged but call-back can be requested)**Health advice is provided on the HomeSafe-Me website:**[**https://www.homesafe-me.co.uk/coronavirus/**](https://www.homesafe-me.co.uk/coronavirus/) |
| The COVID-19 virus, and the potential severe respiratory illness it could cause. |  | **Communications**A communication strategy to support safe working activities during COVID-19, is in place, utilising existing proven methods as far as possible. This includes:* A campaign of information and guidance on how employees can safely return to the workplace in an organised and phased manner
* A health and wellbeing communication strategy (led by our Comms Team) to reassure employees who may be feeling anxious or unsure about the workplace
 | 4 | 1 | 4 |  |  |  |  |  |
| The COVID-19 virus, and the potential severe respiratory illness it could cause. | EmployeesContractorsEmployees’ Families | **Working from Home**In order to maintain a workplace that is comfortable for employees, and allowing for suitable social distancing, some employees will work from home on occasions.Refer to corporate guidance on working from home policy and procedures.Homeworkers receive phone calls and communications form their line manager at appropriate intervals, to check their wellbeingIT solutions for homeworking have been provided, including:* Laptops, screens, keyboards and other hardware devices
* Software solutions, such as Webex, Microsoft Teams and Skype, for video meetings
* Conference call facilities
* An IT help desk

IT remote working capabilities have been upgradedA remote working survey of employees was carried out/ to consult them on homeworkingOccupational health team in place to provide guidance and support on health-related matters to employees | 4 | 1 | 4 | Issue, to all temporary homeworkers, the link to the HSE YouTube animation – Temporary Working at Home, Workstation Set Up:<https://youtu.be/Af7q5j14muc>Should the period of homeworking be extended or become permanent a formal DSE assessment should be made of their work stationEnsure regular contact is maintained with homeworkersEnsure regular contact is maintained with homeworkersWe have published mental health and wellbeing support materials for home and office workersWhile the covid pandemic ensues managers should consider their team and identify which of them:* Are vulnerable due to ill health
* Are caring for children or a vulnerable person
* Have flexibility of start and finish times
* Carry out work, which can only be carried out in the workplace

This risk assessment must include consultation with employees and the person responsible for the siteManagers should use the information, gathered as part of the risk assessment process to maintain safety and meet the latest corporate guidance,  | 4 | 1 | 4 |  |
| The COVID-19 virus, and the potential severe respiratory illness it could cause. | EmployeesContractorsEmployees’ Families | **Social distancing at work**Employees must maintain social distancing in the workplace, car park and welfare facilitiesNon-essential movement around the building must not take place. Email or telephone communication should be used, rather than visiting other employees at their desksMicrosoft Teams, Webex and Cisco meeting solutions are provided to avoid in person meetingsWhere applicable restaurant configuration and use has been adjusted in line with latest Government & HSE Guidance, including cleaning regime.All reception areas to have tape boxes on floor showing where to stand to achieve social distancingToilet ventilation remains on all the timeHot desking.is allowed; wipes are provided so users can clean down before using a shared desk. | 4 | 2 | 8 | All staff and visitors are to follow guidance in signage which has been updated in line with the current guidance. It is a fast changing situation and signage is adjusted as measures change. Where reduced occupation is deemed appropriate specific signage is in place. The meeting room booking system is updated to reflect current occupancy limits. We have reduced occupation in enclosed spaces app such as lifts, meeting rooms and offices, and other enclosed rooms, signage is in place and must be adhered to.Provide hand sanitising gel and wipes 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 maintainedInstall visual social distancing and cleaning cues in the format of floor markings and signageAdditional screens and “sneeze guards” provided where there is a risk social distancing could be compromisedWhere desks are left vacant to maintain social distancing, they should be marked with signage to indicate that they are not yet sanitised.Social distancing must be maintained in all communal areasThere has been communication to employees reminding of the need to maintain social distancing, including in car parks.Hand washing and hand drying facilities are in place; washing/sanitising hands regularly is encouraged.Install hand sanitiser at the top and bottom of all stairwells | 4 | 1 | 4 |  |
| The COVID-19 virus, and the potential severe respiratory illness it could cause. | **Managing customers, visitors and contractors** | Where it is necessary for contractors or visitors to attend, they must follow current corporate guidance. Site rules on social distancing, face coverings and hand hygiene must be explained to them and followed. The host is responsible for ensuring rules are followed.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-19 Where practicable, meetings should be held via conference call or on video conferencing platformsFacilities team works collaboratively with the landlord and other tenants to ensure collective control measures are in place to work safely during COVID-19 | 4 | 2 | 8 | Identify if schedules for essential works to be carried out by contractors can be revised to reduce interaction with employeesUse guidance provided by Homesafe to ensure visitors and contractors are following current corporate guidance (which is based on Government guidance) | 4 | 1 | 4 |  |
| The COVID-19 virus, and the potential severe respiratory illness it could cause. | **5.** EmployeesContractorsEmployees’ Families | **Cleaning the workplace** 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 enhanced office cleaning has been carried out and issued to the cleanersA risk assessment for deep cleaning of offices (including after suspected contamination) has been carried out and issued to the cleanersEmployees 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 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 on the current corporate guidance designed to mitigate Covid risks.Desks are instructed to 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 protectionHand washing and hand drying facilities are in place; washing/sanitising hands regularly is encouraged Frequent touchpoints are marked with labels which prompt employees to wash their hands after contactWe have provided individual cleaning kits, consisting of alcohol gel, sanitary wipes and a disposal bag, to allow employees to clean and disinfect their workstationSanitiser installed at the entrance to each building. Sign as hand sanitisation pointAppropriate intervals for collections of waste from the office rubbish bins in ensuredEnsure regular airing of the building with open windows Follow the guidance on how to protect building ventilation systems from the spread of coronavirus. <https://www.homesafe-me.co.uk/siteassets/document-repository/health-and-wellbeing/20201001-covid19-ventilation--heating-guidance_sept20_v1.pdf> | 4 | 1 | 4 |  |  |  |  |  |
| The COVID-19 virus, and the potential severe respiratory illness it could cause. |  | **Personal protective equipment (PPE**PPE is available where social distancing is compromised or government policy dictates that it is requiredFollow signage and latest corporate guidance (which follows Government guidance) in regard appropriate PPE and useEmployees are to wear face coverings in the building when not at their desk | 4 | 1 | 4 | **Face coverings**:* 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
 | 4 | 1 | 4 |  |
| The COVID-19 virus, and the potential severe respiratory illness it could cause. | EmployeesVisitorsContractorsEmployees’ Families | Workforce managementProcedure in place to facilitate ongoing consultation with the workforce and unionsTravel arrangements – take precautions in line with current Corporate and Government guidance.See separate policy/guidance on vehicle use.Advice on car sharing can be found in the COVID-19 vehicle risk assessmentA Home Safe toolbox talk on how to clean your vehicle has been produced for delivery to all relevant employees | 4 | 2 | 8 | 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 peopleEnsure those returning to offices receive training /guidance on the current rules. Managers should ensure the safety of returning workers and those who have continued to work through lockdown.Produce a communication, to be issued to contractors / tenants, which will set out the measures we have taken to create and maintain a safe working environment, and which highlights their responsibilities within this 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 workIt 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. | 4 | 1 | 4 |  |
| The COVID-19 virus, and the potential severe respiratory illness it could cause. |  | **Inbound and outbound goods**Non business (personal) deliveries to the site are prohibitedA risk assessment is in place for cleaning vehicles (post van and forklift truck)Employees working on the loading bay must regularly clean and wash their hands, especially between each round of goods received or despatchedHand washing facilities are available close to the loading bay | 4 | 1 | 4 | Ensure that post room workers are briefed on current corporate guidance, especially social distancing, face coverings and hand washing/sanitising. | 4 | 1 | 4 |  |
| The COVID-19 virus, and the potential severe respiratory illness it could cause. | EmployeesContractors | **Fire evacuation & Emergency**In an accident or emergency situation employees do not need to maintain social distancing 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.Fire evacuation drills are suspended during the coronavirus crisisFire Testing of systems and extinguisher checks are carried out as normalFire doors must only be held open with purpose made units which release in the event of a fire alarm activation.Regular fire drills have been carried out prior to thisCOVID-19 Fire Evacuation Guidance has been issued and is available on the Homesafe site | 4 | 1 | 4 | 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 activatedRe-instate regular fire drills taking account of social distancing and other current corporate covid guidance which can be found on the Homesafe page.  | 4 | 1 | 4 | 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.