



This risk assessment has been completed following Government guidance on Working safely during COVID-19 in offices and contact centres - Guidance for employers, employees and the self-employed, dated 11 May 2020.

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

For all safe systems, there are five basic steps necessary in producing them:

1. Assessment of the task
2. Hazard identification and risk assessment
3. Identification of safe methods
4. Implementing the system
5. Monitoring the system

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's managing the risk of COVID-19

• FIVE STEPS TO SAFER • WORKING TOGETHER

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Risk Assessment with phased return to work during COVID-19

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Completed
Travel.	<p>Colleagues travelling to/from work via public transport.</p> <p>From contact with general public in enclosed spaces.</p>	<p>Giving colleagues the choice to work from home or travel into the office if they feel it is safe to do so.</p>	<p>Stagger start and finish times to enable colleagues to avoid busier period for public transport.</p> <p>Communicate to all colleagues.</p> <p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>Project team</p> <p>Project team</p> <p>TW & LW</p>	<p>Prior to 1st Aug</p>	
Arrival to and departure from office.	<p>Colleagues</p> <p>Visitors</p> <p>Cleaning staff</p> <p>Building management/maintenance staff</p> <p>From individuals failing to maintain 2m recommended distance or situations that may make this distance difficult to maintain.</p>	<p>Signage to remind of 2m distancing and use of hand sanitiser stations at entrances and exits.</p> <p>Designated and clearly marked route for entry to building/office with separate designated route for exit.</p>	<p>Stagger start and finish times to avoid congestion at entrance/exit.</p> <p>Ask cleaners to return to arrival time of 6pm.</p> <p>Operations to meet visitors as they arrive to explain and ensure correct entrance/exits and enhanced hygiene measures are used.</p> <p>Communicate to all colleagues, cleaners and Operations team.</p>	<p>Project team</p> <p>Ops team</p> <p>Ops team</p> <p>Project team</p>	<p>Prior to 1st Aug</p>	
Social distancing in office environment.	<p>Colleagues</p> <p>Visitors</p> <p>Cleaning staff</p> <p>Building management/maintenance staff</p> <p>From individuals failing to maintain 2m recommended distance or situations that may make this distance difficult to maintain.</p>	<p>Signage at entrances/exits, kitchen areas, toilets, shower facilities, corridors and generally around office to remind everyone to maintain 2m distance.</p> <p>Clearly marked 'holding' areas to enable colleagues to safely pass at 2m where alternative routes not available.</p> <p>Propping open regularly used doors that are not used for security or classed as fire doors.</p>	<p>Communicate to all colleagues.</p> <p>Check whether leaving doors open overnight will impact alarm systems.</p> <p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>Project team</p> <p>Ops team</p> <p>TW & LW</p>	<p>Prior to 1st Aug</p>	

Risk Assessment with phased return to work during COVID-19

<p>Workstations.</p>	<p>Colleagues Cleaning staff</p> <p>From colleagues failing to maintain 2m recommended distance or seating plan making this difficult to achieve.</p> <p>From colleagues sharing workstations and equipment.</p> <p>From colleagues leaving unsanitary products at workstations.</p>	<p>Manage occupancy levels to ensure social distancing measures can be effectively maintained.</p> <p>Ensure colleagues can maintain 2m social distancing whilst seated at desks.</p> <p>Ensure colleagues seated side by side or back to back and not directly facing one another without screen for separation.</p> <p>Avoid hotdesking or use of different workstations.</p>	<p>Communicate to all colleagues.</p> <p>Monitor requirement for desk screens.</p> <p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>Project team</p> <p>Ops team</p> <p>TW & LW</p>	<p>Prior to 1st Aug</p> <p>Review in September</p>	
<p>Handling paperwork and equipment.</p>	<p>Colleagues</p> <p>From handling paperwork that may have come into contact with someone with Covid-19.</p>	<p>Avoid sharing documents and equipment between colleagues.</p> <p>Continue with digital copies for supplier invoices, job bags, etc.</p>	<p>Communicate to all colleagues.</p>	<p>Project team</p>	<p>Prior to 1st Aug</p>	
<p>Moving around the building/office.</p>	<p>Colleagues Visitors Cleaning staff Building management/maintenance staff</p> <p>From individuals failing to maintain 2m recommended distance or situations that may make this distance difficult to maintain.</p>	<p>Encourage colleagues to minimise movement around the office.</p> <p>Avoid use of communal office space unless absolutely necessary.</p> <p>Signage to remind of maintaining 2m social distancing.</p> <p>Reminding colleagues to maintain 2m distance as far as possible when walking near to desks.</p> <p>Clearly marked 'holding' areas to enable colleagues to safely pass at 2m where alternative routes not available.</p>	<p>Communicate to all colleagues.</p> <p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>Project team</p> <p>TW & LW</p>	<p>Prior to 1st Aug</p>	

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<p>Meeting rooms.</p>	<p>Colleagues Visitors</p> <p>From individuals failing to maintain 2m recommended distance.</p> <p>From colleagues sharing meeting room desks and equipment.</p> <p>From colleagues leaving unsanitary products at workstations.</p>	<p>Meeting rooms to be used only when absolutely necessary.</p> <p>Signage to remind people to maintain 2m social distancing and use of hand sanitiser.</p> <p>Signage to remind colleagues and visitors to ensure they take all personal and work related items with them when they leave the room.</p>	<p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>Project team TW & LW</p>	<p>Prior to 1st Aug</p>	
<p>Kitchen facilities.</p>	<p>Colleagues</p> <p>From individuals failing to maintain 2m recommended distance.</p> <p>From colleagues sharing crockery/cutlery.</p>	<p>Limit access to kitchen to maximum of 2 people in Manchester and 1 in London at any one time.</p> <p>Signage to remind people to maintain 2m social distancing and use of hand sanitiser.</p> <p>Clearly marked 'holding' areas to enable colleagues to safely pass at 2m where alternative routes not available.</p> <p>Restrict use of microwave and kettle to ensure all colleagues have opportunity to use kitchen facilities over lunchtime.</p> <p>Restrict use of seating in kitchen to ensure colleagues have opportunity to use facilities over lunchtime. Colleagues to eat at their desks or off premises.</p> <p>Colleagues to bring in own crockery and cutlery if wish to use.</p> <p>Restrict food preparation in kitchen – colleagues to bring prepared food with them.</p> <p>Restrict use of dishwashers to prevent cross contamination of crockery/cutlery.</p> <p>Limit hot water access to Quooker and Water machine hot options.</p>	<p>Communicate to all colleagues.</p> <p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>Project team TW & LW</p>	<p>Prior to 1st Aug</p>	

Risk Assessment with phased return to work during COVID-19

<p>Lunch and other breaks.</p>	<p>Colleagues Cleaning staff</p> <p>From individuals failing to maintain 2m recommended distance during breaks, either on or off site.</p> <p>From colleagues leaving unsanitary products at workstations.</p>	<p>Ensure colleagues clear and clean crockery and cutlery from their desks at the end of each day.</p> <p>Remind colleagues taking lunch breaks off site to maintain social distancing.</p>	<p>Communicate to all colleagues.</p>	<p>Project team</p>	<p>Prior to 1st Aug</p>	
<p>Toilet facilities.</p>	<p>Colleagues Visitors Cleaning staff</p> <p>From individuals failing to maintain 2m recommended distance.</p> <p>From colleagues failing to dispose of unsanitary products.</p>	<p>Signage to remind people to maintain 2m social distancing and importance of good hygiene measures.</p> <p>Leave main doors open so colleagues can see one another on entry/exit.</p> <p>Manchester office – restrict use of toilets within shower rooms. These areas to be used for shower only.</p>	<p>Communicate to all colleagues.</p> <p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>Project team TW & LW</p>	<p>Prior to 1st Aug</p>	
<p>Shower facilities.</p>	<p>Colleagues Cleaning staff</p> <p>From colleagues failing to dispose of unsanitary products.</p> <p>From colleague failure to clean down shower after each use.</p>	<p>Access to cleaning products and signage to instruct users to clean down shower after each use.</p> <p>Ensure colleagues using these facilities remove all belongings (including towels, shower gels, deodorants etc) from shower room and keep in own bags by desks.</p>	<p>Communicate to all colleagues.</p> <p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>Project team TW & LW</p>	<p>Prior to 1st Aug</p>	

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<p>General hygiene.</p>	<p>Colleagues Visitors Cleaning and building management/maintenance staff Suppliers with contact for deliveries etc</p>	<p>Hand sanitiser stations at entrance/exit to main building, entrance/exit to specific SMRS office space, kitchen areas, toilet facilities etc.</p> <p>Hand sanitiser on desks for intermittent use.</p> <p>Tissues on desks for use as required with guidance to dispose of using allocated rubbish bins with foot pedal operated lids.</p> <p>Signage to remind colleagues and visitors of importance of enhanced hygiene routines throughout the day.</p> <p>Masks and gloves available for use where individuals choose to do so with specific disposal bins for these items.</p>	<p>Ensure ongoing supply of sanitiser, gloves, masks and tissues as required.</p> <p>Continue to remind colleagues, visitors and cleaning/building staff of measures in place.</p> <p>Communicate to all colleagues.</p> <p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>Ops team</p> <p>Project team</p> <p>Project tea</p> <p>TW & LW</p>	<p>Prior to 1st Aug</p>	
<p>Hazardous substances more readily available around the office.</p>	<p>Colleagues Visitors Cleaning and building management/maintenance staff</p> <p>From potential spillages or reactions.</p>	<p>Allocated storage and clear labelling.</p> <p>First aid provisions on site for instances where may be required.</p>	<p>Communicate to all colleagues.</p>	<p>Project team</p>	<p>Prior to 1st Aug</p>	
<p>Disposal of general waste.</p>	<p>Colleagues Cleaning staff Building management/maintenance staff</p> <p>From potential contact with Covid-19 and/or hazardous substances.</p>	<p>Bins with pedal operated lids for general waste and tissues.</p> <p>Recycling bins and clear signage in place for guidance to ensure these are used appropriately.</p>	<p>Check cleaner's procedures.</p> <p>Check bins in London have lids.</p> <p>Communicate to all colleagues.</p> <p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>Ops team</p> <p>Ops team</p> <p>Project team</p> <p>TW & LW</p>	<p>Prior to 1st Aug</p>	

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<p>Cleaning.</p>	<p>Colleagues Visitors Cleaning staff Building management/maintenance staff</p> <p>From insufficient cleaning measures that may lead to the potential spread of Covid-19.</p>		<p>Discuss revised cleaning protocols with cleaning companies in both locations.</p> <p>Ensure cleaning companies conducted their own risk assessment and obtain a copy for review.</p> <p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>Ops team</p> <p>Ops team</p> <p>TW & LW</p>	<p>Prior to 1st Aug</p>	
<p>Heating and ventilation.</p>	<p>Colleagues Visitors Cleaning staff Building management/maintenance staff</p> <p>From circulation of air that potentially carries Covid-19.</p>	<p>Heating controlled centrally by building management and radiators by Ops to maintain comfortable temperature in the office.</p> <p>Use of AC units strictly prohibited with signage to remind colleagues of this.</p> <p>Use of electric blow heaters and fans strictly prohibited with signage to remind colleagues of this.</p> <p>Windows to be opened as much as possible to allow the circulation of fresh air without risk of spreading the potential virus.</p>	<p>Communicate to all colleagues.</p> <p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>Project team</p> <p>TW & LW</p>	<p>Prior to 1st Aug</p>	
<p>Visitors.</p>	<p>Colleagues Visitors Cleaning staff Building management/maintenance staff</p> <p>From potential contact with Covid-19.</p>	<p>Prohibit visitors to the office unless absolutely necessary.</p> <p>Advance notice of all potential visitors to be communicated to Ops.</p>	<p>Ops and/or relevant colleague to meet and greet visitors, explain social distancing and hygiene measures we have in place and our expectations of them whilst in the office.</p> <p>Communicate to all colleagues.</p> <p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>Ops team & those receiving visitors</p> <p>Project team</p> <p>TW & LW</p>	<p>Prior to 1st Aug</p>	

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<p>Deliveries.</p>	<p>Colleagues Visitors Cleaning staff Building management/maintenance staff</p> <p>From potential contact with Covid-19.</p>	<p>Restrict deliveries being brought into the office by third parties as much as possible.</p> <p>Deliveries to be collected from main entrance to the building.</p> <p>Hygiene measures to be observed by those receiving the delivery.</p> <p>Products being received to be sanitised if possible.</p> <p>Where delivery personnel must enter building/office, social distancing and hygiene measures to be explained and observed with supervision by a member of staff.</p> <p>Personal deliveries to work strictly prohibited.</p>	<p>Communicate to all colleagues.</p> <p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>Project team TW & LW</p>	<p>Prior to 1st Aug</p>	
<p>At risk groups.</p>	<p>Colleagues shielding or living with those who are if come into contact with Covid-19.</p> <p>Colleagues classed as vulnerable or living with those who are if come into contact with Covid-19.</p>	<p>Option to continue working from home for as long as necessary.</p> <p>Social distancing and hygiene measures in place around the office for those who choose to come onto the premises.</p> <p>Signage to remind all colleagues of these measures.</p>	<p>Communicate process for raising any questions or concerns to all colleagues.</p> <p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>TW & LW</p>	<p>Prior to 1st Aug</p>	
<p>New members of the agency.</p>	<p>Colleagues whose employment commenced during lockdown will need to be introduced to the office and facilities in a safe manner.</p>	<p>Induction process adapted to take into account social distancing and hygiene measures, with these explained clearly as with all staff.</p>	<p>Communicated to line managers where relevant.</p>	<p>Ops team</p>	<p>Prior to 1st Aug</p>	

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<p>Suspected case of Covid-19.</p>	<p>Individual displaying symptoms of Covid-19.</p> <p>Colleagues, visitors, cleaning staff, building management/maintenance staff and their respective households from contact with individual diagnosed with Covid-19 or contact with equipment used by the individual.</p>	<p>Allocated room for self-isolation while arrangements to go home are made.</p> <p>Manchester – small meeting room London – small meeting room closest to reception.</p>	<p>Communicate to all colleagues.</p> <p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>Project team</p> <p>TW & LW</p>	<p>Prior to 1st Aug</p>	
<p>Confirmed case of Covid-19.</p>	<p>Colleagues, visitors, cleaning staff, building management/maintenance staff and their respective households from contact with individual diagnosed with Covid-19 or contact with equipment used by the individual.</p>		<p>Communicate to colleagues that all confirmed cases of Covid-19 with either themselves or anyone they live with should be reported to their line manager to allow us to take any necessary precautions with regards to enhanced hygiene measures and communicating to wider agency where they may have come into contact with the individual(s) concerned.</p> <p>Inform building management so deep clean of communal areas can be arranged.</p> <p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>Individuals responsible for reporting confirmed case to line manager. Line managers to communicate to Ops team.</p> <p>Ops team</p> <p>TW & LW</p>	<p>Prior to 1st Aug</p>	

Risk Assessment with phased return to work during COVID-19

<p>Concerns regarding Covid-19 in the workplace.</p>	<p>Colleagues Visitors Cleaning and building management/maintenance staff Suppliers with contact for deliveries etc</p> <p>Concerns for self, colleagues and members of the same household.</p>	<p>Enhancing hygiene measures and cleaning routines around offices.</p> <p>Signage to remind colleagues and visitors of importance of enhanced hygiene routines.</p> <p>Communicating regularly with all colleagues, visitors and cleaning/building staff where relevant.</p>	<p>Escalation process for ongoing concerns not addressed by these measures.</p> <p>Communicate to all colleagues.</p> <p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>Practical queries or concerns to LW & TW in the first instance.</p> <p>Escalation to HR for any anonymous concerns.</p> <p>Project team</p> <p>TW & LW</p>	<p>Prior to 1st Aug</p>	
<p>Accidents and emergency situations.</p>	<p>Colleagues Visitors Cleaning and building management/maintenance staff Suppliers with contact for deliveries etc</p> <p>These could be Covid-19 related but also slips, trips, falls, fire, flood, health incidents, etc.</p>	<p>Spillages to be promptly cleaned up by individual causing or discovering the spillage, with appropriate signage displayed to warn of any ongoing hazard.</p> <p>If fire alarm sounds, to maintain guidance that everyone on site leaves via the nearest exit as quickly and safely as possible, even if this means disregarding social distancing measures.</p> <p>If an incident occurs that requires first aid, the nominated first aider must check with the individual concerned that they are happy to receive treatment prior to approaching them. If the individual is not conscious then an assessment of the severity of the situation must be made and action taken accordingly. In either situation, if it is felt that emergency services are required, the nominated first aider is to call 999 immediately. Nominated first aiders will have access to protective equipment such as masks and gloves that will be clearly signposted in each location.</p>	<p>Nominate an acting first aider for each day we have a presence in the office.</p> <p>Nominate an acting fire marshal for each day we have a presence in the office.</p> <p>Communicate to all colleagues.</p> <p>Continue to review alongside Government guidelines and colleague feedback.</p>	<p>Ops to nominate first aider and fire marshal for each day and ensure the individuals concerned are comfortable with expectations</p> <p>Project team</p> <p>TW & LW</p>	<p>Prior to 1st Aug</p>	

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<p>Communication and updates to risk assessment and policies.</p>			<p>This document to be reviewed and updated on an ongoing basis – and at least monthly.</p>	<p>TW & LW</p>	<p>Prior to 1st Aug then before 1st of each month & as and when guidance is updated by Government</p>	
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COVID-19: what you need to do (Where to obtain further guidance) <https://www.gov.uk/coronavirus>

Support for businesses and employers during coronavirus (COVID-19) <https://www.gov.uk/coronavirus/business-support>

General guidance for employees during coronavirus (COVID-19) <https://www.gov.uk/guidance/guidance-and-support-for-employees-duringcoronavirus-covid-19>

