



Office Work Covid-19 Risk Assessment

RISK ASSESSMENT

Client:	Ensono Staines Office	Task:	Office Work during Covid-19 Pandemic	Revision #:	1
Date:	09.06.20 (addition to workplace risk assessment completed in 2019)	Conducted by:	Richard Garrod (Havio) in consultation with Anastazja Malejki-Morris		

Risk Header			Inherent Risk			Residual Risk			
Hazard	Who is at risk	How may people be harmed	S	L	Risk Rating	Control measures	S	L	Risk Rating
Ill Health in the Office	Employees	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	<p>Staff are to work from home where possible.</p> <p>If any person develops any or all of the following while in the office, they should notify their line manager and return home immediately:</p> <ul style="list-style-type: none"> - high temperature; - persistent cough; - anosmia (loss of smell). <p>They must avoid touching anything, be asked to cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow.</p> <p>They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed.</p> <p>Staff are to be advised to contact management if they have suspected symptoms or are concerned about Covid-19 when working in the office.</p>	5-Major	2-Unlikely	10-Medium

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Hazard	Who is at risk	How may people be harmed	S	L	Risk Rating	Control measures	S	L	Risk Rating
Self Isolation	Employees	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	<p>Management are to consult with staff to determine if they need to self-isolate as per government guidance. Information must be treated confidentially with assistance from HR as required.</p> <p>Anyone who meets one of the following criteria will not knowingly be permitted to go to the office. This will be reviewed by management and they will be asked to self-isolate if:</p> <ul style="list-style-type: none"> - They have any of the following: high temperature, new persistent cough, anosmia (loss of smell). - They are a vulnerable person (by virtue of their age - 70 or older, underlying health condition, clinical condition or is pregnant). - They are living with someone in self-isolation or a vulnerable person. <p>For anyone who is deemed clinically vulnerable or living with someone who is clinically vulnerable and cannot work from home this risk assessment must be subject to review before they return to work.</p> <p>Reasonable steps should be taken to enable anyone self-isolating to work from home.</p> <p>Government and risk assessment information and advice will be communicated to all relevant persons and regularly reviewed.</p>	5-Major	2-Unlikely	10-Medium

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Hazard	Who is at risk	How may people be harmed	S	L	Risk Rating	Control measures	S	L	Risk Rating
Working Hours	Employees	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	Reduced number of people returning to office as part of a staged return to work. Office hours are 08:00 to 17:30. Flexible working hours will be accommodated. Stagger break times to reduce congestion and contact. Clearly communicate working hours and break times to staff. Consider introducing a combination of the below as/when required: - Stagger start/finish times to reduce high footfall of people at one time. - Alternate days of people working to reduce the number of people in the office at any one time. - It would be worthwhile introducing early/late shifts to reduce the number of staff in the office at any one time. - Consideration of the working week being compressed into 4 days to minimise the number of days at the office. This could be varied between teams so that staff do not always get the same day off.	5-Major	2-Unlikely	10-Medium

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Travel	Employees, General Public	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	<p>Staff are to travel to work alone using their own transport.</p> <p>Consideration of additional storage arrangements for vehicles and bicycles.</p> <p>Staff are to adhere to social distancing rules when travelling to and from work.</p> <p>Business travel will not be permitted.</p> <p>Staff travelling via public transport will not be permitted to the office.</p> <p>Staff are encouraged to take their own hand sanitiser (where available) when travelling to and from work.</p> <p>Staff are encouraged to wash their hands or use hand sanitiser on arrival and when leaving work.</p>	5-Major	2-Unlikely	10-Medium

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Building Communal Areas	Employees, Tenants	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	<p>JLL have been consulted with and have put provision in place for the following areas:</p> <ul style="list-style-type: none"> - Entrance/exit. - Reception (desk is 2.5m away from Ensono entrance door). Floor tape denoting 2m distance. - Passenger lifts (one person at a time). - Toilet areas. <p>Arrangements made within car park, Ensono staff will be informed not to park next to each other.</p> <p>Communicate measures for communal areas with staff and relevant people (visitors, contractors etc.).</p>	5-Major	2-Unlikely	10-Medium
Office Access and Egress	Employees, Tenants	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	<p>All persons are to use hand sanitiser on entering and leaving the office.</p> <p>All persons are to adhere to social distancing rules when entering and leaving the office.</p> <p>All persons are to operate a stop, look and listen approach when using narrow stairways and corridors. To avoid crossing on the stairways/corridors persons are to stand in areas of safety (2m apart) when allowing others to pass.</p> <p>Where possible, remove or disable entry point systems that require contact with surfaces.</p>	5-Major	2-Unlikely	10-Medium

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Hazard	Who is at risk	How may people be harmed	S	L	Risk Rating	Control measures	S	L	Risk Rating
Handwashing	Employees	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	<p>Management are to allow for more regular breaks to enable more hand washing when required.</p> <p>Hand sanitiser pop-up stations in the following locations:</p> <ul style="list-style-type: none"> - In kitchenette. - At all rest and breakout areas. - In all meeting rooms. - At all photocopier/printing areas. - Throughout the office. <p>Hand sanitiser to be provided to all staff for personal use.</p> <p>Soap and hand sanitiser is to be regularly monitored to ensure that it remains topped up.</p> <p>Re-usable hand towels are not to be used.</p> <p>Hand dryers or disposable hand towels are to be used to dry hands.</p> <p>Suitable and sufficient rubbish bins provided for hand towels with regular removal and disposal.</p> <p>Hand washing facilities are to be regularly cleaned.</p> <p>Staff are to communicate with their supervisors or line manager if they are low on hand sanitiser or see that soap is low.</p>	5-Major	2-Unlikely	10-Medium

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Cleaning	Employees, Contractors	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	Professional cleaning services appointed that clean the office daily. The professional cleaning company should be vetted to confirm that they are meeting health and safety standards. Cleaners will attend site after hours to minimise contact and clean the used desks and communal areas on a daily basis. The entire office will be cleaned on a weekly basis. Provide wipe dispenser stations in the following locations: - In kitchenette. - In all meeting rooms. - In all rest and breakout areas. - At all photocopier/printing areas. - Where any sharing equipment takes place. Disinfectant spray and/or wipes are to be used regularly applied on touch points each day e.g. door handles, buttons, taps, work equipment. Computer equipment and desks to be regularly wiped.	5-Major	2-Unlikely	10-Medium

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Hazard	Who is at risk	How may people be harmed	S	L	Risk Rating	Control measures	S	L	Risk Rating
Close Working (movement around the office)	Employees	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	<p>A minimum social distancing of 2m or greater is to be maintained when moving around the office, as far as reasonably practicable.</p> <p>A one way system is not required due to the large office providing passing points. All persons are to operate a stop, look and listen approach when using walkways and corridors. To avoid crossing in these instances, persons are to stand in areas of safety (2m apart) when allowing others to pass.</p> <p>Everyone must take responsibility for their actions and behaviours.</p> <p>Vision panels in doors and open plan office will aid visibility of others in the vicinity.</p>	5-Major	2-Unlikely	10-Medium

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Hazard	Who is at risk	How may people be harmed	S	L	Risk Rating	Control measures	S	L	Risk Rating
Close Working (at a desk/computer) (1 of 2)	Employees	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	<p>Staff are to work from home where possible.</p> <p>All staff are to use their own computer.</p> <p>Hot desking is not permitted.</p> <p>Staff are not to share computers or accessories e.g. mouse, keyboard, chair, telephones.</p> <p>If sharing equipment is unavoidable it must be thoroughly cleaned and wiped down with disinfectant wipes after use.</p> <p>A minimum social distancing of 2m or greater will be maintained when sitting at desks. Monitors have been removed from desks that are not in use to ensure that this can be achieved.</p>	5-Major	2-Unlikely	10-Medium

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Close Working (at a desk/computer) (2 of 2)	Employees	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	Desks have been rearranged (removed from use) to accommodate social distancing. Number of associates have been significantly reduced to accommodate social distancing. Individual offices will not to be shared. They are to accommodate one person per office. Teams are to be kept as small as possible. Delivery of fresh air is to be provided through Air Handling Units (AHU).	5-Major	2-Unlikely	10-Medium

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Hazard	Who is at risk	How may people be harmed	S	L	Risk Rating	Control measures	S	L	Risk Rating
Eating and Drinking Arrangements (1 of 2)	Employees	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	<p>All persons are to wash hands thoroughly with water and soap, or use hand sanitizer, before and after eating and drinking.</p> <p>Associates will use individually wrapped tea/coffee/milk/sugar.</p> <p>Staff are to be encouraged to take pre-prepared meals and refillable drinking bottles (water bottles, tea/coffee in flasks) from home to avoid using kitchenette facilities.</p> <p>Floor markings in place to assist people in keeping 2 metres apart.</p> <p>Kitchenette rest areas have been rearranged so that seating is positioned at least 2 metres apart.</p> <p>After using kitchenettes and rest areas persons are to wipe down surfaces and touch points with disinfectant wipes.</p>	5-Major	2-Unlikely	10-Medium

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Eating and Drinking Arrangements (2 of 2)	Employees	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	Crockery, eating utensils, cups will be placed in the dishwasher after use, the dishwasher handle will be wiped down after use.	5-Major	2-Unlikely	10-Medium
						Dispose of rubbish as soon as reasonably practicable. Bins will be wiped after use. Staff are to be encouraged not to use local shops for food and drink. If for any reason food or drink is needed from a shop then social distancing rules should be followed and contactless payments used. Use hand sanitiser before entering and when leaving shops.			
Rest and Breakout Areas	Employees	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	All persons to wash hands or use hand sanitiser before using rest and breakout areas.	5-Major	2-Unlikely	10-Medium
						Chairs have been removed in order that 2 metre distancing is maintained. PlayStation, chess and golf removed from use. After using the rest and breakout areas persons are to wipe down surfaces and touch points with disinfectant wipes.			

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Printing and Photocopying	Employees	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	<p>Staff should avoid printing/copying where possible.</p> <p>Where printing/copying is required it should be planned so that it can be completed in one trip to the copying area.</p> <p>Staff should attend the copying area as soon as items are sent for printing, so as to avoid others picking up their printed paperwork.</p> <p>Only one person at a time is to be permitted in the printing/photocopying area.</p> <p>Hand sanitiser is to be used before and after using the printer/copier.</p> <p>After using the printer/photocopier persons are to wipe down surfaces and touch points with disinfectant wipes.</p>	5-Major	2-Unlikely	10-Medium

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Hazard	Who is at risk	How may people be harmed	S	L	Risk Rating	Control measures	S	L	Risk Rating
Meetings	Employees	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	<p>Site meetings and communication with are to be conducted using telephony or media platforms.</p> <p>Face to face meetings are to be avoided.</p> <p>If for any reason face to face meetings are required they must be carried out in areas where social distancing measures can be achieved.</p> <p>Consider hosting meetings outside if safe to do so.</p> <p>Only absolutely necessary meeting participants should attend.</p> <p>Seating in meeting rooms is to be rearranged to accommodate 2m social distancing. This will determine maximum capacity.</p> <p>Persons attending meetings should not sit directly facing each other.</p> <p>Rooms should be well ventilated.</p> <p>Avoid sharing pens and other objects during meetings.</p> <p>Keep the duration of meetings to a minimum.</p> <p>Avoid using seating for short duration meetings.</p> <p>After using the meeting spaces persons are to wipe down surfaces and touch points with disinfectant wipes.</p>	5-Major	2-Unlikely	10-Medium

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Toilet Facilities	Employees, Tenants	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	JLL have organised the toilets in order that they will be single occupancy only with indicator lock fitted. Toilets will be cleaned throughout the day,	5-Major	2-Unlikely	10-Medium
Lack of Covid-19 Communication (1 of 2)	Employees	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	Handwashing/sanitiser signage in the following locations: - By all hand sanitiser pop-up stations. - By all kitchenette sinks. Signage advising persons to use disinfectant wipes to clean surfaces and touch points after use in the following locations: - In kitchenette area. - By all rest and breakout areas. - In all meeting rooms. - At all photocopying/printing areas. Maximum capacity signage in the following locations: - In kitchenette area. - In all meeting rooms.	5-Major	2-Unlikely	10-Medium
Lack of Covid-19 Communication (2 of 3)	Employees	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	Distancing (2m) floor markers have been installed throughout. Covid-19 information and awareness signage is to be displayed in strategic locations throughout the office. Ensono Leadership team holding regular Coronavirus meetings to ensure quick and effective response to daily changing situation.	5-Major	2-Unlikely	10-Medium

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Lack of Covid-19 Communication (3 of 3)	Employees	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	<p>All staff and relevant persons are to be provided with information, instruction and training in relation to this risk assessment and other necessary government advice.</p> <p>Consult and communicate with staff about the proposed implementation. A depicted floor plan can assist.</p> <p>Display the government display notice in the workplace. This is to be signed by the MD/CEO to show that the five steps to working safer together have been fulfilled.</p> <p>Signage in place is to be reviewed and updated regularly as required.</p> <p>Information, instruction and training is to be refreshed regularly as required.</p>	5-Major	2-Unlikely	10-Medium

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Visitors and Third Parties	Employees	Ill health caused by Covid 19	5-Major	4-Likely	20-Critical	<p>All non-essential visitors and third parties will not be permitted at the office.</p> <p>Any essential visitors and third parties must be fully briefed on the site specific rules on or before arrival. This should be communicated electronically where possible.</p> <p>Determine if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people.</p> <p>Limit the number of visitors at any one time.</p> <p>Maintaining a record of all visitors, if practical.</p> <p>Contractors will where possible be engaged to complete works Thursday mornings and Friday mornings (leaving 72 hours between works and staff presence).</p> <p>Consider screening essential visitors before they arrive to confirm that they do not pose higher risk. For example a questionnaire could be sent for completion before arrival checking that they have not had symptoms etc. Be mindful of GDPR requirements if this is carried out as this would be treated as confidential information. Liaise the HR for assistance.</p>	5-Major	2-Unlikely	10-Medium

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Hazard	Who is at risk	How may people be harmed	S	L	Risk Rating	Control measures	S	L	Risk Rating
Handling Items and Deliveries	Employees, Contractors	Ill health caused by Covid 19	5-Major	3-Possible	15-High	<p>Avoid person-to-person contact during deliveries.</p> <p>Personal deliveries will not be permitted.</p> <p>Avoid the need to sign documents etc. where possible.</p> <p>Where possible, deliveries are to be left for 72 hours before opening. Alternatively move and store the delivery for 72 hours and wash hands afterwards.</p> <p>Only handle and move items when necessary.</p> <p>Minimise the amount of persons in contact with the items.</p> <p>Minimise the amount of deliveries by placing one order for multiple items where possible.</p> <p>Tasks are to be arranged so working independently can be achieved. Where this is not possible the 2m social distancing rules must be adhered to.</p>	5-Major	2-Unlikely	10-Medium

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Smoking	Employees, Tenants	Ill health caused by Covid 19	5-Major	3-Possible	15-High	All smokers should wash hands thoroughly or use hand sanitiser before smoking. All smokers are to maintain social distancing when in the smoking area. Smokers must not enter the smoking area when social distancing cannot be achieved. Smokers should be discouraged from sharing cigarettes and lighters.	5-Major	2-Unlikely	10-Medium

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First Aid	Employees	Lack of first aid support. Ill health caused by Covid 19	5-Major	2-Unlikely	10-Medium	<p>Where possible, a trained first aider is to always be on site at any time.</p> <p>All employees are encouraged to look after each other and call 999 as/when required.</p> <p>Wellness room created to allow rest for people who may not feel well. HR contact details provided in this room for person to contact if required.</p> <p>Signage in place informing people that they should dial 999 in an emergency.</p> <p>Appointed person will look after first aid provisions when first aider is not on site.</p> <p>Persons administering first aid should wash hands beforehand (providing it doesn't compromise the first aid being given).</p> <p>If an accident occurred people do not have to stay 2m apart if it would be unsafe.</p> <p>People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.</p> <p>First aid boxes are to be regularly checked and maintained each month.</p>	5-Major	1-Rare	5-Low

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Fire	Employees	Fire. Ill health caused by Covid 19	5-Major	2-Unlikely	10-Medium	<p>Where possible, a trained fire warden is to always be in the office.</p> <p>All staff are to be fully trained to the fire & emergency procedure.</p> <p>If a fire occurred people do not have to stay 2m apart when evacuating if it would be unsafe. Liaise with building management to confirm evacuation procedures - a phased evacuation may help.</p> <p>People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.</p> <p>Fire doors are not to be wedged open. Focus on regular cleaning of door handles and push plates.</p> <p>Keep escape routes and exits clear and easily openable - for example do not block with hand sanitiser pop-up stations.</p> <p>Ensure that fire safety systems are maintained and serviced as required.</p> <p>The suitability of the Muster Point is to be reviewed to determine if alternative locations are more appropriate for maintaining social distancing.</p> <p>Display signage of fire wardens.</p>	5-Major	1-Rare	5-Low

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Temporary Homeworking	Employees	Ill health caused by Covid 19	4-High	3-Possible	12-Medium	Temporary home working advice is communicated to staff. Reasonable measures are to be put in place for temporary homeworkers where possible e.g. DSE. Specific DSE home workstation assessments to be completed for long-term homeworkers. Homeworkers are to be checked in with regularly. Staff well-being to be monitored. Communication and consultation to be maintained with staff. Consideration of interactive team events, catch ups etc.	4-High	2-Unlikely	8-Medium
Contingency Planning	Employees	Loss of business. Stress related illness.	5-Major	4-Likely	20-Critical	Review the risk assessment regularly and update as required. Monitoring compliance of the controls is to be regularly carried out by management. Action is to be taken if the controls are not being followed or working effectively. Stay abreast of government guidance and information daily. Maintain a business continuity plan. Plan how someone would be taken home if they fall ill.	5-Major	2-Unlikely	10-Medium

DETERMINING RISK LEVEL

		Severity				
		1-Small	2-Minor	3-Moderate	4-High	5-Major
Likelihood	5-Almost Certain	5-Low	10-Medium	15-High	20-Critical	25-Critical
	4-Likely	4-Low	8-Medium	12-Medium	16-High	20-Critical
	3-Possible	3-Low	6-Low	9-Medium	12-Medium	15-High
	2-Unlikely	2-Low	4-Low	6-Low	8-Medium	10-Medium
	1-Rare	1-Low	2-Low	3-Low	4-Low	5-Low

Prioritisation of Risk		
Residual Risk Level	Action Required	Suggested Timing
Critical (20-25)	Immediately cease the activity	Immediate
High (15-19)	Initiate steps to further control the risk	Immediate
Medium (7-12)	Review for improvement opportunities. Closely monitor the effectiveness of existing risk controls.	Within one month
Low (1-6)	Monitor the effectiveness of risk controls. Reduce the risk further if practicable.	Ongoing control as part of a management system