

The Config Team Skelmersdale Office – COVID-19 Risk Assessment

Assessment Carried out by: Peter Metcalf, Head of HR

Date of Assessment: Monday 10 August 2020

Introduction

As an employer, we have a duty of care to protect our employees from any potential health and safety risks, which includes taking reasonable steps to protect both our own colleagues, and others visiting our offices, from Covid-19.

To ensure we are managing our responsibility, we have carried out a risk assessment of the Skelmersdale office, which included:

- Identifying any work activities or situations that may cause transmission of the virus
- Identifying groups that could potentially be at risk
- Identify how likely any potential risk is
- Identify the required action to remove or control the risk

The completed risk assessment will be continually monitored to ensure the identified risks are being monitored and any new risks assessed. All employees have been informed of the risk assessment and provided with a 'Safe Working Protocol' document, which they are required to adhere to when working from the Skelmersdale Office.

Guidance has been taken from the Health and Safety Executive (HSE) when completing the risk assessment and further information from HSE, on working safely and managing risk during the Coronavirus outbreak, can be found [here](#).

Risk Assessment

Risks	Groups at Risk	Controls	Further Action	Responsible	Deadline
Contracting or spreading coronavirus by not washing hands adequately	<ul style="list-style-type: none"> Employees Customers Contractors Drivers to and from the office Visitors 	All groups to follow Government guidance on cleaning, hygiene and hand washing.	Put in place monitoring and supervision to ensure people are following controls.	Peter Metcalf	14/08
		Provide water, soap and drying facilities for all groups.	Display signs to remind people to wash their hands.	Peter Metcalf / Inv. Centre	14/08
		Provide information on how to wash hands properly through posters.	Provide information regarding where colleagues can wash / sanitise hands.	Peter Metcalf / Inv. Centre	14/08
		Ensure enough washing facilities are in place to cater for the levels of employees in the office.	Identify if and where additional hand washing facilities may be needed.	N/A	
		Provide hand sanitiser for occasions when people cannot wash their hands.	Identify how to replenish hand washing /sanitising facilities.	Peter Metcalf / Inv. Centre	14/08
		Ensure any sites employees are visiting provide hand washing facilities.	Ensure people check their skin for dryness and cracking and inform them of the contact to report problems to.	Peter Metcalf	14/08
Contracting or spreading Coronavirus in common high traffic areas including canteen, kitchen, corridors, toilet facilities, entry/exit points to facilities, lifts.	<ul style="list-style-type: none"> Employees Customers Contractors Drivers entering the office Visitors 	Office capacity has been limited to 22 based on 2m guidance. Usable desks are not facing each other where possible.	Liaise with Investment Centre regarding any opening plans for the canteen.	Peter Metcalf	Ongoing
		All meeting rooms have a maximum capacity adhering to the 2m guidance.	Monitor cleaning and review if any further cleaning is required.	Peter Metcalf / Inv. Centre	Ongoing
		Canteen is currently closed.			

		<p>Policy of only one colleague in the kitchen at any one time.</p> <p>Microsoft Teams is being used as the default for meetings rather than any face to face or close proximity gatherings.</p> <p>A one-way system has been put in place for communal areas.</p> <p>Investment Centre has put procedures in place for communal areas.</p> <p>Office doors to be chocked open in the morning and left open all day</p> <p>Cleaners to deep clean each evening in the office and the Investment Centre.</p> <p>Hand Sanitiser to be provided in all office working areas and in the communal areas by The Investment Centre.</p>	Identify a plan to replenish hand sanitiser in office areas.	Peter Metcalf	14/08
Contracting or spreading coronavirus through employees living together and/or travelling to work together.	Employees	<p>Identify groups of workers who live together and group them into a work cohort.</p> <p>Identify groups of workers who travel to work together and group them into a work cohort.</p>	Discuss with workers who live and/or travel to work together to agree how to prevent the risks of spreading coronavirus.	N/A (No colleagues work or travel together other than family members who work for the business. Sites visits are attended by using separate cars).	14/08

<p>Contracting or spreading coronavirus by not cleaning surfaces, equipment and workstations</p>	<ul style="list-style-type: none"> • Employees • Customers • Contractors • Drivers to and from the office • Visitors 	<p>Follow Government guidelines on cleaning and hygiene.</p> <p>Reduce the need for people to move around the site as far as possible to reduce the potential spread of any contamination through touched surfaces.</p> <p>Cleaning equipment is provided on each desk that is in use. Colleagues have been informed to clean desks before and after use each day.</p> <p>Cleaning contractors are scheduled to deep clean the office each evening.</p> <p>All internal doors to be chocked open to limit door surface touch points.</p> <p>Colleagues have been encouraged to minimise the belongings they bring into the office.</p> <p>Any frequently used equipment i.e. drinks dispenser, printer, coffee machine etc. has been provided with cleaning equipment nearby and colleagues informed to use these before and after use.</p> <p>Surfaces to be kept clear to make it easier to clean and reduce the likelihood of contaminating objects.</p>	<p>Put in place monitoring and supervision to make sure people are following controls, ie are implementing the cleaning regimes implemented.</p> <p>Provide instruction and training to people who need to clean. Include information on:</p> <ul style="list-style-type: none"> ➤ Products to use ➤ Precautions to follow ➤ Areas to clean <p>Identify how cleaning products will be replenished.</p> <p>Desks are not allocated to any one person and can be booked via the desk booking app.</p> <p>Colleagues asked to report any cases of C19 for themselves or family members to Management.</p> <p>Investment Centre to inform Peter Metcalf is there is a reported case within other businesses sharing the building space.</p>	<p>Peter Metcalf</p> <p>Peter Metcalf</p> <p>Peter Metcalf</p> <p>Peter Metcalf</p> <p>Peter Metcalf</p> <p>Inv.Centre</p>	<p>14/08</p> <p>14/08</p> <p>14/08</p> <p>14/08</p> <p>14/08</p> <p>14/08</p>
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		<p>Provide more bins and empty them more often.</p> <p>Colleagues to report incidents of non-conformance to management.</p>			
<p>Mental health and wellbeing affected through isolation or anxiety about coronavirus.</p>	<p>Employees</p>	<p>Follow HSE guidance on stress and mental health.</p>	<p>Share further information and advice about mental and health wellbeing.</p>	<p>HR Team</p>	<p>14/08</p>
		<p>Regular keep in touch meetings/calls with people working at home to talk about any work issues.</p>	<p>Consider an occupational health referral if personal stress and anxiety issues are identified.</p>	<p>Management 121s</p>	<p>14/08</p>
		<p>Talk openly with employees about the possibility that they may be affected and inform them how to raise concerns or who to go to so they can talk things through.</p> <p>Involve workers in completing risk assessments so they can help identify potential problems and identify solutions.</p> <p>Keep workers updated on developments so they feel involved and reassured.</p> <p>Discuss the issue of fatigue with employees and make sure they take regular breaks, are encouraged to take leave, set working hours to ensure they are not working long hours.</p> <p>Monthly 'Colleague Care Parks' issued to all employees.</p>	<p>Encourage colleagues to use employee assistance programme to talk through supportive strategies.</p>	<p>HR Team – include TCT EAP details in monthly colleague care pack</p>	<p>14/08</p>

Contracting or Spreading the virus by not social distancing.	<ul style="list-style-type: none"> • Employees • Customers • Contractors • Drivers to and from the office • Visitors 	Follow Government guidance on social distancing.	Put in place monitoring and supervising arrangements to ensure social distancing rules are followed.	Peter Metcalf / Inv.Centre	14/08
		A one-way system is in place around the building.	Provide information, instruction and training for people to help them understand what they need to do.	Peter Metcalf	14/08
		Colleagues are encouraged to hold meetings via Microsoft Teams where possible.	Provide signage and ways to communicate to non-employees regarding maintaining social distancing.	Peter Metcalf / Inv. Centre	14/08
		Maximum office capacity of 22 based on 2m guidance. Usable desks are not facing each other where possible. Meeting rooms have a maximum capacity adhering to the 2m guidance. The use of the lifts will be limited. Display signs to remind people to socially distance. If a site visit is required, ensure we are provided with a risk assessment to ensure the customer has put in place the necessary controls. These are provided to Peter Metcalf and assessed before any site visits are carried out.	Customer site visits occasionally require close working with customers. Ensure management are aware of such instances and put in place acceptable control measures to minimise the contact. This includes but not limited to screens and wearing of masks plus limiting the amount of time they are working together. Encourage the use of well-ventilated areas when such incidents occur.	Peter Metcalf	14/08

Musculoskeletal disorders, as a result of using Display Screen Equipment (DSE) at home for a long period of time.	Employees	Follow HSE Guidance on Display Screen Equipment (DSE).	Communicate further information from HSE on how to set up a workstation for short duration home working and also what to do for long term home working.	HR Team	14/08
		<p>For all people working at home using (DSE) put in place information and training on how to protect themselves, eg take regular breaks, stretching exercises, set the equipment up properly.</p> <p>There is no increased risk for people working at home temporarily but if this arrangement becomes long term the risks should be assessed.</p> <p>For people working at home longer term complete a DSE assessment with them and identify what equipment is needed to allow them to work safely at home.</p>	Home working risk assessment is to be conducted on all colleagues now that we have confirmed to continue to work from home to the end of December.	HR Team	20/09
Poor workplace ventilation leading to risks of coronavirus spreading.	<ul style="list-style-type: none"> • Employees • Customers • Contractors 	Follow HSE guidance on heating ventilation and air conditioning (HVAC).	Maintain air circulation systems in line with manufacturers' recommendations	Inv. Centre	14/08
		<p>Identify if additional ventilation is needed to increase air flow.</p> <p>Open windows and doors (that are not fire doors) where possible.</p> <p>If additional ventilation is needed, provide it using it mechanical ventilation, desk fans, air movers etc.</p> <p>HVAC system draws in fresh air, rather than recirculating air.</p>	The Investment Centre has provided a detailed report on the HVAC for the building. It complies with all the necessary requirements to ensure adequate ventilation is provided, regulated and does not mix/recycle internal office air.	Peter Metcalf	14/08

Increased risk of infection and complications for vulnerable workers	Employees	<p>Identify any colleagues that fall into one of the following categories:</p> <ul style="list-style-type: none"> • Clinically extremely vulnerable • People self-isolating • People with symptoms of coronavirus 	<p>Put systems in place so people know to notify HR that they fall into one of these categories, eg they start chemotherapy or are pregnant.</p>	Peter Metcalf	14/08
		<p>Discuss with employees what their personal risks are and identify what action needs to be taken in each case.</p>	<p>Colleagues have been encouraged to share with HR who are high risk or shielding. We also carried out a colleague survey that asked this direct question for our awareness and action.</p>	Peter Metcalf	14/08
		<p>Identify how and where someone in one of these categories will work in line with current government guidance.</p> <p>If they are coming into work identify how they will be protected through social distancing and hygiene procedures.</p>	<p>These groups are not required to attend the office but continue to work from home.</p>	Peter Metcalf	14/08
Exposure to workplace hazards because it is not possible to get normal personal protective equipment (PPE)	Employees	<p>Follow HSE guidance on PPE.</p>	<p>For our type of business, PPE is optional for colleagues to wear and this has been communicated.</p>	Peter Metcalf	14/08
		<p>Consider whether PPE is appropriate for the workplace (it is not needed for protection from Coronavirus).</p> <p>Support Employees choosing to wear face covering in the workplace (not currently a Government requirement).</p>	<p>The use of face masks has been communicated to colleagues as optional.</p>	Peter Metcalf	14/08