

**Utility Warehouse**

508 Edgware Road, London, NW9 5AB

**Location: 508 Edgware Road**

<b>Title :</b> Covid 19 Office Based RA	<b>Date of Assessment :</b> 10/06/2020	<b>Risk Assessor :</b> Monika Dickinson
<b>Risk Assessment Reference :</b> Covid001	<b>People involved in making this assessment :</b> Monika Dickinson	
<b>Task/ Process :</b> General workplace activities	<b>People at Risk :</b> Employees, Contractors, Members of the Public	

<p><b>Hazard : Uninformed staff</b> Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others.</p>
<p><b>Control Measures:</b></p> <ol style="list-style-type: none"> <li>1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on latest Government guidance and instruction. They will be updated to reflect any changes in the official advice and guidance.</li> <li>2. Every member of staff has been fully briefed by the management based on "Return to Office Briefing" document and other resources such as Babble, to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place.</li> <li>3. Public Health warning, Social Distancing, Hand Washing, Directional posters displayed throughout the premises.</li> <li>4. Manager's Guidelines as well as Plans and procedures have been shared and co-ordinated</li> <li>5. Employees can raise a concerns with their line manager or H&amp;S Representative</li> <li>6. Health &amp; Safety communications available to all employees, current policies amended and communicated with workforce.</li> <li>7. Employees have access to the 24/7 confidential EAP (Employee Assistance Programme)</li> <li>8. Staggered start and finish work times will be considered to reduce large gatherings and allow for increased social distancing, as required. Specific consideration given for places such as entry and exit points, lobbies, lift waiting areas.</li> <li>9. Phased return into the office to allow for uninterrupted operations to the business, reduce pressure on office or building services and allow for social distancing.</li> <li>10. Percentage of staff only to return to the offices, allowing for social distancing and reduce risk for contact or spread of virus.</li> </ol>

<p><b>Hazard : Vulnerable employees</b> Vulnerable employees with existing health conditions are at a higher risk of contracting Covid-19, which may have a significant increased adverse affect on their health and wellbeing.</p>
<p><b>Control Measures:</b></p> <ol style="list-style-type: none"> <li>1. In accordance with Govt. policy staff who are in the vulnerable and high risk categories are not allowed on the premises. They are either working from home or are furloughed.</li> <li>2. Staff with family members in at risk categories have been instructed to inform their management team. Decisions on home working or furlough in accordance with Govt. policy are taken on a case by case basis.</li> <li>3. Employees who are high risk vulnerable (but not extremely clinically vulnerable) that cannot work from home then management should offer the option of the safest available on-site role, enabling them to stay 2meters from others</li> <li>4. Those employees who fall within the extremely vulnerable category (Shielded) in accordance with Govt are to continue to work from home</li> </ol>

**Hazard : Close contact** Staff working on the premises may be at risk of exposure to other members of staff or visitors who are carrying coronavirus, knowingly or unknowingly.

**Control Measures:**

1. Switching Air Handling units to 24/7 operation to ensure fresh air flow
2. Number of staff in kitchens restricted to allow for social distancing, with tape markings to highlight this control
3. Visitors to sites are to be limited and if possible video conferencing software to be utilised to reduce face to face contact
4. Contractors to sites will be managed and controlled by building management for only essential maintenance
5. Any visitors or contractors signed in by receptionists.
6. One way systems are implemented (where applicable) to allow for free movement allowing social distancing. This will be denoted by signage, postage and / or hazard tape.
7. Strict guidelines on use of desks (not sitting face to face and at every other desk) are displayed. End of bank desks as well as those in high pedestrian traffic areas are NOT to be used.
8. Staff encouraged to work from home as per government guidelines
9. Physical contact, such as handshakes, hugs, pat on the back, etc. is to be avoided.
10. Staff instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the 2m rule.

**Hazard : Infection** When employee displays Government mandated symptoms (continuous dry cough and temperature) they may be associated with COVID-19 symptoms and there is a risk that accidental cross infection could be transmitted to other persons.

**Control Measures:**

1. Employees are advised to isolate in accordance with Government guidelines
2. Where symptoms of COVID-19 start at work employees are required to notify their manager immediately.

**Hazard : Passenger and goods lifts** The enclosed space within the lift creates a risk of potential contamination through coughing and sneezing and contact with internal surfaces and controls.

**Control Measures:**

1. Lifts are subject to an increased level of regular routine cleaning and sanitising by contract cleaning staff who have been fully briefed and instructed by their own managers.
2. Staff are encouraged to use the staircase to get to the floor on which they work, whilst adhering to social distancing guidelines.
3. Staff encouraged to avoid using passenger lifts when a large amount of users are present.
4. Staff instructed to avoid using a fingertip to press buttons; instead to use the back of the knuckle to select the appropriate floor and to wash hands as soon as possible after using a lift.
5. Staff instructed to face away from other users and avoid touching surfaces, as per markings on the floor
6. Number of passengers per lift has been reduced to a maximum of four people and appropriate signage has been displayed.
7. Allocated waiting areas for lifts in main lift lobby and crowd control by facilities so that staff don't gather in large groups whilst waiting.

**Hazard : Food & Drink Preparation Areas and Waste Management** Potential risk or transfer of virus through cross contamination. Ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).

**Control Measures:**

1. Staff instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.
2. Staff permitted to use recreation and restaurant area whilst adhering to social distancing guidelines.
3. Main kitchen and restaurant closed for use till further notice.
4. Staff instructed on how to safely use small kitchen areas by adhering to social distancing guidelines
5. Waste bins and Blue Rolls are provided within kitchen areas.
6. No food to be stored in the communal refrigerator, other than milk for making beverages
7. Microwave ovens and toasters should not be used.
8. Wash their hands thoroughly before and after using these facilities, in particular hot water urns
9. Keep their hands out of and not to touch food and waste bins or receptacles as they may contain contaminated products, food or tissues. Bin lids will be removed to prevent cross-contamination.
10. Staff are to use only their allocated personal mugs and wash them thoroughly after use and put away to prevent cross-contamination . Alternatively staff can use disposable cups and plastic cutlery as provided.
11. Ensure that when spills of food or liquids occur they are cleaned straight away and work surfaces are left in a clean and sanitised condition.

**Hazard : Communal facilities, entrance, toilets, stairs. etc** Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health.

**Control Measures:**

1. Contract cleaning services have been increased. Toilets and communal areas, along with workspaces, are cleaned more frequently than before and the cleaning routine is to a higher specification.
2. Supplies of soap and sanitising agents provided and regularly topped-up at all hand washing stations. NHS and Public Health hand washing advice posters displayed.
3. Staff instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.
4. Staff must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc) and objects which are visibly contaminated must not be touched, reported to manager and facilities by email
5. Staff instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens. Ensure you left the toilet clean for next person.
6. Staff to observe social distancing where possible and adhere to signage and instructions

**Hazard : Meeting rooms** Potential risk or transfer of virus on account of close contact with other persons.

**Control Measures:**

1. Staff instructed that meetings in enclosed spaces such as conference and meeting rooms should only be undertaken when absolutely essential for business needs and kept as short as possible.
2. Staff using Conference and meeting rooms instructed to follow Govt advice and maintain a 2m separation distance, instruction on how to safely use is displayed.
3. Staff instructed that the same 2m distance rule must be applied to any meetings with clients or visitors.
4. Staff told to avoid physical contact with clients and visitors, such as handshakes, hugs, etc; and to give a polite explanation of this policy if required.
5. Only one person at a time in small coaching rooms.

**Hazard : Workstations, IT and telephony equipment** Direct contact with potentially cross contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects.

**Control Measures:**

1. Staff instructed that they should not use each others IT equipment to prevent accidental cross contamination.
2. Staff instructed not to share stationary, phones, head sets and personal mobile phones with others to prevent accidental cross contamination.
3. No hot desking.

**Hazard : Cleaning and hygiene** Inadequate cleaning & hygiene standards pose a risk of spreading infection by way of cross contamination from surfaces contaminated with the coronavirus.

**Control Measures:**

1. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, passenger lifts, building equipment buttons, switches, etc). Contract cleaning staff have been increased in line with the increased cleaning regimes.
2. Suitable disinfectant cleaning products are used by the contracted cleaning staff.
3. A colour coded cleaning system is used by cleaning staff, to prevent cross contamination of surfaces.
4. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the building.
5. Staff are required to report anything contaminated or spilt that requires cleaning.
6. All waste bins and receptacles are carefully and safely emptied daily, or more often as required, by the contracted cleaning staff.
7. Staff are required to have consideration for contracted cleaning staff with regards to discarded tissues, food, etc. to prevent cleaning staff being accidentally contaminated.

**Hazard : Personal hygiene** Poor personal hygiene standards pose a risk of passing or contracting the infection.

**Control Measures:**

1. The importance of good personal hygiene has been explained to all staff. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean.
2. Staff instructed to clean their hands frequently by washing their hands with soap and water for at least 20 seconds or using alcohol-based hand sanitisers . Soap and gels are provided.

3. Staff instructed that disposable tissues, should be used when coughing and or sneezing. Used tissues to be bagged and put into a bin or pocketed and taken home for safe disposal.
4. Any spillages are to be cleaned up immediately with water and area dried off.
5. Employees to avoid inhaling the vapours from the alcohol hand sanitiser as this may cause dizziness or drowsiness.
6. Employees with diagnosed skin condition are advised not to use the sanitiser, which may exacerbate their condition, but to use soap and water for 20 seconds
7. If alcohol gel comes into contact with eyes then employees are to (remove glasses or contacts) and rinse eyes with water for several minutes, then seek first aid assistance.
8. As the alcohol based sanitiser falls under a COSHH item, Employees who use it to disinfect their hands are not to touch their face until the sanitiser dries out due to irritation risk if it goes into eyes.
9. Hand sanitisers are provided in place at access points

**Hazard : Public or Visitor Access**

**Control Measures:**

1. Contractors to provide Covid RA's prior to entering site and briefed on house rules. Appropriate PPE to be worn at all times
2. Public, Visitor or Contractor access restricted and strictly controlled. Staff instructed to meet virtually if possible, rather than via a face to face meetings. .

**Hazard : Emergency Evacuation** Inhalation of smoke or exposure to fire leading to injury or fatality.

**Control Measures:**

1. Trained fire wardens are in place
2. Employees are to follow the emergency evacuation procedures for their relevant location.
3. In an emergency, for example an accident or fire, employees do not have to stay 2m apart whilst evacuating the building as it would be unsafe to do so.
4. PEEP's (personal emergency evacuation plans) are in place for those employees needing assistance during an emergency evacuation from the premises.
5. All employees are to wash or sanitise their hands at the earliest opportunity following the evacuation.

**Hazard : First Aid Provision** Lack of first aid provision leading to injury, further injury or prolonged pain

**Control Measures:**

1. Additional first aid equipment provided in first aid boxes to reduce risk to first aiders. CPR shields and disposable masks provided
2. First Aiders to be provided with face guards, masks to reduce risk of cross-contamination
3. Trained emergency first aid at work and first aid at work employees

**Hazard : Stress (work Related)**

**Control Measures:**

1. Stress management support available through Babble, Policies, Management, as well as Employee Assistance Programme

**Hazard : Smoking shelters** Inhalation of second hand tobacco smoke and or vapours from e-cigarettes may result in adverse coronavirus health effects.

**Control Measures:**

1. Smoking tobacco or e-cigarettes is confined to a dedicated external smoking shelter.
2. Staff advised to avoid inhaling second hand tobacco smoke and vapour emitted from cigarettes and e-cigarettes from other persons. Although there is no evidence of transmission this is a precautionary measure.
3. Usual Social Distancing guidelines would apply in a smoking shelter including seating area, as per signage.

**Documents Associated with this Risk Assessment:**

**Review Date :** 30/06/2020

**Reviewer :** Monika Dickinson