

**Utility Warehouse**

508 Edgware Road, London, London, NW9 5AB

**Location: 508 Edgware Road**

<b>Title :</b> Covid 19 Office Based RA	<b>Date of Assessment :</b> 25/01/2021	<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>
<p>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.</p>
<p>2. Every member of staff has been fully briefed by the management based on 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.</p>
<p>3. Public Health warning, Social Distancing, Hand Washing, Directional posters displayed throughout the premises.</p>
<p>4. Manager's Guidelines as well as Plans and procedures have been shared and co-ordinated</p>
<p>5. Employees can raise a concerns with their line manager or H&amp;S Representative</p>
<p>6. Health &amp; Safety communications available to all employees, current policies amended and communicated with workforce.</p>
<p>7. Employees have access to the 24/7 confidential EAP (Employee Assistance Programme)</p>
<p>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.</p>
<p>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.</p>
<p>10. Critical staff only to return to the offices (or those unable to work from home), allowing for social distancing and reduce risk for contact or spread of virus.</p>
<p>11. Weekly building checklist has been created to ensure all signage and physical control measures are in place</p>

<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>
<p>1. Employees who are extremely vulnerable that cannot work from home should be offered the option of the safest available on-site location, enabling them to stay 2 meters from others.</p>

<p><b>Hazard : Close contact</b> 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.</p>
<p><b>Control Measures:</b></p>

1. Staff instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the 2m rule.
2. Physical contact, such as handshakes, hugs, pat on the back, etc. is to be avoided.
3. Switching Air Handling units to 24/7 operation to ensure fresh air flow
4. 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.
5. 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.
6. Any staff members, visitors or contractors to correctly book in / sign in on Envoy in order to ensure Track and Trace, monitor capacity and carry out health survey as per Government Guidelines.
7. Contractors to sites will be managed and controlled by building management.
8. Visitors to sites are to be limited and if possible video conferencing software to be utilised to reduce face to face contact
9. Number of staff in kitchens restricted to allow for social distancing, with tape markings to highlight this control.
10. Majority of staff still encouraged to work from home in order to maintain safe capacity within the building. Currently critical staff members only or those unable to work from home are to work at HQ.
11. New procedures for coaching and training introduced, regular formal and recorded walkrounds introduced so that to ensure the procedures are followed.
12. Masks are to be worn in all communal areas, including Trotters unless eating at the table or sitting at own desk.
13. Receptionists now working shifts with specific cleaning procedures, so that there is no risk of close contact and potential transmission.

**Hazard : Infection** When employee displays Government mandated symptoms (loss of taste and /or smell, 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. Where symptoms of COVID-19 start at work employees are required to notify their manager immediately.
2. Employees are advised to isolate in accordance with Government guidelines
3. Track and Trace procedures and systems are in place in line with Government Guidelines.
4. Incident log captures all reportable incidents so that risk of transmission can be minimised.
5. Staff asked to register on Envoy, which includes pre-qualification questionnaire to prevent transmission.
6. Daily reminder emails sent to those working in the office to ensure Covid procedures are adhered to.

**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, masks to be worn.
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. PPE (masks and gloves) to be worn during preparation of food and serving.
2. 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.
3. Staff are to use only paper cups for beverages and plastic cutlery to prevent cross-contamination .
4. 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.
5. Wash their hands thoroughly before and after using these facilities, in particular hot water urns
6. Microwave ovens and toasters should not be used.
7. No food to be stored in the communal refrigerators, other than milk for making beverages
8. Waste bins and Blue Rolls are provided within kitchen areas.
9. Staff instructed on how to safely use small kitchen areas by adhering to social distancing guidelines
10. Main kitchen and restaurant are partially open for use and operating on reduced hours till further notice.
11. Staff permitted to use recreation and restaurant area whilst adhering to social distancing guidelines.

**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 including masks wearing requirement

7. Shower use limited to training instructor only based on low risk. Cleaning procedure introduced to ensure before and after use sanitisation.

**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 not be undertaken unless it is a one person occupancy and when absolutely essential for business needs and kept as short as possible.

2. Staff using meeting rooms instructed to follow Govt advice and maintain a 2m separation distance, instruction on how to safely use is displayed. Clean before and after instruction provided. Cleaning materials provided in each room. - meeting room use currently restricted to 1 person occupancy

3. Staff instructed that the same 2m distance rule must be applied to any meetings with clients or visitors. - currently such meeting are not to take place

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, desk sharing. If not practicable, employees advised to thoroughly clean workstation before and after use, cleaning materials provided on all floors.

4. Desking allocated as per social distancing rules (every other desk used, not sitting opposite, not using end of bank desks)

**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. Hand sanitisers are provided in place at access points

5. 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.

6. 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.

7. 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

8. Employees to avoid inhaling the vapours from the alcohol hand sanitiser as this may cause dizziness or drowsiness.

9. Any spillages are to be cleaned up immediately with water and area dried off.

**Hazard : Public or Visitor Access**

**Control Measures:**

1. Public, Visitor or Contractor access restricted and strictly controlled. Staff instructed to meet virtually if possible, rather than via a face to face meetings. Strict control measures introduced for 'walk in' customers with specific process of cleaning and PPE introduced. .

2. Contractors to provide Covid RA's prior to entering site and briefed on house rules. Appropriate PPE to be worn at all times. Required to sign in on Envoy and complete health questionnaire.

3. During car exchanges with partners strict social distancing is to be adhered to, no close contact training, controlled key and paperwork exchange and wiping down all high traffic touch points in vehicles prior to collection. Risk Assessments of both preferred delivery companies approved.

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

**Control Measures:**

1. All employees are to wash or sanitise their hands at the earliest opportunity following the evacuation.

2. PEEP's (personal emergency evacuation plans) are in place for those employees needing assistance during an emergency evacuation from the premises.

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. Employees are to follow the emergency evacuation procedures for their relevant location.

5. Trained fire wardens are in place

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

**Control Measures:**

1. Trained emergency first aid at work and first aid at work employees

2. First Aiders to be provided with face guards, masks to reduce risk of cross-contamination

3. Additional first aid equipment provided in first aid boxes to reduce risk to first aiders. CPR shields and disposable masks provided

**Hazard : Stress (work Related)**

**Control Measures:**

1. Stress management support available through Babble, Loop, 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 :** 25/02/2021

**Reviewer :** Monika Dickinson