

General Return to Work Risk Assessment: Covid-19 Offices

This is a **Risk Assessment** for dealing with the coronavirus pandemic in our offices. Every Succession office will have their own bespoke Risk Assessment to cover their own unique circumstances.

What are the hazards? Spread of Covid-19 Coronavirus

Who might be harmed? Staff, visitors to the offices, cleaners, contractors, vulnerable groups: elderly, pregnant workers, those with existing underlying health conditions, anyone who physically comes in **contact in relation to the business**

- *Vulnerable staff should continue to work from home until advised otherwise by their manager after consultation with Human Resources*
- *Phase 1 relaxation of lockdown **13 MAY 2020** : All staff who * can * work from home should continue to do so*
- *Phase 2 Skeleton staffing of offices: **8/6/20** to manage post backlog and scan to recipients –*
- *Offices will be set up from 13 July 2020 : FM Team to visit offices to set in place safety measures – H&S REP/CSM TO BE ON SITE AT SAME TIME*
- *Phase 3 Phased re-entry from 13/7/20: max 30% office occupancy on the return to work*

*This General Risk Assessment has been reviewed and agreed to on **10/7/20***

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Controls Required	Additional Controls	Action by who?	Action by when?	Done
Staff Wellbeing Staff working from home: monitoring of well being of staff	<ul style="list-style-type: none"> • Weekly 1:2:1s between staff and their managers • Weekly Team meetings See advice on working from home on Campus Colleague Guide to Working from home Colleague Guide to Working from Home Steps to Success Managers Guide to Working from Home Steps to Success	Staff and Managers	Ongoing	
Provide staff with the ability to work from home	Staff working from home have remote access to Succession work systems	Staff and IT	Ongoing	
Risk assessment for staff who have a self-declared health condition which could increase their risk profile	All staff with a health condition that increases their risk profile will be asked to remain working from home	HR/TODs	Ongoing	
Tracking of people who are shielding	All staff with a health condition that increases their risk profile will be asked to remain working from home. Likewise colleagues who have household members who are shielding will be encouraged to work from home	HR/TODS	Ongoing	

Symptoms

Controls Required	Additional Controls	Action by who?	Action by when?	Done
<p>Symptoms of Covid-19 If anyone becomes unwell with a new continuous cough or a high temperature in the workplace, they will be sent home and advised to follow the stay at home guidance.</p>	<p>HR & Property to be advised immediately Track and trace reporting implemented in offices</p> <p>Deep clean of office to be arranged iaw current government guidelines https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</p> <p>Landlords to be informed</p> <p>Line managers will maintain regular contact with staff members during this time.</p>	<p>Offices Property/HR</p> <p>Property</p> <p>Property</p> <p>Line Mgr</p>	<p>Ongoing</p>	

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<p>Hand hygiene</p> <p>The best protection against contracting Coronavirus is to have good hand hygiene</p> <ul style="list-style-type: none"> Hand washing facilities with soap and water in place. Gel sanitisers available in the offices esp. on/close to reception desk 	<p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. – signage provided Review additional resources</p> <p>Hand-sanitiser to be sent to all offices Reception desks/meeting rooms/entrances to office areas/break out areas/kitchens/top of each water cooler</p> <p>Staff to ensure that hand sanitiser is rubbed in for 20 secs and to make sure hands are DRY before touching anything electrical</p>	<p>HOP</p> <p>HOP</p> <p>Staff</p>	<p>Feb 20</p> <p>On going</p>	<p>Feb 20</p>
<ul style="list-style-type: none"> Drying of hands and crockery with disposable paper towels NOT reusable towels 	<p>Fabric towels to be removed from all kitchens and WCs and replaced with paper towels Dispensers to be installed</p>	<p>HOP</p>	<p>On going</p>	
<ul style="list-style-type: none"> Staff advised to protect the skin by applying emollient cream regularly 	<p>Hand-cream in pump action dispensers; sensitive and non-scented to be made available through office stationery suppliers.</p>	<p>Offices</p>	<p>On going</p>	
<ul style="list-style-type: none"> Coughs and Sneezes: Staff reminded to catch coughs and sneezes with tissues and to avoid touching face, eyes, nose or mouth with hands and to sanitise hands after sneezing 	<p>Signage, hand sanitiser and tissues are available throughout the workplace. Tissues to be disposed of with GENERAL WASTE not recycling or confidential waste</p>	<p>HOP</p> <p>Staff</p>	<p>Feb 20</p> <p>On going</p>	<p>Feb 20</p>

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<p>Social Distancing Office populations to be split into rotating "shifts" 1 week on 1 week at home</p> <p>Reducing the number of persons in any work area to comply with the 2-metre distancing</p> <p>Redesigning processes to ensure social distancing in place.</p> <p>Conference calls to be used instead of face to face meetings.</p> <p>Social distancing also to be adhered to in staff areas and smoking areas.</p>	<p>A key part of the resilience is to ensure that departments are split into rotating shifts to ensure that there is always adequate management and support should there be an outbreak of C-19 in an office and that there is not a possibility of the workforce of an entire office being quarantined</p>	CSM Department managers	Office opening	
	<p>All doors to "small" rooms such as kitchens, print rooms, storerooms etc to be held open – so that social distancing can be maintained. Local fire management to be temporarily adjusted in the event of fire to include closing of doors.</p>	Offices Property	Office opening Office opening	
	<p><i>Floor dots 9" to be placed in the high traffic areas of offices @ 2m intervals as a reminder</i></p>			
	<p>Advise Property Department how many doors (above) are affected so that Property Dept can arrange for Door Guards to be fitted</p>	Offices HOP	complete Office opening	
	<p>Notices on main doors to WCs & smoking areas advising staff to be aware of 2m distancing when visiting the WC; while in staff areas and in smoking zones</p>	HOP	Office opening	
	<p>Check with Landlord-controlled WCs and smoking areas that they will be doing this</p>			
	<p>Review work schedules including start & finish times/shift patterns, working from home etc. to reduce number of colleagues on site at any one time. NO WORK ON FRIDAY TO ALLOW 72 HOURS BETWEEN ROTAS</p>	TODS	Office opening	
	<p>High level desk dividers or reception desk sneeze guards to be kept under review as office occupancy increases</p>	HOP	Ongoing	
	<p>Back-to-back working or all facing same direction at desks 2m separation MINIMUM.</p>	CSMs	Office opening	
<p>Break rooms / kitchens – limit number of occupants.</p> <ul style="list-style-type: none"> • Floor dots showing 2m spacing • doors to be kept open 	HOP	Office opening		
<p>Visitors Management of visitors and contractors</p>	<p>Sign at all receptions regarding social distancing and hand hygiene</p> <p>Limit visitors to deliveries and maintenance contractors</p> <p>No client visits permitted</p> <p>Receptionist to complete TRACK and TRACE log and also entry in Building log book for maintenance visitors</p> <p>Increase minimum value for stationery ordering to £100 to reduce the number of deliveries</p>	<p>HOP/CSM</p> <p>ALL</p> <p>Reception</p> <p>HOP and reception</p>	Office opening	

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Meetings <ul style="list-style-type: none"> Use Lifesize or Teams for meetings. Only have essential meetings in person Client meetings to be held virtually or via telephone. 	Any face to face meeting in person should be at 2m separation. Wipe down meeting table and chair arms after the meeting	All	Ongoing	
	Do not share equipment e.g. pens – ask for your own set of wipe board markers/flip chart markers	All	Ongoing	
	Communal markers to be removed from meeting rooms	CSM	Ongoing	
	Hand sanitiser and cleaning products to be held in each meeting room	HOP/CSM	Ongoing	
	Mark meeting tables with discs showing safe locations	HOP	Ongoing	
	Meeting rooms: install waste bin, anti bac wipes or white c-fold paper towels and spray anti bac basket/tray on table or credenza.	HOP	Office opening	
	Staff to disinfect table and non-fabric chair arms immediately after use.	ALL STAFF	Office opening	
Deliveries	Process for managing deliveries: <ul style="list-style-type: none"> Move 2 m away from reception desk during deliveries Sign any delivery paperwork with your OWN pen Wipe mailbox/bag/cartons etc with anti-bac wipe before processing mail Exterior of packages e.g. boxes of pens etc to be wiped with anti-bacterial wipe before placing in store Wash hands immediately after handling post/deliveries. Gloves to be provided should staff wish 	Reception	Ongoing	
	Confirm warehouse practices for suppliers (Stationery and Branded stationery)	HOP		1/7/20
	No personal deliveries (ie AMAZON orders) to the office to reduce the number of visitors/interactions	All staff	Ongoing	

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<p>Cleaning Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, push-plates, light switches, reception area using appropriate cleaning products and methods</p>	<p>All cleaners to be contacted to ensure they are competent to manage cleaning during C-19. Risk Assessments/Method Statements and changes to cleaning regime have been received</p>	HOP	End June 2020	1/7/20
	<p>Change cleaning contracts so that cleaners visit daily - On the additional days, the following to be cleaned with anti bac</p> <ul style="list-style-type: none"> • <i>high touch points</i> <ul style="list-style-type: none"> ○ <i>Reception desks,</i> ○ <i>Door handles</i> ○ <i>Fingerplates</i> ○ <i>Light switches</i> ○ <i>Fridge handles</i> ○ <i>Kettle & microwave handles</i> ○ <i>Watercooler taps</i> ○ <i>Cupboard handles</i> • <i>Desks NOT IT EQUIPMENT</i> • <i>Non fabric- chair arms and the back of chairs</i> • <i>Bathrooms/WCs inc flush handles, locks, cubicle handles, taps and hand dryer</i> • <i>Kitchen sinks/taps</i> • <i>Remove rubbish.</i> 	HOP	By end of June	1/7/20

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Office behaviours Changes needed to minimise risk of spreading C-19 within the office environment	<u><i>CLEAR DESK POLICY TO BE ENHANCED</i></u> All personal effects, specialist/DSE mouse mats and wrist rests and papers are to be removed from desks at the end of the working day so that cleaners can clean the desk At the end of the day <u>staff</u> to wipe down: keyboard, mouse, docking station, and telephone with anti-bac telephone/general wipes. Wipes to be disposed of in general waste Mouse Mats to be procured for all desks with Social distancing and hand Hygiene messaging	ALL Staff HOP	Dates on re-opening tracker Ongoing End June 20	1/7/20
	Personal cups, crockery, cutlery To be removed from the office daily No making of rounds of drinks	All Staff	Ongoing	
	Client crockery and cutlery Remove from open plan areas and store in cupboards	HoP	@ end of lockdown	
	PHOTOCOPIERS Clean photocopier touchpad before use with alcohol wipes. Hand sanitiser to be kept adjacent to the photocopier and to be used after every use. <i>Papercut</i> software to be rolled out to all offices to reduce the amount of movement around the office <i>Review placing copier/scanners and conf waste bin close at reception to reduce travel around office</i>	All staff IT HOP/CSM	Ongoing Before office reopening Office opening	
	BINDING MACHINE To be wiped before use – hand sanitiser to be located close to BM	All staff	Ongoing	
	WATER COOLERS Hand sanitiser to be placed on top of water coolers for use after touching the taps. Possible risk from tap – advise to sanitise before use	HOP/CSM All staff	Office opening	
	COFFEE MACHINES Hand sanitiser to be placed adjacent to coffee machines of use after using	HOP/CSM All staff	Office opening	
	PERSONAL FOOD ITEMS STORED IN COMMUNAL SPACES Remove personal food items and take home. Only bring in enough food for the day. To avoid rodent activity do not store food items in your desk overnight	All staff	Ongoing	

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<u>Office behaviours continued</u>	WIPEBOARDS: <ul style="list-style-type: none"> • Staff to clean wipeboard with white “hand towels” after use and dispose of waste in general waste bin • Staff to have OWN pens and not share • Communal pens to be removed from meeting rooms 	All Staff	ongoing	
	SHARED STATIONERY The use of shared stationery should be discouraged for cheap items such as staplers and hole punches. It is preferable to work completely electronically if feasible	All staff	ongoing	
	No neck ties or scarves	All staff	ongoing	

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<p>General Facilities Management</p> <p>Items outside normal practices to be reviewed</p>	<p>Scheduled maintenance Review and re-schedule missed maintenance Emergency Light testing Fire Alarm testing Aircon servicing Water cooler sanitisation Fire Extinguisher servicing</p>	FMs	Office opening	
	<p>Aircon systems</p> <ul style="list-style-type: none"> • Run on full when re-enter the office for 15 mins with windows open if possible. May be a smell but will not be hazardous! • Increase maintenance intervals if in govt advice • Advise staff where possible to reduce use of aircon and open windows to increase air circulation 	<p>CSM/FM</p> <p>FMs</p>		
	<p>Common Areas Facilities Mangers to confirm landlords’ risk assessments and action plans are appropriate – review the following</p> <ul style="list-style-type: none"> • Smoking shelters • Reconfig communal spaces • Locker rooms/changing facilities/showers • Disabled able to access lifts 	FMs		
	<p>Pre-entry tasks Thorough clean of all offices Run all taps on full for 5 minutes Run clean cycles on all coffee machines – run through with clean water for at least 5 cups Instant water boilers – run through for at least 5 jugs of water Check for evidence of pest activity Water cooler (mains) run through at least 5 jugs of water for each tap Water coolers (bottled) change bottle and dispose of contents then run through at least 5 jugs of water for each tap Deep clean of fridge</p>	FMs		

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Use this section for detail of measures landlord-controlled areas and specific risks pertinent to this office

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First Aid	While skeleton staffing identify "Appointed Person" if no qualified First Aider in office. Property to provide instruction on what is required First Aiders with qualifications that are out of date. Provide on-line refresher but get requalified by 30 September 2020 https://www.hse.gov.uk/news/first-aid-certificate-coronavirus.htm	Property HR	@re-entry <30 Sept 20	
Mental Health SW will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help	EAP Managers guide to stress online training Staff surveys Staff consult on working in the offices Training package on Unicorn	HR	As offices re-open	
Wearing of Gloves Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided.	Not currently required for any role in Succession gloves issued to every office. If required staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely. Good hand hygiene is recommended at all times			
Face masks <i>Advice is still no in offices but yes for public transport & busy public areas</i>	Masks issued to every office	HOP	As offices re-open	
SHOWERS	Advice to staff - do not use			
Travel to work	Advice to, where possible, park away from other vehicles and to remain in car if someone is within 2 m when you wish you get out of the vehicle			
Essential Travel See separate RA	People should not share vehicles if possible; but if they do they should not face each other Hotels must socially distance – confirmed with EA that they are checking this when making bookings	ALL	At all times	
Comms and Training	H&S reps involved in RA creation and implementation at office meetings Back to work comm – how to behave in the office. On Campus/Unicorn	HOP	As offices re-open As office reopens	