Risk Assessment

COVID-19 - Offices and Contact Centres

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| **INTRODUCTION** |
| Company name: |  | Location: |  |
| Assessor name: |  | Signature: |  |
| Date completed: |  | Date for review: | This assessment should be reviewed weekly, or sooner if Government guidance changes. |
| Scope of assessment: | This assessment covers activities in office and contact centre settings as well as those working from home. It focuses on the required control measures to prevent the spread of Coronavirus (Covid-19). |
| Hazard description: | Coronavirus disease (Covid-19) is an infectious disease caused by a newly discovered coronavirus. The Covid-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes. |
| Details of who may be affected: | • Staff• visitors to your premises• cleaners• contractors• vulnerable groups – elderly, pregnant workers, those with existing underlying health conditions• anyone else who physically comes in contact with you in relation to the activities stated below. |

| **Activity** | **Required control measures** | **In place – yes/no/NA** | **Actions outstanding** | **Completed? Signature** |
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| **Travelling to work** | Avoid public transport where possible. Where public transport cannot be avoided, face coverings must be worn. |  |  |  |
| So far as is possible, individuals should use their own vehicles and travel alone, or go on foot or by bicycle. |  |  |  |
| If workers have no option but to share transport, journeys should be shared with the same individuals and with the minimum number of people possible. |  |  |  |
| Good ventilation (i.e. keeping the windows open) and facing away from each other may help to reduce the risk of transmission. Wear face coverings. Avoid the use of air conditioning. |  |  |  |
| The vehicle should be cleaned regularly using gloves and standard cleaning products, with particular emphasis on handles and other areas where passengers may touch surfaces. |  |  |  |
| **Working from home** | Where possible, staff should work from home. |  |  |  |
| Workstation assessments to be carried out for long term home workers. |  |  |  |
| Management to maintain regular contact with those working from home. |  |  |  |
| All necessary equipment to be provided to home workers to allow them to carry out their roles. |  |  |  |
| Management to provide all assistance necessary to enable staff to work from home. |  |  |  |
| **Site access and egress** | Increase parking facilities to accommodate more vehicles. |  |  |  |
| Non-essential visitors will not be permitted to enter. |  |  |  |
| Hand wash stations to be provided at each access point. Where water is not available hand sanitiser to be provided. |  |  |  |
| Workers must wash their hands for 20 seconds on arrival and departure from site. |  |  |  |
| Signage or floor markings to be used to ensure 2 metre distance is maintained for those queuing to access and leave site. |  |  |  |
| Start and finish times to be staggered to reduce congestion. |  |  |  |
| Contactless sign in and out systems to be used where possible. |  |  |  |
| Where contact entry/exit systems are in place (finger scanners etc) these must be sanitised between each user. |  |  |  |
| **Workstations** | Workstations to be set up to ensure social distancing measures are applied. |  |  |  |
| Screens to be erected between workstations if required. |  |  |  |
| Workstations to be arranged so that staff do not face each other. |  |  |  |
| Sharing of workstations (hot desking) should be avoided. |  |  |  |
| Where this is not possible, thorough cleaning of workstation to be carried out at the start and end of each shift. This should include, chair, desk, drawers, handles, keyboard, mouse, screen, telephone. |  |  |  |
| Sharing of handsfree headsets is not permitted. Every employee should have their own. These should be cleaned after each shift and stored in a sealed plastic bag with the person’s name on it. |  |  |  |
| **Moving around the office** | Pedestrian routes to be widened to allow 2 metre distancing. |  |  |  |
| Where possible, operate a one-way system for entering and exiting the office. |  |  |  |
| Signage or other markings to show 2 metre distancing. |  |  |  |
| Tasks to be pre-planned to minimise the need for moving around the office. Eg. ensure all materials required for your days’ work are at your work area. |  |  |  |
| Stairs should be used in preference to lifts or hoists. |  |  |  |
| **Toilet facilities** | Restrict the number of people using toilet facilities at any one time (e.g. use a welfare attendant) and use signage, such as floor markings, to ensure 2 metre distance is maintained between people when queuing. |  |  |  |
| Increase the number of toilets where possible. Workers should use the same facilities while at work. |  |  |  |
| Wash or sanitise hands before and after using the facilities. |  |  |  |
| Enhance the cleaning regimes for toilet facilities, particularly door handles, locks and the toilet flush. |  |  |  |
| Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal. |  |  |  |
| **Canteens and rest areas** | Workers should bring their own food where possible. |  |  |  |
| Workers should not leave site during their shift and should avoid using local shops. |  |  |  |
| Where there are no practical alternatives, workplace canteens should provide a takeaway service providing pre-prepared and wrapped food only. |  |  |  |
| The capacity of each canteen or rest area should be clearly identified at the entry to each facility, and where necessary attendants provided to supervise compliance with social distancing measures. |  |  |  |
| Break times should always be staggered to reduce congestion and contact. |  |  |  |
| Hand cleaning facilities or hand sanitiser should be available at the entrance to any room where people eat and should be used by workers when entering and leaving the area. |  |  |  |
| All rubbish should be put straight in the bin and not left for someone else to clear up. |  |  |  |
| Tables should be cleaned between each using standard cleaning products. |  |  |  |
| Crockery, eating utensils, cups etc. should not be used unless they are disposable or are washed and dried between use. |  |  |  |
| Payments should be taken by contactless card wherever possible. |  |  |  |
| Canteen staff should wash their hands often with soap and water for at least 20 seconds before and after handling food. |  |  |  |
| Screens to be erected to separate canteen staff from customers. |  |  |  |
| **Meetings** | Only absolutely necessary meeting participants should attend. |  |  |  |
| Attendees should be at least two metres apart from each other. |  |  |  |
| Rooms should be well ventilated/windows opened to allow fresh air circulation. |  |  |  |
| Hold meetings via virtual means where possible. |  |  |  |
| Wash hands for 20 seconds on arrival and departure from meetings. |  |  |  |
| **Deliveries** | All deliveries must be pre-planned. |  |  |  |
| If possible, remove contact based signing in procedures. |  |  |  |
| Separate welfare facilities to be provided for delivery drivers. |  |  |  |
| Where possible, delivery drivers must stay in their vehicles.  |  |  |  |
| Where drivers are required to exit their vehicle, they should wash or sanitise their hands before handling any materials. |  |  |  |
| Single workers to load and unload where it is safe to do so. |  |  |  |
| Where possible, delivered items should be stored for 72 hours before being distributed. |  |  |  |
| **Contractors** | Contractors must only attend the premises to complete critical/emergency works. |  |  |  |
| Contractors to be briefed on rules in place before attending site. This should be via virtual means or telephone. |  |  |  |
| Contractors must provide a risk assessment/safe system of work. |  |  |  |
| Contact with contractors to be kept to a minimum. All office staff and contractors to adhere to social distancing measures. |  |  |  |
| Contractors and other visitors to be provided with separate welfare facilities. These to be cleaned after each visit. |  |  |  |
| **Training/communication** | Staff briefings should take place at the start of each shift, detailing the contents of this risk assessment and any safe systems of work. |  |  |  |
| Briefings and training should take place where social distancing guidelines can be adhered to. |  |  |  |
| Numbers attending training should be kept as low as possible. |  |  |  |
| Wash hands for 20 seconds before and after attending staff briefings or training.Home workers to attend briefings and training via virtual means where possible. |  |  |  |
| Signage and posters to be displayed to remind staff of control measures. |  |  |  |
| **First aid** | Review first aid need assessment to take into account lower staff numbers and available first aiders. |  |  |  |
| Emergency plans including contact details should be kept up to date. |  |  |  |
| Consideration must be given to potential delays in emergency services response, due to the current pressure on resources. |  |  |  |
| **Fire arrangements** | Review of current fire risk assessment to be undertaken. |  |  |  |
| Alternative arrangements to be put in place where there is a shortage of trained fire marshals. |  |  |  |
| Increase the size of assembly points to ensure social distancing. |  |  |  |
| **Vulnerable groups – elderly, pregnant workers, those with existing underlying health conditions** | Any worker in one of the vulnerable groups should, where possible work from home. |  |  |  |
| Specific risk assessments should be carried out for members of vulnerable groups who cannot work from home. |  |  |  |
| Measures should be put in place to ensure vulnerable workers follow social distancing measures stringently. |  |  |  |
| Enhanced cleaning of lifts for those who cannot use stairs. |  |  |  |
| **Illness and suspected Coronavirus cases** | If a worker develops a high temperature or a persistent cough while at work, they should:* ensure their manager or supervisor is informed immediately
* where possible inform their manager of all other staff they have come in contact with
* return home immediately
* avoid touching anything
* 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.
 |  |  |  |
| An isolated area should be established for workers to wait in if they fall ill and can’t go home immediately. |  |  |  |
| Any area where a worker has been when falling ill should be deep cleaned using standard cleaning products before it can be re-occupied. |  |  |  |
| Workers must self-isolate in line with Government guidelines if they or someone in their household is showing symptoms. |  |  |  |
| **Cleaning** | Enhanced cleaning will take place throughout the site and in particular, communal areas. This will include cleaning of taps and washing facilities, toilet flush handles and seats, door handles and push plates, hand rails, photocopiers, printers, telephones and office equipment. |  |  |  |
| All areas used for eating will be thoroughly cleaned at the end of each break and shift, including chairs, door handles, vending machines and payment devices. No one can use these facilities until cleaning is complete. |  |  |  |
| Workstations to be cleaned regularly throughout the day and at the start and finish of each shift. |  |  |  |
| Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day. |  |  |  |
| All vehicles to be cleaned after each use. Particular attention to be paid to touch points, such as, steering wheels, gearstick, handbrake, controls, door handles etc. |  |  |  |

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| **CONFIRMATION**By signing this form, the management confirms that this assessment is a true reflection of the hazards and that the health, safety and welfare arrangements specified in the assessment will be implemented. |
| Manager name (PRINT): |  | Signature: |  | Date: |  |