

COVID Workplace Risk Assessment

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1. Introduction

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

This is a copy of our Risk Assessment for dealing with the current Covid-19 situation in the workplace.

2. Working from Home

Objective: That everyone should work from home, unless they cannot work from home.		
Steps	Has this been actioned?	Details
Staff should work from home if possible. Consider who is needed to be on-site	Y	All staff are instructed to work from home where possible. Offices are attended occasionally as required for business-critical functions.
Planning for the minimum number of people needed on site to operate safely and effectively	Y	Selected staff are allowed into the office for business critical reasons only. This requires prior approval and is being managed using a desk booking system
Monitoring of wellbeing of people who are working from home and helping them stay connected to the rest of the workforce.	Y	All staff are working from home except a limited number of pre-approved staff who are authorised to attend for business-critical functions. Regular communications and engagement with all staff both by managers and more widely. These include regular communications through different methods to stay connected. The People Team send regular updates about support available for staff as well as how they can get in contact.
Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security	Y	Regular communication and engagement with our staff both by managers and more widely around the COVID situation are taking place.
Providing equipment for people to work at home safely and effectively, for example, remote access to work systems	Y	All staff who are required to work from home have been enabled to do so.

3. Protecting Vulnerable Individuals

Objective: To protect clinically vulnerable and clinically extremely vulnerable individuals		
Steps	Has this been actioned?	Details
Providing support for workers around mental health and wellbeing. This could include advice or telephone support.	Y	Regular 'keep in touch' email communications include information about mental health and wellbeing resources available. The People Team also distribute communications identifying services that can provide assistance.
See current guidance for advice on who is in the clinically extremely vulnerable and clinically vulnerable groups.	Y	As per the Government Advice

Objective: To make sure individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms.		
Steps	Has this been actioned?	Details
Enabling workers to work from home while self-isolating if appropriate.	Y	All staff who can work from home have been enabled to do so. Sickness absence reporting procedures have been reiterated, and those who are self-isolating are able to continue working from home if practical to do so.

4. Equal Rights

Objective: To treat everyone in your workplace equally.		
Steps	Has this been actioned?	Details
Understanding and considering the circumstances of those with different protected characteristics.	Y	Our workplace culture promotes equality at every stage of the employee lifecycle. We focus on initiatives, communication, and policies in key areas such as race and sexual orientation. This is to ensure the circumstances of those with different protected characteristics do not result in a disadvantage at work.

Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them.	Y	As above. Additionally, qualified and experienced People Team advisors, and qualified advisors appropriately communicate with both affected individuals and with line managers in an advisory capacity.
Considering whether you need to put in place any measures or adjustments to take account of your duties under the equality's legislation.	Y	Reasonable adjustments are made as required.
Making reasonable adjustments to avoid disabled workers being put at a disadvantage and assessing the health and safety risks for new or expectant mothers.	Y	Reasonable adjustments are made as required.
Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.	Y	Reasonable adjustments are made as required.

5. Maintaining Social Distancing

Objective: To maintain social distancing wherever possible while people travel through the workplace.		
Steps	Has this been actioned?	Details
Providing handwashing facilities, or hand sanitiser where not possible, at entry/exit points and not using touch-based security devices such as keypads.	Y	Hand sanitiser has been provided and placed in high traffic areas. This includes entry and exit points.
Defining process alternatives for entry/exit points where appropriate, for example, deactivating turnstiles requiring pass checks in favor of showing a pass to security personnel at a distance.	Y	This has been considered where practical to undertake and implemented.
Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of radios or telephones, where permitted, and cleaning them between use.	Y	To reduce movement within and between offices a variety of communications software has been deployed.

Introducing more one-way flow through buildings.	Y	One-way systems have been introduced where practical to undertake by our serviced office provider.
Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.	Y	Maximum occupancy for lifts has been introduced where practical to undertake by our serviced office provider.
Making sure that people with disabilities can access lifts.	Y	People with disabilities can access the lifts.
Regulating use of high traffic areas including corridors, lifts turnstiles and walkways to maintain social distancing.	Y	Our serviced office provider regulates use of high traffic areas.
Enabling workers to work from home while self-isolating if appropriate.	Y	All staff who can work from home have been enabled to. Sickness absence reporting procedures have been reiterated, and those who are self-isolating are able to continue working from home if practical to do so.

6. Workstations

Objective: To maintain social distancing between individuals when they are at their workstations.		
Steps	Has this been actioned?	Details
Review layouts and processes to allow people to work further apart from each other.	Y	Desk layouts have been reviewed. Available desks, that allow social distancing to take place, will be indicated within the offices and staff attending will be allocated to a specific desk for the day. Appropriate signage is also installed.
Using floor tape or paint to mark areas to help workers keep to a 2m distance.	Y	Tape is on the floor to mark out the one-way systems.
Only where it is not possible to move workstations further apart, arranging people to work side by side or facing away from each other rather than face-to-face.	Y	Desk layouts have been reviewed. Available desks, that allow social distancing to take place, will be indicated within the offices and staff attending will be allocated to a specific desk for the day. Appropriate signage is also installed.

Only where it is not possible to move workstations further apart, using screens to separate people from each other.	Y	Workstations not appropriate for use are identified as such.
Managing occupancy levels to enable social distancing.	Y	This is reviewed on a weekly basis to confirm occupancy levels are kept to a minimum.
Avoiding use of hot desks and spaces and, where not possible, for example, call centers or training facilities, cleaning workstations between different occupants including shared equipment.	Y	Each evening all workstations and equipment is disinfected as part of cleaning protocols.
Using remote working tools to avoid in-person meetings.	Y	In-person meetings can be facilitated if other means are not viable. Every effort to host meetings via telephone or similar platforms are to be sought in the first instance.
Only necessary participants should attend meetings and should maintain 2m separation throughout.	Y	Meetings will only proceed if all other alternatives have been exhausted. Our office space has been set up accordingly and attendees are to be kept to a minimum.
Avoiding transmission during meetings, for example, avoiding sharing pens and other objects.	Y	Shared stationary has been removed.
Providing hand sanitiser	Y	Hand sanitiser is provided.
Holding meetings outdoors or in well-ventilated rooms whenever possible.	Y	This has been considered and communicated to staff.
For areas where regular meetings take place, using floor signage to help people maintain social distancing.	Y	Appropriate signage is displayed however regular meetings are to be avoided unless necessary.

7. Common Areas

Objective:	To maintain social distancing while using common areas	
Steps	Has this been actioned?	Details

Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions and staircases.	Y	We work with our serviced office provider who maintains these areas to ensure there is consistency in approach. Employees will be reminded via signage or other verbal or written reminders to wear face coverings if required in common areas.
Staggering break times to reduce pressure on break rooms or canteens.	Y	Staggered breaks to be introduced with one person on a table allowed at any one time as required.
Using safe outside areas for breaks.	Y	Where possible, outside space will be the preferred option for break out areas.
Creating additional space by using other parts of the workplace or building that have been freed up by remote working.	Y	We work with our serviced office provider who maintains these areas to ensure any available unused space can be used as required.
Installing screens to protect staff in receptions or similar areas.	Y	Our serviced office provider uses screens on their reception.
Providing packaged meals or similar to avoid fully opening staff canteens.	Y	Staff are responsible for their own meals.
Encouraging workers to bring their own food.	Y	This is communicated as part of the guidance issued to all staff attending an office.
Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.	Y	Desk layouts have been reviewed. Available desks, that allow social distancing to take place, will be indicated within the offices and staff attending will be allocated to a specific desk for the day. Appropriate signage is also installed.
Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site.	Y	This has been communicated to staff.
Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage.	Y	Our serviced office provider maintains access and a log of access to these areas.
Encouraging storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts.	Y	Our serviced office provider maintains access and a log of access to these areas.

8. Prioritising Safety during an Incident

Objective: To prioritise safety during incidents		
Steps	Has this been actioned?	Details

<p>If an employee has symptoms of Covid -19 they are not to come into the office</p>	<p>Y</p>	<p>We have advised all staff that if they have any symptoms, they are not to return to the office for 14 days and self-isolate. In accordance with current Government guidance staff are encouraged to seek appropriate medical advice if necessary. Source: UK Government [https://www.gov.uk/coronavirus]</p>
<p>Ensuring that if an employee develops symptoms whilst in the office they are to be sent home</p>	<p>Y</p>	<p>If an employee develops symptoms whilst in the office, they are immediately sent home. Staff in the office on that day are not allowed to return to the office for 14 days. Source: UK Government [https://www.gov.uk/coronavirus]</p>
<p>Increased cleaning schedule</p>	<p>Y</p>	<p>Cleaning schedules and duties enhanced. QOMPLX encourages staff to clean and disinfect their areas of use using the appropriate resources provided. Source: UK Government [https://www.gov.uk/coronavirus]</p>

9. Minimising Unnecessary Office Visits

Objective: To minimise the number of unnecessary visits to offices		
Steps	Has this been actioned?	Details
<p>Encouraging visits via remote connection/working where this is an option.</p>	<p>Y</p>	<p>All staff who are required to work from home have been enabled to do so.</p>
<p>Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival.</p>	<p>Y</p>	<p>When external visitors are permitted on site it is required that they complete a verbal questionnaire prior to arriving at our office. We have signage on the entrance to our office asking anyone with symptoms or a diagnosis of COVID to not enter.</p>
<p>Limiting the number of visitors at any one time.</p>	<p>Y</p>	<p>All visitors will be limited, and we will not allow more than the essential number of visitors required.</p>
<p>Limiting visitor times to a specific time window and restricting access to required visitors only.</p>	<p>Y</p>	<p>All visitors must be approved in advance and their access approved by an appropriate person.</p>

Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.	Y	Our serviced office provider is responsible for this and is scheduling as appropriate.
Maintaining a record of all visitors, if this is practical.	Y	All access to our office is recorded in the room booking system.
Revising visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions.	Y	Visitors will have access to hand sanitiser but are discouraged to sign for deliveries. Most vendors already have “no signature required” delivery options.

10. Maintaining Safety in the Office

Objective: To make sure people understand what they need to do to maintain safety. Steps that will usually be needed:		
Steps	Has this been actioned?	Details
Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage or visual aids and before arrival, for example, by phone, on the website or by email.	Y	Guidance will be to our firm office signage will be displayed throughout. Staff will also be advised on social distancing. Employees will be reminded via signage or other verbal or written reminders to wear face coverings if required.
Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors.	Y	All staff have been issued with guidance on Covid-19 safety.
Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.	Y	Office layout reviewed to promote social distancing. Appropriate signage installed. Details will be made available to all visitors.
Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces.	Y	This has been considered where appropriate.
Ensuring a record is kept of employees attending the office space in order to comply with the requirements of NHS test and trace.	Y	Room booking software will create a record of employee’s attendance in the office to meet any test and trace obligations.

11. Reopening Closed Sites

Objective: To make sure that any site or location that has been closed or partially operated is clean and ready to restart, including: <ul style="list-style-type: none"> • An assessment for all sites, or parts of sites that have been closed, before restarting work. • Carrying out cleaning procedures and providing hand sanitiser before restarting work. 		
Steps	Has this been actioned?	Details
Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.	Y	This has been considered where appropriate.
Most air conditioning system do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.	Y	Our serviced office provider reviews and maintains our HVAC system and the settings do not need to be changed.
Opening windows and doors frequently to encourage ventilation, where possible.	Y	This has been considered where appropriate. We are encouraging our staff to open windows and doors when in the office and ensure the AC is always switched on for air circulation.

12. Maintaining Hygiene & Cleanliness

Objective: To keep the workplace clean and prevent transmission by touching contaminated surfaces.		
Steps	Has this been actioned?	Details
Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.	Y	Staff are to be allocated a desk, the desks and equipment will be sanitized at the end of each day as part of agreed cleaning protocols.

Frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements.	Y	Our serviced office provider's cleaning operatives have been issued guidance around high-touch areas. QOMPLX encourages all staff to clean and disinfect their areas of use using the appropriate resources provided.
Clearing workspaces and removing waste and belongings from the work area at the end of a shift.	Y	A strict clear desk policy will be advised to ensure desks and equipment can be cleaned correctly.
Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards.	Y	Sanitiser will be placed by high touch areas such as kitchens and printers.
If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.	Y	A substantial deep clean will be carried out in accordance with Government advice by our serviced office provider.

13. Personal Hygiene

Objective: To help everyone keep good hygiene through the working day.		
Steps	Has this been actioned?	Details
Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.	Y	Signage displayed.
Providing regular reminders and signage to maintain personal hygiene standards.	Y	Signage displayed.
Providing hand sanitiser in multiple locations in addition to washrooms.	Y	Sanitiser is available.
Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.	Y	Signage displayed.
Enhancing cleaning for busy areas.	Y	Disinfecting of high traffic areas will be conducted every evening.

Providing more waste facilities and more frequent rubbish collection.	Y	Multiple bins have been provided.
Where possible, providing paper towels as an alternative to manually operated hand dryers in hand washing facilities.	Y	Our serviced office provider hand driers in all toilets

14. Communal Changing Rooms

Objective: To minimize the risk of transmission in changing rooms and showers.		
Steps	Has this been actioned?	Details
Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible.	Y	This has been considered where appropriate. All services are provided by our serviced office provider who state clear use and cleaning guidance.
Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.	Y	Enhanced cleaning measures have been introduced throughout the office.

15. Reducing Transmission

Objective: To reduce transmission through contact with objects that come into the workplace and vehicles at the worksite.		
Steps	Has this been actioned?	Details
Cleaning procedures for goods and merchandise entering the site.	Y	Protocols for receiving goods and merchandise have been implemented by our serviced office provider.
Cleaning procedures for vehicles.	N/A	QOMPLX retain no corporately owned vehicles.

Introducing greater handwashing and handwashing facilities for workers handling goods and merchandise and providing hand sanitiser where this is not practical.	Y	Hand sanitiser and hand washing is available to all staff.
Regular cleaning of vehicles that workers may take home.	N/A	QOMPLX retain no corporately owned vehicles.
Restricting non-business deliveries, for example, personal deliveries to workers.	Y	Staff have been instructed not to order personal items to the office to reduce the number of incoming deliveries.

16. Operations

Objective: Shift patterns and working groups		
Steps	Has this been actioned?	Details
As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.	Y	Staff are asked to only attend the office if necessary.
Identifying areas where people directly pass things to each other, for example office supplies, and finding ways to remove direct contact, such as using drop-off points or transfer zones.	Y	In areas with high touch points sanitiser is to be used regularly. If documents or files need to be transferred between staff, they should be emailed in the first instance.

17. Travelling between Offices

Objective: To avoid unnecessary work travel and keep people safe when they do need to travel between locations.		
Steps	Has this been actioned?	Details
Minimizing non-essential travel – consider remote options first.	Y	Travel between offices has been suspended until further notice.

Minimizing the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.	N/A	QOMPLX retain no corporately owned vehicles.
Cleaning shared vehicles between shifts or on handover.	N/A	QOMPLX retain no corporately owned vehicles.
Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.	Y	All travel between offices has been suspended until further notice. This includes international travel.

18. Deliveries

Objective:	To help workers delivering to other sites such as branches, or suppliers' or customers' premises to maintain social distancing and hygiene practices.	
Steps	Has this been actioned?	Details
Putting in place procedures to minimize person-to-person contact during deliveries to other sites.	Y	Staff are to sanitise/wash their hands after handling deliveries.
Maintaining consistent pairing where two-person deliveries are required.	Y	No large objects are to be moved within our office.
Minimising contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents.	Y	All staff have been instructed to use electronic copies or meet virtually to avoid the handing over of documents etc.

19. Goods Entering the Office

Objective:	To maintain social distancing and avoid surface transmission when goods enter and leave the site.	
Steps	Has this been actioned?	Details

Revising pick-up and drop-off collection points, procedures, signage and markings.	Y	New protocols for receiving goods and merchandise has been implemented by our serviced office provider.
Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.	N/A	Not applicable to QOMPLX.
Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.	Y	We do not receive regular deliveries but if we did, we would ensure we manage efficiently.
Where possible and safe, having single workers load or unload vehicles.	Y	Delivery drivers are responsible for loading/unloading their vehicle.
Where possible, using the same pairs of people for loads where more than one is needed.	Y	In the unlikely event this occurs it will be enforced.
Enabling drivers to access welfare facilities when required, consistent with other guidance.	N/A	Not applicable to QOMPLX.
Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.	N/A	Not applicable to QOMPLX.

20. COVID-19 Safety Procedures

Objective: To make sure all workers understand COVID-19 related safety procedures.		
Steps	Has this been actioned?	Details
Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.	Y	Communications via multiple channels are regularly circulated with open dialogue promoted to ensure understanding and consistency.
Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.	Y	A variety of internal communication facilities have been utilised with regular and open dialogue. Changes in working arrangements are agreed in liaison with the People Team.

<p>Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.</p>	<p>Y</p>	<p>Internal processes and policies are regularly reviewed and updated to ensure the best advice at the time is promoted.</p>
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21. Communication & Engagement

Objective: To make sure all workers are kept up to date with how safety measures are being implemented or updated.		
Steps	Has this been actioned?	Details
<p>Ongoing engagement with workers (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.</p>	<p>Y</p>	<p>A variety of internal communication facilities have been utilised with regular and open dialogue. Changes in working arrangements are agreed in liaison with the People Team.</p>
<p>Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19).</p>	<p>Y</p>	<p>Communications include information about mental health and wellbeing resources available to all staff. The People Team also has access to expert advisors who can provide assistance.</p>
<p>Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.</p>	<p>Y</p>	<p>Health and Safety Executive (HSE) approved signage with easy-to-understand instructions deployed throughout Offices.</p>
<p>Using visual communications, for example, whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.</p>	<p>Y</p>	<p>Every effort to hold conversations via telephone or similar platforms are to be sought. Appropriate visual aids have been installed to reduce the requirement of face to face conversations.</p>
<p>Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.</p>	<p>Y</p>	<p>Discussions with our serviced office provider have aided QOMPLX to unify our approach and strategy.</p>

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/