

COVID-19 Risk Assessment

This Risk Assessment (RA) has been carried out in accordance with existing Health and Safety Legislation in addition to current Government guidelines and information relating to the COVID-19 pandemic. This RA will be reviewed frequently in accordance with any changes in Legislation, Government guidelines and our own working practices, which may reflect a more cautious approach to the easing or imposing of restrictions at the various stages of the Government road map. This document does not replace existing RAs and should be adhered to in conjunction with those documents. In addition to this RA there is a Visitor Guide, Back to Work Guidance and procedures for dealing with confirmed or suspected COVID-19 cases amongst our staff and visitors.

This RA focuses specifically on minimising the risk of exposure to COVID-19, as far as is reasonably practicable, for anyone who works in or visits our offices or our floors within multi-tenanted buildings; employees, clients, visitors, suppliers and contractors. Despite the lifting of many restrictions practical control measures remain in place to limit the transmission of COVID-19 which remains a threat to health. The core principles are:

1. Robust testing regime of all plant, equipment and services.
2. Maintaining an enhanced cleaning regime.
3. Provision of products to ensure everyone is able to take responsibility for their own personal hygiene and welfare.
4. Maintaining social distancing where it is possible and practical to do so.
5. Clear instruction, signage and communication.
6. Working from home where possible if this is a directive from the Government. Staff are permitted to attend the office if they cannot do their job effectively from home or for health, safety or wellbeing reasons.
7. All staff are advised not to attend the office if they feel at all unwell.

Name of Assessor:	Wendy Thomas	Office:	All
Signature	<i>Wendy Thomas</i>	Date of Assessment:	21 May 2020
Signature	<i>Wendy Thomas</i>	Date of revision:	20 Aug 2020
Signature	<i>Wendy Thomas</i>	Date of Revision	25 Nov 2020

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Signature	Wendy Thomas	Date of Revision	11 Jan 2021
Signature	Wendy Thomas	Date of revision	29 Apr 2021
Signature	Wendy Thomas	Date of revision	08 July 2021
Signature	Wendy Thomas	Date of revision	03 Aug 2021
Signature	Wendy Thomas	Date of revision	01 Oct 2021
Signature	Wendy Thomas	Date of revision	09 Dec 2021

Activity	Hazard	Persons at Risk	Control Measures in place	A	B	Risk Rating (AxB)	Further Action Required
Operation of plant and equipment	Limited operation may render services unsafe	All	<ul style="list-style-type: none"> a. Our offices have remained open throughout the pandemic and therefore regular, routine PPM has continued on all services. b. Additional maintenance and checks recommended by our service providers due to the reduced usage of some services were undertaken prior to more staff and visitors returning to work and will continue as necessary. c. Air Handling Systems circulate fresh air and it is not therefore necessary to open available windows. Opening windows will cause inefficiencies to the operation of the systems. 	3	1	Low	No issues have been identified in any office.

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Water systems	Exposure to bacteria due to reduced operation of systems	All	<ul style="list-style-type: none"> a. Additional water testing (in addition to scheduled testing) was carried out and results obtained prior to staff and visitors returning after initial lockdown. Further testing will be carried out if deemed necessary. b. Filters have been changed on all relevant equipment. c. Facilities teams carry out frequent flushing of toilets and running of taps if they are not in use regularly. 	2	1	Low	No issues were identified in any office.
Deep cleaning	Exposure to virus on surfaces	All	<ul style="list-style-type: none"> a. We maintained a reduced cleaning regime throughout the lockdown period. b. A deep clean of all areas was undertaken by our service providers, prior to the increase in numbers of staff returning to work after lockdown in 2020. c. We will consider further deep cleans should we have confirmed cases of transmission of the virus in any of our offices. d. We have processes in place to isolate specific areas immediately should there be a confirmed case within any office. e. Our cleaning operatives have specific RAs and PPE to hand to enable them to react immediately to a confirmed case and the requirement for isolating an area. 	4	2	Med	Fogging of all areas will be considered if we believe it is likely that significant transmission has taken place in any office.

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<p>Daily cleaning regime</p>	<p>Exposure to virus on surfaces</p>	<p>All</p>	<ul style="list-style-type: none"> a. An enhanced cleaning regime is in place in all offices. b. Cleaning is under continual review to ensure any increase in numbers of staff and visitors to sites is catered for. c. Facilities team maintain sufficient supplies of soap, hand sanitizers and anti-bacterial wipes and distribute these throughout all areas of the offices for staff to use should they wish. d. Regular cleaning of all touch points is undertaken throughout the working day, either by housekeepers or facilities team if necessary. e. Signage instructs staff to use wipes before and after using all equipment and meeting rooms. 	<p>4</p>	<p>2</p>	<p>Med</p>	
<p>Entering a building or floor</p>	<p>Exposure to virus on touch points or air borne transmission</p>	<p>All</p>	<ul style="list-style-type: none"> f. All staff, visitors and contractors must scan the QR code on their smart phone upon entry to the building and complete the COVID health and travel declaration. This enables us to track and trace anyone who has been in close contact with someone who has tested positive for COVID. g. Frequent cleaning and sanitizing of all touch points is undertaken by cleaning operatives. h. Hand sanitizers installed in main building entrances and internal entrances to all areas. i. If a smart phone is not available there is a link on Mercury for staff and the facilities team can also assist with completion for staff or visitors. j. Signage is in place throughout the buildings reminding people of key safety measures. 	<p>4</p>	<p>2</p>	<p>Med</p>	<p>QR code scanning is crossed checked with entry logs</p>

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Use of lifts	Exposure to virus by an infected person or touch point	All	<ul style="list-style-type: none"> a. If using the lift you may prefer to use a face covering but this is not compulsory and people can choose to use lifts alone. b. Touch points in lifts are cleaned regularly throughout the day by cleaning operatives. c. Avoid using lifts and take the stairs if able to do so. 	4	2	Med	
Shared occupancy of multi-tenanted buildings	Exposure to virus by an infected person or touch points	All	<ul style="list-style-type: none"> a. Revised safety strategies have been obtained from the building management teams in Leeds, London and Manchester offices. b. We provide the building management with our own procedures. c. Facilities teams work with the building management teams to ensure that all safety procedures are aligned. d. We will adhere to all safety procedures issued by those in control of the building. 	4	2	Med	
Sitting at workstation	Exposure to virus	All	<ul style="list-style-type: none"> a. Cleaning operatives will clean all desks three times a week and carry out spot-checks in-between. b. Desks are to be cleared of all belongings every evening to enable thorough cleaning to take place. Cleaning operatives will not move any belongings in order to clean. c. In addition to the cleaning measures in place, anti-bacterial wipes are available for staff use to wipe their desk, chair and IT equipment prior to use if they would like to do so. d. Due to low occupancy levels, there is the opportunity to socially distance when using desks 	4		Med	

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			if that is preferred. In any period of directed socially distancing, desks will be put out of use to enable this.				
Maintaining social distancing	Exposure to an infected person	All	<p>All requirements to socially distance must be met when applicable. Even if there is not an official requirement it is good practice to maintain distance and control measures should be adhered to where possible:</p> <ul style="list-style-type: none"> a. Use of tea points, print hubs and other high traffic areas should be limited to one or two people at a time. b. Conversations with colleagues should be conducted whilst maintaining social distancing. c. In the event of an emergency evacuation every effort must be made to maintain social distancing, whilst evacuating and at the assembly points. Preservation of life remains a priority at all times. d. A Sharefile site is available to all staff with links to all available guidance to facilitate safe working within the office. 	4	2	Med	

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Tea points	Exposure to virus by infected persons or touch points	All	<ul style="list-style-type: none"> a. Only prepare drinks for yourself. b. In addition to the cleaning regime in place, anti-bacterial wipes/spray and paper towels are available for use to clean surfaces and touch points (fridge handles and taps) prior to and after use. 	4	2	Med	
Toilets	Exposure to virus by an infected person or touch point	All	<ul style="list-style-type: none"> a. In small toilet areas, where possible, one person to be in the facilities at any one time. b. Close the toilet lid before flushing. c. Maintain social distancing whilst washing hands, remain in your cubicle and wait for the hand basins to become free if necessary. d. Wash hands thoroughly with soap and water. e. Apply hand sanitizer before you re-enter your floor. f. Signage erected in all toilet facilities to serve as reminders of safe procedures. 	4	2	Med	
Shower facilities	Exposure to virus by an infected person or touch point	All	<ul style="list-style-type: none"> a. All cubicles are available but may be put out of use to maintain social distancing if required. b. Wet towels and clothes are to be put in drying cabinets/rooms and taken home at the end of each day. 	4	2	Med	
Visitors/Clients	Exposure to virus by infected persons	All	<ul style="list-style-type: none"> a. Safety screens have been fitted to reception desks where possible and alternative barriers in place as necessary. b. Hand sanitizer is available in reception and visitors/clients/contractors invited to use it. c. Prior to visiting an office, clients are sent a Visitor Guide so that they are aware of safety procedures and the need to scan the QR code 	4	2	Med	

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			<p>and complete the short COVID health and travel status.</p> <ul style="list-style-type: none"> d. Visitors/clients will be shown straight into meeting rooms whenever possible to avoid congregating in waiting areas. e. Hand sanitizer and wipes are available in all meeting rooms. f. Meeting room touch points are sanitized regularly by cleaning operatives or facilities team. g. Limited hospitality is available, tea, coffee water and individually wrapped biscuits only. h. The maximum number of visitors allowed will, as a minimum, be in line with Government guidance. i. We may reduce numbers further to be appropriate to the space in which the meeting will take place in order to maintain social distancing should this be required. j. Attendees at events are encouraged to take a lateral flow test prior to attending and advised not to attend the event if they feel at all unwell. 				
Contractors working on site			<ul style="list-style-type: none"> a. All suppliers and contractors on site are advised of safety measures in place upon arrival and facilities teams ensure that they adhere to these. b. All contractors are to scan the QR code. c. All contractors can wear face masks if they choose to do so. 				

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Meetings	Exposure to virus by infected persons or touch points	All	<p>Social distancing is good practice and additional measures are in place:</p> <ul style="list-style-type: none"> a. Hand sanitizers and anti-bacterial wipes are available for use in all rooms. b. Refreshments are to be delivered prior to guest arrival. c. After every meeting all touch points will be wiped, by either the cleaning operatives or facilities team. d. Plates of biscuits or other snacks or food will not be provided unless they are individually wrapped. 	4	2	Med	
Use of Edo	Exposure to virus by infected persons or touch points	All	<ul style="list-style-type: none"> a. A full clean of the kitchen facilities will be undertaken by CH & Co prior to return to services being reinstated following any periods of suspension. b. An enhanced cleaning regime is in place in Edo in line with the procedures in the rest of the building. c. CH & Co will produce their own RAs with additional control measures if necessary which must be adhered to in conjunction with this document. d. M&R provide CH & Co with our RA and both Firms work together to ensure safe practices are 	4	2	Med	

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			<p>adhered to.</p> <p>e. A reduced menu is on offer and there will not be any food that is uncovered, such as salad bars and hot plate offering.</p> <p>f. Card payments only.</p> <p>g. Should CH& Co require anyone using Edo to wear a face covering we will support this safety measure. Everyone is welcome to wear a face covering at any time if they feel more comfortable doing so.</p>				
Availability of first aiders	No first aiders available		<p>a. Facilities team are to ensure they are aware which first aiders are on site each day.</p> <p>b. Numerous members of the facilities team are First Aid Appointed Persons and therefore qualified to take control of an incident.</p> <p>c. In the event of an accident and no first aiders being available, ring (9)999 if it is an emergency or (9)111 for a minor injury to seek advice.</p>	2	1	Low	
Administering first aid	Exposure to infected person	First aider	<p>a. Prior to touching the casualty put gloves on and a face mask.</p> <p>b. Gloves and face masks/shields have been added to/are near the first aid boxes on each floor.</p> <p>c. Keep contact with the casualty to a minimum.</p> <p>d. Ensure others who may be assisting you with phone calls or equipment maintain social distancing and wear PPE as necessary.</p> <p>e. In accordance with guidance issued by the Resuscitation Council, in the event of cardiac arrest and the need to administer CPR, place a cloth or towel over the casualty's nose and mouth</p>	4	2	Med	

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			<p>and administer chest compressions only whilst waiting for the emergency services.</p> <p>f. All offices have defibrillators available for anyone to use (clear instructions are on the devices).</p>				
Emergency evacuations	Limited or no fire marshals on site	All	<p>a. Fire detection and alarm systems have been maintained and tested and are fully operational.</p> <p>b. Facilities staff are all well trained in managing an evacuation and they have been working in all offices throughout the pandemic.</p> <p>c. Staff are clear on evacuation procedures as this is practiced regularly, they do not therefore need to rely upon fire marshals to safely evacuate.</p> <p>d. The urgency to vacate a premises in an emergency takes priority over any social distancing that may be in place, but this should be maintained where possible during an evacuation and at assembly points.</p>	3	1	Low	
Staff member already in the building being symptomatic or receiving notification that they have tested positive for COVID-19.	Exposure to infected person	All	<p>a. Staff member must email HR and facilities to advise on the situation and where they are sitting then they must leave the building immediately and go home.</p> <p>b. HR will telephone the individual on their way home to obtain further information and issue guidance.</p> <p>c. Isolate the desk / area the person has been using.</p>	4	2	Med	<p>1) There is a detailed document produced by HR to cover all scenarios.</p> <p>2) Spotless have detailed</p>

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			<ul style="list-style-type: none"> d. Notify Spotless (cleaning company) and Fisco of the confirmed case. e. House-keeper to be diverted from normal tasks to start manual virucidal disinfecting ASAP using PPE (goggles, approved mask, paper suit, gloves) which will be kept on site and later disposed of. f. House-keeper to be joined at earliest opportunity by additional staff as required. Evening staff to join in these tasks also if instructed. g. If there are no cleaning operatives on site, facilities team are to isolate the area and ensure no-one else uses it until such time as it can be cleaned. It will be COVID safe by the next working day in these circumstances. h. Facilities team will have access to the virucidal disinfecting spray, should the area potentially exposed to the virus be high risk to others and therefore in need of urgent attention. i. PPE is available and must be worn should facilities team need to apply virucidal spray. j. A supply of lateral flow tests are held in each office and will be made available for staff to test should they receive notification they have been in close contact with someone who has tested positive. If the staff member tests positive the above steps should then be adhered to. 				<p>RAMS in place.</p> <p>3) Fogging will be considered dependent upon each scenario.</p>
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Deliveries of post	Exposure to infected person	All	<p>Site specific procedures are in place to cover all scenarios for safe receipt and delivery of business and personal packages and documents, dependent upon resources available, but in general the below applies:</p> <ul style="list-style-type: none"> a. All deliveries are received without the requirement for a signature. b. Face coverings may be worn by the person receiving the delivery. c. After handling all deliveries hands must be thoroughly washed. However, there is currently no evidence however to show that the virus is carried on paper/cardboard. 	4	1	Low	
Use of face coverings on public transport and within the office	Exposure to virus by an infected person	All	<ul style="list-style-type: none"> a. If public transport is used it is recommended that face coverings be worn, even following lifting of restrictions, as they continue to provide protection against transmission of the virus. b. All face coverings must be used in accordance with the guidelines for that specific product. c. If face coverings are used, all other safety measures such as social distancing, avoiding touching of the face and regular hand washing must still be maintained as good practice. d. Face masks are available for visitors to use if they do not have their own should they wish to wear one. e. Anyone can wear a face mask at any time in the office if they choose to do so. 	4	2	Med	Government guidelines will be adhered to as a minimum and the Firm may continue with additional safety measures in a more cautious approach to easing of restrictions.

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Potential Injury (Severity) (A)		Probability (B)		Risk Rating	
Major (Death or Serious Injury)	4	High (Harm is certain or near certain)	4	High Risk – Further controls necessary	10-16
Serious (Over 3 Day Absence)	3	Medium (Will occur frequently)	3	Medium – Control measures must be in place and additional ones may need to be considered	5-9
Significant (Up to 3 Days Absence)	2	Low (Will seldom occur)	2	Low Risk – Keep under review	2-4
Slight (Minor First Aid Case)	1	Extremely Remote (Very Unlikely)	1	Minimal Risk – No further action	1