


Risk Assessment

Covid-19 - Offices and Contact Center's

Reviewed February 2022

INTRODUCTION			
Company name:	Hastings Direct	Location:	Conquest House - Bexhill
Assessor name:	Zoe Turner	Signature:	
Date completed:	23.07.2021	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 center settings as well as those working from home. It focuses on the required control measures to prevent the spread of Coronavirus (Covid-19). Guidance in preparation of this risk assessment is from the UK Government.		
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:	<ul style="list-style-type: none"> • 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	Priority – high/med/low	In place – yes/no/NA	Actions outstanding / Comments	Completed? Signature
Travelling to work	Avoid public transport where possible. Face coverings must be worn on public transport.	High	Yes	This measure is controlled by the local transport authority and operators.	
	Individuals should use their own vehicles and travel alone where possible.	Med	Yes	None	
	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 (up to a max of 6). All occupants to wear face coverings.	N/A	N/A	Not Applicable unless carshare but we do not have anyone carsharing currently.	
	Good ventilation (i.e., keeping the windows open) and facing away from each other may help to reduce the risk of transmission. Avoid the use of air conditioning.	N/A	N/A	This is for the colleagues to action when travelling to and from Site.	
	Ventilation systems in vehicles should be set to draw in fresh air and not to recirculate it.	N/A	N/A	None	
	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.	N/A	N/A	Colleagues clean their own vehicles.	
Working from home	Where possible, staff should work from home.	High	Yes	Majority of colleagues working from home currently with only a few that cannot for the following reasons: IT Issues, DSE Needs or mental health. 27.01.22 - Colleagues now able to work from the office should they wish to however they either need to book a desk with Your Concierge or are allocated a desk via Work Force Planning.	
	Workstation assessments to be carried out for long term home workers.	High	Yes	New Hybrid Working Assessment module being added to our Workrite System.	

	Management to maintain regular contact with those working from home.	Med	Yes	This is part of the temporary policy for colleagues working from home.	
	All necessary equipment to be provided to home workers to allow them to carry out their roles.	High	Yes	DSE@Home project to center on Specialist equipment then move to those needing desks and chairs	
	Management to provide all assistance necessary to enable staff to work from home.	High	Yes	Intranet page set up for assistance whilst working from home including flexible working checklist, reimbursement scheme, health advice, company updates, temporary policies and wellbeing to name a few.	
Activity	Required control measures	Priority – high/med/low	In place – yes/no/NA	Actions outstanding/ Comments	Completed? Signature
Site access and egress	Increase parking facilities to accommodate more vehicles.	Low	N/A	Low Site volumes have meant that Colleagues can park without any issues.	
	Non-essential visitors will not be permitted to enter.	Low	Yes	Visitors must be authorised by either HR or Property Services. 27.01.22 Visitors are allowed but contractors / suppliers still need to provide Access Request with SAR Form.	
	Hand wash stations to be provided at each access point. Where water is not available hand sanitiser to be provided.	High	Yes	Sanitising stations available at all entrances, communal areas and on all office floors.	
	Workers must wash their hands for 20 seconds on arrival and departure from site.	N/A	N/A	Sanitising stations and pocket-sized bottles available upon arrival and departure from the building.	
	Signage or floor markings to be used to ensure 2 metre distance is maintained for those queuing to access and leave site.	Low	Yes	This is no applicable as per gov.uk listing of restrictions.	
	Start and finish times to be staggered to reduce congestion.	Med	Yes	Front line colleagues are on staggered start and finish times to reduce numbers. 27.01.22 – No staggering now of start times however still low volumes currently.	
	Contactless sign in and out systems to be used where possible.	High	Yes	Access is only gained by security passes which are only activated once authority given.	
	Where contact entry/exit systems are in place (finger scanners etc.) these must be sanitiser between each user.	N/A	N/A	Hastings uses swipe access cards for entry into the building and around the offices there for no touching of scanners.	

Workstations	Workstations to be set up to ensure social distancing measures are applied.	High	Yes	All workstations are labelled to be either Green or Red. These are allocated by IT. 27.01.22 These are still in place to maintain some Social distancing,	
	Screens to be erected between workstations if required.	High	N/A	Most banks of desks have back screens already in place but as the seating is green and red labelled and then allocated there is no requirement for screens between workstations.	
	Workstations to be arranged so that staff do not face each other.	High	Yes	Workstations are labelled up green or red and there is limited green desks per bank.	
	Sharing of workstations (hot desking) should be avoided.	High	Yes	Currently hot desking not in place. 27.01.22 New Model Office in place allowing for hotdesking – Desks are booked via an app and clean every day.	
Activity	Required control measures	Priority – high/med/low	In place – yes/no/NA	Actions outstanding / Comments	Completed? Signature
	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.	High	Yes	All workstations are thoroughly cleaned at the end of each shift and there is sanitising wipes available for use by colleagues throughout the day.	
	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.	High	Yes	All colleagues that need headsets have their own sets. There are sanitising wipes available for colleagues to clean their headsets daily.	
Moving around the office	Pedestrian routes to be widened to allow 2 metre distancing.	High	Yes	This is now removed as per the Government Guidelines. However, this is still encouraged with Signage.	
	Where possible, operate a one-way system for entering and exiting the office.	High	Yes	One entrance and exit for colleagues and visitors use an alternative.	
	Signage or other markings to show 2 metre distancing. In England, 1 metre may be acceptable only with additional risk mitigation measures.			This is now removed as per the Government Guidelines. However, this is still encouraged with Signage.	

	Tasks to be pre-planned to minimise the need for moving around the office. E.g., ensure all materials required for your days' work are at your work area.	Low	N/A	Majority of those within the office are front line who are already limited to tasks outside of their workstations.	
	Stairs should be used in preference to lifts or hoists.	Low	N/A	As restrictions have been lifted, the one way system on the stairs has been removed but signage recommending that if more than one person in a lift then face coverings should be worn.	
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.	Med	N/A	This is now removed as per the Government Guidelines. However, this is still encouraged with Signage.	
Activity	Required control measures	Priority – high/med/low	In place – yes/no/NA	Actions outstanding / Comments	Completed? Signature
	Increase the number of toilets where possible. Workers should use the same facilities while at work.	High	N/A	We have limited numbers of toilet facilities however more than adequate for numbers of colleagues currently on site.	
	Wash or sanitize hands before and after using the facilities.	High	Yes	Increased signage in all toilet facilities and outside reminding colleagues to wash hands. Sanitiser stations also located outside these.	
	Enhance the cleaning regimes for toilet facilities, particularly door handles, locks and the toilet flush.	High	Yes	Increased frequency for toilet cleaning / touch points in place.	
	Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.	Med	Yes	Bins already located in toilet facilities however, extra bins brought in for masks and wipes.	
	Workers should bring their own food where possible.	Low	Yes	There are microwaves and fridges available for use along with hot water taps and cold-water dispensers.	
	Where there are no practical alternatives, workplace canteens should provide a takeaway service providing pre-prepared and wrapped food only.	Med	Yes	This is now removed as per the Government Guidelines. However, food still served in Vegware and disposable cutlery given out.	

Canteens and rest areas	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.	Med	N/A	Numbers within the canteen are restricted by the amount of seating and the staggering of shifts limiting number off the phones.	
	Break times should always be staggered to reduce congestion and contact.	Med	Yes	Break times already staggered to reduce impact on call volumes.	
	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.	High	Yes	Sanitiser stations located at entrance to canteen and in erst areas such as The Vault.	
	All rubbish should be put straight in the bin and not left for someone else to clear up.	Med	Yes	All eating areas are self-clearing – notices on each table asking colleagues to clear away their rubbish.	
Activity	Required control measures	Priority – high/med/low	In place – yes/no/NA	Actions outstanding / Comments	Completed? Signature
	Tables should be cleaned between each sitting using standard cleaning products.	High	Yes	Cleaners are clearing and wiping the tables every 30 minutes but cannot guarantee it is between sittings.	
	Crockery, eating utensils, cups etc. should not be used unless they are disposable or are washed and dried between use.	High	Yes	Not in use currently – Vegware cutlery and cartons in use still. 27.01.22 Cutlery and Crockery back in use and washed thoroughly through dishwasher between use.	
	Payments should be taken by contactless card wherever possible.	Med	Yes	Contactless machines in use in the canteen, however vending machines are still coin operated.	
	Canteen staff should wash their hands often with soap and water for at least 20 seconds before and after handling food.	High	Yes	There are 2-3 hand washing facilities in the canteen including one at the costa bar. All canteen staff have gone through COVID training through the 3 rd party catering supplier.	
	Screens to be erected to separate canteen staff from customers.	High	Yes	Screens in place in front of the till and in the food counters.	
	Only necessary meeting participants should attend.	High	Yes	Due to lifting of restrictions the meeting rooms have been opened however they are some with limited occupancy and single use only.	
	Attendees should be at least two metres apart from each other.	High	Yes	Due to lifting of restrictions the meeting rooms have been opened however they are some with limited occupancy and single use only.	

Meetings	Rooms should be well ventilated/windows opened to allow fresh air circulation.	High	Yes	All meeting rooms with windows have locks on them keeping them open to allow air circulation. Those without are limited to single occupancy only.	
	Hold meetings via virtual means where possible.	High	Yes	Majority of meetings held through MS Teams – only urgent meetings are held in the offices. 27.01.22 Meeting rooms put back into use however with limited occupancy.	
	Wash hands for 20 seconds on arrival and departure from meetings.	High	N/A	Hand washing facilities available in the toilets however we have also provided anti bac wipes and sanitiser in all meeting rooms.	
Deliveries	All deliveries must be pre-planned.	Med	Yes	Majority of deliveries all pre-planned for year ahead and any unscheduled one's are booked in through access requests.	
	If possible, remove contact-based signing in procedures.	High	N/A	Delivery drivers do not need to sign in as have to access the loading bay through the security gates if they are in the calendar.	
	Separate welfare facilities to be provided for delivery drivers.	High	No	Drivers do not usually use the facilities however there are toilets available with handwashing and sanitiser.	As we do not have many deliveries, we do not see this as a potential area of concern.
Activity	Required control measures	Priority – high/med/low	In place – yes/no/NA	Actions outstanding/ Comments	Completed? Signature
	Where possible, delivery drivers must stay in their vehicles.	Med	Yes	As restrictions have changed, drivers unload their vehicles and then brought in by the loading bay operative.	
	Where drivers are required to exit their vehicle, they should wash or sanitize their hands before handling any materials.	Med	Yes	As restrictions have changed, drivers unload their vehicles and then brought in by the loading bay operative.	
	Single workers to load and unload where it is safe to do so.	High	Yes	As restrictions have changed, drivers unload their vehicles and then brought in by the loading bay operative.	
	Where possible, delivered items should be stored for 72 hours before being distributed.	Med	Yes	Some of the deliveries are food for the canteen so unable to store for 72 hours.	
	Contractors must only attend the premises to complete critical/emergency works.	High	Yes	Contractors are limited to emergency works, statutory inspections, and maintenance.	
	Contractors to be briefed on rules in place before attending site. This should be via virtual means or telephone.	High	Yes	Contractors are notified in advance when booking in through access requests of the rules for attending site.	

Contractors	Contractors must provide a risk assessment/safe system of work.	High	Yea	Contractors are requested to provide RAMS and a Site access form along with an updated version of COVID assessment before coming to site.	
	Contact with contractors to be kept to a minimum. All office staff and contractors to adhere to social distancing measures.	High	Yes	Contractors only interact with the colleagues requesting their visit.	
	Contractors and other visitors to be provided with separate welfare facilities. These to be cleaned after each visit.	High	No	We do not have sufficient facilities to provide separate one's for contractors. They use the same as colleagues	As restrictions have changed this is no longer an area of concern.
Training/communication	Staff briefings should take place at the start of each shift, detailing the contents of this risk assessment.	Med	N/A	We have separate guidance documents that runs alongside the risk assessment, and it is published on our intranet for all colleagues to view. 27.01.22 This document is to be available on intranet and Web page	
	Briefings and training should take place where social distancing guidelines can be adhered to.	High	Yes	Prior to restriction changes we moved most of the briefing and training to online. The only area that was not possible was inductions. However, with the changes more training is now taking place, still with limited numbers and encouragement to adhere to SD.	
Activity	Required control measures	Priority – high/med/low	In place – yes/no/NA	Actions outstanding / Comments	Completed? Signature
	Numbers attending training should be kept as low as possible.	High	Yes	Training rooms ae limited to specific numbers to keep SD in place.	
	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.	High	Yes	Hand washing facilities available in the toilets and wipes and sanitiser in all training/meeting rooms.	
	Signage and posters to be displayed to remind staff of control measures.	High	Yes	Signage / Posters in all rooms in the building along with communal areas reminding staff of the recommendations to still adhere to SD, Hygiene and Face coverings.	
	Review first aid need assessment to take into account lower staff numbers and available first aiders.	High	Yes	First Aid risk assessment reviewed and recommendations for those first aid trained to first back to the office. Increased numbers of first aiders being trained over the next three months.	

First aid	Emergency plans including contact details should be kept up to date.	High	Yes	Emergency plans updated with COVID plan and contact details held at reception.	
	Consideration must be given to potential delays in emergency services response, due to the current pressure on resources.	High	Yes	HD already has an account with local taxi company to assist transporting anyone to hospital if required along with the first aider.	
Fire arrangements	Review of current fire risk assessment to be undertaken.	High	Yes	Fire risk assessment annually reviewed by external provider in Oct 2020 considering the restrictions and limited staff.	
	Alternative arrangements to be put in place where there is a shortage of trained fire marshals.	High	Yes	Trained majority of team leaders/ CCL's that came back into the office as fire wardens to assist with covering the shortage.	
	Increase the size of assembly points to ensure social distancing.	High	Yes	The assembly points already at a satisfactory size to accommodate SD.	
Vulnerable groups – elderly,	Any worker in one of the vulnerable groups should, where possible work from home.	High	Yes	Vulnerable groups identified by HR and still working from home unless unable to due to the following issues: IT problems, DSE requirements or Mental health issues.	
pregnant workers, those with existing underlying	Specific risk assessments should be carried out for members of vulnerable groups who cannot work from home.	High	No	Any vulnerable workers previously identified as unable to work from home were furloughed and as restrictions have listed some have returned to office.	
Activity	Required control measures	Priority – high/med/low	In place – yes/no/NA	Actions outstanding	Completed? Signature
health conditions	Measures should be put in place to ensure vulnerable workers follow social distancing measures stringently.	High	Yes	Any vulnerable workers previously identified as unable to work from home were furloughed and as restrictions have listed some have returned to office.	
	Enhanced cleaning of lifts for those who cannot use stairs.	High	Yes	All lifts were on the enhanced cleaning regime for all communal areas.	

Illness and suspected Coronavirus cases	If a worker develops a high temperature or a persistent cough while at work, they should: <ul style="list-style-type: none"> ensure their manager or supervisor is informed immediately where possible inform their manager of all other staff they have meet 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. 	High	Yes	There are communications stating what colleagues need to do if they have any symptoms when at work. It is on the colleague intranet and within the guidance for returning to the office.	
	An isolated area should be established for workers to wait in if they fall ill and can't go home immediately.	High	Yes	There is a dedicated track and trace room available for any colleagues to isolate, call 119 or wait until they can go home.	
	Any area where a worker has been when falling ill should be deep cleaned using standard cleaning products before it can be re-occupied.	High	Yes	Property services team are notified by the colleague's line manager of the area they were sitting in and the cleaning team complete a deep clean of the area including the workstation and any touch points.	
	Workers must not come to work for 10 days if someone in their household is self-isolating or is showing symptoms.	High	Yes	Isolation process in place for anyone self-isolating or showing symptoms.	
	They must arrange a Covid test and not return to site until a negative test result or they have completed their isolation period.	High	Yes	Colleagues advised at the time of leaving site they need to arrange a PCR test. And not to return to work until result is either negative or once isolation is finished.	


Activity	Required control measures	Priority – high/med/low	In place – yes/no/NA	Actions outstanding	Completed? Signature
	Sites that have one or more confirmed cases within 14 days must contact their local Public Health England protection team.	High	Yes	The Single Point of Contact (SPOC) for the building is the H&S Advisor and contacts PHE if there any confirmed cases of over 5 or more.	

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, handrails, photocopiers, printers, telephones and office equipment.	High	Yes	Continued enhanced cleaning still taking place across the building, especially in communal areas, touch points and desks.	
	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.	High	Yes	Eating/ communal areas all cleaned at the start and end of each day including all seating, tables, touch points and the other facilities.	
	Workstations to be cleaned regularly throughout the day and at the start and finish of each shift.	High	Yes	Workstations are cleaned during the evening and then as and when required. Wipes and sanitiser is also available for colleagues to clean their workstations during their shifts.	
	Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day.	High	Yes	Clearing of rubbish bins has increased along with cleaning of personal effects and other rubbish on red set desks.	
	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.	N/A	N/A	Company do not have any fleet cars or vans so not applicable.	
Ventilation	A risk assessment should be carried out to identify poorly ventilated areas of the workplace.	Med	Yes	TS carried out risk assessment to identify the areas of concern such as some of the meeting rooms and basement,	
	Areas where mechanical systems only recirculate air and have no outdoor supply should be regarded as being poorly ventilated.	Med	Yes	Carrying out CO2 monitoring to ensure levels are at an acceptable limit. They are carried out twice daily. 27.01.22 Air purifiers installed or in process to assist with cleaning air.	

Activity	Required control measures	Priority – high/med/low	In place – yes/no/NA	Actions outstanding	Completed? Signature
	Fresh air circulation to be maximised through opening windows, doors, and vents. Internal self-closing fire doors should not be propped open.	High	Yes	Office have opening windows along with meeting rooms, which are locked in an open position to allow sufficient ventilation. CO2 monitoring is now in place to ensure levels are kept at an acceptable amount. 27.01.22 Air Purifiers installed or in process to assist with cleaning air.	
	Mechanical ventilation should be used where possible. E.g., the use of fans or ducts to bring fresh air from outside.	High	Yes	Air conditioning unit are in operations and the control units are locked so that colleagues cannot alter or turn them off.	
	Local exhaust ventilation (LEV) that discharge air outside can be used to increase ventilation.	Med	Yes	Only in limited locations such as toilets, kitchen and Basement.	
	Desk or ceiling fans should not be used in poorly ventilated areas.	N/A	N/A	Only fans that are used are the mini-USB desk fans.	
	Ensure mechanical ventilation systems are maintained in line with manufacturer's instructions.	High	Yes	All Air con units are on a regular maintenance contract with a 3 rd party provider and air quality tests are carried out.	
	Reduce the number of people who use or occupy an area to reduce the risk of exposure to aerosol transmission.	High	Yes	Reduce capacity in the offices with majority of building still working from home.	
	Where possible, reduce activities that involve physical exertion or shouting as these increase the generation of aerosols.	High	Yes	This is part of our local office guidelines.	
	Where possible, reduce the time people use or occupy an area and reduce through traffic in areas with poor ventilation.	High	Yes	We have requested that colleagues do not linger in stairwells, corridors or on the stairs to reduce any transmission.	
	Air cleaning and filtration units should only be used where it is not possible to maintain adequate ventilation.	High	Yes	Most rooms / areas have air flow via doors and windows, only limited to some meeting rooms and basement.	

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):	Zoe Turner	Signature:		Date:	23.07.2021
Next Review:	Dec 2021	Review Date:	11.12.2021	Reviewed By:	Z.Turner
Next Review:	Jan 2022	Review Date:	01.02.2022	Reviewed By:	Z.Turner
Next Review:		Review Date:		Reviewed By:	
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