

## COVID-19: RISK ASSESSMENT



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### Document Updates:

**Issue Date: 23 May 2020**

**Last updated: 02 September 2020**

Date	Version	Update	Section
08/07/2020	5	Occupancy numbers increased to the estimated capacity of 400 Occupants to still comply with social distancing measures.	Risk assessment summary Page 3
08/07/2020	5	Minimum separation distance of 2m, or 1m with risk mitigation where 2m is not viable is acceptable, between people in the office.	Mitigating Actions Page 5 and Throughout Assessment.
08/07/2020	5	Update of Emergency Plans to include COVID 19 guidance especially around social distancing	Accidents and Incidents Page 14
08/07/2020	5	Included guidance in the event of a COVID -19 lockdown	Outbreaks and Local lockdowns Page 16
08/07/2020	5	Additional guidance in the event of a COVID – 19 outbreak – including nomination of Single point of contact (SPOC)	Outbreaks and Local lockdowns Page 16
14/07/2020	6	Minimising contact in communal areas – Stairs by making the main stairs primary up and down and ensuring signage is reminding colleagues of SD.	Movement around the building Page 8
14/07/2020	6	Addition of How many colleagues could be harmed in the main assessment	Risk Assessment Page 7

## COVID-19: RISK ASSESSMENT

This Risk Assessment has been prepared in response to the emerging risks associated with the Coronavirus (COVID-19) pandemic. It assesses the risks associated with COVID-19 in a large open plan office with minimal staff within it. It is vital that a record of risk assessments is maintained.

This document has been produced to comply with all relevant Health and Safety legislation and current Government rules and guidance specifically related to COVID-19.

The Site assessed within this document is Conquest House, 32-34 Collington Avenue, Bexhill on Sea. The assessment is based on an occupancy level of the building of a maximum of 400 colleagues, including support staff, at any one time.

As we learn more about the virus and working practices change, we will reassess risks, review procedures and update recorded assessments as necessary. Any such reassessment and subsequent review should include all relevant employees, who should also be informed of resulting changes.

Any colleague requiring further guidance should contact the Health and Safety Advisor ([Healthandsafety @hastingsdirect.com](mailto:Healthandsafety@hastingsdirect.com)).

### COVID-19

#### Primary Symptoms:

- High temperature; and
- New, continuous cough.
- Loss of taste or Sense of smell.

#### Human Health Risk:

Mild to severe illness, and death. Older adults, or those with underlying medical conditions seem to be at a higher risk of developing more serious complications from Covid-19 illness.

#### Transmission:

Being a respiratory virus, it is transmitted through respiratory droplets, with person-to-person contact appearing to be the main method of transmission. The virus can also survive on contaminated surfaces, possibly for up to several days.

Both symptomatic and asymptomatic transmission (when a person is displaying no symptoms) occurs.

#### Vaccination:

There are no vaccines available as yet.

## PRIMARY SOURCES FOR INFORMATION

1. Dept of Health and Social Care:

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

2. Public Health Agency England:

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

3. Health and Safety Executive:

<https://www.hse.gov.uk/news/coronavirus.htm>

4. Gov.uk:

<https://www.gov.uk/coronavirus>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

5. Hastings Direct Colleague Intranet – Tapestry:

<http://tapestry/communication/Pages/Coronavirus-whatyouneedtoknow.aspx>

## MITIGATING ACTIONS

The key principles underpinning the mitigating actions are as follows:

1. To protect the health of colleagues and their dependants.
2. To minimise risk to visitors, contractors and suppliers.
3. To maintain operational capability and capacity, as far as is practicable.

MITIGATION	RATIONALE
<b>Personal Responsibilities</b>	
Practice good personal hygiene including hand washing (wash your hands with soap and warm water for at least 20 seconds).	<i>To minimise risk of infection, to self and others.</i>
Practice good office hygiene	<i>To minimise risk of infection, to self and others.</i>
<b>Social Distancing Measures / Minimisation of Person to Person Contact</b>	
Immediate isolation of symptomatic persons – Track and Trace Process	<i>To remove potential source of infection.</i>
Home working	<i>To remove staff from risk of infection in the office.</i>
Avoidance / suspension of in-person meetings.	<i>To avoid person to person contact.</i>
Adoption of teleconferencing as an alternative to in-person meetings.	<i>To avoid person to person contact.</i>
Cancellation of non-essential travel	<i>To avoid risk of infection from outside sources.</i>
Minimum separation distance of 2m, or 1m with risk mitigation where 2m is not viable is acceptable, between people in the office.	<i>To include all areas, for example at workstations, staircases, meeting rooms, toilets, kitchens etc.</i>
<b>Premises</b>	
Frequently cleaning and disinfecting of objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.	<i>To reduce risk of infection from infected surfaces.</i>
Covid-19 and Hygiene signage on office entry points, and on display internally.	<i>To reduce risk of infection.</i>

Review and amend evacuation and building entry/exit procedures.

*To remove risk of infection and minimise person to person contact.*

Activity & Hazard	Subject / Person at Risk of harm		Pre Control Risk Rating			Activity control measures including Information and Training	Post Control Risk Rating			Overall Assessment / Evaluation Acceptable		Effectiveness Review				
	Hazard	Who might Be harmed	How Many Might be Harmed	High	Med		Low	Current & Additional Precautions	High	Med	Low	8-16	1-6	Date Assessment Completed	Next Review Date	
<b>Spread of COVID 19</b>	Colleagues	Max of 400 Colleagues in the building at any one time				<p><b>Travelling to and from Work:</b></p> <p>Staggered shift times to reduce congestion at entry and exit points from the building whilst keeping to social distancing rules.</p> <p>Adequate parking for Vehicles and Bicycles to reduce colleagues having to use public transport.</p> <p>As colleagues enter the building, they will be temperature checked via a thermal camera, positioned at the entrance and standing behind a Perspex screen. The camera will detect any temperature and highlight anyone that has a temperature above 38°C. If they then re-test again above this temperature, the colleague will be asked to leave the building, return home and follow the self-isolation guidelines. The names will be sent to HR and their Line Managers.</p> <p>One way flow into and out of the building minimising any contact – This will be assisted with Posters, Floor marking and Maps that will be placed at the entrance / exits and shown to all colleagues via Internal Communications and</p>										
	Visitors		X													
	Contractors		X													
	Vulnerable Groups including Elderly, Pregnant and those with underlying conditions - Anyone within this category will not be allowed into the building until further notice.		X													
Anyone else who physically comes in				X												

	contact in relation to our business.					<p>Intranet. It will also be monitored by on-site security team as colleagues come and go.</p> <p><b>Movement around the Building:</b></p> <p>Limit movement and discourage any non-essential trips around the building by closing off or restricting use in areas or floors not in use, one way flows, close off all meeting rooms, set up of teams of those within the office with designated toilet facilities, sanitising / cleaning stations.</p> <p>Reduce the number of colleagues allowed within lifts with posters, floor marking and communications. A maximum of 1 occupant per lift NB. Need to ensure that any disabled staff may not be able to adhere to the one-way flow and need access to areas closed off or the lifts. The two main stairs as <b>primary up</b> and <b>primary down</b>, also added suitable signage asking colleagues to observe social distancing not to pass on the stairs, and to step aside at the landing to allow colleagues to pass.</p> <p><b>Workstations / Places:</b></p> <p>Colleagues are seated so that they are spaced out across the office leaving empty desks adjacent and opposite.</p> <p>Colleagues will be assigned into working teams to limit contact with others. Temporary workstations will be assigned and not shared i.e. No hot desking as this will reduce the amount of contact.</p>						<p>01.06.2020</p> <p>03.06.2020</p> <p>01.06.2020 &amp; on Going as more colleagues Return to Work</p> <p>Ongoing Review Daily</p> <p>Ongoing</p>	<p>15.06.2020</p> <p>15.06.2020</p> <p>Reviewed Weekly</p> <p>Daily Review</p>
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				X	Colleague's workstations will be arranged to prevent anyone from working face to face.			X		X	Daily	Walk arounds to spot check
					X	Monitoring of occupancy levels taking place to enable colleague to maintain social distancing.		X		X	Check stocks Daily	
			X		Workspace is cleaned daily, this includes thorough wipe down of the monitors, desk, phones, keyboards and mice.			X		X		
				X	Limit use of contact surfaces such as printers and whiteboards and ensure regular sanitising if used - Do we look to restrict printing to essential colleagues only.			X		X	01.06.2020	01.07.2020
				X	Extra provisions for colleagues to clean as they go with Anti-bac wipes are available. This includes the colleagues wiping their own headsets.			X		X		
					Training & induction:			X		X	01.06.2020	
				X	Currently no training taking place on Site. Using remote solutions such as teleconferencing, skype and e-learning.			X		X		01.07.2020
				X	Relocated from training rooms to the main floors enabling colleagues to maintain social distancing.			X		X		
					<b>Meeting Rooms:</b>							
				X	Using remote working tools to avoid in-person meetings. As of 7 <sup>th</sup> September some rooms will be reopened. Extra Precautions as follows: Extra chairs will be removed. Green stickers placed on the tables to show where they should sit. Notices on the doors. Laminated 'rules' on the table. Antibac tub of wipes on the table Bin placed in every room			X		X	Already in place from previous RA March 2020	22.06.2020

					<p>windows open at all times AC (if they have one) on at all times Sticker on back of door- if you have used this room, please wipe down all hard surfaces Rooms are cleaned daily.</p>								
					<p><b>Staff restaurant:</b> Canteen facilities :</p>								
				X	No cash is being handled. All food and drink is currently being provided free of charge.			X	X		01.06.2020	01.07.2020	
					All seating has been removed.			X	X			15.06.2020	
				X	A dedicated route is in place to traffic colleagues into the food area. There are floor marking to restrict movement within the canteen area.			X	X			08.07.2020	
				X	All break times are staggered so limiting contact with canteen staff.			X	X				
				X	All food and drink is take-away only. All catering staff wear appropriate PPE including gloves.			X	X			01.07.2020	
				X	Barriers / Screens will be in place at the till points.			X	X		30.05.2020		
				X	Colleagues will also be encouraged to bring in food from home to limit contact outside their allocated teams.							01.07.2020	
					Reconfigure seating to maintain spacing and reduce face to face interaction.			X	X		03.06.2020	01.07.2020	
											23.06.2020	15.06.2020	
				X	<b>Other Communal Areas:</b> All seating in these areas including indoor / outdoor picnic and smoking areas has been reconfigured to maintain spacing and reduce face to face interaction.			X	X		01.06.2020		
				X	Lifts have been restricted to 1 passenger at any one time. Signage and floor marking in place to assist with this.			X	X		03.06.2020		

				X	Barriers / Screens to be placed at reception / security to limit contact for face to face interaction. Seating at reception will be limited to maintain distancing.			X			01.06.2020	
				X	One way routes to be put into place on the floors in use, with posters, floor signage and maps to assist colleagues in maintain distancing.			X		X	01.06.2020	
				X	Additional signage is in place requesting colleagues are maintaining social distancing / sanitising and creating awareness around the building.			X		X	Ongoing Daily / Hourly	
				X	Hand Sanitiser stations are located in all communal areas along with additional supplies in the work area. Personal hand sanitiser bottles are also freely available for all colleagues.			X		X		
			X		<b>Cleaning:</b> Increased frequency of touchpoint sanitisation throughout the day. Touch-point cleaning includes: ATM Machine Printer touch screens Internal and external handrails Push plates and door handles Push to exit buttons Lift buttons and handrails Fridge and microwave handles Water machines Vending machine buttons Whiteboards etc.  The list is not exhaustive, with additional items being added if required;			X		X	As and when this occurs	
				X	We have recruited additional cleaning resource to assist with touch point and desk cleaning.			X		X		

			X		<p><b>Track and Trace Process:</b></p> <p>Where we have colleagues that have developed symptoms in the office, they are led by a Line Leader or Social Distancing Champion to the designated meeting room to contact 119 and await further instruction, The Leader or Champion will then contact Property services so they can ensure that their workstations are deep cleaned within 30 mins of contact. We also then request our cleaners to thoroughly deep/hygiene infection control clean the whole office area. The colleague is then safely led out of the building to allow them to go home.</p> <p><b>Air:</b></p> <p>We regularly check and monitor air quality to ensure that the working environment is safe and that CO2, dust and microbiological levels are within safe levels. These are all found to be within safe levels across the building.</p> <p>Although Air Conditioning is in use, we also circulate fresh air to the main office areas via the primary air pump. In addition, the majority of the office windows can also be opened to provide air flow and we are routinely ventilating the offices.</p> <p>Cleaning before reopening areas of the Building: Assess the areas closed off and carry out a clean of the area and ensure sanitiser stations are set up.</p> <p>Keeping the areas clean: Increase frequency of cleaning of workstations between use and of touchpoint areas (See above) to ensure any contact is kept to a minimum.</p>			X		X			
				X				X				Air Monitoring takes place monthly and ventilation of offices taking place Daily/ weekly – Ongoing.	
				X				X				30.05.2020 then ongoing as and when other areas / floors reopen.	
				X				X				Daily	23.06.2020

				X		Ensure adequate disposal of waste at the end of each shift and No belongings to be kept in the office spaces in between use.			X		X		
					X	<b>Hygiene:</b> Posters and signage in place in all washing facilities. Regular communication being sent out to remind all colleagues about maintaining personal hygiene.			X		X		01.06.2020
				X		Increased frequency of cleaning of toilet facilities and signage confirming usage.			X		X		Ongoing Daily Checks
				X		Toilets split into zones so that only small groups of colleagues using them from the same teams.			X		X		
				X		Increased frequency of bin changes and cleaning of the bins. Additional provision of paper towels in the hand washing areas for those that do not wish to use hand dryers.			X		X		Ongoing daily Checks
				X		Ensure those colleagues using the shower facilities notify Property Services that they have been used so that they are cleaned out for the next use.			X		X		
						<b>Work From Home:</b> Almost all colleagues now WFH. Daily occupancy reduced by c.1200 w/c 09/03/20 to c.26 w/c 11/05/2020 and building currently closed to majority of staff except for facilities & Security and some essential services such as Post Room, IT and finance.			X		X		Completed in place w/c 11.05.2020
				X		We have purchased additional IT equipment to enable complete roll out to the business so that we can achieve the WFH capabilities, including chrome books, laptops and Desktop PC's. We have also purchased additional keyboards, mice			X		X		Completed in place w/c 11.05.2020 with ongoing enquiries from

				X	and headsets for those working from home and offered any colleague the option of purchasing Display Screen Equipment such as Laptop stands, Keyboards & Mice (if they cannot make it to the office to collect) and an office chair, which is then reimbursed by the Company.			X		X	colleagues for DSE.	
				X	We have also sent out a self –assessment checklist to all colleagues to assist in setting up their space and getting themselves comfortable.			X		X	Completed in place w/c 11.05.2020	
				X	<b>Wellbeing &amp; Communications:</b> We are providing daily updates to all colleagues in terms of what is happening and our wellbeing team is producing information toolkits to assist with mental health and wellbeing. We also have a number of wellbeing champions and mental health first aiders that are on hand to assist anyone that are facing any issues.			X		X	Ongoing daily, weekly and monthly updates for wellbeing.	
				X	All colleagues have access to the Company intranet that has lots of information available including specific information on the Virus, policies, the daily Company updates and internal communications. There are also pages on the wellbeing of colleagues.			X		X	Ongoing	Reviewed weekly with Leavers list and those coming back to site.
				X	We have launched a number of temporary policies that are available for all colleagues via email and intranet, these include working from home, Data security & social media, recruitment, travel, holiday and additional specific guidelines around self-isolation, vulnerable colleagues including those over 70, pregnant or those who are carers or have children.			X		X	Ongoing as updated when there are changes to Guidelines and Processes. 01.06.2020 – ongoing as colleagues return to Site.	01.07.2020 To be reviewed and updated w/c 13/07/2020

Fire & First Aid	Colleagues	Max of 400 Colleagues in the building at any one time		X	<p>Prior to any return to the office any new processes and training will be rolled out via emails, intranet and e-learning. Additional communications will be via posters and signage.</p> <p><b>Accidents and Incidents:</b></p> <p>In an emergency i.e. accident or fire colleagues do not have to stay 2m apart if it is unsafe for them to do so i.e. congested stairwell when trying to maintain 2m distance.</p> <p>Any colleagues involved in the provision of assistance i.e. first aid, will need to pay particular attention to sanitisation measures immediately afterwards including washing of hands.</p> <p>Fire Wardens and First Aiders:</p> <p>Both are being asked to sign in daily so we can quickly identify office areas where cover is light.</p> <p>Any shortages highlighted by this we have the provision to assign online training to train additional colleagues in Fire Warden and Awareness.</p> <p>Update the Emergency Plan to include COVID 19 guidelines especially around social distancing and hygiene.</p>			X		X	N/A	
	Visitors			X				X		N/A		
Visitors and Contractors	Contractors			X	<p><b>Visitors &amp; Contractors:</b></p> <p>All colleagues have been advised not to travel to any other site.</p> <p>We have limited all contractors to essential business requirements only for Reactive H&amp;S related works and Statutory PPMs. This is limited</p>			X		X	15.06.2020	
	Vulnerable Groups including Elderly, Pregnant and those with underlying conditions – Anyone within this category will not be allowed into the building until further notice.			X				X		Completed in place w/c 11.05.2020		
	Anyone else who physically comes in contact in relation to our business			X				X		01.04.2020		
				X				X		Ongoing monitoring		
				X				X		Ongoing monitoring	Ongoing monitoring	
				X				X		29.05.2020	Ongoing monitoring	

					to the following security, IT, building maintenance, cleaning and lifesaving systems (Fire alarms etc.)									
				X	Any visitors to the building are now infrequent due to the lockdown. However there is a sanitising station along with notices at reception and there are also barrier / screen along with floor markings in place for colleagues and visitors to maintain social distancing.			X		X	Ongoing		15.06.2020	
				X	Seating in the Reception area is being reduced to minimise the number of visitors in the building waiting whilst being able to maintain social distancing.			X		X	Ongoing	01.06.2020		
				X	Records being maintained by security of visitors / contractors to minimise contact by sharing of pens / paper.			X		X	Ongoing			
				X	Security team wear gloves so minimising contact when handling passes.			X		X	Ongoing – as and when they are booked to come to site.		Ongoing monitoring.	
				X	Reconfiguring of entrances and exits to minimise contact with colleagues. This will be one entrance in and one exit out of the building and a one way flow of foot traffic around the building.			X		X	Ongoing	03.06.2020		
				X	Any visitor, delivery driver or contractor wishing to use the toilet / washing facilities, unless they have an access pass, will need to be escorted to the nearest one whilst maintaining social distancing and then escort them back.			X		X	Ongoing	01.06.2020		
				X	All above is communicated to all contractors when booking in to come to site. Requesting copies of contractor COVID 19 risk assessments before coming to Site to ensure that they are also taking precautions.			X		X	Ongoing monitoring of stocks.			
				X	Front of House team have written process on the above to confirm their duties and sent back email			X		X	Ongoing monitoring			
											Completed w/c			



					confirmation to Property Services Manage they have read and understood.					11.05.2020	
					<b>Deliveries in / out &amp; Handling Post:</b>					01.06.2020 – as per new H&S guidance.	
			X		Review of the delivery points ensuing that a process is in place along with signage and floor markings.			X	X		
			X		Ordering in larger quantities to keep amount of deliveries to less often.			X	X		Ongoing – as and when this takes place.
			X		Do not swap out colleagues to accept deliveries as this will increase the risk to both the drivers and the colleague.						
			X		Provide additional face coverings as well as the gloves already worn to minimise the risk of contact. This only needs to be provided to those that cannot work side by side or back to back.			X	X		
			X		Ensuring there is increased frequency of handwashing for those handling goods and hand sanitiser for when this is not possible.			X	X		
					<b>Outbreak and Local Lockdowns:</b>						
			X		The site must follow all instructions from the local authorities in the event of any new local restrictions.			X	X		
			X		If there is more than one case of COVID-19 associated with your workplace, you should contact your local PHE health protection team to report the suspected outbreak. Find your local PHE health protection team.			X	X		
					If the local PHE health protection team declares						

					<p>an outbreak, we will be asked to record details of symptomatic staff and assist with identifying contacts. We ensure all employment records are up to date. We will be provided with information about the outbreak management process, which will help you to implement control measures, assist with communications to staff, and reinforce prevention messages.</p> <p>As part of this risk assessment, we have an up to date pandemic plan in case there is a COVID-19 outbreak. This plan should nominate a single point of contact (SPOC) where possible who should lead on contacting local Public Health teams.</p> <p>The SPOC for Conquest House is Zoe Turner, Health and Safety Adviser.</p> <p>PHE Surrey and Sussex Health Protection Team (South East), County Hall, Chart Way, Horsham, RH12 1XA</p>						
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<b>RISK ASSESSMENT MATRIX</b>			<b>LIKELIHOOD</b>			
			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
			<b>Negligible</b>	<b>Remote</b>	<b>Possible</b>	<b>Probable</b>
<b>S E V E R I T Y</b>	<b>1</b>	<b>Minor</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
	<b>2</b>	<b>Lost Time</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>8</b>
	<b>3</b>	<b>Major RIDDOR</b>	<b>3</b>	<b>6</b>	<b>9</b>	<b>12</b>
	<b>4</b>	<b>Fatality</b>	<b>4</b>	<b>8</b>	<b>12</b>	<b>16</b>
<b>Key: 1-2 Low: 3-6 Medium: 8-16 High</b>						

Assessed by	Zoe Turner	Position	Health & Safety Advisor	Risk Rating
Issue Date	08.07.2020	Review Date	02.09.2020	High