

Covid-19 Risk Assessment

Date of first issue: 18/05/2020			Revision			Assessor: Richard May - Health and Safety Manager			
Location: 3 Old Barn lane, Kenley and various residential properties.			Rev 1.14			Task: BSW installation and servicing and admin support activities			
Last Review Date: 04/01/2021						Document to be reviewed frequently and in line with changes to published official advice.			
What are the hazards?	Who might be harmed	How might they be harmed	Probability x Severity = Risk Rating			Controls	Probability x Severity = Risk Rating		
			P	S	R		P	S	R
Working in Office Environment	Employees including those shielding who return to office. New trainees Visitors	<ul style="list-style-type: none"> transmission through respiratory means and through touch. failing to practice social distancing. Potential requirement for hot desking. Severe reaction/complications due to pre-existing health condition. Close contact during training Transmission through sharing of office items Attending site with symptoms and transmitting virus Sharing of building facilities 	3	5	15 SUB	<ul style="list-style-type: none"> Work from home if you can as per government advice If, at the discretion of management, you are required to work on site, abide by the guidance in this document. Face coverings must be worn when not seated at your desk All staff are given all information, instruction and training in relation to workplace hazards and controls, including Covid-19 Those with pre-existing medical conditions which have required shielding, to have return to work risk assessment conducted with any controls identified, implemented prior to their return. Where home working is not possible, including for those previously shielding, additional mitigations to be used if social distancing of 2m cannot be maintained such as: <ul style="list-style-type: none"> Provision of Perspex screen between trainee and trainer "Touch" items not to be shared Increase hand sanitising Consider use of face covering for trainee during close work Use software to share desktop rather than sharing one workstation Anyone who has symptoms must self-isolate at home for 10 days Follow current Government advice for all situations when you must self-isolate 	2	5	10 MOD

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						<ul style="list-style-type: none"> Practice social distancing at work and outside of work, wash hands frequently for 20 seconds with soap and warm water, practice good respiratory hygiene. 			
Being in a group more at risk of severe illness from Covid-19.	Those 60 or over or clinically vulnerable.	<ul style="list-style-type: none"> Severe reaction to infection leading to long term health issues Severe reaction to infection increasing risk of death 	3	5	15 SUB	<ul style="list-style-type: none"> Those 60 or over or clinically vulnerable should <ul style="list-style-type: none"> be especially careful to follow the rules and minimise your contact with others. Should continue to wash your hands carefully and more frequently than usual and maintain thorough cleaning of frequently touched areas in your home and workspace. Clinically extremely vulnerable people should work from home. If a clinically extremely vulnerable person is not able to work from home, they are advised not to go to work. Liaise with HR to review options regarding SSP. All employees returning to work after shielding or illness (not just Covid-19) must complete a return to work questionnaire to identify if a medical risk assessment is required. 	2	5	10 MOD
Working in residential or commercial properties	Engineers, sub-contractors, members of the public, including vulnerable groups.	<ul style="list-style-type: none"> Transmission from operative to others through respiratory means or touch surfaces Infection from others to operatives through respiratory means or touch surfaces Driving with passengers not able to maintain 2m distance and transmission through touch surfaces such as steering wheel, door handles, gear lever 	3	5	15 SUB	<ul style="list-style-type: none"> Employees and sub-contractors should not come to work if they have a new persistent cough or a high temperature. Maintain 2m distance from others at all times Follow good respiratory hygiene, e.g. cough or sneeze into a tissue and dispose of in disposable bag or use crook of elbow. Covid19 safe system of work to be followed. Engineers issued with wipes, nitrile gloves, face covering and hand sanitiser and disposal bag. Property's Covid19 status ascertained by contact centre and flagged on system. Covid19 confirmed/suspected properties not to be accessed. Engineer to sanitise hands once out of van and don nitrile gloves. Engineer to knock on door and wait for answer 2m away. Residents are requested to locate themselves in a separate room from the appliance and ensure internal doors on route to appliance are left open. Engineer to wipe down surfaces that will be touched during works. Engineers should avoid touching surfaces as far as practically possible. On completion of works, engineer to wipe down all surfaces. 	2	5	10 MOD

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						<p>Engineer communicates outcome to resident. Engineer signs off job on PDA and vacates premises. Engineer to remove gloves following safe method and dispose of in waste bag in rear of van before disposal in normal waste. Engineer to sanitise hands using hand sanitizer or wipes before entering cab.</p> <ul style="list-style-type: none"> No passengers to be carried in BSW vans. 			
Reception and access	Employees particularly reception staff, visitors, delivery personnel	<ul style="list-style-type: none"> Not observing social distancing while queuing for access or egress, increasing risk of possible transmission. Not possible to observe 2m distance from reception desk Transmission from pen and signing in book. Staff and visitors congregating in waiting area. Non essential visitors entering the building 	2	5	10	<ul style="list-style-type: none"> Face covering must be donned before entering the building Seating in reception area removed. Visitors to be kept to a minimum, online meetings should take priority over face to face meetings. Receptionist to sign visitors in and out on their behalf Hand sanitiser to be provided for visitors and visitors instructed to use it on arrival. Delivery drivers should leave items at drop point. Staff should be prohibited from having personal items, from Amazon for example, delivered to work. Shift start/end times are staggered to prevent staff congregating at exit. Screen installed at reception desk No unauthorised visitors allowed. This includes staff not scheduled to be working in the office. Parts for engineers to be placed in van. Engineers may only enter the building to use the downstairs toilets or if requested to do so by a senior manager. 	1	5	5 TOL
Office walking routes	Employees, visitors	<ul style="list-style-type: none"> Close proximity due to opposing walking direction pinch points corner desks near walking routes walkways less than 2m wide walking close to workstations between banks of desks. 	2	5	10 MOD	<ul style="list-style-type: none"> Face coverings must be worn when not seated at your desk. Walking routes indicated by signage. 1st floor desk aisles are not be used as thoroughfare Approach pinch points e.g. 1st floor towards rear stairs/toilets with care and give people space to pass.. N.B. Any prohibited walking route must not physically blocked in case of emergency. Do not walk downstairs if someone is walking up and vice versa. 	1	5	5 TOL

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						<ul style="list-style-type: none"> Floor markings to indicate two-meter distances from workstations and waiting points and prohibited areas. Avoid unnecessary movements around the building 			
Smoking/vaping	Employees	<ul style="list-style-type: none"> Transmission of virus from hand to mouth and by sharing of smoking items. Smoking area becoming overcrowded Social distancing not being observed Increased risk of more severe symptoms of Covid-19 developing. 	3	5	15 SUB	<ul style="list-style-type: none"> Staff must wash hands before and after smoking Only two staff to use smoking area at one time Lighters and other smoking items should not be shared Floor markings indicating 2m separation using yellow hi-vis paint to be applied. Avoid smoking/vaping if possible 	2	5	10 MOD
Office and workstation occupancy	Employees	<ul style="list-style-type: none"> Sitting at adjacent workstations less than 2m apart for long periods Sitting facing opposite workstation for long periods Sitting at corner desks or adjacent to walkway Over occupancy of partitioned offices Hot desking Contaminated keyboard/mouse/headset/desk 	3	5	15 SUB	<ul style="list-style-type: none"> Monitor and review occupancy levels in relation to implementation of tier 4 restrictions. Staff should not sit facing each other at opposite desks on the same bank unless a Perspex screen is in place or there is a two-meter distance Staff should not sit adjacent to each other within two meters unless a Perspex screen is in place Corner desks, near walkways, should not be occupied Meetings should be conducted virtually where possible Meeting rooms should not be used unless social distancing can be maintained and occupancy limit, as signed, is not exceeded Perspex screens have been located in first floor and ground floor meeting rooms and in gas training room. Tape floor markings indicating 2m distances from workstations Desk surface, keyboard, mouse, chair arms and any other touch surfaces to be cleaned before use. Hot desking to be avoided if possible. Workstations must be cleaned between different occupants. Headsets should not be shared, personal headset to be issued and locked away when not in use. 	2	5	10 MOD

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Meals and breaks	Employees, visitors	<ul style="list-style-type: none"> Transmission through touch items such as toasters, fridge door, tea and coffee making containers, milk cartons, taps, cupboard handles, hot water dispenser, tables, dishwasher, cold water dispenser, cutlery, vending machine Over occupancy Multiple users of same equipment 	3	5	15 SUB	<ul style="list-style-type: none"> Face coverings must be worn when not seated at your desk. Only one person may enter a downstairs kitchenette at any time. The 1st floor kitchen should only be used for preparing food and drinks with a maximum of two people who must maintain social distancing. Do not prepare food or drinks for others. Meals should be eaten at your desk. Stagger break times, ensuring teams do not mix Consider extending period when lunch can be taken Encourage staff not to leave site at lunch, if they do to be reminded to keep social distancing Sanitise hands before and after preparing food or beverages 	2	5	10 MOD
Work processes	Employees	<ul style="list-style-type: none"> Transfer of documents between teams/colleagues Shared use of work equipment such as printers franking machine, laminators 	3	5	15 SUB	<ul style="list-style-type: none"> Workflow between colleagues and teams to be reviewed to identify potential contamination routes e.g. transfer of documents, printing, handling of files/folders, collection of stationary items, forms, printer paper etc establish socially distanced drop of points on unoccupied desks for items that must be transferred between staff or teams Wash or sanitize hands immediately after handling shared documents or using shared equipment Use electronic forms and signatures whenever possible 	2	5	10 MOD

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Lack of cleanliness	Employees, visitors	<ul style="list-style-type: none"> Not following hand washing advice Contaminated surfaces not cleansed sufficiently Transmission from outside sources to touch surfaces 	3	5	15 SUB	<ul style="list-style-type: none"> Increased frequency of cleaning surfaces Staff to be reminded to increase frequency of hand washing Paper towels and dispenser to be supplied in kitchen and toilets Hand sanitizer should be provided at multiple points around building “Clean as you go” policy to be encouraged Monitoring of cleaning 	2	5	10 MOD
Use of facilities	Employees, visitors, delivery drivers, cleaners	<ul style="list-style-type: none"> Transmission through touch surfaces Lack of social distancing 	3	5	15 SUB	<ul style="list-style-type: none"> Face coverings must be worn when not seated at your desk. Use facilities on the floor that you are located Increased cleaning frequency Limit number of occupants at any one time 	2	5	10 MOD
Emergencies	Employees, visitors	<ul style="list-style-type: none"> Availability of first aiders and fire wardens. Transmission through mouth to mouth resuscitation 	4	5	20 INT	<ul style="list-style-type: none"> In the event of an accident or emergency staff need not stay two meters apart if it would mean they are unsafe. They should remain 2m apart at their assembly point Required number of first aiders and fire wardens is maintained with current staffing First aiders not to give mouth to mouth resuscitation, chest compressions only First aiders to don nitrile gloves, eye protection and face covering To limit physical contact, the injured person should be given instructions to treat themselves under the guidance of the first aider if they are well enough to do so. 	2	5	10 MOD
Incorrect use of PPE	Employees, visitors	<ul style="list-style-type: none"> Transmission to others through incorrect use Not practicing social distancing (over confidence of protection provided) 	2	5	10 MOD	<ul style="list-style-type: none"> Face coverings must be worn when not seated at your desk. Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely PPE must not be shared between users 	1	5	5 TOL
Driving	Employees and passengers	<ul style="list-style-type: none"> Transmission through touch surfaces 	3	5	15 SUB	<ul style="list-style-type: none"> Persons should not share vehicles or cabs, where suitable distancing cannot be achieved. 	2	5	10 MOD

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		<ul style="list-style-type: none"> No social distancing between driver and passengers 				<ul style="list-style-type: none"> If a vehicle must be shared, open windows and wear a face covering. If change of vehicle required, all touch surfaces should be washed thoroughly before next use. Use disinfecting wipes to clean door handles (exterior and interior), switches and control stalks, gear stick, seatbelt clips, rear view mirror, arm rests and any other item likely to be touched during normal use. 			
Stress	Employees	<ul style="list-style-type: none"> Increased workloads Home workers feeling isolated Social anxiety, depression 	4	5	20 INT	<ul style="list-style-type: none"> Monitor physical and mental health of all employees. Health questionnaire to be set up on SharePoint. Stress policy in place Communication "keep the conversation going" HR emails Stress level monitored through home workers risk assessment 	2	5	10 MOD
DSE	Employees	<ul style="list-style-type: none"> Home workers' poor workstation set-up 	3	3	9 TOL	<ul style="list-style-type: none"> DSE self-assessment accessible via SharePoint DSE presentation available via SharePoint Remote workers complete home workers risk assessment 	2	3	6 TOL
Outbreaks in the workplace left unmanaged	Employees	<ul style="list-style-type: none"> Employees not self-isolating or asymptomatic Employees with symptoms allowed to continue working No outbreak reaction plan. Leading to high rate of transmission 	3	5	15 SUB	<ul style="list-style-type: none"> All employees have received instruction and information on Covid-19 and associated procedures. Frequent updates and reminders of social distancing and hygiene measures Staff numbers further reduced following increase in UK cases Outbreak reaction plan in place All employees can anonymously raise a concern if someone displays potential symptoms Managers instructed to monitor own team behaviours and potential symptoms Measures in place as described in this risk assessment to maintain a Covid-19 secure workplace. 	2	5	10 MOD

SEVERITY	PROBABILITY / LIKELIHOOD				
	Remote (Outside possibility) = 1	Unlikely = 2	Possible (could happen) = 3	Highly likely (inevitable) = 4	Certain (no doubt) = 5
Severe (major injury, loss of limb, fatality) = 5	5	10	15	20	25
High (serious injury/medical, Loss of fingers) = 4	4	8	12	16	20



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Medium (Injury requires medical assistance < 3 days L TA) = 3	3	6	9	12	15
Low (Injury requires first aid up to 3 days sick) = 2	2	4	6	8	10
Minor (No Lost time) = 1	1	2	3	4	5
RISK SCORE	RISK LEVEL	ACTION TIMESCALE			
1 – 3	Insignificant (INS)	No action is required and no documentary records need to be kept			
4 – 9	Tolerable (TOL)	No additional controls are required. Consideration may be given to a more cost-effective solution or improvements that impose no additional cost burden. Monitoring is required to ensure that controls are maintained.			
10 – 14	Moderate (MOD)	Efforts should be made to reduce the risk, but the costs of prevention should be carefully measured. Risk reduction measures should be implemented within a defined time period. Where the moderate risk is associated with high or severe consequences, further assessment may be necessary to establish more precisely the likelihood of harm as a basis for determining the need for improved control measures.			
15 - 19	Substantial (SUB)	Work should not be started until the risk has been reduced. Considerable resources may have to be allocated to reduce the risk. Where the risk involves work in progress, urgent action should be taken.			
20 - 25	Intolerable (INT)	Work Should not be started until the risk has been reduced. If it is not possible to reduce risk even with unlimited resources work has to remain prohibited.			