

COVID-19 BUSINESS RISK ASSESSMENT

Assessor	Chris Smart
Job title	Consultant
Assessment date	4 th June 2020
Review date(s)	Review to be undertaken following future Government updates
Business type/location	Commercial Office Building

Business hazards associated with the coronavirus risk	Risks to workers/customers	Proposed control measures	Actions required
Infection Prevention and Staff Safety			
<p>Direct threat to staff health and wellbeing from transmission of the coronavirus while at work</p>	<p>Possible transmission of the virus to staff from other staff/customers</p> <p>People can catch the virus from others who are infected in the following ways:</p> <ul style="list-style-type: none"> virus moves from person-to-person in droplets from the nose or mouth spread when a person with the virus coughs or exhales the virus can survive for up to 72 hours out of the body on surfaces which people have coughed on, etc. people can pick up the virus by breathing in the droplets or by touching contaminated surfaces and then touching their eyes or mouth 	<p>Ensure that the organisation complies with its duty to provide a safe and healthy workplace/working conditions for staff who remain working in the workplace during the coronavirus pandemic</p> <p>Circulate coronavirus policy and safety procedures to all staff and managers; these set out how staff should behave and the precautions they must adopt during the pandemic to keep them safe</p> <p>Managers should pass on and reinforce key Government public health messages to all staff:</p> <ul style="list-style-type: none"> cover the mouth and nose with a tissue or sleeve (not hands) when coughing or sneezing (Catch it — Bin it — Kill it) put used tissues in the bin straight away wash hands regularly with soap and water for at least 20 seconds; use hand sanitiser gel if soap and water are not available avoid close contact with people who are unwell clean and disinfect frequently touched objects and surfaces 	<p>Signage has been put in place to remind staff of cleanliness.</p>

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		<ul style="list-style-type: none"> • carry out any essential training/ recruitment by using email/online e-learning wherever possible rather than bringing people together face to face • display appropriate public health posters around the workplace, such as <i>Cleaning and Disinfection Guidance</i> provided by Public Health England 	<p>Posters on display.</p>
Cases of Possible Infection On-site			
<p>People becoming unwell while on-site or a symptomatic person using a site</p>	<p>High risk of transmission</p>	<p>If a member of staff becomes unwell in the workplace with coronavirus symptoms (a new, continuous cough or a high temperature) they should be sent home and advised to follow Government advice to self-isolate</p> <p>All surfaces that a symptomatic person has come into contact with must be cleaned and disinfected, especially objects visibly contaminated with body fluids and all potentially contaminated high-contact areas such as toilets</p> <p>Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids, can be cleaned thoroughly as normal</p> <p>Cleaning staff should use disposable cloths or paper roll and a combined detergent disinfectant solution at a dilution of 1000 parts per million available chlorine</p> <p>Cleaning staff must wear appropriate PPE</p> <p>Waste from cleaning of areas where possible cases have been (including disposable cloths and tissues) should be “double-bagged” and tied off; it should be placed in a secure holding area for 72 hours before being disposed of in general waste</p>	<p>Cleaning staff to be advised if occurrence of symptoms to undertake additional cleaning.</p>

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Higher Risk Areas of the Workplace			
<p>Potential enhanced risk of transmission in areas such as staff toilets and restrooms</p>	<p>Heavily used areas of the workplace are more likely to present an infection transmission risk</p> <p>Essential for staff to wash hands regularly but also that toilets are kept clean and free of coronavirus contamination</p> <p>A number of staff going to the toilet together may compromise their ability to comply with social distancing</p> <p>Increased risk of people coughing and touching door handles, taps and toilet flush handles</p>	<p>Stress the need for staff to follow good hygiene practice at all times while at work (i.e. regular handwashing, using tissues and disposing of them appropriately, etc)</p> <p>Managers to ensure that adequate hand cleaning resources are provided; all staff toilets to be supplied with adequate supplies of hot water, liquid soap and paper towels</p> <p>Print handwashing instructions/posters and display throughout workplace, especially in toilets</p> <p>Limit numbers of staff who can use toilets at any one time to ensure social distancing</p> <p>Place 60% alcohol hand gels at convenient places with instructions for use</p> <p>Increase environmental cleaning, especially in and around toilets and meeting rooms; special attention to be paid to frequently touched surfaces such as door handles, toilet flush handles, light switches, etc</p> <p>Increase toilets/washrooms inspections to check for cleanliness/adequate stock of soap/toilet paper, etc</p>	<p>Handwashing / cleaning instructions.</p> <p>Hand gel distributed around office together with cleaning wipes.</p>
Staffing Levels			
<p>Low staffing due to high rates of staff sickness or staff having to self-isolate themselves at home</p>	<p>Staff may get sick with coronavirus infection</p> <p>People who have symptoms must “self-isolate” at home for 7 days from the start of symptoms to prevent them from passing the infection on and contributing to the overload on the NHS</p> <p>Those who live with others and where one person has symptoms must self-isolate as a household for 14 days from the day when the first person in the house became ill. If</p>	<p>Staff who are sick or self-isolating should phone immediately and inform their line-manager</p> <p>Make sure that communications go out that no member of staff should come to work if they are self-isolating or if they have symptoms or if they feel unwell</p> <p>Non-essential parts of the organisation can be closed down and staff reallocated to essential functions or asked to comply with the Government’s</p>	<p>Instructed with COVID-19 Plan.</p> <p>Business reviews being undertaken on a fortnightly basis.</p>

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	<p>anyone else in the household starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14-day isolation period.</p>	<p>message to stay at home Consider possible business closures or operational adjustments if staffing reduced to unsafe levels</p>	
Vulnerable Staff			
<p>Vulnerable staff and staff in high risk categories</p>	<p>Some staff may have pre-existing medical conditions (e.g. chronic conditions such as diabetes or asthma) which render them more vulnerable to the dangers of coronavirus infection</p> <p>Some older staff may also be vulnerable to the effects of the virus</p> <p>Some staff may be in a “high risk” category as defined by the government (e.g. those who have had an organ transplant or those who are taking a medicine which weakens their immune system) and in need of special “shielding” arrangements</p> <p>People with pre-existing conditions and older people (over 70) have been advised by the Government to be particularly stringent in complying with social distancing requirements</p> <p>People in the high-risk category have been told that for their safety they must self-isolate at home for 12 weeks; they must not leave home and are subject to special NHS “shielding” arrangements</p> <p>Pregnant women have also been advised to be extra careful and should be considered vulnerable</p>	<p>Ensure all vulnerable or high-risk staff are adequately protected and supported</p> <p>Managers should be aware of staff who fall into vulnerable and high-risk categories so that they can ensure that they are given adequate support to enable them to comply with Government health recommendations</p> <p>No member of staff in a vulnerable or high-risk category should be expected to come to work during the crisis; they should be advised to follow Government social distancing/medical advice and stay at home</p> <p>Where it is possible or appropriate for certain vulnerable or high-risk staff to work from home this may be facilitated</p> <p>Managers should stay in touch with vulnerable or high risk staff by phone to ensure they are well and to prevent them from feeling isolated</p> <p>As they cannot leave their home at all, the organisation should help to provide additional support for any high-risk staff who may need it</p>	<p>Employee Self-Assessments have been undertaken.</p> <p>High risk personnel identified.</p> <p>As and when return to work is proposed by the Government a review of High risk personnel activities will be undertaken.</p>

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Visitor Safety			
Visitors at risk if not social distancing	<p>A failure of social distancing would place employees and visitors at risk of increased virus transmission which would increase impact on the NHS</p> <p>A failure to control behavior may lead to action by the police who are enforcing social distancing compliance</p>	<p>Limited numbers of visitors will be allowed access to facilities to ensure that visitors and employees can distance themselves and comply with social distancing requirements</p> <p>Assess risks to visitors by reviewing all high-traffic areas and high-traffic points and take steps to ensure that these are adjusted to reduce any crowding</p> <p>Signs should be widely displayed asking visitors to comply with social distancing advice</p>	Appendix A of COVID-19 Plan sets out procedures.
Business Continuity			
Crisis management and business continuity hazards caused by the pandemic emergency	The crisis threatens business continuity and ability to deliver essential services to our customers	<p>Establish overall coronavirus risk management team</p> <p>Review and refresh business continuity plans as necessary</p> <p>Devise appropriate business recovery plans and keep under constant review</p>	Business reviews being undertaken on a fortnightly basis.
Information			
Potential hazard caused by lack of information or inaccurate information being circulated	The crisis is not only accompanied by a large amount of official guidance, some of which needs interpretation, but also by misinformation, rumour and “fake news” or “myths”	<p>To ensure the safety and wellbeing of staff and customers:</p> <ul style="list-style-type: none"> • business strategies need to be based on accurate information • staff must be given consistent and clear messages <p>Coronavirus risk management team to monitor official advice carefully and update all policies and procedures</p> <p>Ensure leadership teams/Directors are briefed and kept up to date</p> <p>Directors to beware fake news and discourage the</p>	<p>Directors’ monitoring Government updates.</p> <p>COVID-19 Plan will be updated to align with any changes.</p> <p>Fortnightly review meetings.</p>

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		circulation of misinformation Keep staff informed	
COVID Plan			
Confusion may occur without implementation of a COVID-19 Plan	Customers and employees should be made aware of the company's plans for ensuring their health and wellbeing throughout the crisis	COVID-19 Plan should address: <ul style="list-style-type: none"> • social distancing measures • handwashing and sanitizer use • office deep cleaning • IT equipment and telephone cleaning • PPE equipment • Kitchen and social area use • Touch screen surface cleaning i.e. printers • Completion of risk assessments i.e. employees, offices and site visits 	All identified within COVID-19 Plan.
Communication			
Threat to effective communications	The crisis threatens communications with clients/design teams/suppliers	Revise communications strategies and plans Devise a COVID Plan for how and how often to communicate with clients/design teams/suppliers Senior management to review all outward facing communications (e.g. on customer website, etc) to ensure messages are consistent, clear and reflect the customer focused and socially aware values of the organisation	Meetings taking place via Zoom and Microsoft Teams. Website being updated with Business Risk Assessment and COVID-19 Plan.
Staff Communication			
Threat to staff if not given clear guidance	The crisis threatens communications with staff Social distancing should be maintained when goods enter/leave the work place	Devise a COVID Plan to introduce new measures to staff Give clear explanation as to why introducing each measure i.e. restricted kitchen access and use of kitchen equipment, one way systems in office corridors, restriction on deliveries of private goods to	Plan is in place and has been circulated to all staff. Toolbox talks by Director on return to

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		the office	work place to emphasize.
Goods In and Out			
Potential for risk with goods entering/leaving the premises	Social distancing should be maintained when goods enter/leave the work place	Devise a COVID Plan to introduce new measures to staff Give clear explanation as to why introducing each measure i.e. no delivery of personal goods to the office to reduce handling	Guidelines set out in COVID-19 Plan.
Cyber Security			
Cyber-security risks	Cyber-security threats often accompany a crisis, including computer viruses, phishing and scam emails and coronavirus related “ransomware” With the organisation and individual staff more reliant than ever on digital communications and the internet, and with more staff working from home and using a variety of digital devices, the need to ensure the security and function of our digital systems is more important than ever	Review cyber security and surveillance infrastructure and ensure that all reasonable protection is in place Circulate warnings to staff and managers of any credible cyber threats, especially scam emails and text messages Ensure that staff working from home and using remote-working systems are covered by cyber-risk protections Ensure any homeworking arrangements maintain standards of data protection and IT security Ensure that existing cyber-security systems do not interfere with the availability of critical safety information and updates relating to coronavirus Assess cyber risks to new supply chain connections developed during the crisis	IT Manager has undertaken a review and systems are in place.