COVID-19 Offices Risk Assessment

Assessment completed by:	Kathryn Marshall
Assessment date:	04/06/2020
Review date:	06/07/2020
Office Locations:	Ipswich - Inspire, Lowestoft - Boston Lodge, Bury - Ask House

One Life Suffolk

Description of Hazard	Who / What affected?	Potential risks caused by hazards	What risk controls are currently in place?	Current risk rating L S R	Are further controls needed?	Person/s Responsible	Dates to be completed by	Residual risk rating L S R	Immediate Actions	Comments
Managing risks in offices										
As we begin to phase the return to office environments, we must reduce risks of transmission of Covid-19 between staff by making premises Covid-19 transmission secure	Staff / other building tenants	There is a direct threat to staff health and wellbeing from transmission of the COVID-19 coronavirus while at work. People can catch the virus from others who are infected in the following ways: • 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.	Requirement of staff to practice effective social distancing in the workplace. Increase frequency of handwashing & surface cleaning. Those who can work from home to remain working from home. 2 metre social distancing. Staff are seated back to back or side to side, where this is not possible, barriers are set up. Development of working teams to reduce the number of people staff have contact with. Staggered start and end time of shifts.	2 4 8	Display of 5 steps to safer working together in locations. Handwashing instructions displayed at all handwashing/sanitiser stations. Taping of floors in office buildings.	Infrastructure team	06 July 2020	1 4 4		
Who should attend the offices										
Staff working together in workplace premises inevitably raises the risk of virus transmission.	Staff / other building tenants	There is a direct threat to staff health and wellbeing from transmission of the COVID-19 coronavirus while at work. People can catch the virus from others who are infected in the following ways: • 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.	Staff are given clear guidance as to attending the office and the requirements of safe working. Staff are reminded of the symptoms of Covid-19 and instructed not to attend the office if they or any of their household have any symptoms. We will plan for the minimum number of people needed on site to operate safely and effectively. Set up of remote IT support for all staff working remotely or office based.	2 4 8	Managers should monitor the wellbeing of people who are working from home and put in place measures to support their mental and physical health and personal security. Homeworking policies to be reviewed to ensure that sufficient support is provided to homeworkers. Arrangements should help homeworkers to stay connected to the rest of the workforce as appropriate	SMT/HR	Ongoing	1 4 4		
Some staff may have pre-existing medical conditions which render them more vulnerable to the dangers of coronavirus infection	Staff / family members	Those who are classified by PHE as being at greater risk from COVID-19 include people in the Clinically vulnerable (moderate risk) and Clinically Extremely Vulnerable (high risk) categories. Clinically Vulnerable (moderate risk) follow link for current list: https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others/full-guidance-on-staying-at-home-and-away-from-others Clinically Extremely Vulnerable (high risk) follow link for current list: https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19	We have collated information regarding those who either fall into the Clinically Vulnerable or Extremely Clinically Vulnerable groups or share a household with a member of either group. Wherever possible staff in these groups will be supported to work from home. Established set process of risk assessing return to work for staff that fall into these groups. Established structure of keeping in touch with staff working from home. Reasonable adjustments will be made to avoid disabled workers being put at any disadvantage.	1 5 5	Provision of additional support for any clinically extremely vulnerable high-risk staff who may need it; this might include providing shopping or medicines where they are unable to gain support from elsewhere. Review of all staff roles and their safety; should be non- discriminatory and take into consideration equality considerations and protected characteristics as defined under the Equality Act 2010, e.g. disabled staff. Reference to existing policies regarding new and expectant mothers, e.g. entitlement to suspension on full pay if suitable safe roles cannot be found.	SMT/HR	Ongoing	1 5 5		
Social Distancing at work										
Effective social distancing is a key element in reducing the transmission of COVID-19	Staff / other building tenants	Social distancing refers to people being required to maintain a distance from each other of 2 meters, wherever possible. Social distancing effectively puts people at a safe range from anyone coughing. The main route of virus transmission is through droplets exhaled or coughed by an infected person.	Staff are required to practice effective social distancing while in and around the workplace, while involved in work activities and when travelling to and from work. whenever possible, by: Avoiding non- essential contact with others. Keeping a safe distance of at least 2 metres (about 3 steps) from others whenever possible. Avoiding physical contact (e.g. hugs, handshakes, etc) Where social distancing guidelines cannot be followed in full, in relation to a particular activity, we will carry out further risk assessments and consider whether that activity needs to continue for the business to operate - where such activities need to continue appropriate mitigation methods will be put into place, such as: Increased hand washing. Increased environmental cleaning. Keeping the activity time involved as short as possible. Reducing the number of people each person has contact with by using "fixed teams or partnering" (so each person works with only a few others). Review of all premises to decide the maximum occupancy of each building. Staggered start and finish times. Addition of hand sanitiser in all high traffic areas. Clear guidance issued to all staff.	2 4 8	Layout changes of office spaces. Pick up and drop off points for communal items. Signage and floor taping in premises. Where necessary screens will be fitted. Reducing the need for staff to move around within the workplace.	Infrastructure team	06 July 2020	1 4 4		
Coming to and leaving work										
Staff who are required to attend for work must be given safe access to the workplace	Staff	Travel to and from work may lead to greater risk of virus transmission. Public transport may be restricted in order to achieve social distancing on trains, buses, etc. Access to buildings may create a virus transmission risk if staff all seek entrance at once or are channelled through single points of entry. Risks may be increased for disabled staff who may have reduced options for access.	Staff start and finish times will be staggered by 15 minutes, with maximum of 2 arrivals per slot. Staff instructed to arrive no more than 5 minutes prior to their allocated arrival slot. Staff are instructed to call their manager for advice if they are likely to be more than 5 minutes after their allocated arrival slot. Staff are asked not to share cars or public transport where possible. Support staff to walk or cycle to work.	2 3 6	Erection of sanitiser stations at entrances and exits to buildings. Review disabled access policies and arrangements to ensure safe entrance or exit for disabled staff. Use floor markings and signage at entrances and exits and introduce one- way flow systems at entry and exit points where appropriate. Guidance to be issued for use of lift sharing and public transport.	Infrastructure team	06 July 2020	1 3 3		
Moving around buildings and sites										
Staff who are required to attend offices for work must have risks of transmission reduced to as low as possible.	Staff / office tenants	Travel between offices may lead to greater risk of virus transmission. It is important to limit travel to other buildings and around offices.	Where possible one-way flow will be set for movement around offices. Staggered break times will be set so that maximum capacity in communal areas is not exceeded. There should be no need for frequent travel between office sites. Visits to offices will be completed by a trained member of staff and should be completed where possible when minimal numbers of staff are present. Visiting staff should not exceed the maximum building occupancy.	2 4 8	Agree a break rota with office tenants. Floor markings and signage to be installed. Closure of staff kitchens	Infrastructure team	06 July 2020	1 3 3		
Workstations										
Hot desking and the sharing of equipment present hazards that raise the risk of virus transmission further	Staff	Shared use of equipment increases the risk of transmission between staff and could increase the risk of a Covid-19 case.	Hot-desking will not be supported at this time. Equipment should not be shared between staff. When communal items are used staff have guidance in the cleaning of these items. Creation of pick up and drop off areas to reduce contact further.	1 4 5	Printing shifts – staff members are allocated time slots to print documents.	Infrastructure team	06 July 2020	1 4 4		
Meetings										

Hazard	Who at risk	Risk description	Control measures	L	S	R	Further action	Responsible	Date	L	S	R
Transmission of Covid-19 in closed office rooms.	Staff	The risk of transmission of Covid-19 in an enclosed meeting room is increased as delegates are usually face to face and doors shut.	All non-essential meetings are cancelled. Virtual meetings via Skype, Teams or zoom take the place of face to face meetings. In essential face to face meetings minimal participants are invited, other participants are invited to dial in via conference call of video software. If an essential meeting must take place time is limited to 1 hour and the room must be ventilated, or consideration to being held outdoors. Hand sanitiser in all meeting rooms.	1	3	3	Exploration of outdoor meeting space.	Infrastructure team	06 July 2020	1	3	3

Common areas

Hazard	Who at risk	Risk description	Control measures	L	S	R	Further action	Responsible	Date	L	S	R
Some areas of the workplace may present a higher risk than others – this may include areas such as staff toilets, staff rooms and restrooms	Staff / Office tenants	Heavily used areas of the workplace are more likely to present an infection transmission risk. It is essential for staff to wash hands regularly but also that toilets are kept clean and free of coronavirus contamination.	Clear instructions provided for staff attending offices and the use of communal areas. Adequate hand cleaning resources are provided; all staff toilets to be supplied with adequate supplies of hot water, liquid soap and paper towels Limiting numbers of staff who can use high traffic areas such as corridors, stairs, toilets and restrooms at any one time to ensure social distancing Staggering breaks to ensure that restrooms and toilets are not overloaded. Placing 60% alcohol hand gels at convenient places around the workplace with instructions for use.	4	4	16	Printing handwashing instructions/posters and displaying throughout workplace, especially in toilets. Monitor high-traffic area use and regulate access as necessary. Prioritise disabled use where necessary, e.g. disabled toilet use, use of lifts, etc. Establishing safe queuing systems by use of room occupancy limits and floor markings/signage, etc. Increasing toilets/washrooms inspections to check for cleanliness/adequate stock of soap/toilet paper, etc. Providing paper towels as an alternative to hand dryers in handwashing facilities. Increasing environmental cleaning, especially in and around toilets and restrooms and staff rooms; special attention to be paid to frequently touched surfaces such as door handles, toilet flush handles, light switches, etc.	Infrastructure team / SMT	06 July 2020	3	4	12

Accidents, Emergencies and other incidents

Hazard	Who at risk	Risk description	Control measures	L	S	R	Further action	Responsible	Date	L	S	R
Transmission of Covid-19 during an emergency situation.	Staff / person involved in the accident/emergency or incident	In an emergency situation staff should deal with the situation as safely and efficiently as possible. The immediate concern is the health and safety of staff involved, social distancing need not be adhered to when dealing with an emergency.	Staff should follow emergency procedures as the norm. Should a member of staff have to assist a colleague or member of the public they should take care of their own hygiene immediately after.	1	4	4	Protocol for actions to take after an emergency incident. Fire exit at Inspire needs to be cleared of obstructive items	Infrastructure team	06 July 2020	1	4	4

Managing Visitors

Hazard	Who at risk	Risk description	Control measures	L	S	R	Further action	Responsible	Date	L	S	R
Increase of occupants to buildings creates a high risk of transmission	Staff/ visitors	There is an increased risk of transmission should visitors attend the offices.	Only essential visits to take place. Visits to be preapproved by a member of the SMT after risk assessment by the Infrastructure team. Visitors to attend in place of staff so not to exceed building occupancy. Guidance to visitors prior to attendance.	1	3	3	Training of a visitors 'host' Maintaining visitor records for contact tracing.	Infrastructure team	06 July 2020	1	3	3

Providing and explaining guidance

Hazard	Who at risk	Risk description	Control measures	L	S	R	Further action	Responsible	Date	L	S	R
Hazards caused by lack of information or inaccurate information being circulated	Staff / Visitors	The pandemic has been accompanied by a large amount of official guidance, some of which needs interpretation, and by misinformation, rumour and "fake news" or "myths". If these are allowed to gain traction within OneLife Suffolk they can obscure and confuse vital health and safety measures.	Display appropriate public health posters and notices around the workplace and on websites. Follow government health and travel advice. Provision of Guidance to staff and an understanding check prior to attendance in the office.	2	4	8	Covid-19 information bulletin periodically. Set up of a Covid-19 risk team. Keep staff informed – key messages include the need for unwell staff or homeworking staff to stay at home, for frequent handwashing and for social distancing	Infrastructure team / SMT	06 July 2020	1	4	4

Cleaning the workplace

Hazard	Who at risk	Risk description	Control measures	L	S	R	Further action	Responsible	Date	L	S	R
Hygiene levels must be increased to reduce risks of transmission by surface.	Staff / office tenants	OneLife Suffolk must be confident in the hygiene of shared office spaces to reduce transmission of Covid-19.	Increase of environmental cleaning in the workplace. Guidance given to staff regarding their responsibilities for cleaning items and areas after use. Provision of appropriate cleaning materials and PPE.	2	4	8	Provide additional waste removal facilities and more frequent rubbish collection	Infrastructure team	06 July 2020	2	4	8

Hygiene - handwashing, sanitation facilities & toilets

Hazard	Who at risk	Risk description	Control measures	L	S	R	Further action	Responsible	Date	L	S	R
Ineffective or substandard hygiene management increasing risk to staff health & safety.	Staff/visitors	OneLife Suffolk must be confident in the hygiene standards practised by all staff. In order to do this facilities must be available.	Provision of signage around the office with attention paid to all handwashing areas and toilets. Hand sanitiser to be provided in addition to handwashing facilities. Process for disposing of PPE, tissues and waste from the office daily.	2	4	8	Increase in refuse collections.	Infrastructure team	06 July 2020	2	4	8

Handling goods, merchandise and other goods

Hazard	Who at risk	Risk description	Control measures	L	S	R	Further action	Responsible	Date	L	S	R
There is an increased risk of transmission of Covid-19 with visits to sites by couriers and handling of incoming and outgoing goods by staff.	Staff/couriers	An increase of onsite traffic means that staff have a greater risk of encountering people they would not normally do so in their working day. Handling goods that arrive or leave the offices increases the risk of transmission of Covid-19 by surface transmission.	Procedure in place in relation to preparing goods for departure and acceptance of goods from couriers.	2	2	4	Protocol for deliveries to include a meeting point outside the office and reduced number of people authorised to collect goods and prepare goods for couriers.	Infrastructure team	06 July 2020	2	2	4

Personal Protective Equipment

Hazard	Who at risk	Risk description	Control measures	L	S	R	Further action	Responsible	Date	L	S	R
There is an increased risk of transmission of Covid-19 if PPE is improperly used or incorrectly disposed of.	Staff	Additional use of PPE above what is normally required is not recommended. Additional PPE can create a hazard in itself due to excessive touching owing to comfortability of wear. Use of PPE for high risk tasks such as handling goods and cleaning may be beneficial. Disposal of PPE is key, PPE is single use and should be bagged up and tied up and disposed of immediately after use.	Guidance for staff on use of and disposal of PPE. Provision of PPE for all staff required to wear.	1	3	3	Staff are not required to wear face coverings while at work but may do so if they wish. Training to be provided on fitting of PPE and face coverings.	Infrastructure team	06 July 2020	1	2	2

Shift Patterns and working groups

Hazard	Who at risk	Risk description	Control measures	L	S	R	Further action	Responsible	Date	L	S	R
Increased foot traffic through buildings with multiple users creates a high risk of transmission.	Staff/office tenants	The more contact staff have with others outside of their household creates a higher risk of transmission and faster spread within the organisation.	Set working groups of staff. Change in working groups to be preceded by full office cleaning.	2	4	8	Internal track and trace system for staff displaying symptoms, removal of staff in contact with symptomatic individual whilst test results are awaited.	Infrastructure team	06 July 2020	2	3	6

Communications and training

Hazard	Who at risk	Risk description	Control measures	L	S	R	Further action	Responsible	Date	L	S	R
Threat to effective communications	Staff/ OneLife Suffolk/Customers	The pandemic crisis threatens communications with clients/customers/suppliers – such communications are vital in the re-establishment of business activities and procedures after lockdown	Cancellation of all non- essential training and all face-to-face training/recruitment practices. Use of digital platforms to deliver training and client service groups. Provision of Virtual college to deliver mandatory and desired training. Senior management have reviewed all outward facing communications to ensure messages are consistent, clear and reflect the current status of each service.	2	3	6	Managers to revise communications strategies and plans Devise specific plans for how and how often to communicate with clients/customers/ suppliers.	SMT	06 July 2020	2	2	4

Cybersecurity

Hazard	Who at risk	Risk description	Control measures	L	S	R	Further action	Responsible	Date	L	S	R
		Cyber-security threats often accompany a crisis, including computer viruses, phishing and scam emails and coronavirus related "ransomware"	A review has been conducted of all cyber security and surveillance infrastructure.				Ensure that existing cyber-security systems do not interfere with the availability of					

Risk	Who/What affected	Description	Controls in place	L	C	Rating	Further actions	Owner	Date	L	C	Rating
Cyber-security risks	Staff & client information / Company assets	With the OneLife Suffolk 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.	We have a mechanism to circulate warnings to all staff about current cyber threats. All home working staff are using equipment maintained by OneLife Suffolk with adequate protection.	2	3	6	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	SMT / IT	06 July 2020	2	3	6
Service Delivery												
Delivery of Services	Staff & Service users	There is a direct threat to staff & service user health and wellbeing from transmission of the COVID-19 coronavirus while at work or using the service People can catch the virus from others who are infected in the following ways: • 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.	At present the risk rating for service delivery is too high to resume therefore all services to be delivered by digital offer with the exception of GHTGA, Health Walks & Health Checks which are paused	1	5	5	Review of government guidance in order to move towards face to face service delivery.	SMT / SLT	06 July 2020	1	5	5