

Coronavirus Risk Assessment for Offices and Contact Centres

Location/Dept: Office			Date Assessed: 18/08/2020			Assessed by: Jim Stowe, Robert Gilkes				
Task/Activity: Offices and contact centres during coronavirus			Reference Number:							
			Risk rating before implementing control measures			Risk rating after implementing control measures				
Activity/Task	Hazard/Risk	Persons at Risk	Likelihood (1-5)	Severity (1-5)	Risk/Priority	Controls Measures in Place			Additional Controls Measures Required	
			Likelihood (1-5)	Severity (1-5)	Risk/Priority	Likelihood (1-5)	Severity (1-5)	Risk/Priority		
Working in the office or contact centre	Contact with persons suffering from coronavirus	Employees Contractors Visitors	5	5	25	<p>Emergency Action Plan (EAP) in place and communicated to all members of staff and visitors, including what symptoms to look out for and what action to take. EAP to be displayed in visible areas around the workplace.</p> <p>All members of staff instructed to follow government guidance on self-isolating and adhere to advice given.</p> <p>Ellis Whittam's Return to Work Form to be completed when an employee returns from self-isolating or has been diagnosed with COVID-19.</p> <p>Once symptomatic, all surfaces that the person has come into contact with must be cleaned, including:</p> <ul style="list-style-type: none"> All surfaces and objects which are visibly contaminated with body fluids; and All potentially contaminated high-contact areas such as toilets, door handles, telephones, etc. <p>Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with bodily fluids do not need to be specially cleaned and disinfected.</p>	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p>

						If a person becomes ill in a shared space, these should be cleaned using disposable cloths and household detergents, according to current recommended workplace legislation and practice.				
Working in the office or contact centre	Contact with persons who may have been exposed to coronavirus – foreign travel	Employees Contractors Visitors	5	5	25	<p>Employees who are suspected to have coronavirus are to quarantine themselves in accordance with the government guidance.</p> <p>Employees who have returned from a country which is not on the government's list of travel corridors should quarantine themselves, even if they do not show any symptoms.</p>	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p>
Working in the office or contact centre	Contact with persons who may have been exposed to coronavirus	Employees Contractors Visitors	5	5	25	<p>Undertake Ellis Whittam's COVID-19 Daily Cleaning Checklist.</p> <p>Communication and training materials will be provided for employees prior to returning to site, especially around new procedures for arrival at work.</p> <p>'Staying COVID-19 Secure in 2020' poster to be displayed at entrance.</p> <p>Anyone who can work from home will be asked to do so. Where this cannot be done, the minimum amount of people will be asked to work on site.</p> <p>Employees who fall into the vulnerable, clinically vulnerable and clinically extremely vulnerable categories will be assessed and provisions made accordingly.</p> <p>The business will aim to maintain two-metre social distancing wherever possible, including while arriving at and departing from work, while in work, and when travelling between sites. Where this is not possible, a distance of one metre + (one metre with risk mitigations) will be adhered to.</p>	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p>

In an emergency, for example an accident or fire, people do not have to stay two metres apart if it would be unsafe.

People involved in the provision of assistance to others will pay attention to sanitation measures immediately afterwards, including washing hands.

Where social distancing guidelines cannot be followed in full in relation to a particular activity, it will be considered whether that activity needs to continue for the business to operate and, if so, we will take all the mitigating actions possible to reduce the risk of transmission between staff. Further mitigating actions include:

- Increasing the frequency of handwashing and surface cleaning;
- Keeping the activity time involved as short as possible;
- Using screens or barriers to separate people from each other;
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible; and
- 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).

Staggered arrival and departure times will be implemented to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.

Additional parking and facilities such as bike racks to help people walk, run, or cycle to work where possible will be provided.

						<p>The business will provide alternatives to touch-based security devices such as keypads.</p> <p>The business will open windows and doors frequently to encourage ventilation, where possible.</p>				
Working in the office or contact centre	Contact with persons suffering from coronavirus – moving around buildings and worksites	Employees Contractors Visitors	5	5	25	<p>The business will look to reduce contact with others by:</p> <ul style="list-style-type: none"> Reducing movement by discouraging non-essential trips within buildings and sites, for example restricting access to some areas, encouraging the use of radios or telephones, where permitted, and cleaning them between use; Restricting access between different areas of a building or site; Reducing job and location rotation; 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p>
Working in the office or contact centre	Contact with packages or items handled by persons who may have been exposed to coronavirus	Employees Contractors Visitors	5	5	25	<p>The business will look to reduce contact with others by:</p> <ul style="list-style-type: none"> Reviewing layouts and processes to allow people to work further apart from each other; Only where it is not possible to move workstations further apart, arranging for people to work side-by-side or facing away from each other rather than face-to-face; Only where it is not possible to move workstations further apart, using screens to separate people from each other; Managing occupancy levels to enable social distancing; and Avoiding the use of hot desks and spaces. 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p>
Working in the office or contact centre	Contact with persons suffering from coronavirus – meetings	Employees Contractors Visitors	5	5	25	<p>The business will look to reduce contact with others by:</p> <ul style="list-style-type: none"> Using remote working tools to avoid in-person meetings; 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p>

						<ul style="list-style-type: none"> • Allowing only absolutely necessary participants to attend meetings and maintaining social distancing throughout; • Avoiding transmission during meetings, for example by avoiding sharing pens and other objects; • Providing hand sanitiser in meeting rooms; • Holding meetings outdoors or in well-ventilated rooms whenever possible; and 			https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19 Control measures will be revised and updated when the latest government guidance is released.	
Working in the office or contact centre	Contact with persons suffering from coronavirus – visitors and contractors	Employees Contractors Visitors	5	5	25	<p>The business will look to improve hygiene between others by:</p> <ul style="list-style-type: none"> • Using signs and posters to build awareness of good handwashing technique, as well as the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available; • Providing regular reminders and signage to maintain personal hygiene standards; • Providing hand sanitiser in multiple locations in addition to washrooms; • Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible; • Introducing enhancing cleaning for busy areas; • Providing more waste facilities and more frequent rubbish collection; • Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day. 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p>
Working in the office or contact centre	Contact with persons suffering from coronavirus –	Employees Contractors Visitors	5	5	25	<p>The business will:</p> <ul style="list-style-type: none"> • As far as possible, where staff are split into teams or shift groups, fix these teams or shift 	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p>

	shift patterns and travel to work					<p>groups so that, where contact is unavoidable, this happens between the same people.</p> <ul style="list-style-type: none"> • Minimise non-essential travel. • Minimise the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation where possible and avoiding sitting face-to-face. • Where workers are required to stay away from their home, centrally log the stay and make sure any overnight accommodation meets social distancing guidelines. 				<p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p>
Working in the office or contact centre	Contracting and spreading of infection	Employees Contractors Visitors	5	5	25	<p>Basic infection controls should be followed as recommended by the government:</p> <ul style="list-style-type: none"> • Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze. • Put used tissues in the bin straightaway. • Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available. • Try to avoid close contact with people who are unwell. • Clean and disinfect frequently-touched objects and surfaces. • Do not touch your eyes, nose or mouth if your hands are not clean. <p>Persons worried about symptoms should use the NHS 111, only call if they cannot get help online, and NOT go to their GP or other healthcare centre.</p>	1	5	5	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p>
Working in the office/ warehouse/ manufacturing area	Contact with visitors/contractors to site	Employees Contractors Visitors	5	5	25	<p>All contractors expected to complete the Contractor Checklist found on the Ellis Whittam Coronavirus Advice Hub.</p>	1	5	5	

						<p>Contractors only allowed on site if the work cannot be completed at another time.</p> <p>Contractors instructed to keep two metres away from all other persons at all times. Where this is not possible, a distance of one metre + (one metre with risk mitigations) will be adhered to.</p> <p>Contractors provided with handwashing facilities.</p> <p>Contractors supervised at all times.</p>				
--	--	--	--	--	--	--	--	--	--	--

DRAFT

Risk/Priority Indicator Key

Likelihood
1. Improbable / very unlikely
2. Unlikely
3. Even chance / may happen
4. Likely
5. Almost certain / imminent

Severity (Consequence)
1. Negligible (delay only)
2. Slight (minor injury / damage / interruption)
3. Moderate (lost time injury, illness, damage, lost business)
4. High (major injury / damage, lost time business interruption, disablement)
5. Very High (fatality / business closure)

RISK / PRIORITY INDICATOR MATRIX						
LIKELIHOOD	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5
SEVERITY (CONSEQUENCE)						

Summary		Suggested Timeframe
12-25	High	As soon as possible
6-11	Medium	Within the next three to six months
1-5	Low	Whenever viable to do so

Review Record

Date of Review	Confirmed by	Comments
10/09/2020	Jim Stowe	Removed some aspects of the assessment causing confusion.

I have read the risk assessment and understand and accept its contents form part of my job role. I will keep myself informed of any changes.

Employee Name (Print)	Employee Signature	Date