HEALTH, SAFETY & ENVIRONMENT
COVID19 Office Management Procedures and Risk Assessment V2

Further Government guidance can be found by clicking here

Division:Island Roads Ltd	
COVID Welfare Person: Seb Fry	
HSE Advisor approved: S Ashman (as cover for Carl Cox)	
Office Location: Daish Way	
Date / time: 02/06/2020	

Introduction

This guidance is intended to introduce consistent measures across all our office locations in line with the Government's recommendations on social distancing and ensure employers and employees make every effort to comply. For shared offices with other parties such as Clients a joint assessment will be needed.

The health and safety requirements of any offices must not be compromised at this time. **If an activity within the office cannot be undertaken safely, it MUST not take place.**

Emergency services are also under great pressure and may not be able to respond as quickly as usual. This should be taken into consideration in the planning of work activities, first aid, fire and emergency responses. We **must** have in place effective arrangements for monitoring and reviewing our compliance with current procedures. This includes the changes to guidance in relation to performing CPR/defibrillation in an out-of-hospital setting. We **must** continually remind our staff at every opportunity of these Office Management Procedures which are aimed at protecting them, their colleagues, families and the UK population.

In order to maintain awareness of the need to follow various control measures a Covid-19 Signs Catalogue has been produced.

This document sets out guidance on how to work safely. It gives practical considerations of how this can be applied in the workplace. Each division will need to translate this into the specific actions it needs to take, depending on the nature of the office, including the size and type of business.

Follow the guidance below and then complete the Risk Assessment at the bottom of this document. We must consult with our employees regarding the key findings of the Risk Assessment and the control measures to be taken. Inductions and ongoing communication with all of our employees must continue through the period highlighting any changes.
In addition, ensure that the Government Compliance Poster (Staying COVID-19 Secure in 2020) is on display within the building.

Information	CHECK ✔	Comments
Staff should work from home if possible. Consider who is needed to be working in the office:		
Identify the number of people who can work from home	✔	**Home working capability in place for most office staff**
Identify the number of workers in roles critical for business and operational continuity, safe facility management, or regulatory requirements and which cannot be performed remotely.	✔	**HUB staff to continue work in dedicated call centre**
Workers in critical roles which might be performed remotely, but who are unable to work remotely due to home circumstances or the unavailability of safe enabling equipment.	✔	**Specific arrangements will be made if identified**

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Planning for the minimum number of people needed in an office to operate safely and effectively.	✓	**First aid and fire requirements**
Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site. Further guidance will be issued to manage this aspect.	✓	**Daily calls and TEAMS meetings, regular comms via email.**
Equality in the workplace		
Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk or might make any steps you are thinking about inappropriate or challenging for them. e.g. limited mobility or vision.	✓	**Regular calls with all home working staff**
Considering whether you need to put in place any particular measures or adjustments to take account the needs of all employees.	✓	**No specifics identified**
When to Travel to Work It is important to understand the following guidelines by which workers should or should not travel to work as outlined below.		
Social Distancing All employees must follow the same principles of social distancing whilst travelling to and from work and whilst at work.	✓	
Self-Isolation Anyone who either has a high temperature or a new persistent cough or is within 14 days of the day when the first member of their household showed symptoms of Coronavirus (Covid-19) should not come to the office but must follow the guidance on self-isolation.	✓	
Person at increased risk Anyone who is at increased risk of severe illness from Coronavirus (Covid-19) will work at home where possible to do so and should be particularly stringent about following social distancing measures.	✓	
Persons defined on medical grounds as clinically extremely vulnerable Anyone personally identified as clinically extremely vulnerable will be advised by their health authority and must follow the guidance on shielding and protecting extremely vulnerable people.	✓	
Living with a person in one of the above groups Anyone living with a person who is at increased risk of severe illness, or a clinically extremely vulnerable person who is shielding from Coronavirus (Covid-19), should stringently follow the guidance on social distancing and minimise contact outside the home.	✓	
If someone falls ill If a member of staff develops a high temperature or a persistent cough while at work, they should: • Ensure their manager or supervisor is informed • Return home immediately via the safest route or method • Avoid touching anything • Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow. • Wash hands on a regular basis • Office areas where this person has been working must be deep cleaned. They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed.	✓	
You should avoid using public transport where possible. Instead try to walk, cycle, or drive. If staff have no option but to share transport:		

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- Journeys should be shared with the same individuals and with the minimum number of people at any one time
- Good ventilation (i.e. keeping the windows open)
- Where possible additional parking should be provided

Office location should consider:
- **Staggered hours** of work should be considered to reduce the number of people in the office at the same time
- **Most air conditioning** systems do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your heating ventilation and air conditioning (HVAC) engineers.
  Check if the systems have a HEPA filter.
  Opening windows and doors frequently to encourage ventilation, where possible.
- **Parking arrangements** for additional vehicles and bicycles
- **Other means of transport** to avoid public transport e.g. cycling
- **Providing hand cleaning** facilities at entrances and exits. This should be soap and water wherever possible or alcohol-based hand sanitiser if soap and water are not available
- **How someone who is taken ill would get home**
- Where public transport is the only option for staff, you should consider:
  - There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. This is most relevant for short periods indoors in crowded areas.
  - Changing and staggering site hours to reduce congestion on public transport
  - Avoid using public transport during peak times where possible (05:45 - 7:30 and 16:00 - 17:30)

Office Access and Egress Points	
- Office layout need to be reviewed and desk arrangements must support social distancing. This includes one-way pedestrian routes where possible. - For people who work in one place, workstations should allow them to maintain social distancing wherever possible. - Workstations should be assigned to an individual and not shared. If they need to be shared they should be shared by the smallest possible number of people. - If it is not possible to keep workstations 2 metres apart, then businesses should consider whether that activity needs to continue for the business to operate and if so take all mitigating actions possible to reduce the risk of transmission. - Stop all non-essential visitors, check that measure are in place to achieve this. - Consider introducing staggered start and finish times to reduce congestion and contact at all times - Office access and egress points should enable social distancing – you may need to change the number of access points, either increase to reduce congestion or decrease to enable monitoring, including in the case of emergencies. Staircases need to ensure that there is one person on a staircase with no crossing at landings or on the stairs - Any owned or co-habited offices need to be risk assessed and agreed with the third party - Allow plenty of space between people waiting to enter the office. - Use signage:	Office layout modified and measures taken to ensure 2 metre rule is adhered to.

- such as floor markings, to ensure 2 metre distance is maintained between people when queuing
- reminding staff not to attend if they have symptoms of Coronavirus (Covid-19) and to follow guidelines

- Remove or disable entry systems that require skin contact (e.g. fingerprint scanners) unless they are cleaned between each individual use
- Require all staff to wash their hands for 20 seconds using soap and water when entering and leaving offices. This to be repeated through the day.
- Regularly clean of high contact surfaces in reception, access control and delivery areas e.g. scanners, screens, telephone handsets and desks, particularly during peak flow times. A frequency of cleaning must be agreed based on risk.
- Reduce the number of people in attendance at office inductions or meeting and consider holding them outdoors wherever possible. Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.
- Meeting rooms – small ones to be avoided. Larger ones have seating numbers reduced. No face to face seating patterns.
- Where loading and offloading arrangements to the office will allow it, drivers should remain in their vehicles. Where drivers are required to exit their vehicle, they should wash or sanitise their hands before handling any materials
- Control access to all printing rooms, kitchens and post rooms to maintain social distancing
- Kitchen areas needs to be restricted to water and hot water only – no food preparation
- If lifts are within the building what control measures are to be put in place to ensure that 2 metre social distancing is maintained? One person to travel in the lift if they must but need to ensure there is a lift rescue capability – if this is not available, then lift should be banned from use.
- Nominate a Covid-19 Welfare Officer to ensure arrangements for monitoring and compliance are in place and being followed.

Hand Washing		
- Allow regular breaks to wash hands - Provide additional hand washing facilities or information on where these can be accessed or are available (e.g. pop ups) to the usual welfare facilities, particularly on a large spread out offices or where there are significant numbers of personnel - Ensure adequate supplies of soap and fresh water are readily available and kept topped up at all times - Provide alcohol based hand sanitiser where hand washing facilities are limited - Regularly clean the hand washing facilities. Agree frequency with cleaners. - Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.	✔	Hand sanitisors at entrances to building, kitchen areas and printer room.

Toilet Facilities		
- Restrict the number of people using toilet facilities at any one time and use of social distancing measures such as floor markings, to ensure 2 metre distance is maintained between people when queuing - Wash or sanitise hands before and after using the facilities	✔	Notices in place

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• Enhance the cleaning regimes for toilet facilities, particularly door handles, locks and the toilet flush • Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.		

Welfare and Rest Areas

Where possible, staff should be encouraged to bring their own food. They should also be required to stay in the office once they have entered it and avoid using local shops. • Welfare areas are only to be used for making drinks such as teas and coffees. They are not to be used for preparing hot food. • The capacity of each welfare or rest area should be clearly identified at the entry to each facility, and where necessary attendants provided to supervise compliance with social distancing measures • Break times should be staggered to reduce congestion and contact at all times • Drinking water should be provided with enhanced cleaning measures of the tap mechanism introduced • Frequently clean surfaces that are touched regularly, using standard cleaning products e.g. kettles, refrigerators. • Hand cleaning facilities or hand sanitiser should be available at the entrance to any room where people eat and should be used by staff when entering and leaving the area • A distance of 2 metres should be maintained between users, wherever possible • All rubbish should be put straight in the bin and not left for someone else to clear up • Tables should be cleaned between each use • Crockery, eating utensils, cups etc. should not be used unless they are disposable or are washed and dried between use • Arrangements should be put in place for monitoring compliance.	✔	

Work Planning to Avoid Close Working

In line with Public Health England (PHE) guidelines, where it is not possible to follow the social distancing guidelines in full in relation to a particular activity, we should consider whether that activity needs to continue or the office to continue to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission.

Offices and associated tasks need to be planned and organised to avoid crowding and minimise the risk of spread of infection by following PHE and HSE guidance and the advice within these Office Operating Procedures.
All office managers or heads of departments should remind the staff (e.g. at daily briefings, 5 minutes on safety) of the specific control measures necessary to protect them, their colleagues, families and the UK population.

Hierarchy of Controls
If you are not able to work whilst maintaining a 2 metre distance, you should consider whether the activity should
continue and, if so, risk assess it using the hierarchy of controls below and against any sector-specific guidance.

Eliminate

• Staff who are unwell with symptoms of Coronavirus (Covid-19) should not travel to or attend the workplace • Rearrange tasks to enable them to be done by one person, or by maintaining social distancing measures (2 metres) where possible • Avoid skin to skin and face to face contact • Stairs should be used in preference to lifts or hoists and consider one ways systems • Consider alternative or additional mechanical aids to reduce worker interface • Only absolutely necessary meeting participants should attend	✔	

• Attendees should be at least 2 metres apart from each other • Rooms should be well ventilated / windows opened to allow fresh air circulation • Consider holding meetings in open areas where possible • Close off non-essential meeting rooms		
Reduce		
Where the social distancing measures (2 metres) cannot be applied:		
• Minimise the frequency and time staff are within 2 metres of each other • Minimise the number of staff involved in these tasks • Staff should work side by side, or facing away from each other, rather than face to face • Where possible use the stairs. • Regularly clean common touchpoints, doors, buttons, handles, vehicle cabs, tools, equipment etc. • Increase ventilation in enclosed spaces • Staff should wash their hands before and after using any equipment • Consider Perspex separation of receptionists and other regular reporting points • Indicate on meeting room entrance max number of people allowed at any one time to achieve social distancing.	✓	
Isolate		
Keep groups of staff that have to work within 2 metres:		
• Together in teams e.g. (do not change workers within teams) • As small as possible • Away from other staff where possible	✓	
Controls		
Where face to face working is essential to carry out a task when working within 2 metres:		
• Consider introducing an enhanced authorisation process for these activities • Consider provide additional supervision to monitor and manage compliance • Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off. *See toolbox talk regarding the wearing of face coverings*	✓	
Work areas including desks and storage areas.		
• All work areas must be kept clean and tidy. Reduce clutter around desks and other work areas in the office • All computer screens, keyboards, mice and any other ICT equipment is to be cleaned regular, before and at the end of the day. • Only minimal personal items are to be brought into the office such as coats, bags etc.	✓	
Behaviours		
• The measures necessary to minimise the risk of spread of infection rely on everyone in the company taking responsibility for their actions and behaviours. • Please encourage an open and collaborative approach between staff and employers in the office where any issues can be openly discussed and addressed.	✓	
First Aid and Emergency Service Response		
The primary responsibility is to preserve life and first aid should be administered if required and until the emergency services attend.		
• When planning office activities, the provision of adequate first aid resources must be agreed between the relevant parties in the office	✓	

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- Emergency plans including contact details should be kept up to date
- Consideration must also be given to potential delays in emergency services response, due to the current pressure on resources
- Consider preventing or rescheduling high-risk work or providing additional competent first aid or trauma resources.
- Review emergency planning including evacuations of the building

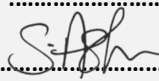| **Cleaning**		
Enhanced cleaning procedures should be in place across the office, particularly in communal areas and at touch points including:		
- Taps and washing facilities - Toilet flush and seats - Door handles and push plates - Handrails on staircases and corridors - Lift and hoist controls - Machinery and equipment controls - All areas used for eating must be thoroughly cleaned at the end of each break and shift, including chairs, door handles, vending machines and payment devices. - Telephone equipment - Keyboards, photocopiers and other office equipment - Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day.	✔	

Risk Assessment Checklist to be used for all offices (including shared offices with agreement of the third party)

No	Control Measures	Action taken	By who
1	**Staff should work from home if possible** How many staff will be working from this location?	60% of all office staff are working from home to allow separation in the office, desk use is restricted to alternate desks with no face to face seating arrangements	SAsh
2	**Equality in the workplace** What additional control measures have been put in place to ensure equality of employees?	All measures remain in place, e.g lift and disabled toilets	SAsh
3	**Travel to Work** What arrangements have been put in place to regarding travel to work, reporting of symptoms and start times etc?	Staggered start times in place, reporting and hand cleaning controls in place on arrival at work.	SAsh
4	**Office Access and Egress Points** What changes have been made to reduce the risk of employees and visitors coming into close proximity of each other?	Entry to building is limited to one entrance for all staff to the side of Daish Way. Entrance for visitors and deliveries is via a controlled sliding door in reception.	SAsh
5	**Handwashing** Have enough handwashing facilities been provided? What arrangements are in place to ensure they are cleaned regularly and maintained?	Facilities exsist throughout the building and staff are required to wash their hand frequently and on entry to building	SAsh
6	**Toilet Facilities** How are numbers limited and high standards of cleaning maintained?	As above, normal daily cleaning is enhanced by additional cleaning of key surfaces.	SAsh

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7	**Welfare and Rest Areas** How are these managed and monitored? What instruction has been given regarding food preparation on site?	Numbers restricted based on size of facility and ability to achieve 2 metre distancing.	SAsh
8	**Work areas including desks and storage areas.** What social distancing measures and cleaning procedures are in place?	Daily cleaning using wipes is enhanced by evening cleans from our contractors. Covid19 certified treatment of offices conducted	SAsh
9	**First Aid and Emergency Service Response** Is there sufficient first aid and fire cover taking into account the reduction in employee numbers?	First aid and fire warden levels are monitord as part of the daily review	SAsh
	The office COVID-19 assessment has been completed and the Government Compliance Poster (Staying COVID-19 Secure in 2020) is on display.	**Carried out by :**.............................. SMT **Approved by:**.............................. - S Ashman	

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