

HARRISON DRURY - COVID-19 BACK TO WORK RISK ASSESSMENT

Updated 4.1.2021

Explanation of risk

Low	Be vigilant
Medium	Further mitigation to be considered
High	Urgent action required to allow the business to operate safely

Area	Actions for consideration	Adopted actions	Low / Med / High residual risk	Further actions required
Working from home	Working from home should be first consideration. Only those who cannot work remotely to be allowed into the office.	All staff whose work can be carried out remotely have been given the choice to work from home and have recorded their preferences. Those who cannot work remotely have access to office based working.	Low	Monitor the number of staff accessing office based working.
	Monitor wellbeing of home workers. Use of video conferencing/calls.	Every department holds at least 1 video call or meeting per week with the people who are working from home.	Low	Monitor effectiveness and consistency of meetings.
	Ensure home workers have undertaken DSE assessment, check on their welfare, mental & physical health and personal security.	121 meetings with individuals and teams calls used to assess welfare. Homeworking policy drafted to formalise the homeworking set up.	Med	Homeworking policy to be agreed and published at the appropriate time. DSE assessments and other H&S actions to be completed when it is safe to attend people's homes.
	Ensure home workers have equipment needed to work safely such as remote access to systems.	Remote access is available to all working staff, laptops and other essential equipment provided to facilitate homeworking.	Low	IT to provide technical support for remote access.
	Clinically extremely vulnerable people are strongly advised to work from home.	Clinically extremely vulnerable people are able to work from home.	Low	Line managers to regularly assess the needs of anyone clinically vulnerable in their team with further support to be provided by HR where appropriate.
	Clinically vulnerable (but not extremely clinically vulnerable) should be offered safest on-site roles - more than 2m away from others. Assess specific characteristics of the case and assess the level of risk.	2m social distancing measure in place to ensure staff can work safely in Clinically vulnerable can work 2m away from others, alternative seating arrangements are available in line with the assessed level of risk.	Low	Line managers to regularly assess the needs of anyone clinically vulnerable in their team with further support to be provided by HR where appropriate.
	Enable those who are self-isolating to work from home where appropriate. Check current guidance if someone has symptoms or lives with someone who has symptoms.	Homeworking made available to all staff, where appropriate.	Low	Return to work meeting and documentation to be completed for staff returning to work following a period of self isolation.
	Avoid public transport where possible - use remote working options where possible, follow current govt guidelines on use of face masks. Regular hand washing.	Homeworking made available to all staff, where appropriate. Salary sacrifice scheme available to all staff to discount the cost of car parking permits. Provision of hand sanitiser at all entrances. Handwashing guides in all kitchens and toilets.	Low	
	Provide additional parking/bike racks/change areas if running & walking to work.	Salary sacrifice scheme available to all staff to discount the cost of car parking permits. Secure cycle parking and changing areas are provided.	Low	Monitor demand for use of available cycle parking.

Travel to and from work	Consider opening more entry points to the building to reduce crowding.	Homeworking made available to all staff to reduce the number of people working in offices. Additional entry points are not available.	Low	Review entry points and implement staggered start, lunch and finish times if crowding becomes an issue.
	Provide hand wash/hand sanitiser at entry and exit points and consider removal of touch based security devices such as key pads.	Hand washing facilities available on all floors. Hand sanitiser available at entry and exit points and on landings. Access to buildings is via a personal *fob to remove touch based systems. A keypad is used to turn off the security alarm by 1 person daily which is cleaned daily.	Low	* Staff working at Derby House and Kendal to use anti-bacterial wipes to regularly clean the internal door key-pad.
Moving around building and work	Reduce job & location rotation to take place.	Staff advised to work from their own desk in their 'home office'. Hot desking to be avoided where at all possible.	Low	Anti-bacterial disposable wipes available on all floors to be used by staff to clean equipment and desks if a hot-desking has been unavoidable. All touch points cleaned daily by contract cleaners and wipes available for staff to use to wipe down touch points throughout the day.
Workplaces & workstations	If workstations cant be moved, consider back to back or side to side rather than face to face working.	All workstations assessed and desks marked as 'out of use' using social distancing tape where either 2m, back to back or side to side working is not achievable.	Low	Regularly monitor adherence to social distancing rules by department/branch managers and operations team.
	Use floor tape or mark areas to maintain 2m distance.	Floor tape and signage used to maintain 2m social distancing.	Low	
	Where workstations cannot be moved further apart, use screens to separate people from each other.	Desks marked as 'out of use' using social distancing tape where either 2m, back to back or side to side working is not achievable. Screen installed on Preston reception to separate receptionists working side by side at less than 2m.	Low	Regularly monitor adherence to social distancing rules by department/branch managers and operations team.
	Manage occupancy levels to enable social distancing.	Maximum occupancy signage installed on every office and meeting room door to enable social distancing.	Low	Monitor compliance.
	Hot desking to be avoided. When absolutely necessary, a full clean of the equipment between different occupants to be undertaken.	Guidance issued to all staff to avoid hot desking. Anti-bacterial disposable wipes available on all floors to be used by staff to clean equipment and desks if hot-desking has been unavoidable. All touch points cleaned daily by contract cleaners.	Low	Review a rota for office based working in teams/rooms who have high demand for office based working to further prevent hot desking.
Working patterns and work groups	As far as possible, where staff are split into teams or shifts, fix these groups so that where contact is unavoidable, it happens within the same group.	Managers encouraged to split their teams into fixed groups, for office based working, to reduce contact to as few people as possible	Low	
	Meetings to be conducted via web/phone. Where absolutely necessary to have physical meetings follow steps below.	Microsoft Teams available to all staff to facilitate web/phone meetings. Staff encourage to offer web/phone based meeting where appropriate. Guidance issued to client and visitors.	Low	
	All rooms to be marked with maximum capacity (persons).	Signage installed on all offices and meeting room doors indicating maximum capacity.	Low	Monitor compliance.

Meetings	Only key attendees to attend and keep 2m apart throughout. Consider floor signage to maintain social distancing.	Seating removed to ensure 2m social distancing in all meeting rooms. Signage on entrances to request adherence to social distancing.	Low	
	No sharing pens & other objects. Provide sanitiser.	People encouraged to use their own equipment. Signing in process to be completed by HD reception to avoid sharing pens with staff and clients. Hand sanitiser at all entrances, landings and meeting rooms.	Low	
	Hold meetings outdoor or in well ventilated rooms where possible.	COVID employee guidance encourages windows to be opened to ensure rooms are well ventilated.	Low	Monitor windows are closed at the end of the meeting of working day.
Common areas	Work collaboratively with landlords and other tenants within building to ensure consistency across common areas such as reception/staircases.	Landlords advised of HD office working arrangements and risk assessments made available.	Low	
	Stagger break times to reduce pressure on welfare facilities.	Flexible lunch and comfort break times.	Low	
	Create additional space by using areas freed up by remote working.	Remote working enabled to create additional safe working space for office based working.	Low	
	Install screens to protect staff in busy reception areas where 2m social distancing is not achievable.	Screen installed at head office with high volume of visitors and where mail and deliveries are received.	Low	
	Encourage staff to bring own food to avoid use of kitchens and shared equipment.	Guidance issued to encourage staff to bring their own lunch. Signage in all kitchens.	Low	
	Reconfigure seating and tables to maintain spacing and reduce face to face interaction.	Seating removed to ensure 2m social distancing and minimise face to face interaction. Signage to ensure seating configuration is not changed.	Low	Reception staff to monitor meeting rooms and re-set the seating where required.
	Regulate use of locker rooms, changing areas and other facilities to reduce concurrent use.	Maximum occupancy signage and *rope to regulate use of shared facilities.	Low	* Preston 1a Review of compliance with this standard.
	Encourage storage of personal items and clothing in personal storage spaces during shifts.	Employees asked to remove all files, boxes and personal belonging from their desk, floors and shared spaces.	Low	Department managers and operations to promote rooms and shared spaces to be kept clear to allow cleaning to be completed to the COVID secure standard.
Emergency	Do emergency plans require staff to come into close contact? PPE by spill kits/ re-think muster areas.	Muster points are large enough to ensure social distancing.	Low	
Visitors, customers and	Encourage visit via remote connections.	Staff and visitors encouraged to utilise telephone or web based meetings.	Low	
	Signage in reception with Covid-19 symptoms and request to leave if displaying any of these.	Health declaration included in building signing in procedure and client/visitor guide.	Low	Monitor signing in process being adhered to.
	Use of face coverings for visitors whilst on the premises	Client & Visitor Guide and signs on the front entrance confirming the requirement to wear a face covering.	Low	
	Site visitors to be given guidance on social distancing and hygiene before/on arrival.	Client & Visitor Guide	Low	
	Limit visitors to specific times and restrict access to required visitors only.	Client access limited to pre-booked appointments. Deliveries to be left at the entrances.	Low	
	Maintain a record of all visitors where practical.	COVID Signing in sheet for clients and visitors.	Low	

contractors	Ensure visitors adhere to social distancing and hygiene rules. Consider signage & visual aids. Ensure hosts have been trained on procedures.	Signage, client/visitors COVID guidance and signing in procedure all request adherence to social distancing and hygiene rules. COVID employee guidance for meeting with clients.	Low	Update guidance in line with changes in COVID Secure advice.
	Reception staff to hold sign in/out book and log visitor in/out. No sharing pens.	COVID signing in sheet available at all reception areas. Pens not be shared, where appropriate reception staff to administer the process.	Low	
	Visitor passes - consider disposable ones or method of sanitising passes and lanyards.	Anti-bacterial wipes used to clean visitor passes.	Low	
	Collaborate and co-ordinate with landlords and other tenants in multi-tenant sites.	Regular updates provided to landlords and copy of risk assessments made available.	Low	
Staff Health	Staff who have symptoms of or test positive for coronavirus, or live with some who has, must 'self isolate' at home for 10 days from the start of the symptoms or the date of the positive test if do not have symptoms (10 days if a member of their household have symptoms or tests positive) to prevent transmission.	Posters at all offices advising to stay at home if have coronavirus symptoms and not to attend a HD office until confirmation has been received from NHS Test & Trace it is safe to do so. Health declaration included in signing in sheet.	Low	
	Temperature testing	Digital thermometers located at the entrance of all HD office for staff to self test on arrival at the office. Temp of over 37.8C requires staff to leave the office immediately, get a test and begin self isolation. Disposable wipes available to clean the thermometer after use.	Low	
Cleaning	Consider deep clean of areas before opening them up for workers.	All offices deep cleaned post lockdown. All offices cleaned on the day of re-opening offices.	Low	
	Ensure sufficient supplies of hand sanitiser available.☑	Hand sanitiser available at entry and exit points and on landings. Sufficient stock supply available on all sites.	Low	Operations to monitor stock levels and re-order as appropriate.
	Open windows and doors where possible to aid ventilation.	COVID employee guide encourages the opening of windows to improve ventilation.	Low	
	Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.	Daily cleaning programme by contract cleaning across all HD offices to COVID Secure standards. NHS approved anti-bacterial wipes available at all offices on each landing for use by all staff. Reception staff to clean high use areas, objects regularly throughout the day using disposable wipes.	Low	Monitor cleaning standards are adhered to.
	Clear workspaces and remove all waste and belongings at end of each shift.	Employees asked to remove all personal belonging from their desk, floors and offices. Waste to be removed daily by contract cleaners.	Low	Department managers and operations to promote desks and floors to be kept clear to allow cleaning to be completed to the COVID secure standard.

	Limit/restrict use of high touch items such as printers/photocopiers.	Paperless processes to be prioritised. Adobe e-sign and electronic documents available to reduce the need to print. Scanning of all hard copy post centralised to 1 person. Physical post not distributed. Disposable wipes located at printers and other high touch items.	Low	
	After a Covid-19 suspected or confirmed case follow government guidance on cleaning.	Incumbent contract cleaning company provide COVID deep clean services.	Low	
Hygiene	Only 1 person to be in toilet facilities at a time, increased cleaning of toilet areas.	Maximum occupancy signage. Daily cleaning of every office.	Low	
	Good stocks of soap, disposable hand towels and antibac hand sanitiser upon leaving facility.	Good stocks in place of all hand washing supplies across all sites.	Low	Operations to monitor stock levels and re-order as appropriate.
	Use of posters for handwashing technique, need to increase handwashing available.	Posters in all toilets and kitchens remind staff of the importance of washing their hands regularly and illustrating handwashing techniques.	Low	Operations to replace any damaged or missing posters.
	Provide hand sanitiser in multiple locations.	Hand sanitiser available at entry and exit points and on landings. Sufficient stock supply available on all sites.	Low	Operations to monitor stock levels and re-order as appropriate.
Handling goods.	Introduce hand washing facilities and sanitiser for workers handling goods and encourage regular use.	Hand washing facilities, hand sanitiser, disposable gloves to be used when handling goods.	Low	
	Payments via electronic means	Chip and Pin payments accepted in person and via telephone.	Low	
PPE	If required to use PPE, continue to do so, keeping it clean.	Disposable gloves provided at each office reception for use to accept deliveries, handling documents and opening post.	Low	Staff are not required to wear face coverings while at work but may do so if they wish.
Communication & training	Provide clear, consistent and regular communication to improve understanding and consistency in ways of working.	Slack & Email	Low	
	Engage with workers through existing communication routes to explain and agree changes in working arrangements. Keep these lines of communication open to monitor and understand impacts of new working arrangements.	Slack & Email	Low	
	Develop communication tools and training materials for workers prior to returning to site, especially around new procedures for arrival at work.	Guidance issued to all staff around new procedures for arrival at work. Delivered via video message, e-mail and Slack	Low	
	Focus on mental health strategies. During times of uncertainty these issues become even more relevant.	Promotion of Employee Assistance Programme and support from managers and HR. Mental Health awareness sessions made available to all staff.	Low	
	Use visual aids such as whiteboards or signage to communicate changes to schedules to reduce the needs for face to face interaction.	Video messaging via Slack. Posters.	Low	