

RISK ASSESSMENT

Company:	Caravan Guard	Date of Assessment:	18 May 2020
Area / Location:	Offices: 64 New Road, Halifax, HX1 2JZ		
Description of work activity / process being assessed:	Exposure to Covid-19 - Office Based Activities		

Persons exposed:

- Employees
- Contractors
- Visitors / Members of the public

Type of assessment:

- Initial
- Change in process / activity / legislation / following an accident etc.
- Operational review

COVID-19 (Coronavirus)

Symptoms

- ✔ A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature).
- ✔ A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).
- ✔ Loss of smell and taste.

At the time of writing the following risk assessment includes Government guidance: <https://www.gov.uk/coronavirus>
We shall keep up to date with Government guidance in case the control measures implemented need adapting.

This risk assessment will focus on several areas we need to consider, including around our premises, our colleagues, our customers and insurance implications.
Some key headlines to consider include:

Communicating with colleagues

- ✔ Managing their anxiety
- ✔ Health checking / occupational health

- ✔ Action required if employees are unwell
- ✔ Understanding specific needs such as:
 - Vulnerable persons and pregnant women to remain working from home
 - Domestic circumstances
 - De-furloughing, e.g. who comes back and when? (People will need to know in advance so they can plan)
 - Public transport, e.g. is public transport available to colleagues who use this form of transport to come to work? Are there alternate ways to commute?
- ✔ Break down of functions to improve social distancing and business resilience
- ✔ Who can continue to work remotely?
- ✔ Consider shift work

Infrastructure of the business looking at the various business functions

- ✔ Customer interaction
- ✔ Visitors and contractors
- ✔ Visiting other premises

Introduction of controls

- ✔ Social distancing
- ✔ Cleaning
- ✔ Facilities to wash
- ✔ Personal Protective Equipment (PPE)
- ✔ Appoint person(s) to control the COVID-19 risk
- ✔ Adequate coverage for first aid and fire wardens (the Health and Safety Executive (HSE) have published guidance during the Coronavirus outbreak – see Further Reading)

Hazards:	Control measures already in place:	Additional control measures required to reduce the risk:	Who will complete?	By when:	Date completed:
Potential Exposure to Covid-19 (Coronavirus)	<p>Use guidance from World Health Organization and NHS to ensure the risk assessment is following the latest advice.</p> <p>Follow UK Government guidelines in reducing the likelihood of exposure. https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response</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 bag provided and into bin straight away. ✔ 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. ✔ Limit travel where possible to reduce potential exposure. ✔ Ensure vulnerable persons (elderly, pre-existing health condition, lower immunity etc.) employees are individually assessed. 	<p>Tissues and wipes provided.</p> <p>Waste bins available.</p> <p>Sanitiser stations provided. Toilets all have soap and hot water.</p> <p>Temperature check on entry.</p> <p>Cleaning increased.</p> <p>Signage to help remind.</p> <p>Travel policy issued, offsite meetings shall be agreed by Managing Director.</p> <p>Policy in place for vulnerable persons.</p>	<p>NM</p> <p>NM</p> <p>NM NM</p> <p>NM</p> <p>NM</p> <p>NM</p> <p>NM</p> <p>NM</p>	<p>26/05/2020</p> <p>26/05/2020</p> <p>26/05/2020 26/05/2020</p> <p>26/05/2020</p> <p>26/05/2020</p> <p>26/05/2020</p> <p>26/05/2020</p> <p>26/05/2020</p>	<p>18/06/2020</p> <p>18/06/2020</p> <p>18/06/2020 18/06/2020</p> <p>18/06/2020</p> <p>18/06/2020</p> <p>18/06/2020</p> <p>18/06/2020</p> <p>18/06/2020</p>

Staying at home if you, or someone in your household, has symptoms of coronavirus (COVID-19) on site	<ul style="list-style-type: none"> ✔ If anyone becomes unwell with a new, continuous cough or a high temperature in the business or workplace they should be advised to follow the stay at home guidance for households with possible coronavirus (Covid-19) infection. If these symptoms develop whilst at work they should be sent home quickly and directly. 	Policy in place for staff.	NM	26/05/2020	18/06/2020
	<ul style="list-style-type: none"> ✔ If they have to use public transport, they should try to keep away from other people and catch coughs and sneezes in a tissue. 	Included in new policy and shared with staff / leaders.	NM	26/05/2020	18/06/2020
	<ul style="list-style-type: none"> ✔ If a member of staff has helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with Coronavirus (Covid-19) infection. 	Cleaning team will react to individual cases where needed.	NM	26/05/2020	18/06/2020
	<ul style="list-style-type: none"> ✔ It is not necessary to close the business or workplace or send any staff home, unless government policy changes. Monitor government response page for the latest details. Do however deep clean areas where the person has been. 	Instruction included in new policy.	NM	26/05/2020	18/06/2020
	<ul style="list-style-type: none"> ✔ If you, or an employee, need clinical advice, they should go to NHS 111 online, or call 111 if they don't have internet access. In an emergency, call 999 if they are seriously ill or injured or their life is at risk. Do not visit the GP, pharmacy, urgent care centre or a hospital. 	Information and reminders given to staff.	NM	26/05/2020	18/06/2020
	<ul style="list-style-type: none"> ✔ If the member of staff lives in a household where someone else is unwell with symptoms of Coronavirus then they must stay at home in line with the stay at home guidance. 	Government advice will be issued if changes at any point.	NM	26/05/2020	18/06/2020

Considerations	Control Measures in Place	Additional Control Measures	Who will complete?	By when?	Date completed:
Control Access	<ul style="list-style-type: none"> ✔ Entry points to site / buildings are controlled. ✔ Building protocols communicated through signage, floor markings, social distancing, cleaning protocols etc. ✔ Reducing frequency of required deliveries. 	<p>New one-way system introduced. Signage displayed.</p> <p>New cleaning rota implemented.</p> <p>Larger quantities of supplies ordered, move directly to cellar for isolation period.</p>	NM NM NM	26/05/2020 26/05/2020 26/05/2020	18/06/2020 18/06/2020 18/06/2020
Social Distancing / Barriers	<ul style="list-style-type: none"> ✔ 2 metres (6.5 feet) segregation in place e.g. marking floors. ✔ Screens / barriers in place at reception etc. ✔ Queue management system in place with correct distance marking. ✔ Numbers allowed in the building are controlled – planning for the minimum number of people needed on site to operate safely and effectively. ✔ Visitors are controlled e.g. appointments booked, visitor will be signed in. Collection and delivery times agreed, number of persons allowed in the building monitored etc. ✔ Contractors may need to attend out-of-hours to carry out any repair work. ✔ Work areas divided into zones, with personnel allocated to work within each zone. Movement between zones is minimised and controlled. ✔ Use of floor tape or paint to mark areas to help workers keep to a 2m distance. 	<p>Floor markings introduced.</p> <p>Reception safely guarded with barrier which also acts as queue management.</p> <p>2m social distancing for desk occupancy dictates office numbers.</p> <p>External appointments on hold, post collection and office deliveries in line with policy and social distancing.</p> <p>Planned maintenance work scheduled out of hours.</p> <p>Office staff only working at their own workspace.</p> <p>Floor signage installed and tape if required as occupancy increases.</p>	NM NM NM NM NM NM NM	26/05/2020 26/05/2020 26/05/2020 26/05/2020 26/05/2020 26/05/2020 26/05/2020	18/06/2020 18/06/2020 18/06/2020 18/06/2020 18/06/2020 18/06/2020 18/06/2020

	<ul style="list-style-type: none"> ✔ One- way system in place for areas where this is possible. ✔ Limited sharing of any work equipment / office items including telephones. Headsets to be provided where possible. ✔ Avoid use of hot desks and spaces. ✔ Staff density reduced on site reduced by: <ul style="list-style-type: none"> • Altering working hour patterns to reduce worker numbers. • Shift handover arrangements altered to ensure the appropriate routines are followed. • Reducing office density/support staff through working from home or split shift arrangements. • Reducing office density e.g. two tables apart rather than tables next to each other. • Prohibiting shared use of small rooms and convert them to single occupant use only. • Use of meeting rooms for extra office space. • Specifying seating arrangements for employees to ensure staff adhere to minimum work distances. • Use of technology for video/virtual meetings. • Only absolutely necessary participants will attend face-to-face meetings and should maintain 2m separation throughout. • Limiting the number of meetings, including length and proximity of gatherings between colleagues/others. 	<p>One-way system introduced, one stairway for up and other for down.</p> <p>End user desks will be issued and not changed to include equipment.</p> <p>No hot desks will be used.</p> <p>Reduced staff numbers via a phased return to work programme, certain roles will continue to work from home.</p> <p>Desks will be used only in accordance with 2m social distancing.</p> <p>Meeting rooms will adhere to the 2m distancing and only used on a booking system, this will enable self-cleaning to take place backed up with office cleaning rota.</p> <p>Redundant staff room may be utilised for desk space if needed, likewise for our training room.</p> <p>Virtual meetings will be encouraged and investment made available for any further equipment required.</p>	<p>NM</p> <p>NM</p> <p>NM</p> <p>NM</p> <p>NM</p> <p>NM</p> <p>NM</p> <p>NM</p>	<p>26/05/2020</p> <p>26/05/2020</p> <p>26/05/2020</p> <p>26/05/2020</p> <p>26/05/2020</p> <p>26/05/2020</p> <p>26/05/2020</p> <p>26/05/2020</p>	<p>18/06/2020</p> <p>18/06/2020</p> <p>18/06/2020</p> <p>18/06/2020</p> <p>18/06/2020</p> <p>18/06/2020</p> <p>18/06/2020</p> <p>18/06/2020</p>
--	--	---	---	---	---

	<ul style="list-style-type: none"> • Provision of hand sanitiser in meeting rooms and ensuring good ventilation. • Smoking areas to be moved and limited numbers at any one time. 	<p>Hand sanitiser will be available in all lobby areas as well as entry to building.</p> <p>Smoking area moved to boundary of building to enable regulatory 4m from final exit door.</p>	<p>NM</p> <p>NM</p>	<p>26/05/2020</p> <p>26/05/2020</p>	<p>18/06/2020</p> <p>18/06/2020</p>
Work required within 2m of others	<ul style="list-style-type: none"> ✔ Wherever possible maintaining social distancing. ✔ Where this can't be achieved, we shall consider whether that activity needs to continue for the business to operate, and if so, will take all mitigating actions possible to reduce the risk of transmission: <ul style="list-style-type: none"> • Further increase the frequency of hand washing and surface cleaning. • Use of screens and barriers to separate people from each other if practical. • Use of back-to-back or side-to-side working (rather than face-to-face) wherever 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). • Identify where people directly pass things to each other – office supplies, post and printed materials. 	<p>Social distancing applies to all parts of the business, not just the place where people spend most of their time, but also entrances, exits and similar settings. These are often the most challenging areas to maintain social distancing so will be included.</p> <p>Screens may be introduced dependant on occupancy levels. Diagonal desk seating at 2m distancing takes away face-to face seating. Designated team working as normal.</p> <p>One touch for post and print, leave non-essential packages for 72 hours in a designated safe zone. Use hand sanitiser more frequently.</p>	<p>NM</p> <p>NM</p> <p>NM</p>	<p>26/05/2020</p> <p>26/05/2020</p> <p>26/05/2020</p>	<p>18/06/2020</p> <p>18/06/2020</p> <p>18/06/2020</p>
Moving around the building	<ul style="list-style-type: none"> ✔ Reducing movement by discouraging non-essential trips within buildings – encourage use of telephones, email etc. 	<p>We have internal communication lines through telephone and emails, these options should be used over desk visits.</p>	<p>NM</p>	<p>26/05/2020</p>	<p>18/06/2020</p>

	<ul style="list-style-type: none"> ✔ Restricting access between different areas of the building. ✔ Introducing more one-way flow through buildings. ✔ Regulating the use of high traffic areas including corridors and walkways. Ideally using passing places. ✔ Reduce infection risk whilst using front door entry. ✔ Reduce need to touch internal doors as handles pose infection risk. ✔ Ensure adequate ventilation where required whilst limiting use of Air Conditioning. 	<p>One-way entry and exit routes alongside zoned toilet use.</p> <p>Busy walkways are all (where possible) one way.</p> <p>Staff advised to cover fingers with a clean tissue or covering when using entry key pad – hand gel available through door. If receptionist in place then door can be remotely unlocked, staff then push gently with forearm or foot to gain entry.</p> <p>One leaf of corridor doors will be propped open during working hours, doors shut when shift ends.</p> <p>Air Conditioning in the Contact Centre disabled. Server rooms will continue to be cooled via A/C. If cool air required a window should be opened, when doing so, use a tissue or antibacterial wipe.</p>	NM	26/05/2020	18/06/2020
			NM	26/05/2020	18/06/2020
			NM	26/05/2020	18/06/2020
			NM	26/05/2020	18/06/2020
			NM	26/05/2020	18/06/2020
Use of Common Areas	<ul style="list-style-type: none"> ✔ Staggering break times to reduce pressure on break rooms and canteens. ✔ Use of safe outside areas for breaks if possible. ✔ Creating additional space by using other parts of the workplace or building that may have been freed up by remote working. ✔ Installing screens to protect staff in receptions or similar areas. 	<p>Staffroom closed, employees encouraged to eat at own desk with food they have brought with them.</p> <p>Previously joined desks redistributed to create more space.</p> <p>Reception desk will be given a 2m distance from staff via a physical barrier.</p>	NM	26/05/2020	18/06/2020
			NM	26/05/2020	18/06/2020
			NM	26/05/2020	18/06/2020

	<ul style="list-style-type: none"> ✔ Encouraging workers to bring their own food. ✔ Coffee vending machine regularly cleaned. ✔ Regulating use of cloak rooms. ✔ Encouraging storage of personal items and clothing in personal storage spaces (i.e. lockers). ✔ Structured use of staff toilets to control infection risk. 	<p>Eat agreed meals at desks.</p> <p>Users will select drink with a clean tissue or a wipe over their fingers to prevent contamination.</p> <p>Our cloakroom will be closed throughout the need for social distancing, coats to be left on backs of user's chairs.</p> <p>Personal items should be located at user's workstation in a tidy manner to avoid trip hazards.</p> <p>Toilets will be assigned to groups of users on each floor.</p>	NM	26/05/2020	18/06/2020
Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> ✔ Surgical masks provided for use if required. ✔ Disposable gloves (nitrile) provided. 	Cleaners to be issued with masks, gloves and sanitiser.	NM	26/05/2020	18/06/2020
	<ul style="list-style-type: none"> ✔ Hand sanitiser stations around the workplace. 	Hand sanitiser available to all employees / visitors.	NM	26/05/2020	18/06/2020
Cleaning	<ul style="list-style-type: none"> ✔ Premises deep cleaned prior to opening using cleaning products from approved lists from governing authorities. 	Cleaning has continued throughout lockdown and will increase as staff return.	NM	26/05/2020	18/06/2020
	<ul style="list-style-type: none"> ✔ More vigorous and regular cleaning of areas and specific touch points (i.e. light switches, kettle etc.) 	High touch areas will be cleaned more often.	NM	26/05/2020	18/06/2020
	<ul style="list-style-type: none"> ✔ On-going cleaning regimes on site have been reviewed including vehicles. 	All cleaning procedures have been reviewed / no sharing of nominated company vehicles.	NM	26/05/2020	18/06/2020

	<ul style="list-style-type: none"> ✔ Clear desk policy in place. ✔ High-touch shared tools such as whiteboard markers, remote controls etc. to be included. 	<p>Desks to be cleared of any excess clutter. Clean your own desk, phone, keyboard etc. with anti-bac wipes at the start and end of each shift.</p> <p>Such items will be cleaned regularly.</p>	NM	26/05/2020	18/06/2020
Hygiene	<ul style="list-style-type: none"> ✔ Additional wash and gel stations installed at strategic points around the site / building, including entrance and exit as well as other key areas. ✔ Hygiene practices are important to prevent spread of Covid-19. Appropriate signage in place to prevent infection spread: <ul style="list-style-type: none"> • Wash hands properly and regularly and especially after coughing or sneezing, after toilet use, before eating, if in contact with a sick person (especially those with respiratory symptoms). It is important to follow good practices for hand washing, which includes using soap and water and washing for over 20 seconds. • Touching of the face should be avoided. Regular hand washing with soap and water is effective for the removal of Covid-19. Where washing is not available, use of hand sanitisers is recommended. • Cover your mouth when coughing and sneezing. Cover your nose and mouth with disposable tissues. If you don't have a tissue, cough or sneeze into your arm or sleeve (not hand), put used tissues into bag provided and then into bin, then wash your hands. • Avoiding making close contact with people e.g. do not shake hands. 	<p>Hand sanitiser placed at entry of building and at each lobby area / toilets available for hand washing.</p> <p>Appropriate signage placed around the building / updated signage will be introduced if guidance changes.</p> <p>Guidance issued around personal hygiene. Tissues / antibacterial wipes available alongside refuse bins.</p> <p>Signage within all W/C's will remind end users to wash hand thoroughly for at least 20 seconds.</p> <p>Tissues provided at key locations. Disposable bags provided at desks.</p> <p>Personal contact is not permitted / close contact should be avoided where possible.</p>	NM	26/05/2020	18/06/2020
			NM	26/05/2020	18/06/2020
			NM	26/05/2020	18/06/2020
			NM	26/05/2020	18/06/2020
			NM	26/05/2020	18/06/2020

First Aid and Fire Warden	<ul style="list-style-type: none"> ✔ Adequate numbers of “first aiders” on site. ✔ Adequate number of fire wardens on site. 	1 first aider / fire warden for up to 25 people on site, 2 for 50, 3 for 75 and 4 for 100 staff on site.	NM	26/05/2020	18/06/2020
	<ul style="list-style-type: none"> ✔ Internal checks e.g. fire call point checks, emergency lighting, first aid box checks are undertaken. 	Weekly testing is undertaken. Monthly first aid checks unless used before.	NM	26/05/2020	18/06/2020
	<ul style="list-style-type: none"> ✔ Awareness that in an emergency (i.e. fire), people will not stay 2m apart and it would be unsafe to do so. Particular attention will be paid to sanitation measures immediately afterwards including dispersing once outside and washing hands. 	In a fire evacuation the one-way systems will no longer be enforced. Fire wardens shall ensure usual fire procedures. Hand sanitiser taken to assembly point.	NM	26/05/2020	18/06/2020
Waste	<ul style="list-style-type: none"> ✔ Waste collections have been reinstated and are undertaken on a regular basis. 	Trade and recycling collections restarted.	NM	26/05/2020	18/06/2020
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)	<ul style="list-style-type: none"> ✔ Site follows HSE guidance. The HSE have published further detailed guidance during the Coronavirus outbreak. See further reading. 	Guidance reviewed as announced / issued.	NM	26/05/2020	18/06/2020
Occupational Health Surveillance	<ul style="list-style-type: none"> ✔ Site follows HSE guidance. The HSE have published further detailed guidance during Coronavirus outbreak. See further reading. 	Guidance reviewed as announced / issued.	NM	26/05/2020	18/06/2020

NM = NEIL MENZIES, Director for Health & Safety

Review period:	After any UK Governmental Department announcement.
-----------------------	---

Further Reading

Government <https://www.gov.uk/coronavirus>

HSE www.hse.gov.uk/news/coronavirus.htm

First Aid www.hse.gov.uk/news/first-aid-certificate-coronavirus.htm

RIDDOR www.hse.gov.uk/news/riddor-reporting-coronavirus.htm

Health Surveillance www.hse.gov.uk/news/health-surveillance-coronavirus.htm

Examination (work equipment) www.hse.gov.uk/news/work-equipment-coronavirus.htm

PPE www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm