RISK ASSESSMENT

Location	Outline of activity or task to be assessed:		Date of Assessment
Individual Risk Assessments carried out for each of our 11 branches	Risk Assessment Template* – Businesses working under (COVID-19) Pandemic		11/05/2020
			Date Assessment Reviewed
			Monthly, based on new guidance

*Please note that this is a model risk assessment and the list of hazards and control measures in this template are not exhaustive and are for guidance only, and should be used as a base for your own risk assessment.

What are the hazards?	Who might be harmed and how?	What action do we need to take	Risk level (i.e. High Medium, or Low)?	What further action is necessary (i.e. are any further control measures required)? Who will action	Additional action required (Y or N)?

Employees with underlying health conditions that may put them at increased or very high risk of severe illness from Coronavirus (COVID-19)	*Risk of severe illness or death to employees as a result of contracting Coronavirus (COVID-19) whilst at work.*	• *Identify those employees that have underlying health conditions that may put them at either increased or very high risk of severe illness from Coronavirus (COVID-19). information on the underlying health conditions that would cause an employee to be categorised as such are available here.*
		• *Based on the latest Government guidance on social distancing:*
		   ○ *If an employee lives with someone in a vulnerable health group, including those who are pregnant, they can attend work. However, whilst it is possible to ask an employee in this situation to come in to work, it should be avoided if at all possible.*
		   ○ *If an employee lives in a household with*
			High
			
			High
				Branch manager to contact Stacey Jacques if they have staff who fall into these categories	

		someone who is in the most vulnerable health groups, as set out in the guidance on shielding, they should only attend work if stringent social distancing can be adhered to and the employee is able to understand and follow those instructions. • *You'll need to keep up to date on the latest Government guidance on underlying health conditions that may put persons at either increased or very high risk of severe illness as these may change in line with the latest scientific research.* *;* • *Issue formal communication to employees to request that they urgently contact Stacey Jacques if they have an underlying health condition that puts them at either increased or very high risk of severe illness from Coronavirus (COVID-19);* • *For employees with underlying health conditions that put them at increased risk of severe illness from coronavirus, Line Managers to seek alternative working arrangements to enable them to work from home wherever possible (and Managers should endeavour to support this – further information is provided in the Government guidance for employers available [here](#)).*	High medium High	Stacey Jacques Stacey Jacques Branch managers to inform Stacey Jacques	
Suspected case of Coronavirus (COVID-19) on site **Employees/contractor**	*Risk of illness via potential spread of Coronavirus (COVID-19) to other employees*	*Considerations* • *Employees eligible to attend the workplace should stay at home if they are unwell with a new, continuous cough and/or a high temperature to avoid spreading infection to others, and/or if they are self-*	High	Branch manager	

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s may display symptoms of Coronavirus (COVID-19) whilst on site	and others on site				
		isolating due to another person within their household developing symptoms. Otherwise they should attend work as normal (except for those deemed at increased or very high risk of severe illness from COVID-19).			
		• *If an employee or contractor becomes ill with symptoms of coronavirus whilst on site they must be sent home and advised to follow the latest Government guidance available here. They should not visit their GP, a hospital or a pharmacy. If their life is at risk or if they are seriously ill, then a member of staff should call 999.*	High	Branch manager	
		• *If an employee has helped someone displaying symptoms 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.*	Medium		
		• *Closure of the workplace local decision based on various factors such as establishment size and risk of further spread. Government guidance available here*	High	Director/Managing Director	
		• *Employees and contractors should be made aware that they must inform their Manager/contact prior to leaving the site (i.e. they should not just leave the site without informing the workplace that they have developed symptoms of Coronavirus).*	Low	Branch manager	
		• *You'll need to keep up to date on the latest Government guidance on what to do if someone develops symptoms of Coronavirus (COVID-19) on site (available here) as these may change in line with the latest scientific research.*	Low	Stacey Jacques	
		• *Display posters informing of symptoms (available to download here) in prominent locations;*	Medium	Managers to arrange for posters to be downloaded and displayed on staff notice	
		• *Inform visitors, such as suppliers and contractors not*			

		to visit site if they are displaying any symptoms of Coronavirus (COVID-19) and to follow the latest Government guidance available *here*;	High	boards and reception Branch managers	
		• Ensure that employees and contractors are briefed on the procedures to follow should they become ill with symptoms of coronavirus whilst on site and that this is refreshed periodically in line with any changes to the guidance and/or your procedures;	High		
		• For suspected cases, use *https://111.nhs.uk/covid-19* for identifying symptoms;	High		
		• Identify suitable isolation areas for any suspected cases and ensure that suitable signage is in place;		Branch managers	
		• Review movements of suspected case(s) and ensure that suitable cleaning is undertaken in line with the Government guidance; and	High	Branch managers	
		Public Health England (PHE)/Public Health Wales (PHW) advice to be followed in relation to any suspected/confirmed cases.			
Lack of adequate social distancing measures whilst employees and others are on site	*Risk of illness due to potential spread of Coronavirus (COVID-19) between employees and others in the workplace.*	*Review the latest guidance on implementing social distancing for business* • *You'll need to keep up to date on the latest Government guidance on social distancing as these may change*	High	Branches will continue to be closed to the general public, interviews and meetings will continue to be handled digitally or by phone. Where possible branch managers should establish alternative entrances and exits to minimise the risk of spread; for instance at head office we will have each department entering and leaving the building by a different exit (we understand that at some offices this will not be possible but	

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			High	door handles need to be cleaned with anti-viral spray regularly). Branch managers to ensure that all staff and any visitors to maintain a 2 metre physical distance between each other **at all times** even during meetings, interviews etc.	
			High	• *Only essential meetings to take place and consider suitable social distancing methods such as use of video/teleconferencing, or where this is not possible, limiting the number of attendees and holding meetings in a large well-ventilated room where employees can remain at least 2m apart;*	
			High	• *Branch* m*anagers will put in place lunch arrangements to ensure social distancing can be implemented (e.g. staggered breaks, seating laid out to accommodate social distancing);. Staff should bring in packed*	

			High	*lunches, flasks and water bottles as the kitchen areas, microwaves, kettles etc. will not be able to be used.* • *Branch managers will instruct staff to avoid the sharing of equipment between employees such as keyboards, phones, hand tools etc., or where this is not possible, ensure that suitable cleaning and disinfection methods are employed between uses.*	
Offsite trips	*All* *Not adhering to latest social distancing guidance*	*Current guidance on social distancing recommends avoiding all non-essential domestic trips and use of public transport, where possible. However, as we move through this pandemic, Government advice is likely to change.*	High	Branch managers will ensure that staff that normally travel or visit other branches; are encouraged to use remote meeting facilities and video conferencing where possible	
Employees and contractors not implementing suitable hygiene practices	*Risk of potential spread of Coronavirus (COVID-19) between employees and others in the workplace.*	• *Good hand and respiratory hygiene is imperative in the fight to minimise the spread of the virus, and so you'll need to ensure that adequate handwashing facilities are available and that employees are regularly briefed on good hand and respiratory hygiene practices.* • *Information relating to washing hands can be found* <u>here.</u>	High	Stacey Jacques has circulated guidance to all staff informing them of the guidance on importance and method of hand washing. Branch managers are to monitor implementation in branches.	

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		• *Review stocks of hand soap and alcohol-based hand gel and purchase additional stocks if required;*	High	Kevin Humphreys	
		• *Ensure that employees, visitors and contractors have access to suitable hand washing facilities (i.e. either hot running water and hand soap or alcohol-based hand gel;*	High	Branch managers	
		• *Provide alcohol-based hand gel in prominent places and ensure that employees are charged with topping these up regularly;*	High	Kevin Humphreys to arrange supply and branch managers to ensure it is used correctly.	
		• *Brief employees on the need to wash their hands regularly (and after using the toilet or changing a nappy, before eating or handling food, and after blowing their nose/sneezing/coughing) and on the correct handwashing technique (NHS advice on handwashing, including a video, is available [here](#));*	High	Staff have been advised by Stacey Jacques , branch managers to monitor implementation	
		• *Regularly brief employees on good respiratory hygiene practices (i.e. covering your mouth and nose with your bent elbow or tissue when you cough or sneeze, 'catch it, bin it, kill it');*	High	Branch managers	
		• *Regularly brief employees on the need to avoid touching their face (and especially the eyes, nose and mouth);*	High	Branch managers	
		• *Display poster (available to download [here](#)) in key locations to remind employees and others of good hand and respiratory hygiene practices;*	Medium	Branch managers to arrange display of posters	
		• *Ensure that any crockery and cutlery in shared kitchen areas is cleaned with warm general purpose detergent and dried thoroughly before being stored for re-use.*			

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| Non-essential persons attending site | All

Potential spread of Coronavirus (COVID-19) between employees and others on site | Considerations
- Are there any ways in which you can minimise the number of people attending the site? For example, which visitors will you permit onto site? Are there any non-essential services provided by external contractors that can be temporarily postponed? Are there any non-essential refurbishment/construction work involving contractors that can be postponed? Do you hire out any part of the premises? | High | - *Branch managers to Undertake a review of persons expected to attend site and determine those that are non-essential (e.g. visitors, contractors, ;*
- *Inform non-essential persons that they must not attend the site until further notice;*
- *Entry to the site controlled via reception/security etc. whereby any non-essential persons can be denied access;*
- *Consider implementing a questionnaire at reception for any contractors/visitors with regards risk rating prior to permitting them to enter the site;*
- *Consider signage at entry/reception etc. to advise on who is/is not permitted to access the site.* | |
|---|---|---|---|---|---|
| **Lack of appropriate cleaning regime** | All

Potential spread of Coronavirus (COVID-19) | - *If you employ cleaning staff, then you'll be responsible for ensuring that suitable procedures are in place, suitable personal protective equipment (PPE) is made available and worn/taken off, and stored correctly;* | High | Branch manager to ensure PPE supplied to cleaners we employ or liaise with contract cleaning firm to confirm they have correct arrangements in place. | |

	between employees and others on site.	*and that suitable training is provided.* • *If you use a contract cleaner, you should liaise with them to ensure that you are satisfied with the procedures, PPE and training that they have in place.* *:* •			
Lack of adequate cleaning regime for areas known or suspected to be contaminated	*All* *Potential spread of Coronavirus (COVID-19) between employees and others on site*	*If the building is contaminated with the virus or suspected of being so*	High	Branch manager to contact Stacey Jacques/Kevin Humphreys for advice and- • *Review suitability of existing cleaning substances, equipment, and PPE for use on areas known or suspected to be contaminated;* • *Ensure that COSHH assessments are completed for any new cleaning substances introduced as a result of your review;* • *Review stocks of cleaning substances, equipment, and PPE and purchase additional stocks if required;* • *Close and secure the contaminated room/area where possible to restrict access until cleaning*	

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				has been undertaken. Where possible, leave the area/room closed and wait for 72hrs before cleaning as the amount of virus living on surfaces will have reduced significantly; • *Employee or contract cleaners to follow the latest Government guidance on COVID-19: cleaning in non-healthcare settings available [here](#);* • *Waste from possible cases and cleaning of areas where possible cases have been (including any disposable cloths and tissues) to be double bagged and stored/disposed of in line with the Government guidance;* • *Cleaning staff to be provided with suitable PPE (i.e. disposable gloves and aprons as a minimum, with use of protection for the eyes, mouth and nose for*	

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				heavily contaminated areas such as visible bodily fluids from a person known to have or suspected of having COVID-19); • *Cleaning staff to be provided with training on the latest Government guidance and this is refreshed in line with any changes to the guidance (N.B. all training should be recorded); and* • *Cleaning staff to be provided with training on any new cleaning substances, equipment and/or PPE (N.B. all training should be recorded).*	
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Lack of adequate trained fire personnel	*All* *Various injuries ranging from minor to serious, or death arising from poorly*	*Considerations* • *As a result of the Coronavirus (COVID-19) pandemic, you will have a reduced number of employees/visitors on site. Employees on site may also change due to illness of either themselves, or other members of their household; and this could include managers and other employees with key roles in your fire evacuation*		• *Branch managers will discuss with Stacey Jacques and -* • *Review the list managers and other employees with key roles in your fire procedures (e.g. responsible*	

	executed fire evacuation	*procedures (e.g. responsible persons, fire managers, fire wardens/marshals etc.). The risk of fire is ever present, and as such you will need to ensure that your procedures continue to respond accordingly and are flexed and adapted to any changes in staff.* • *Social distancing should be maintained where reasonable throughout an evacuation. Your existing fire procedures may direct employees to fire assembly points with limited space, resulting in staff being in close proximity to each other and breaching current social distancing advice.* • *As a result of the change in operations, employees may be working and learning in areas of the workplace that are not familiar to them and so may not be aware of the escape routes and assembly points.*		*persons, fire managers, fire wardens/marshals etc.) to determine who is available;* • *Identify further key persons required, together with deputies/cover, and provide training accordingly (N.B. any training should be recorded.* • *Review fire assembly points to ensure that they are conducive with social distancing advice where possible (i.e. that building occupants will not be required to congregate in small areas);* *Employees working in areas of the workplace that are not familiar to them to complete a walkthrough to identity escape routes, fire exits and assembly points*	
Lack of adequate trained first aid personnel	*All* *Various injuries/illness as a result of delayed access to first aid/administration of medication*	*Considerations* • *As a result of the Coronavirus (COVID-19) pandemic, you will have a reduced number of employees on site. Employees on site may also change due to illness of either themselves, or other members of their household; and this could include trained first aiders. The risk of injury/illness is ever present, and as such you will need to ensure that your procedures continue to respond accordingly and are flexed and adapted to any changes in staff.*		• *Branch managers will liaise with Stacey Jacques and review list of trained first aiders and those employees responsible for emergency/incident response and determine who is available;* • *Review your first aid needs risk assessment to take*	

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				account of reduced staff; and • *Work to ensure that adequate coverage remains in place whilst the workplace is operational.*	
Increase in staff lone/remote working whilst on site	*Staff* *Various injuries arising from a lack of direct supervision*	*Considerations* • *Due to reduction in employee's numbers on site as a result of social distancing and self-isolation, there may be an increase in the number of staff undertaking lone or remote working activities. For example, you may have a caretaker or maintenance staff opening/closing the site alone or undertaking high risk maintenance tasks (e.g. work at height, use of machinery etc.) in unoccupied areas of the site including external grounds. You may have employees spread out across the site to enable better social distancing.* • *You should already have risk assessments in place covering lone/remote working activities, but it would be good practice to review and update these in case of any changes arising from the current situation.* •		*Branch managers will-* • *Consider lone/remote working activities being undertaken across the site and ensure that risk assessments are completed (or that any existing risk assessments are reviewed and updated). Guidance on lone/remote working is available from the HSE at:* https://www.hse.gov.uk/lone-working/employer/index.htm*; and* • *Ensure that staff undertaking lone/remote working activities are briefed on the content of the risk assessments and provided with training where necessary (N.B.*	

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				any training should be recorded).	
Employees working from home – risks associated with use of Display Screen Equipment (DSE) and mental health/emotional wellbeing	*Employees* *Aches and pains from adopting poor posture whilst using DSE* *Fear/anxiety/stres s caused by difficulty in completing work, and lack of social interaction* *Lack of insurance cover for business-owned equipment used in the home*	*Considerations* • *You're likely to have a significant number of employees that are now working from home, perhaps for the first time; and you'll need to ensure that suitable measures are in place to protect and promote their health, safety and welfare. You'll need to conduct a suitable and sufficient risk assessment of homeworking activities undertaken by your employees to identify any hazards and assess the degree of risk.* • *The Health & Safety Executive (HSE) have confirmed that there is no increased risk for DSE work for those working at home temporarily. So in that situation employers do not need to do home workstation assessments..* *.*		• *Branch managers will-* • *Provide employees working from home with guidance on the safe use of DSE and ways in which they can maintain physical and emotional wellbeing (you can download our guidance document 'Working from Home: A Brief Guide for Employees'* [here](#)*);* • *Provide employees working from home with information on who they can speak to if they need help/support (e.g. Line Manager, HR, IT support etc.) and provide details of any external resources they have access to (e.g. confidential helpline, occupational health, Employee Assistance Programme etc.);* • *Consider issuing a homeworker checklist to assist in identifying any individual issues (you can*	

				download our 'Temporary Home Worker Self-Assessment Checklist [here]); (An online homeworker assessment tool is also available – please contact us for further information).	
				• *Consider any employees with disabilities whereby reasonable adjustments may be required (e.g. provision of equipment etc.);*	
				• *Where feasible, consider providing employees working from home using a laptop with inexpensive equipment to assist them in setting up an appropriate temporary workstation (e.g. wireless keyboard and mouse, laptop riser, etc.);*	
				• *Line Managers to communicate regularly with employees working from home (e.g. weekly check-ins as a minimum) to make sure that they are coping with their home working arrangements, their workload, and to answer any questions or concerns that they may have;*	
				• *Line Managers to keep their*	

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				teams up to date on any changes that may impact them; and • *Liaise with your broker/insurer to check that any business-owned equipment provided is covered when in the employee's home.*	

Failure to implement and adhere to the latest Government advice/guidance	All
	
	Failure to adhere to Government advice/guidance resulting in increased risk of infection
		Considerations
		• *As the pandemic evolves together with scientific knowledge of the virus, advice is being issued and amended almost daily. It is imperative that you keep up to date with the latest advice on Coronavirus (COVID-19) available at websites such as:*
		   o *HM Government: https://www.gov.uk/coronavirus*
		   o *NHS: https://www.nhs.uk/conditions/coronavirus-covid-19/*
		   o *COVID-19: cleaning in non-healthcare settings available at: https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings*
		
		.
			High	Stacey Jacques/Kevin Humphreys
				
				Directors will review key points of the plan as the back to work programme and Government advice evolves.	

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	Completed by branch manager name	signature	Date	
	Kevin Humphreys	K. Humphreys	11/05/2020	
	Countersigned by director name	signature	Date	