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| Location | Keys Support Centre | Subject | COVID-19 Pandemic - Working Safely in Halesowen Support Centre | Initial Assessment Date | 26.05.2020 |
| Review interval | As circumstances / national guidance changes | | | Completed by | Head of Risk Management Reviewed & updated 16.07.2020 GL |

| Hazard | Person affected | Control measures in place | New / additional measures required to reduce risk to as low as reasonably possible | Progress of Action |
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| That if the population of the office returned to normal (pre-pandemic) during this time of COVID-19 global pandemic there would be an increased risk of transmission of the virus and thus threat to health, due to an inability to maintain social distancing guidelines anywhere in the office. | Employees, Employees households | <p>The majority of the usual population of the office have moved to temporarily working from home (see separate risk assessment for this).</p> <p>Two members of the business support team per day have been working in the office throughout the pandemic so far in order to maintain essential functions. Following assessment of space, a maximum number of people has been ascertained in order to be able to maintain social distancing and no face to face working. Change in Government guidance to reduce distancing to 1m where 2m is not possible has been captured in a floor plan, aim to maintain 2m distancing currently.</p> <p>Other employees will not for the time being attend the Support Centre for meetings, these will be carried out via video-link /</p> | <p>Department Heads have ascertained who within their teams either do not have suitable circumstances for working from home, or for whom this is detrimental to their mental health, they, plus teams from the business support team have resumed work in the office. Initially the number of people working in the office will be much lower than the maximum safe number.</p> <p>Plans have been put in place to enable Gryffindor meeting room to be used for essential meetings with a maximum of 4</p> | |

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| | | <p>conference call.</p> <p>Work stations will be positioned to ensure that there is an ability to maintain a minimum of 2m distance between employees and to prevent any face to face working.</p> <p>Plans in place to fit Perspex screens to work stations to provide a further barrier.</p> <p>Fixed teams within the Business Support team will be allocated to reduce the number of people each person has contact with.</p> <p>Use of the toilets will be limited to one person in the room at a time to prevent “pinch points” and to enable social distancing. There will be a hand sanitiser station outside the entrance.</p> <p>In areas where there might be pinch points such as the entrance, kitchen / rest area, and post room, floor markings will advise employees of appropriate distancing.</p> <p>In common areas within the building the landlord, and through him other businesses, will be consulted with in order to identify how access to the office via the stairways and lifts will be modified to enable effective social distancing.</p> | <p>people in attendance.</p> <p>Perspex screens are now in place.</p> <p>The stairways have refuge areas that can be used as distancing areas if two people are using the stairs in opposite directions. Employees will be advised to use the stairs in preference to the lifts if they are able to do so.</p> | |
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| | | <p>Employees will be asked to stagger lunch breaks and use of the kitchen / rest area in order to assist social distancing in this area.</p> <p>Employees who have symptoms of COVID-19 have someone in their household who has, or who have been contacted by NHS Track & Trace, will not attend the office until they have completed the required isolation period or have evidence that they have tested negative.</p> <p>If first aid is required for an employee within the office, where at all possible the individual should be encouraged to manage it for themselves with verbal support from a first aider if required. In an emergency accident situation assistance should be provided as normal with particular attention being paid to sanitation immediately afterwards including washing hands.</p> | <p>Prior to return to working in the office, employees will be reminded of this requirement.</p> <p>Self-isolation policy for employees and reporting form available on RADAR and monitored by HR.</p> <p>Fully stocked first aid box is in the kitchen.</p> | |
| <p>Without enhanced cleaning within the office or the ability for employees to maintain high standards of hand hygiene there is an increased risk of the transmission of COVID-19 from asymptomatic individuals.</p> | <p>Employees, Employees households</p> | <p>Hand sanitiser, tissues and work station cleaning stations will be positioned at intervals throughout the office. Hand sanitiser dispensers will also be positioned outside the toilet and at the entrance. There will be lidded pedal bins at intervals in which to capture blue paper and other rubbish.</p> | <p>Central supplies of stock are kept in the office. Replenishing of the stations will be the responsibility of the employees within the office.</p> | |

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| | | <p>Notices reminding employees and visitors of the importance of frequent handwashing for 20 seconds, the use of hand sanitiser, and respiratory hygiene practices will be posted at intervals around the office, toilets, and kitchen.</p> <p>Cleaning products will be available within the kitchen to enable employees to maintain a regularly cleaned environment.</p> <p>At the end of the work day employees will use the cleaning products to clean their work station. Monitors, keyboards, mouse and headsets will not be shared.</p> <p>Clear desks will be maintained at the end of the day to enable robust cleaning. No personal belongings will be left in the workplace overnight.</p> <p>The “sign-in & out” function is activated via employees’ mobile phones to reduce the amount of people touching the tablet.</p> <p>Furniture and equipment within the office that is surplus to requirements will be removed to reduce the amount of surfaces and to facilitate cleaning.</p> <p>To manage cleanliness of the kitchen and appliances, individuals will thoroughly wash</p> | <p>Appropriate cleaning materials for IT equipment will be made available to enable frequent cleaning of regularly touched items.</p> <p>Employees will be provided with a bag in which to take portable equipment home at the end of the working day.</p> <p>The small amount of people in the office makes this feasible.</p> | |
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| | | <p>up, dry and put away their own crockery and cutlery.</p> <p>Employees will be encouraged not to keep their own food in the fridge (alternatives such as using cool bags for keeping food cool should be considered), and food belonging to individuals will not be kept in the fridge overnight.</p> <p>Employees are advised to bring their own food to reduce the need to go to areas where social distancing is more difficult.</p> <p>Cleaners will be employed to thoroughly clean the office on a daily basis.</p> <p>The air conditioning system has recently been serviced and includes appropriate filters.</p> <p>The windows can be opened to increase ventilation.</p> | <p>An ability to clean in line with national guidance for the current situation will be part of the recruitment process.</p> | |
| <p>An employee who develops possible symptoms of COVID-19 whilst in the Support Centre may risk transmitting the infection to colleagues.</p> | <p>Employees within the Support Centre and their households</p> | <p>If the employee feels able to go straight home safely they will do so. All employees with potential symptoms will be encouraged to access testing for COVID-19 as soon as possible.</p> <p>If they are not well enough to get themselves home and need to wait for transport, they will wait in the smallest meeting room which is close to the entry door and toilet facilities.</p> | <p>The room will have tissues, a bin, and hand sanitiser in it.</p> | |

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| | | <p>The window will be kept open. The door will be kept shut.</p> <p>Contact with colleagues will be minimised, and if a colleague needs to assist them due to their illness and needs to be closer than 2m, the colleague will wear gloves, an apron and a face mask, which will be disposed of in the bin within the room once finished with.</p> <p>The room and other areas where the person has been that day will be deep cleaned by the contract cleaners in line with government guidance.</p> | <p>The room is glass panelled so communication with the unwell person can be facilitated without going in the room.</p> <p>The cleaners have a policy that they will not enter the office for 3 days, thus this is likely to mean that the office will need to close for that space of time until it has been cleaned. The other employees will need to work from home temporarily. 2 key employees will have a stock of PPE in their car so that if access to the office is required in an emergency e.g. to send out PPE supplies, they will don masks, gloves, and aprons and ensure good hand hygiene whilst in the office.</p> | |
| <p>Changes to the way the Support Centre is manned could adversely affect fire safety measures thus putting individual's safety at risk in the event of a fire.</p> <p>Due to the small number of people within the Support</p> | <p>Employees & others within the building</p> | <p>Liaison with the landlord and in conjunction with him, other businesses to ensure that the fire alarm system continues to be tested as usual, and that any changes to entry and egress of the building to aid social distancing do not affect straightforward evacuation of the building in an emergency.</p> <p>Employee arrival and departure from the</p> | <p>The fire risk assessment will be reviewed and updated once the changes have been made.</p> | |

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| <p>Centre most of the trained fire wardens will not be working within the office.</p> | | <p>building will continue to be captured as a record for use in an evacuation situation.</p> <p>All people working in the Support Centre will complete the Fire Warden e-learning module, and will be familiarised with the management of evacuation process by the two fire wardens who will be working within the Support Centre.</p> <p>In an emergency evacuation situation people do not have to stay 2m apart if it would be unsafe.</p> | <p>Learning & Development to allocate these individuals access to the Fire Warden e-learning module. All have been allocated the module.</p> | |
| <p>Without minimising the number of unnecessary visits to the office or having measures to manage how post and goods being delivered or picked up this will have an adverse effect on attempts to socially distance.</p> | <p>Employees Visitors Contractors</p> | <p>Visits / meetings will be facilitated by remote connection/working where at all possible.</p> <p>Only external visitors essential to health and safety within the building will be facilitated.</p> <p>If other employees need to attend the Support Centre this must be agreed and managed by their line manager and the BST Manager or CFO, and must be for as short a time as possible.</p> <p>The number of visitors will be limited and will not exceed the maximum number of people assessed to be safe for the space.</p> <p>All internal and external visitors to the office will complete a COVID-19 Visitors</p> | | |

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| | | <p>Questionnaire (found in the COVID-19 folder in RADAR Documents) upon arrival. Anyone who answers “yes” to any of the questions will be asked to leave the office immediately. The forms and visitor’s contact details as required by NHS Track & Trace will be kept securely in line with GDPR and destroyed after 21 days.</p> <p>Clear guidance on safety measures will be provided to any planned visitors prior to their attendance.</p> <p>There is no evidence that there is an increased risk of transmission of the virus from packages.</p> <p>Consultation with the landlord will take place regarding where post and goods are delivered or picked up.</p> <p>Consideration to be made for ordering larger quantities of goods e.g. printed materials etc. in order to reduce the number of deliveries.</p> | <p>Goods inward and post will be delivered or picked up from the main reception area.</p> | |
| <p>Due to there being only a very small number of employees within the Support Centre there will be a reduced amount of managerial on-site supervision and support which may compound a feeling of isolation</p> | <p>Employees</p> | <p>Line Managers will maintain regular phone / video contact for 1:1 supervision, team meetings, and ensuring the individual is kept abreast of all safety procedures.</p> <p>Daily COVID-19 briefings are issued by the Response Team to managers, information</p> | <p>Briefings to the business are now weekly and disseminated via the weekly</p> | |

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| <p>from colleagues within their teams and the rest of the company, and a lack of confidence in making decisions within the work environment e.g. about people attempting to visit.</p> | | <p>will be disseminated as relevant to employees.</p> <p>All employees receive an encouraging and informative video update from a member of the Senior Leadership Team weekly.</p> <p>On a daily basis there will be an identified Manager / designated individual within the Support Centre.</p> <p>All employees have access to the employee assistance programme HAPI app where confidential support can be provided.</p> | <p>communication to all staff.</p> | |
| <p>Employees who usually travel to the Support Centre on public transport have an increased risk of being unable to maintain social distancing on their commute.</p> | <p>Employees, employees households</p> | <p>Employees will wear face coverings when travelling on public transport in line with Government requirements.</p> <p>Extra car park fobs will be obtained to enable all who drive to be able to park in the office car park.</p> <p>Cycle to Work schemes are being explored.</p> <p>Non-essential travel will be minimised.</p> | <p>All employees working in the office who drive to work have a fob giving access to the on-site car park.</p> <p>The Cycle to Work scheme has been found to be not appropriate.</p> | |
| <p>Employees may feel anxious about the risk of transmission of COVID-19 in the workplace and expect to be provided with PPE.</p> | | <p>HM Government guidance advises that the risks need to be managed through social distancing, hygiene, and fixed teams / partnering, not through the use of PPE.</p> <p>Disposable gloves will be used as normal for</p> | | |

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| | | <p>the provision of first aid where there is a risk of contamination with blood or body fluids, or for use with cleaning products as advised by the product safety information.</p> <p>If employees choose to wear face coverings in situations where social distancing is not possible, they must be advised to do so safely e.g. wash hands for 20 seconds or use hand sanitiser before putting the face covering on or taking it off; avoiding touching their face or the face covering whilst wearing it; changing it if it becomes damp; wash the face covering daily or if not washable dispose of it in the usual waste. If being stored for re-use when leaving the office the face covering must be stored in a plastic bag.</p> | | |
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