**EXAMPLE CORONAVIRUS  
RISK ASSESSMENT**

Important information on the purpose of this document:

NFU Mutual Risk Management Services Limited (RMS) has produced this example risk assessment template as a guide to illustrate the types of elements that you may need to consider when assessing the risks from COVID-19 in your workplace.

This document is to be used as an example risk assessment only, which may help you identify:

* the typical additional hazards that COVID-19 introduces into your business.
* the steps you may need to consider taking to control these risks.

It is the responsibility of the employer to conduct their own risk assessment for their operations. If you are considering using this example template, you MUST customise it as necessary so that (a) it accurately reflects the risks of the business (b) the current control measures stated are indeed currently in place and (c) any further measures required can and will be implemented.

It may be that (some of) the current control measures suggested in the template are not in place as yet, in which case the suggested measures (if deemed appropriate for your workplace) should be moved to the further measures required column. In reverse, it may be that you have already implemented (some of) the listed further measures required items, in which case they can be moved to the current control measures column.

Please note this example template may not cover all the hazards and risks requiring attention at your workplace and you should examine all work activities to assess the risks and ensure that adequate control measures are in place. The control measures you adopt may need to be different from those in the example to meet the particular conditions in your workplace.

Risk Assessments must be reviewed (a) if circumstances change (b) if a significant incident occurs and (c) at regular intervals (annually is considered good practice). It is important that current Government guidance is always followed - please refer to Government and NHS websites for further guidance.

Risk Matrix

The following system gives a simple way to determine the relative importance of risks. It takes account of the degree of harm (i.e. what is the worst likely outcome) and the likelihood of the event occurring. This method also incorporates a judgement as to whether or not a risk is acceptable.

For each hazard / task identified, ask the question “what is the worst likely outcome?” – is it Severe (e.g. fatality), Moderate (e.g. major injury or permanent disability including permanent ill health) or Minor (e.g. a minor injury or plant damage)?

Next, make a judgement of the probability or likelihood of harm occurring:

|  |  |
| --- | --- |
| **LIKELIHOOD** | **DESCRIPTION** |
| Probable | Occurs repeatedly / several times |
| Possible | Could occur sometime |
| Remote | Unlikely, though conceivable |

Decisions as to whether or not action is needed can then be made by reference to the following matrix:

|  |  |  |  |
| --- | --- | --- | --- |
| **Severe** | **Medium** | **High** | **High** |
| **Moderate** | **Low** | **Medium** | **High** |
| **Minor** | **Low** | **Low** | **Medium** |
|  | **Remote** | **Possible** | **Probable** |

By using a matrix such as this, the risk level can be determined and used to prioritise your controls.

Disclaimer

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Governmental guidance relating to the Coronavirus pandemic is updated frequently and different approaches may be taken in England, Scotland, Wales and Northern Ireland which may impact on the accuracy and validity of this guidance. We therefore do not give any warranty, whether express or implied, as to the accuracy and validity of this guidance. You are solely responsible for keeping up to date with developments relating to the Coronavirus pandemic. To keep up to date, please read the information that your Government is sharing with the public which can be found at [www.gov.uk](http://www.gov.uk/), [www.gov.wales](http://www.gov.wales/) (for Wales), [www.gov.scot](http://www.gov.scot/) (for Scotland) and [www.nidirect.gov.uk](http://www.nidirect.gov.uk/) (for Northern Ireland) and consult the NHS website for health advice.

This guidance is provided on the strict understanding that you accept, without limitation, that you retain sole responsibility for compliance with health and safety legislation and regulations, all other legislation and any warranties / conditions attached to your insurance policies. We have not conducted any site visits as part of producing this guidance and we have not, and are not, providing any guidance in relation to your specific set up.

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Risk Assessments

|  |  |  |
| --- | --- | --- |
| Business name: |  | Date of assessment: |
| Area being assessed: | Management of Coronavirus (COVID-19) at work | Assessor’s name(s): |
| Coronaviruses are a family of viruses common across the world in animals and humans; certain types cause illnesses in people. COVID-19 is the name of the virus of which we are currently experiencing a pandemic around the world.  Common symptoms of COVID-19 include fever, cough and shortness of breath and a change or loss of sense of smell and / or taste, although many other symptoms may be experienced alongside these. Some people will suffer from mild illness and recover easily, whilst in other cases infection can progress to pneumonia. Reports suggest that the elderly and those that are classed as “clinically extremely vulnerable” or “clinically vulnerable” e.g. those with weakened immune systems, diabetes, cancer and chronic lung disease are the most susceptible to serious illness and death. Generally, pregnant women do not appear to be more likely to be seriously unwell than other healthy adults if they develop Coronavirus. However, as a precaution, they are classed as vulnerable. | | |

| No | What are the hazards / tasks / activity? | Who could be harmed and how? | What are the control measures? | Risk Rating | What further measures are required? | Target completion date/ Comments / progress |
| --- | --- | --- | --- | --- | --- | --- |
|  | Coronavirus (Management of) (COVID – 19) | Risk to anyone.  Risk of death / ill health.  There is the potential to contract COVID-19 from another person or from surfaces contaminated with the virus. | * Ongoing monitoring of Government guidance through all media streams and Government websites. * Relevant Government guidance is followed regarding the general opening of the premises/business. * Government guidelines regarding opening hours are followed with regards to hospitality. * High standards of personal hygiene are implemented as per Government guidelines (20 seconds frequent hand washing / application of alcohol sanitiser or approved virucide). * Where the work activity allows, those staff who can work from home do so. * Vulnerable staff (including those returning to work following shielding) are risk assessed on a case by case basis. They are working from home where this is possible. * Hand hygiene posters are displayed by each hand washing facility. * Heavily used areas /multiple user areas are cleaned more frequently (i.e. door handles, bathroom fixtures and fittings, hand rails, light switches, touch screens, etc). * Staff are aware how to reduce the spread of germs when they cough or sneeze and are asked to practice respiratory hygiene. Bins are provided for disposal of tissues. * Staff are aware of social distancing measures and to exercise social distancing at work as far as possible. This is monitored by managers. * Only essential visitors / contractors / delivery drivers etc are permitted on site. Access is declined for all others. * Staff are required to follow self-isolation guidelines when requested to do so by public health. * Staff are reminded to raise concerns with their line manager about health and safety provisions. * Regular communication is maintained with all staff on work site, home workers and furloughed staff. * Staff training is maintained for new working procedures and practices and this training is recorded. * Workers are not permitted to congregate in groups. Floor markings have been introduced to help reiterate physical distancing requirements. * Hand sanitiser or approved virucide stations have been provided at every entrance and exit point for the premises. * International travel for business is only permitted in line with relevant Government guidelines and subject to an individual travel risk assessment. * Staff are required to notify their line manager if they are planning to travel abroad for personal reasons. * Unless travelling from or through a country that is exempt, staff re-entering the UK from abroad must not return to work, but instead self-isolate for 14 days. | High / Medium | * Download, complete and display the “Staying COVID-19 secure in 2020” UK Government poster (England only). * Download, complete and display the “Five Key Steps to Keep Wales Safe at Work” Welsh Gov poster (Wales only). * If you employ more than 50 employees, publish this risk assessment on your website. * Continue to monitor Government guidance and take appropriate action when needed. * Implement a Coronavirus Management Policy and provide staff with a copy. * Ensure risk assessments are completed for all staff working from home. * Implement a procedure for managing suspected COVID-19 cases at work. * Appoint a COVID-19 officer or representative for the premises or business to help ensure accurate monitoring is maintained to identify trends of compliance or omissions and to help take corrective action. * Review current risk assessments, safe systems of work, CoSHH assessments and update accordingly with any changes as a result of the Coronavirus prevention measures. * Ensure a specific expectant mother risk assessment is conducted for any expectant mother and follow the latest advice from their medical team. * Communicate all Coronavirus prevention measures to new, temporary and existing employees and formally record that you have done so. * Remind staff regularly (for example through toolbox talks, signs or posters) that if they show Coronavirus symptoms they must not come to work (excluding home working) and self-isolate in accordance with Government guidance. * Keep all work areas well ventilated, even when this causes some thermal discomfort. Review the need for warm clothing if it gets too cold. * Where it is not practicable to run air conditioning units 24/7, run them for a minimum 2 hours before work commences and a minimum of 2 hours (lower speed) after work closes. * Remind staff to wash their hands when arriving and leaving work and regularly during the day. Display simple posters. * Continue to conduct safety critical training, ensuring social distancing measures are complied with. * Continue to monitor staff who may be at higher risk and implement alternative working arrangements where possible following government guidance. * Wherever possible, re-design workflow to minimise contact with surfaces. (i.e. by keeping non-fire doors open to reduce the need for hand contact. Consider use of “foot operated door handles” to reduce the need to touch door handles with hands. * Face coverings may be compulsory for staff to wear in these premises. You should conform with relevant Government guidance. However, in all cases, employees are advised to wear face coverings in enclosed public spaces where social distancing is not possible. * In Scotland employees must wear face coverings in workplace canteens or similar, unless seated and in all other indoor communal areas and social spaces. * Under public health legislation, it may be mandatory for customers to wear face coverings in your premises unless they are exempt. Develop a policy regarding enforcing compliance with this rule and train staff in your approach. * Continue regular cleaning and sanitising of hard surfaces following government guidance and waste disposal considerations. * Display business information signs on all entrance doors advising that the business is complying with Government Guidance and no one is to enter premises if they have any of the relevant symptoms. * Monitor compliance with the arrangements you implement. * Assist Test and Trace / Protect by keeping a temporary record of your staff shift patterns and visitors for 21 days, in a way that is manageable for your business, and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks. * Display a QR code where necessary. * All premises should ensure that steps are taken to avoid people needing to unduly raise their voices to each other. This includes, but is not limited to, refraining from playing music or broadcasts that may encourage shouting, including if played at a volume that makes normal conversation difficult. This is because of the potential for increased risk of transmission, particularly from aerosol transmission. * Undertake a security risk assessment to ensure good security is maintained as far as possible and that there are no unintended security consequences as a result of COVID-19 implemented changes. * Implement the Government’s guidance “Working Safely during Coronavirus”. |  |
|  | Cleaning | Risk to anyone.  There is the potential to contract Coronavirus from another person or from surfaces contaminated with the virus.  The infection risk from Coronavirus (COVID-19) following contamination of the environment decreases over time. It is not yet clear at what point there is no risk. However, studies of other viruses in the same family suggest that, in most circumstances, the risk is likely to be reduced significantly after 72 hours. It does depend on the type of surface and the ability to clean it. | * Cleaning regimes are in line with Government guidance. * Disposable gloves are worn when cleaning. A disposable apron is also worn for when cleaning an area where a person with suspected or confirmed Coronavirus is or has been. * Hands must be washed with soap and water for 20 seconds after all PPE has been removed. * Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths, mops, tissues and disposable PPE) are double-bagged, stored securely for 72 hours then thrown away in the regular waste receptacle after cleaning is finished. * Hard surfaces are cleaned using warm soapy water. Normal disinfectant cleaning products are then used to disinfectant the surfaces. * Frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles are identified as high priority clean areas. * All hard surfaces, floors, chairs, door handles, and sanitary fittings that a symptomatic person could have come into contact with are cleaned immediately with disposable cloths, or paper roll and disposable mop heads with suitable detergent as per Government guidelines, using either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine or a household detergent followed by disinfection (1000 ppm av.cl.). * Creation of splashes and sprays avoided when cleaning. * Cloths and mop heads are thoroughly laundered after use or disposed of (double-bagged, stored securely for 72 hours then thrown away in the regular waste receptacle). * Laundry items are washed in accordance with the manufacturer’s instructions. The warmest water setting is used. * Receptacles used to transport laundry are cleaned and disinfected after use. * Waste is stored safely and kept away from third parties. * Welfare rubbish bins for hand towels are frequently emptied and cleaned. * Disposable gloves and face coverings are disposed in general waste not in recycling bins. | High / Medium | * Continue with high standards of housekeeping. * If cleaning contractors are to be used, their COVID-19 management protocols must be requested. * Clean public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, thoroughly as normal, wearing a minimum of disposable gloves and an apron. * If an area has been heavily contaminated, such as with visible bodily fluids from a symptomatic person, or if there is risk of a higher level of virus being present (for example, where individuals have slept), use additional protection for the eyes, mouth and nose, as well as wearing gloves and an apron. * Inform cleaning staff that dirty laundry that has been in contact with an unwell person can be washed with other people’s items (as per Government guidance). * Ensure dirty laundry items are not shaken, as this increases the possibility of dispersing the virus through the air. * Monitor the cleaning procedures for effectiveness. * Update the CoSHH Assessment following the introduction of new or substitute cleaning products. * Check with your suppliers that your cleaning and sanitising chemicals are certified as effective against enveloped viruses such as Coronavirus. Household bleach and other potent oxidisers are also known to kill similar viruses and can be effective for up to 24 hours. * Check all hand sanitiser or approved virucide have sufficient alcohol content. * If storage of waste for at least 72 hours is not possible, arrange for collection as a Category B infectious waste either by your local waste collection authority or otherwise by a specialist clinical waste contractor. * Consider if all work uniforms can be laundered on site rather than staff taking them home. Suitable changing facilities will be needed. |  |
|  | Communal Areas | Risk to anyone.  Risk of death / ill health  (COVID-19):  There is the potential to contract Coronavirus from another person or from surfaces contaminated with the virus. | * Signs are displayed to remind all building users of social distancing requirements. * Signage is displayed to encourage users of the car park, to park in every other space. * Windows are kept open in all communal areas (regardless of thermal comfort requirements). * Where possible, non-safety critical doors are held open to reduce the likelihood of infection. * Increased cleaning regimes are in place with frequently touched areas identified as a high priority. * Only business critical contractors are permitted on site to undertake essential maintenance works, ensuring social distancing is adhered to. * Fire doors are kept closed. | High / Medium | * Non-essential trips within buildings and sites are discouraged. * Reduce job and location rotation, for example, assigning employees to specific floors. * Introduce one-way flow routes through buildings. * Reduce the maximum occupancy for lifts, providing hand sanitiser or approved virucide for the operation of lifts, and encourage the use of stairs. * Regulate the use of corridors, lifts, and staircases. Consider using floor tape or paint to mark areas to help staff maintain social distancing. * Reduce congestion in bottle neck areas, for example by having more entry and exit points to the workplace. * Consider the use of alternative door openers, such as automatic door, foot operated door handles, electro-magnetic door fasteners to reduce the need to keep touching the hard surface door furniture (review your fire risk assessment if you make any changes). * Consider the use of gel dispensing door handles in high usage areas. * Landlords to communicate with their tenants to find out what they are doing to comply with government guidance and how this may impact the site overall and other tenants. * Stagger break/lunch times and reduce the number of people in canteens / rest rooms and toilets. * Remind staff to close the toilet seat lid prior to flushing. Display simple posters. * Stagger arrival/departure times to reduce crowding in communal entrances/rest rooms. * Provide additional parking or bike racks. * Create one route for entering the building and one for exiting if possible. * Provide handwashing or hand sanitation facilities at all entry and exit points. * Consider moving away from touch-based security devices such as keypads and replace with non-touch alternatives. * In Scotland employees must wear face coverings in workplace canteens or similar, unless seated and in all other indoor communal areas and social spaces. |  |
|  | Contractors / Visitors | Risk to anyone.  Risk of death / ill health  (COVID-19):  There is the potential to contract Coronavirus from another person or from surfaces contaminated with the virus.  There is an additional risk bringing contractors / visitors etc. onto the premises, as it increases the number of people the virus could spread to and those who can bring the virus in from the outside. | * Only business critical visitor / contractor appointments are scheduled. * Contractor / visitor health check forms are completed on arrival. * Contractors are reminded of hand hygiene and social distancing requirements on arrival. Compliance is monitored. * Communication with contractors whilst on site where possible is via phone / emails / apps to limit social interaction. * Contractors’ work area / equipment is cleaned and disinfected upon completion of work. * Contractor use of our equipment is limited to minimise infection risk. * The premises key COVID-19 controls have been posted on the company website and contractors / visitors are informed of this prior to their visit (where possible). | High / Medium | * Display business information signs on all entrance doors advising third parties that the business is complying with Government guidance and not to enter the premises if they have relevant symptoms. * Check with contract cleaners and maintenance teams that they are available to carry out normal and emergency work and ask for their COVID-19 management policy. * Carry out contractor work after building occupation hours where possible, ensuring adequate ventilation is maintained. * Maintain normal contracting management and vetting procedures including obtaining risk assessments and insurance details and enquiring what measures they have to keep themselves and our staff safe from infection. |  |
|  | Fire | Risk to anyone within or adjacent to the premises.  Risk of death or serious injury from: burns, smoke inhalation and explosion.  Changes in working methods and staff numbers due to the implementation of COVID-19 controls within the workplace could increase the risk of fire within the premises. | * The fire risk assessment has been reviewed against current circumstances and Coronavirus prevention measures. * A full functional test of the fire detection and alarm system (using multiple call points across the site) was carried out prior to building re-occupation, which has been recorded in the log book. * A full discharge test of the emergency lighting system across the site was carried out prior to building re-occupation, which has been recorded in the log book. * A visual inspection of all fire extinguishers has been conducted (to ensure that they are correctly located, full and not obviously damaged and that annual servicing is within date) prior to building re-occupation, which has been recorded in the log book. * Fire escape routes are regularly checked for any obstructions, which is recorded in the log book. * Final fire escape doors are checked and operational, formally documented. * Internal fire escape doors are checked, and operational, remedial works immediately addressed and formally documented. * Sufficient fire marshals are in place to continue with the required fire safety arrangements. | Medium | * Continue to review the fire risk assessment (taking into account if you are storing large quantities of alcohol hand sanitiser or approved virucides which contain ethanol and is classed as highly flammable). * Continue to carry out checks on fire safety arrangements, including weekly fire alarm tests, emergency lighting tests, fire drills etc. * Fire safety professionals and engineers should be considered business critical contractors, so any essential works should continue as long as they can be carried out safely and within the Government guidelines. * Review the assembly point and management of evacuation to ensure compliance with social distancing measures. * Review Personal Emergency Evacuation Plans (PEEPS) where relevant. * Review whether the number of available fire marshals is sufficient. * Continue to allow fire safety engineers on site to undertake safety critical works. * Continue to review external housekeeping to reduce the likelihood of arson threat. * Continue to review build-up of waste and increase the frequency of waste collection where needed. * Remind staff not to prop open fire doors. * Ensure that people are made aware of the flammable nature of alcohol-based sanitisers and to keep away from naked flames when applying to surfaces or hands. * Consider the use of Dorguard fire door retainer / electromagnetic hold open devices to all high usage areas. * Ensure fire action call points are included in the cleaning regime. * Immediately action any fire alarm panel warning notifications.   Consider fire safety refresher training, ensuring social distancing requirements are complied with. |  |
|  | First Aid Safety | Risk to anyone.  Risk of death / ill health  (COVID-19):  Coronaviruses are a family of viruses common across the world in animals and humans; certain types cause illnesses in people.  Changes in working methods due to safeguarding the risk of the spread of COVID-19 within the workplace may require changes in first aid procedures.  Risk of cross contamination from casualty especially when you may have to get close to the casualty to assess what is wrong or to check their breathing. | * First aider safety is considered at all times. * A sufficient number of trained first aiders is available. * First aiders wash hands for 20 seconds or apply alcohol sanitiser or approved virucide before and after treating casualty. * First aiders are aware not to cough or sneeze over a casualty when they are applying treatment. * First aiders have been instructed where possible to assist at a safe distance from the casualty and to minimise the time spent in shared breathing zone. Casualties are directed to do things for the first aider where possible. * First aiders are aware that CPR can be applied in the normal manner but in the current climate should avoid giving rescue breaths. * AED units are maintained in accordance with manufacturer’s instructions. * First aid boxes are located around the premises. | Medium | * First aid training should continue to be organised where possible or for annual refresher training only, consider online refresher training instead to keep skills up to date. * First aid certificates that expired after 16th March 2020 can remain valid until 31st October 2020 or 6 months from date of expiry, whichever is later. All requalification training for these certificates should be completed by 3st March 2021. * Provide a face visor, disposable apron surgical mask and disposable gloves to all first aiders and where possible ensure the casualty also wears a mask or face covering. * Review the first aid needs assessment and implement the required actions. * Review staffing levels to ensure sufficient first aid cover is available. If needed, stop undertaking higher-risk activities. * Consider sharing first aid provision with a neighbouring business where appropriate. * Ensure AED units are included in the cleaning regime. * Continue to regularly check contents of first aid box(es). * Ensure any area where first aid treatment has been given to a symptomatic person is immediately cleaned and sanitised. * Ensure disposable items are safely disposed of and reusable ones cleaned thoroughly. |  |
|  | Hand Hygiene | Risk to anyone.  Risk of death / ill health  (COVID-19):  There is the potential to contract Coronavirus from another person or from surfaces contaminated with the virus.  Good hand hygiene practices are a cornerstone of reducing virus transmission. | * Staff follow Government guidance for hand washing (frequent handwashing 20 seconds or apply alcohol sanitiser or approved virucide). * Staff are reminded not to touch their face. * Public Health hand hygiene posters are displayed. * Staff wash their hands upon arrival and on leaving work. * Hand dryers will be continued to be used where provided. Where paper towels provided these are disposed of in waste receptacles - non-disposable towels have been removed from premises to prevent use. * Sharing of equipment is limited. Any equipment that is shared is cleaned and disinfected prior to another person using it. * Frequently touched areas are routinely cleaned. * No cash payments are accepted. * All packages / post are cleaned prior to opening. * Contact is minimised at “handover” points with other staff, such as when presenting documents, food and packages etc. to delivery drivers. | High / Medium | * Communicate Government advice on “How to wash your hands” to all staff. * Display “How to Wash Your Hands” and “How to apply alcohol hand wash” posters. * Continue to supply alcohol hand sanitiser or approved virucide to staff assuming supplies can be purchased and distributed. * Provide extra breaks to allow staff to wash their hands more frequently. * Handwashing or hand sanitation at entry and exit point is required. * Alternatives to touch-based security devices such as keypads to be investigated. * Reduce maximum occupancy for lifts, provide hand sanitiser or approved virucide for the operation of lifts. |  |
|  | Home Working | Risk to anyone.  Risk of ill health:  Although it is always preferable to establish clear remote-work policies and training in advance, in times of crisis or other rapidly changing circumstances, this level of preparation may not be feasible.  The Health and Safety Executive have determined there is no increased risk from display screen equipment (DSE) for those working at home temporarily, but as employers we have the same health and safety responsibilities for home workers as for any other workers. | * As per Government guidance all staff who can work from home continue to do so. * All necessary steps are taken to support employees working from home including provision of suitable IT equipment to enable remote working. * Regular communication is maintained with all staff by their line manager. * Staff are provided with mobile phones and are advised to ensure emergency contact numbers are programmed into it. * Staff know what is expected of them and know to contact their line manager if they are struggling. * Allowance is made to parents who are also looking after children at home. * Home workers are encouraged to keep regular hours where possible, as most people respond well to some form of routine. Also, ensuring there is an official end to the working day will allow home workers to more easily separate work and home life. * Home workers are familiar with the equipment and software that they need to use to do their job. * Remote IT assistance is available. * All company issued equipment is PAT tested. * Home workers are asked to carry out regular visual inspections of their electrical equipment. Any defects must be reported to management and replacements are organised where relevant. * Home-workers have been instructed to never remove safety guards from equipment. * Home workers have been instructed to avoid the overuse of extension cables voided, especially using extension leads in a “daisy chain” set up. * Home workers have been advised of the need to keep access and egress to the temporary work area as clear as possible and to avoid trailing leads as much as possible. * Home workers are advised to set up a dedicated and comfortable workstation that they can associate with their job and leave when they are finished for the day. * Home workers are permitted to take home any specialised DSE equipment that they may use in their normal workplace. * Home workers are encouraged to take regular breaks and avoid awkward and static postures. | Medium | * Ensure that all clinically extremely vulnerable staff continue to work from home and where possible clinically vulnerable persons do as well. * Although temporary home working does not require a formal display screen assessment, it is recommended that home workers complete a self-assessment checklist (available on the HSE website). |  |
|  | Legionella | Risk to anyone  Risk of death / ill health from inhalation of small droplets of contaminated water containing Legionella. Legionnaires' disease is a potentially fatal form of pneumonia.  Changes in working methods and staff numbers due to the implementation of COVID-19 controls within the workplace could result in inadequate control within the hot and cold-water systems within the premises. | * Plant maintained by competent and approved contractors. * Outlets on hot and cold-water systems are flushed at least once a week (during unoccupied periods) to maintain a degree of water flow and to minimise the chances of stagnation. * Small wall or ceiling-mounted units with closed cooling systems should not present a risk. * Evaporative condensers / cooling systems are continued to be maintained in line with the site’s written scheme. * Maintenance practices reviewed and contingencies drawn up in the event that site and contractor staff are unable to visit site to fulfil their duties. * There are suitable stocks of chemicals and consumables (such as dip slides) held on site. * Routine in house maintenance tasks continue to be undertaken and formally documented. | High / Medium | * Speak to your water treatment company for help and if you need to stop operation of any systems. * Where plants have been closed down, all the necessary steps should be taken in keeping with HSE guidance and ensuring systems are properly cleaned and prepared before restarting. * If cooling towers and evaporative condensers are likely to be out of operation for:   + up to a month - isolate fans but circulate biocidal-treated water around the system for at least an hour each week.   + more than a month - drain down the systems and clean and disinfect it. Clean and disinfect the systems again before refilling and returning to operation. * Review the business legionella’s risk assessment considering:   + the system should be thoroughly cleaned, flushed and disinfected.   + conduct temperature checks on designated outlets, e.g. sentinel taps (as outlined in the written scheme) to ensure that the system is performing as expected. * Keep records of work undertaken. * Where a wet cooling tower or evaporative condenser has been taken out of use, there is a requirement under the Notification of Cooling Towers and Evaporative Condensers Regulations 1992 to notify the local authority that it is being returned to service. * Ensure an adequate stock of critical spares, such as probes, solenoids and dosing tubes to avoid any disruption if parts cannot be obtained. * In the event that maintenance practices cannot be fulfilled as advised, additional control measures should be introduced. These may include locking showers or removing shower heads to prevent aerosol generation, with additional flushing (without the release of aerosols) and increased microbiological sampling. |  |
|  | Mental Health | Risk to anyone.  Risk of death / ill health due to mental health issues (i.e. suicide / depression / feeling of isolation. | * Staff are fully briefed and appropriately supported during this time. * Regular communication is taking place with all staff at work, working from home, furloughed, via various communication facilities. | Medium | * Continue to monitor staff who may be considered at higher risk and implement alternative working arrangements where possible. * Encourage an open and collaborative approach with staff / managers where any issues can be openly discussed and addressed. * Provide managers with training for managing remote teams and staff mental wellbeing. * Communicate various mental health online resources to staff. |  |
|  | Office Working | Risk to anyone.  Risk of death / ill health  (COVID-19):  There is the potential to contract Coronavirus from another person or from surfaces contaminated with the virus. | * Only staff in critical business roles attend the office working environment. * Staff who cannot work from home due to home circumstances may attend work following approval by management. * Office layouts have been reviewed in line with social distancing guidance. * Desks that are not to be used are clearly signposted and blocked off to prevent inadvertent use. * Staff work side-by-side or facing away from each other. * Screens are implemented as a physical barrier between staff workstations. * Floor markings are in place to aid social distancing. * Hot desking is prohibited. * Where possible, in-person meetings between staff are not held. Instead mobile phones, telephone conferencing or meeting apps are used. * If in-person meetings are necessary only necessary participants attend while others attend remotely. * Meeting rooms are kept well ventilated with windows kept open where possible. * Windows are kept open after meetings have been concluded in order to continue to ventilate the room. * Hand sanitiser or approved virucide is provided in all meeting rooms. * Attendees bring their own stationary and equipment to the meeting and paperwork is kept to an absolute minimum. * Shared drink stations are not provided at meetings. * Work area / equipment / meeting room is cleaned and disinfected upon completion of work/meeting. * Staff apply high standards of personal hygiene. | Medium | * For areas where regular meetings take place, using floor signage to help people maintain social distancing. * Ideally, limit amount of paperwork that is circulated internally. Send all paperwork electronically where possible. * If you need to exchange paperwork, this should be done at arm’s length. * If paperwork must be signed, see if the person whose paperwork you are requested to sign can sign it instead, with you witnessing it. In any case, don’t share a pen and clean any pens that you use after handling paperwork that could be contaminated. * Wash hands after touching paperwork or pens. * Open window blinds to allow more natural light into the premises, review the workstation layouts / DSE assessments. * Where it is not practicable to run air conditioning units 24/7, units run them for a minimum 2 hours before work commences and a minimum of 2 hours (lower speed) after work closes. * Check with your air-conditioning unit manufacturer whether the system requires cleaning prior to operation. * Ensure all water system outlets are flushed out for at least 10 minutes. Remove yourself from the room for the duration and ventilate the room where possible. |  |
|  | Outdoor Working | Risk to anyone.  Risk of death / ill health  (COVID-19):  Potential to contract Coronavirus from another person working in close proximity or from surfaces contaminated with the virus e.g. work equipment.  Risk of vehicle / pedestrian interaction. | * Only workers deemed necessary to carry out physical work or training/ supervision physically attend site. * Work processes have been reviewed to ensure staff work alone or further apart, where necessary. * Where the social distancing measures cannot be applied:   + The frequency and time workers are closer than the social distancing rules is minimised.   + The number of workers involved in these tasks is minimised. * Consistent pairing systems are in use of staff working in close proximity. * Workers should work side by side or back to back rather than face to face. * Alcohol hand sanitiser or approved virucide provided where hand washing facilities are not available. * Routine cleaning of mobile welfare facilities takes place, including frequently touched areas (high priority). * Sharing of work equipment is restricted where possible. * Where necessary equipment is cleaned prior to each use. * Break times are staggered. * Waste bags are provided for all waste. * Where practicable public footpath gates are kept open. * Where possible workers travel to site alone using their own transport. * Where loading and offloading arrangements on site will allow it, drivers remain in their vehicles. * Where drivers are required to exit their vehicle, they are required to wash or sanitise their hands before handling any materials. | Medium | * Where needed stagger arrival/departure times to reduce congestion and contact when coming in and out. * Discourage nonessential trips around sites where work is taking place. * Reduce job and location rotation, for example, assigning employees to specific areas. * Review current risk assessments, safe systems of work, CoSHH assessments and update accordingly with any changes as a result of the Coronavirus prevention measures. Pay particular attention to manual handling and lone working risks. * Reduce the number of people in attendance at site inductions and consider holding them outdoors wherever possible. * If staff are lone workers, suitable lone working arrangements must be put in place, such as remote supervision and restriction of high-risk tasks and security. |  |
|  | Personal Protective Equipment (PPE) | Risk to anyone.  Risk of death / ill health  (COVID-19):  There is the potential to contract Coronavirus from another person or from surfaces contaminated with the virus.  Sharing PPE  Inadequate PPE supplies  Incorrect selection of PPE | * Routine (business as usual) PPE / RPE continues to be worn as required, in accordance with the existing health and safety risk assessments and method statements. * If a risk assessment has identified that a FFP 2 or FFP 3 mask is required to safeguard the health and safety of staff and protect them from hazardous substances, it is not permitted to use a homemade or surgical mask. * Staff trained in the use / wearing of PPE appropriate to activity. * Re-usable PPE is thoroughly cleaned after use. * Single use PPE is disposed of in waste receptacles to ensure it cannot be reused. * Individuals are provided with a stock of their own PPE to prevent inadvertently touching PPE that others will use. * Face fit testing for Respiratory Protection Equipment (RPE) is undertaken in accordance with HSE guidelines. * Sharing of Personal Protection Equipment (PPE) and Respiratory Protection Equipment (RPE) is not permitted. | High / Medium | * Face coverings may be compulsory for staff to wear in these premises. You should conform with the latest Government guidance. However, in all cases, employees are advised to wear face coverings in enclosed public spaces where social distancing is not possible or where they are more likely to come into contact with people they do not normally meet. * Implement stock conservation protocol:   + Only providing PPE to workers who need it.   + Issuing PPE specific to the level of risk e.g. only use FFP2 masks where the risk assessment has identified that FFP2 is required.   + Maximising the use life of PPE by following manufacturer user checks, cleaning and storage instructions.   + Reminding staff of the reasons why PPE is used, the need to use PPE appropriately and the need to treat equipment that is in short supply with respect. * Source alternative suppliers if needed, ensure you maintain a dialogue with your usual supplier, planning how long your current stocks are expected to last and what the lead time for new stock is. * Buy from a reputable supplier and only buy equipment which is CE marked. * Suitable systems should be put in place to keep the PPE clean and free of contamination. Suitable storage facilities must be provided. * Eye protection is necessary when there is a risk of contamination of the eyes from splashing. * Ensure all staff are trained in the use of PPE, including gloves, respirators, surgical masks and/or face coverings to ensure its correct use, as incorrect use can increase the risk to workers (for example, unwashed gloves are worse than regularly washed hands). * Ensure that all staff understand that any use of PPE is not a substitute for social distancing practices, which must be maintained wherever possible. * Even if PPE is being used for work activities, disinfecting surfaces and adequate ventilation must also be maintained. * Face coverings are not classified as PPE (personal protective equipment) but are instead largely intended to protect others, not the wearer, against the spread of infection because they cover the nose and mouth, which are the main confirmed sources of transmission of virus that causes Coronavirus infection (COVID-19). * Remind staff not to keep touching their face / face mask / face covering. * If face mask / face covering requires constant adjustment, it is not suitable for the wearer and requires changing. * Remind staff that as soon as a face mask / face covering becomes damp, it must be removed. * Implement procedures for the washing of cloth face coverings where provided to staff. * KN95 must not be used as PPE at work as their effectiveness cannot be assured. |  |
|  | Refusal to return to Work | Risk to colleagues  Risk of ill health from stress, increased work capacity in addition to Coronavirus infection | * Staff are fully briefed and appropriately supported during this time. * The Coronavirus Management Policy is reviewed when changes to guidance becomes available. * Returning staff receive health and safety training prior to starting work, which is formally documented. * All staff receive training on hand / respiratory hygiene, social distancing, how to raise concerns about health and safety on site and who to alert if a colleague starts showing Coronavirus symptoms. * Public Health hand hygiene posters are displayed around the premises. * Safe working practices are reviewed and communicated to all staff. * Managers / Supervisors constantly monitor compliance. | Low | * It is important that you discuss the concerns with the individual staff member to identify where the main causes for their concern lie. They should have sight of your reviewed risk assessments and the associated additional controls that you may have implemented to protect your staff. You could ask them what additional measures may put their mind at ease and determine whether this is possible. If their concerns are not alleviated following your discussions, you may wish to refer the matter to a HR professional or contact ACAS for further advice. * The Coronavirus Management Policy to be reviewed and updated when changes to guidance becomes available. |  |
|  | Return to Work following COVID-19 recovery | Risk to anyone.  Risk of death / ill health  (COVID-19):  Risk of ill health from stress, increased work capacity in addition to Coronavirus infection | * Return to work health forms are completed by all returning staff, which is reviewed by managers. Initial interview conducted over telephone to assess fitness to work. * Training and support needs are identified on return to work and implemented accordingly. | Medium | * Take the individual through the changes in the workplace and how it may affect them (e.g. social distancing rules, screens, cashless payments etc), check if they need additional training. * Provide a personal disposable rubbish bag for tissues disposal – store securely for 72 hours prior to placing in waste receptacle. * Consider staggering the working day start and finish times. * Consider staggering break times e.g. coffee breaks, lunches to minimise social contact. * Closely monitor the wellbeing of staff members returning to work and those around them for signs of stress or anxiety. * Monitor ongoing work levels for returning staff. |  |
|  | Social Distancing | Risk to anyone.  Risk of death / ill health  (COVID-19):  There is the potential to contract Coronavirus from another person or from surfaces contaminated with the virus. | * Staff are reminded at the start of every working day / shift and in the appropriate languages of the basic rules around hygiene and social distancing. * Staff are aware of social distancing measures that have been implemented. * Staff are only permitted to travel for work purposes when they cannot work from home. * Plastic sheeting / solid plexiglass screens have been fitted to customer / visitor / contractor facing areas but still permitting, verbal communication. * The number of people using welfare facilities is restricted at any one time and signage used, such as floor markings, to ensure social distancing is maintained between people when queuing. * Where loading and offloading arrangements on site will allow it, drivers remain in their vehicles. * Where drivers are required to exit their vehicle, they are required to wash or sanitise their hands before handling any materials. * Work schedules have been reviewed and updated to prevent mass gatherings at the same time (i.e. starting / finishing work, changeover of shift, use of locker rooms / canteens, smoking shelters). * Business critical contractors / visitors are given specific arrival time appointments. * Signage and floor markings to ensure social distancing is maintained have been applied, including at entry points to buildings, toilets and communal break areas where queues may form. * Workers only attend physical meetings if absolutely necessary, with social distancing compliance and in a well-ventilated room or outside. * Groups of workers that have to work closer than social distancing rules are kept in the same group / teams. * Changing of team members strictly prohibited. * Standard processes are spread out to enable only 1 team in an area to complete a task at a given time. * Tables /chairs in break rooms have been repositioned to maintain social distancing, markings are applied to the floor and the room is well ventilated. * Small groups of workers who live and work on site are organised into fixed groups known as ‘cohorts’, which then do not mix with other groups. Where a cohort lives and works together, it can be considered as a ‘household’. Cohort numbers are kept to a minimum e.g. no more than 12. * Workers who travel to the business each day (i.e. car sharing) are grouped into cohorts that always work together. * Staggered breaks introduced for cohorts to minimise the amount of people using rest areas and canteens at the same time. * Where the social distancing rule cannot be maintained, employees are physically separated (for example plastic sheeting / solid plexiglass screens). * The number of workers in each shared work vehicle is limited (i.e. minibuses), 1 person per seat row, every other row and staggered way (so they don’t squeeze past each other). | High / Medium | * Consider holding meetings in open areas where possible. * Implement arrangements for monitoring compliance. * Wherever possible, re-design workflow to minimise congestion. * Workers should be prevented from congregating in groups. Consider marking physical distancing spaces on the ground & smoking shelters, so they are clearly identifiable, moving certain tasks to different locations where practical, or staggering break times for staff to reduce congestion in communal areas. * Discourage nonessential trips within buildings and sites. * Reduce job and location rotation, for example, assigning employees to specific floors. * Introduce more one-way flow routes through buildings. * Reduce maximum occupancy for lifts, providing hand sanitiser or approved virucide for the operation of lifts, and encouraging use of stairs * Regulate the use of corridors, lifts, and staircases. * Reduce congestion, for example by having more entry points to the workplace. * Consider the use of alternative door openers, such as automatic door, foot operated door handles, electro-magnetic door fasteners to reduce the need to keep touching the hard surface door furniture. * If staff are lone workers suitable lone working arrangements must be put in place, such as remote supervision and restriction of high-risk tasks and security. * In Scotland employees must wear face coverings in workplace canteens or similar, unless seated and in all other indoor communal areas and social spaces. * Continue to maintain social distancing in the workplace wherever possible. |  |
|  | Shared Worker Accommodation | Risk to anyone.  Risk of death / ill health  (COVID-19):  Potential to contract Coronavirus from another person or from surfaces contaminated with the virus.  Greater risk of transmission spread when sharing accommodation and working together. | * Workers are reminded on a daily basis and in the appropriate languages of the basic rules around hygiene and social distancing. Posters and signage are used (in all languages used on site) in communal areas and accommodation. * Small groups of workers who live and work on site are organised into fixed groups known as ‘cohorts’, which then do not mix with other groups. Where a cohort lives and works together, they are considered as a ‘household’. Cohort numbers are kept to a minimum e.g. no more than 12. * Occupancy in each shared worker accommodation space is as low as possible, organised in cohorts and kept separate from other cohorts. * Face-to-face contact is minimised as much as possible by introducing scheduled access, in cohorts, to shared facilities such as showers and kitchens. * Workers are reminded that in addition to normal cleaning regimes, it is best practice to ensure frequent cleaning and disinfecting of objects and surfaces that are touched regularly, using standard cleaning products, active against viruses and bacteria, is taking place in each accommodation, particularly at the start and end of the day. Cleaning rotas are scheduled between workers. | High | * Ventilation in all rooms and buildings should be maximised (regardless of thermal comfort). * New live-in worker cohorts should be kept separate from cohorts that are already on site. * Every effort should be made to secure single-occupancy accommodation for new workers arriving. It is best practice for new arrivals to the accommodation to self-isolate for 14 days. * Consider supporting workers living on site with shopping by selling basic supplies on site or facilitating food deliveries. If workers need to travel off site to buy food and essentials, the Government guidance must be followed. * It is best practice for employer-organised shopping trips to be managed in cohort’ teams. * Workers should be prevented from congregating in groups. Consider marking physical distancing spaces on the ground & smoking shelters, so they are clearly identifiable, or staggering break times for staff to reduce congestion in communal areas. |  |
|  | Shared Workplace Vehicles | Risk to anyone.  Risk of death / ill health  (COVID-19):  Sharing vehicles so being in close contact with other staff.  Potential for close contact or inability to adhere to social distancing, lack of ventilation and confined area. A particular risk should any passenger by infectious but showing no symptoms.  Clinically vulnerable staff would be at greater risk when sharing vehicles.  There is the potential to contract Coronavirus from another person or from surfaces contaminated with the virus. | * Staff are reminded at the start of every working day / shift and in the appropriate languages of the basic rules around hygiene and social distancing. * Where sharing of workplace vehicles must take place, windows are opened to provide ventilation, and occupants are reminded to avoid touching their faces at all times. * Where shared transport is unavoidable, worker numbers are minimised in each vehicle (i.e. multiple trips with fewer persons are conducted and/or staggered starting and finishing times). * Workers in shared transport enter and exit the transport in a staggered way, not ‘squeezing past each other’, maintaining social-distancing guidance. * Upon leaving the vehicle, occupants wash their hands with soap and water for 20 seconds or more or use alcohol hand sanitiser or approved virucide when hand washing facilities are not available. * Shared vehicles especially frequently touched surfaces (i.e. door handles, steering wheels, keys, gear sticks sat nav’s etc) are cleaned with usual cleaning disinfectant products prior to each use. * Hygiene procedures / rules are displayed in vehicles. | High / Medium | * Provide maps for each vehicle to confirm seating arrangements and display in the vehicle. * Ideally people who are not in the same household / work cohort should not be in the same vehicle at work. If this is unavoidable keep the windows open for ventilation purposes and regularly clean frequently touched surfaces such as steering wheels, handles etc. * Face coverings are not compulsory for staff. However, employees are advised to wear face coverings in enclosed spaces, such as shared vehicles. |  |
|  | Staffing Levels (Reduced) | Risk to colleagues  Risk of ill health from stress, increased work capacity in addition to Coronavirus infection | * Safety critical tasks are risk assessed to identify the safest way of working with reduced availability of staff. * Tasks are not undertaken if there are safety concerns. * First aid needs assessment is reviewed. * Fire marshal’s duty rota is reviewed. * Regular rest breaks are scheduled. | Medium / Low | * Consider reviewing your absence policy, ensuring you have a robust system in place to identify workers that are absent and have a process to follow up on any absences that have not been reported or are suspected to be related to Coronavirus. * Continue to monitor staff who may be considered higher risk and implement alternative working arrangements where possible. * Adjust business operating hours depending on availability of staff. * If staff are lone workers, suitable lone working arrangements must be put in place, such as remote supervision and restriction of high-risk tasks and security. |  |
|  | Statutory Inspections of Work Equipment | Risk to operator, other persons within close proximity.  Risk of death or ill health through failure to maintain safety critical testing regime. | * Equipment is maintained in accordance with manufacturer’s instructions. * Safety critical inspections / examinations programme implemented, undertaken by competent contractors. * Documents are retained. * Daily equipment checklists are carried out and formally recorded. * Compliance with social distancing measures. * Vehicle statutory testing is conducted as far as possible and will only be driven if safe to drive. Daily vehicle checks maintained. | Medium | * Continue to schedule statutory inspections (ensuring social distancing measures are complied with). However, if there are problems in undertaking scheduled thorough examinations (e.g. can’t access inspection services), adopt a risk-based process to determine whether there are steps that can be taken to safely continue to use equipment that has not had its scheduled thorough examination and testing (TE&T), or decide to stop using the equipment. * Equipment should only be used outside of its statutory examination regime if you can demonstrate that it is critical for essential work and that it can still be operated safely. You must be able to demonstrate that you have made all reasonable attempts to have the TE&T carried out, made a thorough assessment of the increased risk and taken appropriate action to manage it. * MOT certificates for cars, light vans or motorcycle’s with expiry dates between 30 March 2020 and 31 July 2020 have been extended by 6 months - but you must keep your vehicle safe to drive. MOT certificates will not be extended if your certificate expired on or after 1 August 2020. Lorry, bus or trailer are no longer exempt from needing a MOT. |  |
|  | Suspected or confirmed case of COVID-19 in the workplace | Risk to anyone.  Risk of death / ill health  (COVID-19):  There is the potential to contract Coronavirus from another person or from surfaces contaminated with the virus. | * Staff are informed regarding self- isolation and NHS reporting procedures. * Where a staff member becomes unwell on site and is displaying COVID-19 symptoms, they are asked to cover their mouth and nose with a face covering to try and reduce any further spread of the virus. * Staff are then asked to leave the site immediately using a route that exposes them to as few other people as possible. * In the case that the individual is displaying severe symptoms, emergency services are contacted. * The individual’s previous occupancy is traced through the building and any enclosed areas (such as a meeting room) are placed off limits for at least 72 hours, if possible. Alternatively, the affected area is cleaned in line with the UK Government’s guidelines. * Staff members who may have been in contact with the infected individual are notified and should follow test and trace processes. * Disposable gloves are worn when cleaning. A disposable apron is also worn for when cleaning an area where a person with suspected or confirmed Coronavirus is or has been. * All hard surfaces, floors, chairs, door handles, and sanitary fittings that a symptomatic person could have come into contact with are cleaned immediately with disposable cloths, or paper roll and disposable mop heads with suitable detergent as per Government guidelines, using either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine or a household detergent followed by disinfection (1000 ppm av.cl.). * Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths, mops, tissues and disposable PPE) are double-bagged, stored securely for 72 hours then thrown away in the regular waste receptacle after cleaning is finished. * Cloths and mop heads are thoroughly laundered after use or disposed of (double-bagged, stored securely for 72 hours then thrown away in the regular waste receptacle). | High | * Any suspected or confirmed case of COVID-19 in the workplace is to be documented. * Refer to HSE website regarding Reporting of Injuries, Diseases Dangerous Occurrences Regulations (RIDDOR) requirements. * Advise staff to use the NHS on line tool if their symptoms worsen. * If an area has been heavily contaminated, such as with visible bodily fluids, from a person with Coronavirus, use protection for the eyes, mouth and nose, as well as wearing gloves and an apron when cleaning. * Keep monitoring the government response page for the latest details. * If there is more than one case of COVID-19 associated with a workplace, employers should contact their local health protection team to report the suspected outbreak. |  |
|  | Ventilation of buildings | Risk to anyone  Risk of death / ill health from Coronavirus (COVID-19).  Surface contamination could persist for up to 48 hours, contamination in air is unlikely to persist for more than 1 hour unless the ventilation is very poor.  For all transmission routes, the longer an infectious person spends in an environment, the greater the contamination they will leave in that environment for others to come into contact with. | * Window-driven natural ventilation will be promoted in all relevant areas within the building even if this causes thermal discomfort. This can include buildings with mechanical ventilation systems as open windows can be used to boost ventilation. * As per government guidance “most air conditioning systems do not need adjustment” and “positive pressure systems can operate as normal”. * All air conditioning systems and air handling units on site are captured within a documented maintenance/ inspection program. | Medium | * Contact the heating, ventilation and air conditioning (HVAC) engineer and explore what changes/ adjustments could be required to the respective mechanical ventilation systems. Consider aspects such as: systems that service multiple buildings, recirculation, etc. * Where it is not practicable to run air conditioning units 24/7, run them for a minimum 2 hours before work commences and a minimum of 2 hours (lower speed) after work closes. * Check whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels. * Increasing fresh air change rates is recommended where practical, especially in poorly ventilated environments with high occupant density. Examples include: increasing air supply and exhaust ventilation, using more window-driven natural ventilation in buildings without mechanical ventilation and not using recirculation of air in centralised air handling units. |  |
|  | Work Equipment | Risk to operator, other persons within close proximity.  Risk of death or ill health through failure to maintain work equipment in accordance with manufactures instructions | * Operators are competent and experienced. * Frequent cleaning of machinery controls and equipment takes place throughout each shift. * Equipment is serviced and maintained in accordance with manufacturer’s instructions. * Equipment test runs take place prior to it being brought back into operation, faults are immediately rectified. Where this is not possible, equipment is taken out of service until repairs have been completed. * Emergency stop tests are conducted and formally documented. * 1 operator to 1 machine/piece of equipment policy is in place where possible. If this is not possible then cleaning is undertaken between usage. * Where a staff member becomes unwell on the road, and is displaying COVID-19 symptoms, they are asked to cover their mouth and nose with a face covering to try and reduce any further spread of the virus. * If on the road whether on their own or in a shared vehicle, staff to return to depot, return the vehicle and then go home immediately. | Medium | * Ensure servicing of any ventilation systems is kept up to date. * Where it is not practicable to run air conditioning units 24/7, units should be run a minimum 2 hours before work commences and a minimum of 2 hours (lower speed) after work closes. * Verify the continued availability of critical spares / safety equipment and personal protective equipment. * Check continued support from critical third-party suppliers and contractors. * Continue to monitor HSE guidance. |  |
|  | Working in other people’s homes / Visiting customer premises | Risk to anyone.  Risk of death / ill health  (COVID-19):  Potential to contract Coronavirus from another person or from surfaces contaminated with the virus. | * Only essential visits are undertaken. * Staff are prohibited from visiting customers if any symptoms are present. * Confirmation is requested from the customer about the absence of symptoms before arrival to the premises and before work begins. This is documented. * No work is carried out in any household which is isolating unless it is to remedy a direct risk to the safety of the household, such as emergency plumbing or repairs, and where the employee is willing to do so. * Discussions are held with households ahead of a visit to ask that social distancing is maintained. * Staff wash their hands, or alcohol sanitiser or approved virucide is applied upon arrival / leaving the customer premises. * Households are requested to leave all internal doors open. * The time spent in close proximity with the customer is limited to no more than 15 minutes. * The same workers are allocated to a household where jobs take longer than one day. * Where multiple workers are in a home,   fixed teams of workers will be used who carry out their duties in those teams. | High / Medium | * Identify areas where people need to hand items to the customer and implement ways to remove direct contact. * Implement electronic payment methods and allow for documents to be signed and exchanged electronically where possible. * Ensure staff are provided with gloves and alcohol hand sanitiser or approved virucide / wipes. * Continue to follow Government guidance. |  |
|  | Working in or from a vehicle | Risk to anyone.  Risk of death / ill health  (COVID-19):  Potential for close contact or inability to adhere to social distancing with customers, lack of ventilation and confined area within the cab  Increased risk of lone working and injury from non- COVID19 health and safety risks e.g. manual handling | * When unloading / loading goods on to vehicles then gloves are worn and/or hands are washed or sanitised with alcohol sanitiser or approved virucides. * Frequent cleaning and disinfecting of surfaces that are touched regularly in workplace vehicles, using standard cleaning products. * Hygiene procedures / rules displayed in vehicles. * Systems of work have been developed to ensure appropriate control measures are adopted during deliveries: social distancing, is always maintained e.g. a parcel is left on the doorstep (unless otherwise requested), door is knocked and driver steps back to maintain social distancing. * Staff to request customer to respect social distancing when opening the door and retrieving the parcel. * If access to the property is required, information is requested with regards to their health and whether there are any individuals self-isolating on the premises. * Physical paperwork is no longer provided as far as possible. All signatures are obtained electronically or not at all and a photograph of the parcel is taken as proof of delivery. * Where physical paperwork is still handled, hands are washed thoroughly by the driver handling the documents. Pens are not shared as far as possible but if they are shared, they are disinfected after use. * Gloves are provided and worn by the driver where required. Use of gloves should not be relied upon and frequent hand washing is prioritised. * Driver is reminded to wash hands frequently especially after every delivery. Alcohol hand sanitiser or approved virucide provided for this purpose for when the driver is away from base. * Container provided in cab to store used tissues etc (from sneezing or coughing). This is emptied daily. * Gloves are used during refuelling of vehicles and disposed of in the container. * Most parcels/deliveries are within 25kg and therefore can be handled by one person. If this is not the case, then manual handling equipment and lifting procedures are agreed prior to the delivery. * Manual handling/lifting equipment is issued to individual drivers / vehicles as far as possible. Where equipment is shared, this is sanitised before being loaded onto the vehicle and/or before it is unloaded back at the depot. * If access to the property is needed during a delivery, then customers are asked to leave all internal doors open to minimise contact with door handles. Customers are requested to remain in one room and/or comply with social distancing. * Staff are asked to bring their own food and drink to work to avoid the need to use public places for welfare breaks. * If public places are required to be used for welfare facilities or refreshments during work travel, social distancing and good hygiene procedures are observed. * Face coverings are not made compulsory for use in the vehicle or during deliveries. Employees are advised to wear face coverings in enclosed spaces where social distancing is not possible or vehicles have to be shared, or where they are more likely to come into contact with people, they do not normally meet such as on a customer premises. * Where it is not possible to keep a social distance inside vehicles e.g. in-vehicle tasks that need more than one person, such as heavy deliveries or refuse collection. Where changing vehicle configurations to create more space is not practical further control measures need to be implemented to ensure work can be done safely such as;   + Increasing hand washing frequency and surface cleaning.   + Keep the activity time involved as short as possible.   + Use screens / barriers to separate people from each other.   + Use back-to-back or side-to-side working (rather than face-to-face). * Reduce the number of people each person has contact with by using ‘fixed teams or partnering’ (so each person works with only a few others). * No cash payments accepted by drivers. * Regular communication with all staff at work and those who work remotely from base. | High/  Medium | * Remind staff to touch surfaces / open doors with their non-dominant hand (less likely to touch their face). * Ensure staff who use gloves are reminded to frequently change them and to dispose of them in the same container as any tissues. * Staff should be reminded to remove gloves by glove to glove method not skin to skin method. * Ensure staff’s training in manual handling is refreshed. * Ensure staff are trained in the use of any manual handling equipment provided. * Where face coverings are provided, ensure clear instruction is provided to employees on the use of them and the hygiene controls required. * If employee feels at risk or uncomfortable at any time during the site visit, they should have full authority to leave site. * Where workers are required to stay away from home, centrally log the stay e.g. HGV drivers, making sure any overnight accommodation meets social distancing guidelines. * Find alternative solutions to two-person delivery. This could include delaying delivery of large items or using an alternative method, for example, mechanical / material handling equipment. Where these are not possible, maintain fixed pairing for two-person deliveries and minimise physical contact. * Constantly monitor compliance. |  |

Signed: …………………………………………………………………………….……. Name: ……………………………………………

Position: …………………………………………………………………………………. Date: ………………………………………………

Declaration

Staff should sign below to record that they have been made aware of the contents of the relevant risk assessments and will comply with the control measures detailed.

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