

# Covid-19 Risk Assessment



**Location:** Highland House, Mayflower Close, SO53 4AR

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**Activity:** Accountancy Services

**Date:** 27 May 2020 (updated August 2020)

Hazard	Who is affected?	Risk (L)	Control Measures	Residual Risk
Working Patterns & Office Hours	Office based staff	HIGH	<ul style="list-style-type: none"> <li>Only staff members approved in advance with the Operations Director will be allowed to attend the office or client premises to work.</li> <li>Staff numbers within the office will be controlled during this time to accommodate the social distancing guidelines. The number of staff will be reviewed regularly to ensure we avoid any practical issues.</li> <li>The office opening hours will be 8.30am to 5.30pm Monday to Friday and a designated key holder will be responsible for opening/closing the office.                             <ul style="list-style-type: none"> <li>If staff require the office outside of these hours, it must be agreed with the Operations Director or another Director in advance.</li> <li>In the event of working outside of normal working hours, the office should be vacated by 6.30pm Monday to Friday for the office to be cleaned.</li> </ul> </li> </ul>	LOW
Office Access & Travel	Office based staff	HIGH	<ul style="list-style-type: none"> <li>Staff working downstairs will be asked to use the disabled entrance at the side of the building and staff working upstairs will use the main entrance only. This will limit staff contact throughout the day.</li> <li>Highland House car park will be available to use, and everyone is asked to be patient and follow the social distancing rules. This may require staff to wait for another member of staff to park or exit their car, before being able to park themselves.</li> <li>The overflow car park is not expected to be required and should not be used unless instructed otherwise.</li> <li>Anyone that requires the use of public transport to attend work will be expected to follow the government guidance: <a href="https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#public-transport">https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#public-transport</a></li> <li>If a member of staff is travelling using public transport, it may be necessary to be flexible on start and end times to avoid travelling at peak times. This can be agreed with the line manager or Operations Director.</li> </ul>	LOW

Vulnerable Individuals	Vulnerable office based staff		<ul style="list-style-type: none"> <li>• Anyone that is classed as ‘clinically vulnerable’ or ‘clinically extremely vulnerable’ should ensure they are following the government’s guidance on shielding and social distancing:  <a href="https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19">https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</a> <ul style="list-style-type: none"> <li>○ Clinically vulnerable people are those who are: <ul style="list-style-type: none"> <li>▪ aged 70 or older (regardless of medical conditions)</li> <li>▪ under 70 with an underlying health condition listed below (that is, anyone instructed to get a flu jab as an adult each year on medical grounds):</li> <li>▪ chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis</li> <li>▪ chronic heart disease, such as heart failure</li> <li>▪ chronic kidney disease</li> <li>▪ chronic liver disease, such as hepatitis</li> <li>▪ chronic neurological conditions, such as Parkinson’s disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy</li> <li>▪ diabetes</li> <li>▪ a weakened immune system as the result of certain conditions, treatments like chemotherapy, or medicines such as steroid tablets</li> <li>▪ being seriously overweight (a body mass index (BMI) of 40 or above)</li> <li>▪ pregnant women</li> </ul> </li> </ul> </li> <li>• Anyone within the clinically extremely vulnerable category would have received a letter from Government confirming their status. A copy should be passed to HR.</li> </ul>	
Social Distancing within the office	All members of staff and visitors	HIGH	<ul style="list-style-type: none"> <li>• All members of staff and any visitors are required to follow the social distancing guidance and stay more than 2 metres away from anyone else within the office.</li> <li>• Reception and photocopiers will have clear floor markings to display the 2 metre distance required.</li> <li>• Signage will be around the building to remind everyone to follow the guidance.</li> <li>• Where it is not possible to be 2 metres apart, staff and visitors are expected to avoid being face to face.</li> <li>• Any face to face contact should be limited to 15 minutes or less, although we do not envisage this to be required.</li> </ul>	LOW
Wash stations available	Office based staff and visitors	HIGH	<ul style="list-style-type: none"> <li>• Hand washing facilities will be available at both entrances to the building and everyone will be expected to use these when both entering and leaving the building.</li> <li>• Everyone will be reminded to regularly wash their hands in line with government guidance and signage will be displayed accordingly.</li> </ul>	LOW

Workstations	Office based staff	HIGH	<ul style="list-style-type: none"> <li>• All active workstations will be equipped with a personal alcohol hand sanitiser, antiseptic wipes and tissues.</li> <li>• Staff will be asked to clean their desk, arms of chair, mouse, keyboard and telephone every morning and night using the antiseptic wipes.</li> <li>• All tissues and wipes should be disposed of immediately after use, using the communal bins provided.</li> <li>• No one should use or sit at any workstation that has not been allocated to them.</li> </ul>	LOW
Client Meetings	Office based staff and clients	HIGH	<ul style="list-style-type: none"> <li>• Meetings should be limited to essential purposes and only used when video or telephone calling is not a viable option for the client.</li> <li>• Meetings with clients will be in the boardroom and limited to 2 people at any time.</li> <li>• Client meetings will be at the discretion of the Director.</li> <li>• All meetings will be by appointment only and a communication to clients will be made on this.</li> <li>• In advance of the meeting, the organiser is expected to send a standard communication asking the client to confirm they are not experiencing any symptoms of COVID-19, and that they are not required to be self isolating based on the government guidelines.</li> <li>• Clients will be expected to do the following on arrival (signage on main entrance): <ul style="list-style-type: none"> <li>○ Use buzzer to notify host</li> <li>○ Wash hands before coming up the stairs</li> <li>○ Take a seat in reception and wait for host to meet them.</li> </ul> </li> </ul>	LOW
Internal Meetings	Office based staff	HIGH	<ul style="list-style-type: none"> <li>• All internal meetings should be completed via telephone or Microsoft Teams where possible.</li> <li>• If internal meetings are face to face, staff are asked to ensure social distancing measures are followed.</li> </ul>	LOW

Working at client's premises	All members of staff and clients	HIGH	<ul style="list-style-type: none"> <li>• Any member of staff working at client premises should adhere to the same social distancing guidance outlined above, including maintaining 2 metre distance from anyone else and avoiding face to face contact for more than 15 minutes.</li> <li>• If more than one member of staff is due to attend client premises, they should travel separately and avoid public transport where possible.</li> <li>• Staff should take their own utensils, food and drink to the client premises.</li> <li>• Staff will be provided with their own individual alcohol hand sanitiser, antiseptic wipes, and tissues and these should be taken with them when visiting client premises.</li> <li>• Staff should use their own equipment whilst at the client premises e.g. pens, laptop, mobile phone etc. Where staff need to use a client's equipment they should wipe down the equipment with antiseptic wipes before use.</li> <li>• In advance of any member of staff visiting client premises the client will be required to provide confirmation of the following to HWB: <ul style="list-style-type: none"> <li>○ that they have carried out a covid-19 risk assessment</li> <li>○ that they have a covid-19 secure policy that includes <ul style="list-style-type: none"> <li>▪ enabling visitors to social distance on arrival, on leaving, and whilst working at their premises</li> <li>▪ having facilities available to enable visitors to wash their hands on arrival, when leaving the premises and regularly throughout the visit</li> <li>▪ keeping the workplace clean</li> </ul> </li> <li>○ that they do not have anyone at their premises with covid-19 symptoms or anyone that should be self-isolating based on the government guidelines.</li> </ul> </li> <li>• Any member of staff who attends client premises but does not feel the client is following the guidance above should contact the Operations Director.</li> <li>• Any member of staff with symptoms or who should be self-isolating based on the government guidelines must not attend client premises.</li> </ul>	LOW
Kitchen	Office based staff	HIGH	<ul style="list-style-type: none"> <li>• The kitchen will be limited to strictly 1 person at any time.</li> <li>• Everyone is asked to wipe/clean the surfaces after use with the disinfectant spray and tissue provided.</li> <li>• If anyone requires the use of cutlery and mugs, they are asked to bring their own into the office and take them home to wash at the end of each day. This is to minimise cross contamination.</li> <li>• Lunch breaks will be staggered through the day to support only 1 person in the kitchen at any time.</li> </ul>	LOW
Food & Drink	Office based staff	HIGH	<ul style="list-style-type: none"> <li>• All staff should wash their hands before and after handling food within the office.</li> <li>• Everyone is asked to bring their own food to work at the beginning of the day to avoid unnecessary contact with further people at shops during working hours.</li> <li>• Every member of staff is asked to prepare their own drinks to avoid cross contamination.</li> </ul>	LOW

Toilets	Office based staff and visitors	HIGH	<ul style="list-style-type: none"> <li>• Each toilet will be limited to 1 to 2 person(s) at any time and signs will be displayed on doors.</li> <li>• The cleaners will ensure that the soap dispensers are filled up each night.</li> <li>• Paper tissue will be available for anyone who does not want to use the hand dryers.</li> <li>• Drying of clothes is not permitted in the toilets (or anywhere else within the building) during this time.</li> </ul>	LOW
Cleaning	Office based staff	HIGH	<ul style="list-style-type: none"> <li>• The office will be cleaned every evening, with door handles and surfaces disinfected.</li> <li>• Windows will remain open throughout the day where possible to regulate airflow through the building. (Staff are asked to bring appropriate clothing to support this)</li> </ul>	LOW
Symptoms	All members of staff or visitor	HIGH	<ul style="list-style-type: none"> <li>• Any member of staff or visitor with symptoms, or who should be self-isolating based on the government guidelines, should not attend the office for any reason. <ul style="list-style-type: none"> <li>○ Anyone that believes they are experiencing symptoms of COVID-19 or that they should be self-isolating based on the government guidelines must be reported to HR or the Operations Director as soon as it is possible to do so.</li> <li>○ If the member of staff is well enough to work, they should work from home, or alternatively follow the usual sickness policy process.</li> </ul> </li> <li>• There will be signage on the main entrance advising visitors not to enter the building if they are experiencing symptoms of COVID-19 or if they should be self-isolating based on the government guidelines.</li> </ul>	LOW
Travel and Quarantine	All members of staff	HIGH	<ul style="list-style-type: none"> <li>• Following Government's decision to impose quarantine on people returning to the UK from certain countries, it has been necessary to make temporary changes to our policy for approval of annual leave.</li> <li>• If staff have booked or are planning to book a holiday outside of the UK, they will need approval for both the time off and for travel outside of the UK. This is to ensure that if someone is approved to go outside the country we are able to accommodate home working for the quarantine period on their return should that become necessary.</li> <li>• As the COVID situation evolves, it may be necessary to review and change this policy in the future without notice.</li> </ul>	LOW