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| Assessors | Ceri Murphy, James Pearson |
| Job Title | Managing Director / Centre Director |
| Assessment date | 12th Julu 2020 |
| Location | The Centre, Old Street |
| Consider who could be at risk | All staff, learners, working or attending premises, we will risk assess customers and visitors returning to Centre at a later stage. |
| Purpose of Risk Assessment | This risk assessment sets out Itec’s approach in identify hazards and to outline what precautions measures, remedial strategies that will be implemented. The aim is to introduce suitable and sufficient control measures to reduce the risk of contracting the virus to as low a level as is reasonably practicable. We have undertaken a review of premises, people, processes, equipment & policies and procedures. Hazards considered include biological, chemical, ergonomic and psychosocial factors. |

| **What are the Business hazards**  **associated with COVID-19**  **Consider the potential risks** | **Control Measures – In Place**  **What strategies will reduce the harm?** | **Further actions required** |
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| **Infection prevention, cleaning and staff safety** | | |
| Risk to staff health and wellbeing from transmission of virus whilst at work.  The transmission of COVID-19 is thought to occur mainly through respiratory droplets generated by coughing and sneezing, and through contact with contaminated surfaces. The predominant modes of transmission are assumed to be droplet and contact. | The following control measures in place to provide a safe and healthy workplace during the COVID-19 pandemic: | Continue to review public health and government guidance providing updates to all staff on changes to policies, procedures or practices as appropriate.  Continue to monitor government guidance and plan a phased approach to returning to the workplace for staff. |
| * Risk assessment will be kept under constant review to ensure a safe place of work is maintained. Consulting, involving and communicating updates to staff, as required. * “COVID-19 Secure - Staff Guidance” developed advising of updated safety procedures implemented, setting out how staff must behave and the precautions they must adopt to keep themselves and others safe. * All staff advised that additional health, safety and wellbeing measures outlined in this risk assessment and in the staff guidance must be complied with and a breach of health and safety is a disciplinary offence that could result in disciplinary action up to and including dismissal. * Premises will receive a deep clean prior to re-occupation and daily cleaning regimes will be maintained by our external cleaning company. * Appropriate public health posters and notices displayed around the workplace, to reinforce the importance of hygiene and cleanliness to all staff, learners, customers and visitors and to remind all of the key infection prevention requirements and maintaining safe distancing. * Everyone is advised to practice social distancing while in and around the workplace, while travelling to / from work and on work business, where possible. |
| **PPE & Face Coverings**   * Where PPE was already in place for a work activity to protect against risks, staff should continue to use them. Current government guidance is that workplaces should not require the precautionary use of PPE outside clinical settings. As part of the risk assessment, it has been identified that additional PPE will be required for designated tasks such as first aid – please see section below. * Staff are not required to wear face coverings while at work but may do so if they wish. If an individual chooses to wear a face covering, it is important they use it properly and wash their hands before putting them on and taking them off. |
|  | **Hygiene Measures**  All staff are required to comply with the below control measures and Managers will be responsible for passing on information, monitoring and reinforcing measures:   * Follow good hygiene practice at all times while at work. * Cover the mouth and nose with a tissue or sleeve (not hands) when coughing or sneezing. * Put used tissues in the bin straight away. * Do not touch face, eyes, nose or mouth if hands are not clean. * Wash hands regularly with soap and water for at least 20 seconds (use hand sanitiser gel if soap and water are not available). * Wash hands or use hand sanitiser when arriving and leaving work. Hand sanitiser is provided at entrances and exits to premises, and at convenient places around the workplace for staff to use. * Disinfectant wipes or sprays are provided and staff advised to clean equipment, work areas, frequently touched objects and surfaces after use and throughout the working day. |
| **Working Arrangements**   * Managers will keep under review all job roles and activities, facilitating homeworking were possible and plan staff that are required to be on-site. * Based on the department and staff levels there maybe the requirement for managers to advice staff of any adjustments to the workspace or procedures required to be made by the business to facilitate effective infection prevention and social distancing at work. For example a phased approach to returning, staggering arrival and departure times, staggering teams, working patterns. |
| **Symptoms of COVID19**   * Staff must follow government guidance in relation to isolation if displaying symptoms or living with people that do. * Staff who are sick, self-isolating or have COVID-19 symptoms should follow the absence reporting procedure, notify their line manager and on no account attend work. |
| **Hot-desking and Equipment Sharing** | | |
| Hot desking and the sharing of equipment present hazards that could raise the risk of virus transmission. | The below control measures implemented for working in the office: |  |
| **Hot-desking**  Where hot-desking is required for specific roles, disinfectant wipes are provided and staff must clean equipment, desks and surfaces after use. |
| **Office Equipment**  All staff have their own equipment and where possible equipment should not be shared between staff. All staff must avoid the sharing of stationery.  Staff are advised to clean desks and equipment used at the end of the day and throughout the day as necessary to maintain good hygiene.  Staff are reminded of the Clear Desk Policy. Keeping surfaces clear of objects makes it easier to clean during the day and will support our external cleaning company to clean desks and surfaces areas.  Individual fans are not to be used. Windows opened for the ventilation of rooms.  Air conditioning can be operated during business hours to ensure air flow is refreshed regularly. |
| **High-touch equipment**  High-touch equipment in the workplace includes items such as printers, photocopies, shredders, water machines, vending machine etc.  Disinfectant wipes will be provided in these key areas, staff are advised to wipe down surfaces touched after each use. |
| **Refreshment equipment**  As a control measure, all kitchen facilities at The Centre will be closed in the interim, with the exception of water**.** Staff can bring in their own containers, food and refreshments. Any containers brought in must be taken home at the end of the day and not be left on desks or in other areas. |
| **Workplace Social Distancing** | | |
| Effective social distancing is an element in reducing the transmission of COVID-19  Social distancing refers to people being required to maintain a safe distance from each other, wherever possible.  . | Staff are advised to practice social distancing while in and around the workplace, while travelling to / from work and on work business, where possible   * Avoiding nonessential contact with others. * Keeping a safe distance from others whenever possible * Avoiding physical contact (for example: hugs, handshakes etc.)   Social distancing guidance gives examples of situations where it would not be appropriate to implement the 1 metre plus rule additional measures will need to be adopted in respect of these activities.  Where social distancing guidelines cannot be followed in full, in relation to a particular activity and where the activity needs to take place. The Health & Safety / Facilities Manager must be informed for a risk assessment completed to identify any further control measures required. |  |
|  | The below control measures implemented to support social distancing:  **Work premises**:   * Where possible staff will work side by side or back to back rather than face to face, where face to face work is required, desk dividers must be in place. * In order to maintain good social distancing, workstations and desks have been reviewed. The blocking off of some desks has taken place, managers will advise of any changes to normal desk allocation. * Maximum occupancy limits for communal areas, such as meeting and rest rooms implemented. * Signage displayed to indicate the maximum number of staff allowed in the area at any one time. * Staff are encouraged to not move around the workplace unnecessarily and utilise the phone or other digital platforms to communicate with colleagues rather than going to others workspaces. * Distance taping on floors in queuing areas, such as around photocopiers, shredders. |
|  | **Holding meetings and meeting rooms**   * Essential face-to-face meetings will be kept to a minimum and will take place in well ventilated rooms (windows open) with appropriate social distancing. * Using phone/video conferencing to replace face-to –face meetings will take place wherever appropriate and possible. * Hand sanitiser will be provided in meeting rooms. * Signs will be displayed on meeting rooms to advise the maximum number of people allowed in the room at any one time. * On entering and leaving the meeting room, staff should wash hands and clean the room down after every use. * Any essential training or recruitment will be conducted using digital on-line solutions wherever possible. * Where essential face-to-face training is required, numbers will be limited and a suitable room used to maintain social distancing. |
| **Communal Areas of the Workplace** | | |
| Some areas of the workplace may present a higher risk than others – Such as heavily used areas of the workplace are more likely to present an infection transmission risk.  Frequent hand washing could lead to dermatitis | Additional control and safety measures in place to support social distancing and reduce risk:   * Steps taken to limit the number of staff who use high traffic areas such as toilets, corridors, stairs, restrooms at any one time. * Staff are encouraged to give way to each other, to respect each other’s space and ‘social distance’ at all times where possible. * Staff are encouraged to protect skin by applying hand cream / moisturizer and to report any skin conditions to HR. * Disabled staff will be prioritised where necessary e.g. disabled toilet use. * While social distancing should be maintained, brief, transitory, contact such as passing in a corridor is low risk. |  |
| Risk of increased touching of door handles, taps and toilet flush handles. | **Toilets:**   * Toilets supplied with adequate supplies of hand cleaning products - hot water, liquid soap, paper towels. * Managers will inspect areas to ensure cleanliness and supplies on a regular basis and replenish as required. Staff to report any items that need replenishing. * Handwashing instructions/ posters displayed in toilets. * Paper towels provided as an alternative to hand dryers. Hand dryers will be disconnected. * Hand paper towels must be disposed of in the pedal bins provided immediately after use. |
| **Corridors and Stairs**   * Staff encouraged to not move around the workplace, and utilising phone’s or other digital platforms to communicate with colleagues rather than going to others workspaces. * Door wedges in place to hold open doors so they are touched less frequently. In line with fire regulations internal doors will at the end of the day or in the event of a fire have the wedges kicked away for the doors to close. Where internal doors are not wedged open, door handles are to be wiped or sprayed frequently during the day. * On the stairs, staff should give way to those coming down. * A one-way system for entering and exiting the upstairs area is marked out. * On entering the building staff are required to use the lift up to the 3rd floor and use the stairs to descend, instructions for using the lift safely are displayed and must be followed. |
|  | **Staff Breaks**   * Tables and seats will be segregated and markers added to maintain good social distancing. * Access will be limited, with signage placed on doors to indicate the maximum number of people allowed in the room at any time. * Lunch breaks may be staggered to reduce those using rest areas at any one time. * Staff are encouraged to bring in their own food and hot drinks and are allowed to eat it at their workstations. * Anti-bacterial wipes will be provided. Staff advised to wipe surfaces and items touched after use, disposing of any rubbish in the bins provided. |
|  | **Kitchen Areas**   * As a control measure, the kitchen area will be closed in the interim**.** Staff can bring in their own containers, food and refreshments. * Any containers brought in must be taken home at the end of the day and not left on desks or in other areas. * There will be no access to fridges, microwaves or tea and coffee making facilities available on site. |  |
| **Entrance, Exits, Reception Areas, Including Contractors / Visitors / Deliveries** | | |
| Access to buildings may increase risk is all staff seek entrance at once.  Leaving doors open risks of unauthorised people gaining access to premises.  Visitors / deliveries or contractor workers visiting site may impact ability for everyone to comply with social distancing. | The below control measures will apply  **Deliveries**   * Dedicated drop off area for delivery of goods, post and merchandise entering the building and disinfectant cleaning procedure established - Surfaces must be wipes down and staff must wash hands after packaging has been disposed of. * Staff must not arrange for any personal deliveries to be made to the work premises. |  |
| **Entrance / Exits and Reception areas**   * Perspex screen on reception desk fitted as an infection control measure, once we are open to the public. * Hand sanitiser is provided at entrances and exits and must be used. * Staff working on site are required to sign in and out on as usual, sheets will be located at reception. * Staff are not to congregate in reception areas, walkways, printers etc. * Entrance and exit handles must be wiped frequently where due to security the business is unable to keep them open. |
| **External Contractors**   * All planned contactor work completed prior to re-opening of premises. * Any contractor work, unless it is essential work, will take place out of normal opening hours. * Areas where contract work has taken place will be cleaned after the work has been completed * Guidance on premises control measures will be available on reception and provided to contractors prior to visiting the premises to undertake work. |
| **Visitors**   * Access to premises for visitors will be limited, unless essential staff should not arrange for visitors to attend the premises. * Visitors will be signed in and out by reception staff in the log book. |
| **Traveling to Work and Traveling for Business / Work** | | |
| Travel to and from work on public or shared transport may lead to greater risk of virus transmission.  Public transport may be restricted in order to achieve social distancing. | The following safety arrangements will apply to travel arrangements  **Traveling to / from work**   * Staff are encouraged to follow government guidance and where possible walk or cycle to work. The company has a cycle to work loan scheme. * Staff are encouraged to travel alone or those within their households in their own vehicles where possible and not to share cars. * Where public transport is used staff are required to comply with latest government guidance. * Managers will discuss where stagger of start / end times to avoid peak public transport times maybe necessary. |  |
|  | **Traveling for work**   * All non-essential travel for work purposes will be minimised. * The use of work vehicles, shared company cars, van and minibus will be limited for use and will be cleaned after each use with particular emphasis on high touch points. |  |
| **Vulnerable Groups** | | |
| Current guidance indicates that COVID-19 affected some individuals disproportionately  Some individuals may have pre-existing medical conditions which render them more vulnerable to the dangers of coronavirus infection. This includes people in the vulnerable (moderate risk) and extremely vulnerable (high risk) categories  Risk Groups:  Affected disproportionately by Covid-19, include those over 70, pregnant, disabled workers, those with underlying conditions, those who have been advised to shield and BME staff | Safety and health arrangements apply to staff classified as vulnerable (moderate risk) or extremely vulnerable (high risk) |  |
| * Managers and HR to identify staff who fall into vulnerable categories and will work together with the staff member to ensure adequate protection and support to help them to comply with government health recommendations. * Staff must notify HR or their line manager to advise them if they fall into a vulnerable category. * Line managers will conduct individual return to the workplace interviews to identify those in vulnerable categories and to identify any adjustments. |
| **High risk category:** Those in the “high risk” (**extremely vulnerable**) category are subject to special “shielding” arrangements – advised to self-isolate and not leave home for any reason for a specified period of time.  No staff member in the extremely vulnerable “high-risk” category should attend the workplace whist shielding arrangements are in place and should follow government medical advice and stay at home. Extremely vulnerable “high-risk” staff will be offered to work from home where possible and appropriate for them to safely work from home without risk.  Where a staff member cannot leave their home at all, and require any additional support for example with shopping or medicine collection and they are unable to gain support from elsewhere they can contact the HR department to see if they can arrange to help. |  |
| **Moderate risk category:** Those in the “moderate risk” (**vulnerable**) category  This category includes people aged over 70, those who are pregnant and those who have a range of chronic health conditions. They have not been directed to shield, but should strictly follow social distancing guidance, and should minimise contact with those outside their households. Pregnant women are specifically advised to work from home after 28 weeks’ gestation. Pregnant staff should notify their line manager or HR, if they have not already done so, for an expectant mothers risk assessments to be completed.  Wherever possible, provisions will be made for staff in the vulnerable category to continue to work from home. If this is not possible, extra care will be taken to ensure that vulnerable individuals, and those around them, adhere to social distancing guidelines which may include adjusting responsibilities. |
| Reasonable adjustments will be made to avoid disabled workers being put at any disadvantage. Staff members are advised to contact the HR department to discuss their individual circumstances and support required. |
| **Staff Mental Health and Wellbeing** | | |
| Some staff may feel isolated, face difficulties balancing home and work life.  Some staff may risk poor mental health caused by the impact of COVID-19. Anxiety about returning to the workplace. | The following control measures are in place to support all staff   * Staff that have suffered recent bereavement and may need [time-off, and other support](https://www.tuc.org.uk/blogs/covid-19-how-unions-can-help-support-bereaved-workers) should contact line managers or HR. * Support information available on google classroom or available from HR * Managers will conduct individual return to the workplace interviews discussing with staff any individual concerns. * Staff that have concerns are encouraged to contact their line manager or HR to discuss. |  |
| **Cases of Possible Infection On-Site** | | |
| An individual becoming unwell while on-site or a symptomatic person using a site could lead to an increased risk of transmission to others. | If an individual on site becomes unwell in the workplace with suspected COVID-19 symptoms they will be sent home and advised to follow government advice to self-isolate:   * The premise does not have a designated isolation area. The individual with suspected COVID-19 symptoms will be directed to leave the site immediately. * H&S and HR must be notified immediately, to coordinate the cleaning of areas with disinfectant after the individual has left to reduce risk to others. In line with guidance. |  |
| **First Aid** | | |
| Increased risk to those administering to first aid.  Due to lockdown or adjustment to staff attending premises risk of adequate first aid cover | First aid guidance in the Health and Safety Procedures must be followed (HS007a - Available on People HR). First aid risk assessment has been reviewed and the following safety arrangements applied   * Staff to ensure emergency contact details are current and up to date on People HR. * Plans for high risk activities will be cancelled and / or rescheduled. * 1st Aiders will be given guidance on use of PPE & how to manage suspected cases of COVID-19. * COVID-19 first aid packs available, including PPE for first aiders. * PPE must be used at all times when first aid is required. Disposable PPE will be double bagged, stored securely for 72 hours then disposed of. | HSE has given extension to 1st aid certificates that expired on or before March 2020 to Sept 2020. Re-fresher training will be arranged in line with government restrictions |
| **Homeworking** | | |
| Risks to mental and physical wellbeing as well as practical working arrangements.  Risk of musculoskeletal pain related to poor ergonomics or similar.  Staff working from home may feel isolated, face difficulties balancing home and work life for example with caring responsibilities or sharing workspace with others in their home. | The following control measures are in place to support those working from home:   * Working from Home Policy (HS037) in place to ensure that sufficient support is provided to homeworkers, all staff are reminded to familiarise themselves with the policy and guidance. * Line managers will maintain contact, support and engage as appropriate with those working from home, for example conducting team or one to one meetings remotely. * Staff can discuss with line managers any training or reasonable measures that can be considered to support their mental and physical wellbeing. * Any staff member - whether working at home or on site - can raise concerns with their line manager or with the HR department * IT support has been provided to staff working from home to ensure effective working arrangements and security of information and data * A google classroom has been set up and all staff invited to join. The site provides wellbeing resources, support and guidance. Staff encouraged to join the classroom and access support required or contact the HR department if they have any questions in respect of their wellbeing. * At this time the company is unable to conduct home visits to check the health and safety arrangement of homeworking. Staff are encouraged to follow the DSE set up guidance and notify the Health and Safety / Facilities Manager of any concerns, reasonable adjustments or equipment that maybe required to support their safety whilst working from home. | Once government restrictions are eased the business may need to conduct home assessments or require staff to complete a home working risk assessment.  We will continue to monitor government guidance and plan a phased approach to returning to the workplace for staff. |
| **Cyber Security Threats and Risks** | | |
| Cyber-security threats often accompany a crisis, e.g. viruses, phishing, scam emails and “ransomware”.  Risk to business reputation and services we provide in the event of a cyber breach, as business operations are reliant on digital communications, platforms and web based services. | ICT Acceptable Use Standard Operating Procedures (ICT001a) and Data Protection Policy (BI063) are in place and must be followed by all staff. Additional control measures arrangements are applied to mitigate cyber risks:   * Review of cyber security and surveillance infrastructure and ensure that all reasonable protection is in place and that systems do not interfere with the availability of critical safety information and updates relating to coronavirus. * Circulate warnings and guidance, as appropriate to all staff of any credible cyber threats especially scam emails and text messages. * Ensure that staff working from home use remote working systems (VPN). * Staff are reminder that when working from home standards of data protection and IT security must be maintained. |  |
| **Information and Communication** | | |
| The pandemic has seen a large amount of misinformation, rumours, “fake news” or “myths”. If these are allowed to gain traction within the organisation they can obscure and confuse vital health and safety measures. | The following control measures have been put in place   * Information / updates shared will all staff via People HR news updates. * Posters displayed and updates for staff on key messages, including un-well staff to stay at home, frequent handwashing, social distancing and wiping down commonly used areas after use. * Managers will plan the method and frequency of communication with learners, customers and suppliers, including outward facing communications such as website and social media channels. | HR team will monitor official advice and update all policies, procedures, guidance and risk assessment as required. |
| **Further Health & Safety Arrangements and Unoccupied buildings being repopulated** | |  |
| **Manual handling**  Tasks that require two or more people to undertake them safely, including heavy lifting or carrying dangerous chemicals, where social distancing cannot be applied. | Manual handling guidance is outlined in the Health and Safety Procedures (HS007a). Additional amendment to procedures includes:   * Appropriate equipment, such as trolleys are provided for staff to transport boxes, files and other materials around. Trolleys or other equipment used must be wiped after use.   Social distancing guidance gives example of situations where it would not be appropriate to implement the 1 metre plus rule, this includes tasks that require two or more people to undertake them safely, including heavy lifting the following additional safety measures must be applied   * Consideration if the task is essential for the business at this time. * If items require a two or more person lift or carry staff are not to face each other the item is to be carried with one holding it behind their back. |  |
| **Gas Safety**  Unoccupied premises and lockdown may result in gas safety equipment inspections lapsing or faulty equipment | Gas safety inspection and maintenance schedules are in place. Safety arrangements applied prior to re-occupation of the premises to ensure testing of equipment and inspections are up to date include:   * Gas boiler safety certificate / Fixed gas heating systems * Meters, Emergency shut off safety valves and carbon monoxide detector * Servicing has taken place within last 12 months (Itec House in April 2020) |  |
| **Electrical Safety**  Unoccupied premises and lockdown may result in electrical equipment / inspections lapsing or faulty equipment | Electrical safety inspection and maintenance schedules are in place. Additional safety arrangements applied prior to re-occupation of the premises to ensure testing of equipment and inspections are up to date include.   * All electrical testing / certificates * Staff are reminded to report any equipment damage or faults to the ICT. | Process in place to review all equipment to ensure PAT testing is up to date |
| **Air Conditioning Units**  Unoccupied premises and lockdown may result in equipment / inspections lapsing or faulty equipment | HSE guidance is that the risk of air conditioning spreading COVID-19 in the workplace is extremely low.   * Air conditioning inspections and maintenance schedules are in place and carried out on time * Air conditioning units serviced 6 monthly by an approved contractor. * Servicing ensures air is clear of dust particles   Additional measures applied prior to re-occupation.   * All air conditioning units have been serviced within the last month (The Centre - June 2020) |  |
| **Fire Safety**  Risks to social distancing if a fire evacuation in required, either as a drill or in the event of a fire.  Unoccupied premises and lockdown may result in fire safety equipment inspections or fire training lapsing or faulty equipment | Fire Safety procedures in the Health and Safety Procedures must be followed (HS007a). Maintenance schedule is kept up to date to ensure servicing and maintenance is carried out on time. Fire risk assessments have been updated with additional amendments applied prior to re-occupation:   * Equipment that required external inspection completed. * Emergency lighting, fire alarm system tested and. * All fire exit routes inspected and are free from damage / obstruction. * Fire doors and closing mechanisms inspected to ensure operational. * Online training will be utilised for fire warden re-fresher training. | External contractor to inspect fire extinguishers |
| **Working at height**  Increased risk of injury caused by a fail from height. | Working at height guidance in the Health and Safety Procedures must be followed (HS007a - Available on People HR). Risk assessments must be in place prior to working from height. Amendment to existing procedures include:   * Ladders, kickers, steps and any other equipment used must be wiped down after use. |  |
| **External Cleaning Contractors and COSHH**  Cleaning staff - Increased cleaning schedules and cleaning products used can increase risk to individuals exposure to chemicals | The business will work with our external cleaning company to:   * Require them to provide their COVID-19 risk assessment and COSHH risk assessments. * Premises will receive a deep clean prior to re-opening and daily cleaning regimes of commonly used surfaces with disinfectant. * Increase cleaning, especially in and around toilets, restrooms and reception areas; attention to frequently touched surfaces such as door and window handles, touch screens, toilet flush handles, light switches, water coolers, taps, desks, Perspex reception screens etc. * Washroom inspections to check for cleanliness and adequate stock of soap, toilet paper and paper towels. * If a COVID-19 case was confirmed or suspected by an individual that has been onsite, a deep clean will be carried out. * General litter / waste will be removed daily and recycling removed regularly. * All staff are required to report any issues or shortcomings in the external cleaning company to the Health & Safety / Facilities Manager. |  |

**Review:** This risk assessment is a living strategy document that will be under frequent review to consider: What has changed? What policies are needed? Any updates / amendments required to the Risk Assessment.