

Title: Covid-19 Office and Experience Centre	Date of Risk Assessment: June 10, 2020	Risk Assessor:
Task/Process: Office & Experience Centre	People at Risk: Employees & Customers	

<p>Hazard: Employed staff: Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within government guidelines on essential working could compromise our arrangements and jeopardise the health of others.</p>
<p>Control Measures:</p>
<p>1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated as needed to reflect any changes in the official advice and guidance.</p>
<p>2. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place.</p>
<p>3. Communication warning posters displayed throughout all premises.</p>
<p>4. Plans and procedures have been shared and co-ordinated with our landlord on our owned or managed premises.</p>
<p>5. Percentage of staff only to return to the offices, allowing for social distancing and reduce risk for contact or spread of virus.</p>
<p>6. Phased return into the office to allow for uninterrupted operations to the business, reduce pressure on office or building services and allow for social distancing.</p>
<p>7. Inside each daily shift, employees starting and finishing late should be paired, in order to guarantee that they can stay late and not alone.</p>
<p>8. Employees have access to the 24/7 confidential EAP (Employee Assistance Programme).</p>
<p>9. Health & Safety communications available to all employees</p>
<p>10. Employees can raise concerns with their line manager. For non-local managers, HR is the first point of contact for confidential matters. Christian Beyer is the point person for COVID-19 needs and requirements for EA1 office-based staff. Matt Jacks is the point person for the Experience Centre.</p>
<p>Hazard: Passenger and goods lifts: The enclosed space within the lift with creates a risk of potential contamination through coughing and sneezing and contact with internal surfaces and controls.</p>
<p>Control Measures:</p>

1.Lifts are subject to an increased level of regular routine cleaning and sanitising by contract cleaning staff who have been fully briefed and instructed by their own managers.
2.Employees are encouraged to use the staircase to get to the floor on which they work, unless they have mobility problems that negates the use of the stairs.
3.Employees encouraged to avoid using passenger lifts when many users are present at peak times. Peak times and other times will be controlled on usage on lifts (where applicable) by the building management.
4.Employees instructed to avoid using a fingertip to press buttons; instead to use the back of the knuckle to select the appropriate floor and to wash hands as soon as soon as possible after using a lift. Do not touch your face after touching common surfaces.
5.Employees advised to face away from other users and avoid touching surfaces.
6. A limited number of employees will be allowed to use the lift at any one time to allow for social distancing.
Hazard: Food & Drink Preparation Areas: Potential risk or transfer of virus through cross contamination
Control Measures:
1.Employees instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.
2.Ensure that when spills of food or liquids occur, they must to ensure that the work surfaces are left in a clean and sanitised condition.
3.Cleaning staff has been instructed to clean all cutlery following Enhanced Cleaning Procedures, it is the personal choice of the staff to bring their own cutlery/mugs/glasses if they choose.
4.Keep your hands out of and not to touch food and waste bins or receptacles as they may contain contaminated products, food or tissues.
5.Wash your hands thoroughly for 20 seconds before and after using these facilities.
6.Leave the microwave ovens as it should be left in a clean condition and wiped out after use.
7.Put uneaten food products in a clean, sanitised, sealed wrapper, bag or container if they are to be stored in the communal refrigerator.
8.Thoroughly wash crockery and cutlery after each use before putting them away.
9.Single use paper tissues rolls are provided within kitchen areas and to be disposed of correctly in waste bins provided.
10.Dishwashers are available and must be used to thoroughly clean crockery and cutlery.
11.Kitchen areas will be marked with signage or tape to allow for social distancing.
12.Departments and teams are to implement staggered lunch breaks.
13.Employees to make their own hot or cold drinks during the working day. Sanitize hands before and after. Clean and wipe down equipment used.
14.Employees encouraged to bring in their own prepared food and drink for lunch breaks.

Hazard: Communal facilities, entrance, toilets, stairs. etc.: Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health.
Control Measures:
1.Contract cleaning services have been increased. Toilets and communal areas, along with workspaces, are cleaned more frequently than before and the cleaning routine is to a higher specification.
2.Supplies of soap and sanitising agents are provided and regularly topped-up at all hand washing stations. NHS, Public Health and hand washing advice posters displayed.
3.Employees instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.
4.Employees made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc. and objects which are visibly contaminated with body fluids must not be touched, but reported to a manager.
5.Employees instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.
6.Employees are required to ensure that coats, scarfs and other outdoor items are stored separately (where applicable) within coat cupboards avoiding contact with other people's personal items.
7.Use toilets only one person at a time and fix on the door a green/free & red/occupied slider (like for the meeting rooms) or other visual indicator (such as a light); employees should use the slider with their knuckles and wash their hands with sanitizer after they're back at their desks.
Hazard: Waste: Ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).
Control Measures:
1.Waste bins are provided at employee desk areas and within kitchen areas.
2.Employees instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.
3.Employees should sneeze and cough through their mask. Any tissues used should be thrown in the individual desk bin.
4.All waste bins and receptacles are carefully and safely emptied daily by the contracted cleaning staff.

5. Employees are required to have consideration for contracted cleaning staff with regards to discarded tissues, food, tins etc. to prevent cleaning staff being accidentally contaminated or injured.
Hazard: Smoking shelters: Inhalation of second-hand tobacco smoke and or vapours from e-cigarettes may result in adverse coronavirus health effects.
Control Measures:
1. Employees are advised to avoid inhaling second-hand tobacco smoke and vapour emitted from cigarettes and e-cigarettes from other persons. Although there is no evidence of transmission this is a precautionary measure. It is recommended that smokers not smoke in groups.
2. Lutron provides no smoking shelters and recommends employees follow social distancing guidelines outside the building.
Hazard: Meeting rooms: Potential risk or transfer of virus on account of close contact with other persons.
Control Measures:
1. Recommend 15-30 minute meetings and continued use of virtual platforms. In EA1 Quantum cannot be used for meetings, Ra2/Ketra Conference Rooms if not being used as desk space can be used for private conversations provided proper sanitizing happens before and after. Vibe can afford 2 people in a meeting.
2. Employees using conference and meeting rooms instructed to follow Govt advice and maintain a 2m separation distance.
3. Employees instructed that the same 2m distance rule must be applied to any meetings with clients or visitors or meetings held by video conferencing.
4. Employees told to avoid physical contact with clients and visitors, such as handshakes, hugs, etc; and to give a polite explanation of this policy if required.
5. Meeting room capacity signage will be posted to instruct on maximum capacity for that particular meeting room.
6. Hand sanitiser is provided within the meeting for use by employees.
7. Employees are not to touch or use white boards and board pens in meeting rooms to reduce risk of cross contamination.
8. Wipe sanitizing tissues or other means may be available to clean before and after use.
Hazard: Workstations, IT and telephony equipment: Direct contact with potentially cross contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects.
Control Measures:

1. Employees are responsible for cleaning of their own workstation before and after use. IT and telephony equipment, such as keyboards, screens, phones and headsets are cleaned and sanitised on a regular basis throughout the working day. Use suitable wipes and cleaners that do not damage equipment.
2. Employees instructed that they should not use each other's IT equipment to prevent accidental cross contamination
3. Telephone equipment is cleaned at the end of each working day by the contracted cleaning staff.
4. Employees advised not to share phones, headsets and personal mobile phones with others to prevent accidental cross contamination.
5. Employees are to only sit/work at their allocated workstation and not to hot desk or use other desk locations.
6. Any ICT equipment that is unserviceable to be reported to your line manager or reported via the service desk. No other equipment is to be used from other locations to reduce risk of cross contamination.
7. Employees are to stay at their desk while on phone calls and should not walk and talk on the phone. Conference room calls should be only for use during confidential/private meetings.
Hazard: Close contact: Employees working on the premises may be at risk of exposure to other employees or visitors who are carrying coronavirus, knowingly or unknowingly
Control Measures:
1. Employees instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the 2m social distancing rule.
2. Physical contact, such as handshakes, hugs, pat on the back, etc. is to be avoided.
3. Employees are required to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans and or ventilation systems that could spread the virus. Where possible the use of such systems will be avoided.
4. Plastic protection screens installed on sites to protect employees working at reception areas and in certain roles.
5. Directional signage will be in place on common and floor areas to allow for social distancing.
6. One-way systems are implemented (where applicable) to allow for free movement allowing social distancing. This will be denoted by signage, posters or hazard tape.
7. Controls on access and egress to buildings at all sites.
8. Office kitchen areas with only one person at a time using to allow for social distancing. Signage or tape markings will highlight this control.
9. Any visitors or contractors to sites are to be screened and signed in.
10. Contractors to sites will be managed and controlled by building management or office services for only essential maintenance.

11.Visitors to sites are to be limited and if possible, video conferencing software to be utilised to reduce face to face contact.
Hazard: Vulnerable employees: Vulnerable employees with existing health conditions are at a higher risk of contracting COVID-19, which may have a significant increased adverse effect on their health and wellbeing.
Control Measures:
1.In accordance with Govt guidelines employees who are in the vulnerable and high-risk categories are where possible to continue to work from home.
2.Employees with family members in high risk categories have been instructed to inform their management team. Decisions on home working in accordance with Government guidelines are taken on a case by case basis.
3.Those employees who fall within the extremely vulnerable category (Shielded) in accordance with Govt are to continue to work from home.
4.GP letter required to fall into category of 'vulnerable'. BUPA can be used where GP consult cannot happen.
4. Employees who are high risk vulnerable (but not extremely clinically vulnerable) that cannot work from home, then management should offer the option of the safest available on-site role, enabling them to stay 2 meters away from others.
Hazard: Cleaning and hygiene: Inadequate cleaning & hygiene standards pose a risk of spreading infection by way of cross-contamination from surfaces contaminated with the coronavirus.
Control Measures:
1.Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, passenger lifts, building equipment buttons, switches, etc). Contract cleaning staff resource have been increased in line with the increased cleaning regimes.
2.Suitable disinfectant cleaning products are used by the contracted cleaning staff.
3.A colour coded cleaning system is used by cleaning staff to prevent cross contamination of surfaces.
4.Enough hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the buildings.
5.Line management and employees are required to report anything contaminated or spilt that requires cleaning.
Hazard: Personal hygiene: Poor personal hygiene standards pose a risk of passing or contracting the infection.

Control Measures:
1.The importance of good personal hygiene has been explained to all employees. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean.
2.Employees instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds. Soap and hand gels are provided.
3.Employees instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container.
4.Employee instructed that disposable tissues, should be used when coughing and or sneezing. Used tissues to be bagged and put into a bin or pocketed and taken home for safe disposal.
5.Free standing hand sanitizers will be in place at access points.
6.As the alcohol-based hand sanitizer falls under a COSHH item. Employees who use this to disinfect their hands are not to touch their face until the sanitizer dries out due to irritation risk if the goes into eyes.
7.If alcohol gel comes into contact with eyes then employees are to (remove glasses or contact lenses if worn) and rinse eyes with water for several minutes, then seek first aid assistance.
8.If eye irritation persists then employees to seek medical advice or assistance.
9.Employees with a diagnosed skin condition are advise not to use the alcohol hand sanitizer as this may exacerbate their condition, but to use soap and water for 20 seconds.
10.Employees to avoid inhaling the vapours from the alcohol hand sanitizer as this may cause dizziness or drowsiness.
11.Alcohol gel hand sanitizer spillages are to be cleaned up immediately with water and area dried off.
Hazard: Cold / Infections: There is a risk that any cold and or infection could be consistent with COVID-19 symptoms and there is a risk that accidental cross infection could be transmitted to other persons.
Control Measures:
1.Where symptoms of a cold/infection start at work employees are required to notify their management team immediately. Decisions to refrain from working will be made accordingly where the is a potential risk.
2.Employees who are currently self-isolating due to having tested positive for COVID 19, experiencing symptoms or have a family member who have tested positive or have symptoms are not to return to work and inform their line manager.

3. Employees are advised to isolate in accordance with Government guidelines.
Hazard: Visitors: Exposure to outside guests who may be ill could put employees or others at risk
Control Measures:
1. Visitors to be subjected to screening ahead of visits to Experience Centre and Office.
2. Visitors to be screened when entering Experience Centre and Office, unwell Visitors or those with temperatures will not be admitted.
3. In the event that someone appears to be unwell during the visit the meeting will be ended.
Hazard: Emergency Evacuations: Inhalation of smoke or exposure to fire leading to injury or fatality
Control Measures:
1. Trained fire wardens are in place.
2. Employees are to follow the emergency evacuation procedures for their relevant location.
3. In an emergency, for example, an accident or fire, employees do not have to stay 2m apart as it would be unsafe to do so.
4. PEEP's (personal emergency evacuation plans) are in place for those employees who require assistance during an emergency evacuation from the premises.
5. All employees are to wash or sanitise their hands at the earliest opportunity.
Hazard : First Aid Provision: Lack of first aid provision leading to injury, further injury or prolonged pain.
Control Measures:
1. Trained emergency first aid at work and first aid at work employees
2. All first aiders provided with face guards to reduce risk of cross-contamination
3. Additional first aid equipment provided in first aid boxes to reduce risk to first aiders. CPR shields and disposable masks provided.
4. Social distancing guidelines do not apply to Fire, First Aid, and other emergency situations. First aiders already provided with FFP2 masks. Other PPE can be provided (face shield), gloves, in first aid kit.
Next Review Date: August 10, 2020