
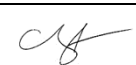


# Risk Assessment

Description of activity or area being assessed:		Type of Premises: Office																																							
<b>halow office working</b> COVID-19 Risk Assessment		Location: <b>halow Project</b> 11 Quarry Street, Guildford, Surrey, GU1 3UY																																							
Date Completed: 11 <sup>th</sup> September 2020		Proposed Review date: 1 <sup>st</sup> October 2020 or before if anything is known to have changed.																																							
RISK MATRIX		Low Risk	Medium Risk	High Risk																																					
<table border="1"> <thead> <tr> <th>Likelihood</th> <th>1- Trivial injury;</th> <th>2- First aid injury</th> <th>3- Reportable injury</th> <th>4- Major injury;</th> <th>5- Fatality or disabling illness;</th> </tr> </thead> <tbody> <tr> <td>1 - Very Unlikely</td> <td style="background-color: #00FF00;">1</td> <td style="background-color: #00FF00;">2</td> <td style="background-color: #00FF00;">3</td> <td style="background-color: #00FF00;">4</td> <td style="background-color: #00FF00;">5</td> </tr> <tr> <td>2 - Unlikely</td> <td style="background-color: #00FF00;">2</td> <td style="background-color: #00FF00;">4</td> <td style="background-color: #00FF00;">6</td> <td style="background-color: #FFFF00;">8</td> <td style="background-color: #FFFF00;">10</td> </tr> <tr> <td>3 - Likely</td> <td style="background-color: #00FF00;">3</td> <td style="background-color: #00FF00;">6</td> <td style="background-color: #FFFF00;">9</td> <td style="background-color: #FFFF00;">12</td> <td style="background-color: #FFFF00;">15</td> </tr> <tr> <td>4 - Very Likely</td> <td style="background-color: #00FF00;">4</td> <td style="background-color: #FFFF00;">8</td> <td style="background-color: #FFFF00;">12</td> <td style="background-color: #FF0000;">16</td> <td style="background-color: #FF0000;">20</td> </tr> <tr> <td>5 - Almost Certain</td> <td style="background-color: #00FF00;">5</td> <td style="background-color: #FFFF00;">10</td> <td style="background-color: #FF0000;">15</td> <td style="background-color: #FF0000;">20</td> <td style="background-color: #FF0000;">25</td> </tr> </tbody> </table>		Likelihood	1- Trivial injury;	2- First aid injury	3- Reportable injury	4- Major injury;	5- Fatality or disabling illness;	1 - Very Unlikely	1	2	3	4	5	2 - Unlikely	2	4	6	8	10	3 - Likely	3	6	9	12	15	4 - Very Likely	4	8	12	16	20	5 - Almost Certain	5	10	15	20	25	<b>This document should be reviewed at least annually; following any major changes and immediately after an accident or near miss occurrence, whichever occurs first.</b>			
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<b>Assessor's Name</b>																																									
Name:		Graham O'Connor		Sign: 																																					
Position:		Director of halow Project Services																																							
<b>Approved by</b>																																									
Name:		Campbell Livingston																																							
Position:		Director of Business Services and halow care																																							
<b>Persons at Risk:</b> Persons identified as being at risk from activity and approximate number affected:																																									
Halow staff/ Agency staff: up to 15 at any one time				Service Users : none																																					
Volunteers: up to two				Member of the public: unlikely																																					




# Introduction

## COVID-19 and staying up to date

The virus that causes COVID-19 is mainly transmitted through droplets generated when an infected person coughs, sneezes, or speaks. These droplets are too heavy to hang in the air. They quickly fall on floors or surfaces remaining there for various durations. The virus is most like flu but can lead to severe and life threatening respiratory and cell issues in some cases.

All staff to keep themselves updated and to follow the latest government guidelines via <https://www.gov.uk/coronavirus>

There are three simple actions we must all do to keep on protecting each other

-  **Wash hands**  
keep washing your hands regularly
-  **Cover face**  
wear a face covering in enclosed spaces
-  **Make space**  
stay at least 2 metres apart - or 1 metre with a face covering or other precautions

## IMPORTANT:

This risk assessment sets out the essential ways in which halow employees must work to minimise the risk of passing on the COVID-19 virus at work. Clearly, this relies on us all following the guidelines. You may choose to take further precautions on top of those outlined. Please identify anything to your line manager and those you work with. If it requires extra PPE / equipment, please also speak to your line manager in advance of coming to the office so that we can discuss and arrange.

## Related documents:

Please note that this risk assessment covers people returning to working at the halow office. Previous work shared on those who need to shield at this time, related contact with family, etc. is not included in this form.

Other areas of work at halow are / will be covered by separate risk assessments

## Please note:

Although many risks here have been managed down to a 'low' level, this does not mean there is no risk. Working from home is still very likely to have an even lower risk for most people.

# Risk Assessment Form

Hazard and related information	Unmanaged risk rating	Risk Control Measures	Risk Rating
<p><b>Before coming to work</b></p> <ul style="list-style-type: none"> <li>• Displaying COVID-19 symptoms</li> <li>• you live with someone displaying COVID-19 symptoms</li> <li>• awaiting COVID-19 test results</li> <li>• you've tested positive for COVID-19</li> </ul>	High	<p>-Staff must not come to work</p> <p>- staff must comply with government and PHE guidelines around self-isolation and testing, where applicable.</p> <p>-Staff should either work from home or follow the sickness policy; whichever they feel is appropriate</p>	low
<p><b>Before coming to work</b></p> <p>Identified as a genuine risk of developing symptoms under 'track and trace' (contacted by NHS Track &amp; Trace service)</p>	Medium	<p>-Staff are required to contact Preeti via email <b>by 12 noon every Friday</b> confirming their working arrangements for the following week to ensure:-</p> <ol style="list-style-type: none"> <li>a) we can manage and comply with office working limitations; and</li> <li>b) retain a temporary record of employee shift patterns for 21 days to assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks.</li> </ol> <p>-It sometimes necessary to come to work at shorter notice. When this is the case, the same procedure should be followed and in addition all office-based staff should also be contacted by email.</p> <p>-Staff should first be familiar with the parameters of 'track and trace' in regard to the likelihood of the virus transferring to you based on the contact you have had with the infected person. This can be discussed with line manager / HR.</p> <p>-If contact / isolation is confirmed, office-based staff members should work from home.</p> <p><i>Please note, if there is a confirmed halow employee case of COVID-19, the same track and trace parameters will be used- for example, it does not immediately apply to all employees.</i></p>	low
<p>Travel to work</p>	Medium	<p>-Staff should take necessary precautions to socially distance and maintain good hygiene on any form of transport, to protect themselves and their colleagues.</p>	low

		<p>- Staff should adhere to government guidance around face coverings / masks whilst travelling on public transport.</p> <p>-As a precaution, please do not 'lift-share' if you drive to work</p>	
Driving at work	medium	<p>-Driving yourself presents no additional risk.</p> <p>-It may be necessary to share transport as part of the work day (non-drivers, limited parking, etc).</p> <p>-As you would then likely be within 2m distance of each other for a period of time, to reduce this risk, face coverings must always be worn when within the car and hands should be sanitised before entering and after leaving the car.</p> <p>-As there is likely to be only 1 passenger, they should be sitting in the back of the car on the opposite side to the driver to maximise the distance between both people.</p>	low
Arriving and leaving the office	medium	<p>We recognise the increased risk presented by having 1 door that all staff must arrive and leave through.</p> <p>-A wall mounted hand sanitising station will be present in the entrance foyer.</p> <p>-All staff (and any visitors) should use this on arrival, reducing and risk of transferring the virus.</p> <p>-All staff (and any visitors) should use this on leaving the office, reducing the risk of transferring the virus to the front door on exit.</p> <p>-The front door and buzzer will also be regularly cleaned (see hygiene section).</p> <p>-Staff numbers at the office will remain limited, and the halow office team is small. As such there is no need to stagger arrival times, use floor markings, etc.</p>	low
<p><b>At work</b></p> <p>If you or another person falls unwell whilst at work with symptoms of COVID.</p>	Medium	<p>We can minimise the risk of an outbreak of COVID at <b>halow</b> by following the measures in '<b>Before coming to work</b>' section above. However, if any person attending the <b>halow</b> offices becomes unwell during the day please follow these steps:-</p> <ul style="list-style-type: none"> <li>• tell your Line Manager and HR Manager immediately and go home</li> <li>• avoid touching anything, and wash your hands regularly</li> <li>• cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow</li> <li>• use a separate bathroom from others, if possible</li> <li>• avoid using public transport to travel home, if possible</li> <li>• The minimum PPE to be worn for cleaning an area after a person with symptoms of or confirmed COVID-19 has left the setting possible is disposable gloves and an apron. Wash hands with soap and water for 20 seconds after all PPE has been removed.</li> <li>• Follow detailed decontamination guidance on <a href="http://gov.uk">gov.uk</a> around cleaning and waste disposal.</li> <li>• The Directors and HR Manager need to be notified immediately of any suspected or confirmed cases of COVID so that onward reporting to Public Health England can be managed.</li> </ul>	low
	medium	-All staff should maintain the recommended 2 metre distance wherever possible.	low

Maintaining social distancing		<p>-Where the social distancing guidelines cannot be followed in full in relation to a particular activity mitigation actions should be deployed including :-</p> <ul style="list-style-type: none"> <li>• further increasing the frequency of hand washing and surface cleaning</li> <li>• Donning PPE for the duration of activity , e.g. showing a colleague something on the computer please use a mask / visor and offer the same to your colleague</li> <li>• keeping the activity time involved as short as possible</li> <li>• using back-to-back or side-to-side working (rather than face-to-face) whenever possible</li> <li>• using screens or barriers to separate people from each other ( we can procure these where required please contact HR).</li> </ul> <p>-Workstations will not be used, unprotected, if workers are then less than 2 metres apart.          -Staff numbers in spaces will be appropriately limited following HSE guidance. See below for the up to date information for each floor.          -As such, staff must continue to share when they are coming to the office so that we can maintain this.          -For reference, if passing / in limited contact with someone, guidelines indicate 1m distance can be used.</p>	
Moving around the office  -Internal doors	medium	<p>We recognise the higher risk presented by our 3 floors with related doors. As such, fire compliant Dorguards were installed in July 2020 to ensure internal entry doors to office suites can be safely kept open in terms of fire regulations whilst reducing the need to touch the door handles as often.</p> <p>-There will be a hand sanitising station located in the entry hallway and inside of each respective floor's access doors. These should be used when arriving or leaving each office floor to reduce the risk of transferring the virus.</p> <p>-People should not pass in doorways, to maintain social distancing.          -Internal doors handles are included on the daily cleaning checklist.          -Limiting movement around the office will also help</p>	low
Moving around the office  -Staircases	medium	<p>We recognise the higher risk presented by our staircases.</p> <p>-Nobody should pass on a staircase. People will need to go back up or down to avoid this, and thus maintain the recommended 2m social distancing guidelines.</p> <p>-Once you get to the floor you are heading too, you should then use the hand sanitising station, as detailed above.</p> <p>-Staircase handrails are included on the daily cleaning checklist.          - Wadham Isherwood (occupants of second floor office suite) undertake to follow social distancing guidelines in common parts and sanitise common parts above the first floor.</p>	low
First Floor	medium	-Risk assessed in July 2020 as 4 per floor (excluding meeting spaces)	low

		<p>-Currently there should be no need to go beyond this, based on programme and business need.</p> <p>-As such, staff must continue to share when they are coming to the office so that we can maintain this.</p>	
Ground Floor	medium	<p>-Risk assessed in July 2020 as 4 per floor (excluding meeting spaces)</p> <p>-Currently there should be no need to go beyond this, based on programme and business need.</p> <p>-As such, staff must continue to share when they are coming to the office so that we can maintain this.</p>	low
Basement	medium	<p>-This office space has been adapted due to programme / business need, following HSE guidelines.</p> <p>-7 people can now work at designated workstations. This number would be rare, and usually for limited time periods at the beginning and end of each day.</p> <p>-When more people are working in the same space, it is clearly important to follow all other aspects of this risk assessment; particularly 'desk spaces', 'moving around the office', etc.</p> <p>-Some hot desking is more likely for project workers. It is imperative that workstations are sanitised afterwards, as detailed below.</p> <p>-The 'hub' area is to be treated as a meeting room, so can still be used by others.</p> <p>-As such, staff must continue to share when they are coming to the office so that we can maintain this.</p>	low
Office -Meeting rooms	Medium	<p>Where possible all face-to-face meetings should be avoided and instead conducted remotely via web-assisted apps or telephone.</p> <ul style="list-style-type: none"> <li>- Where a face-to-face meeting cannot be avoided please:- <ul style="list-style-type: none"> <li>a. consider if an outdoor meeting is feasible, or if not;</li> <li>b. ensure the meeting room is booked in advance to prevent double booking;</li> <li>c. ensure participants can adequately adhere to 2m social distancing rules;</li> <li>d. open windows to assist with ventilation</li> <li>e. the meeting room is sanitised after use</li> </ul> </li> <li>- maximum number meeting in Basement and Ground floor meeting rooms is 2.</li> <li>- maximum number meeting in First Floor meeting room is 3.</li> </ul>	low
General hygiene	medium	<p>In addition to the specific measures listed, staff must maintain good hand hygiene.</p> <p>-Use sanitising stations as detailed</p> <p>-Wash hands regularly for the recommended 20 seconds, and particularly when moving around the office</p> <ul style="list-style-type: none"> <li>- follow catch it, kill it, bin advice for tissues</li> <li>- follow <b>halow's</b> 'COVID working in office guidelines' which clearly details office working procedures.</li> <li>- Where office radios are in use, refrain from playing music or broadcasts that may encourage shouting, including playing at a volume that makes normal conversation difficult. This is because of the potential for increased risk of transmission, particularly from aerosol transmission.</li> </ul>	low

Toilet facilities	medium	<p>Single occupancy toilets carry a lower risk than toilet areas with multiple users at one time.</p> <ul style="list-style-type: none"> <li>-Please continue to maintain good hygiene when using the toilets. Signage remains in this regard.</li> <li>-Hand towels have been provided for use, please dispose of in the silver flip lid bin provided (the bins are exclusively to be used the disposal of hand towels and antibacterial wipes).</li> <li>-located in cupboards under sinks are antibacterial sprays and wipes, after each visit to W/C please sanitise the toilet flush, taps, door handle/lock &amp; record using your personal dry wipe pen.</li> <li>-Alteration to standard practice, Wadham Isherwood employees (and visitors) (occupants of second floor offices) to exclusively use second floor W/C, <b>halow</b> employees (and visitors) to exclusively use basement and first floor toilets.</li> </ul>	low
<p>Kitchen facilities and rest areas</p> <p><i>3 x kitchenettes</i>  <i>1 x communal area, ground floor</i>  <i>1 x communal area, basement</i>  <i>1 x terrace</i></p>	medium	<ul style="list-style-type: none"> <li>-Maintain social distancing in all areas</li> <li>-Thoroughly clean up and wipe down anything you have used / touched record the same using your personal dry wipe pen on the daily cleaning checklist in relevant kitchen area.</li> <li>-kitchen sinks will have paper towels, for single use and to be thrown away immediately.</li> <li>-Formalised staggered break times are not necessary at this time. This can be self-managed</li> <li>- where possible take your lunch break in the open air e.g. the terrace or outside of the office.</li> </ul>	low
Desk spaces	medium	<ul style="list-style-type: none"> <li>-As above, desk spaces used must allow workers to be 2 metres apart, if the workspace is unprotected</li> <li>-People should not use another worker's computer.</li> <li>-Hot-desking to be avoided where possible. If it is required, people must be able to work with their own laptop / equipment. Please sanitise and wipe down desk space and equipment at the end of any hot desking session.</li> <li>-Offices are to be cleaned once per week by cleaning contractor.</li> <li>- Staff are asked to sanitise and wipe down their own desk spaces and equipment daily (daily cleaning checklist).</li> </ul>	low
Waste management	low	<ul style="list-style-type: none"> <li>-Any staff member coming to the office should empty their own waste bin into the main lidded bin on their floor at the end of each day. No rubbish / washing up to be left on or around desks after worker has left.</li> <li>-Main bins should be put out for collection every Tuesday and Friday. This should be done where possible by someone on the floor, but is also included on the daily cleaning checklist (Note: Recycling should still be collected on Thursdays)</li> <li>-Preeti will be responsible for regularly checking and emptying the silver flip lid bins which are exclusively for the disposal of used hand towels and antibacterial wipes.</li> </ul>	low

Deliveries	low	<p>All delivery drivers should not enter the building, and they are likely to have their own guidelines not to.</p> <ul style="list-style-type: none"> <li>-Deliveries should be left outside and collected immediately (unless lone working and the delivery would pose another significant risk i.e. bulky/heavy items unable to lift/manual handle).</li> <li>-Wash your hands as per guidance after handling a delivery.</li> <li>-Personal items can only be delivered with authorisation.</li> </ul>	low
Visitors	medium	<ul style="list-style-type: none"> <li>-Only essential visitors are to come to the office.</li> <li>-No <b>halow</b> young people should currently come to the office or be granted access if they do.</li> <li>-Any visitor must be given a copy of this risk assessment to preferably to read in advance but where not possible on arrival. Confirmation should be sought that they will be able comply with the risk assessment provisions, any issues identified, please refer to HR and Directors for further assistance.</li> <li>-Visitors should be asked to sanitise their hands at the entry door.</li> <li>-Unannounced visitors should not be let in until their reason for coming is established.</li> <li>-Preeti will sign visitors in and out of the visitors book to prevent multiple users contaminating visitor pen.</li> </ul>	low

Please also note that all wellbeing and support services remain in place for staff at this time.

<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/>

### A reminder of **halow's** 24/7 Employee Assistance Programme

## 24 HOUR HELPLINE SERVICE

- ✓ CONFIDENTIAL
- ✓ NON-JUDGEMENTAL
- ✓ SUPPORTIVE

Counselling is a process of learning to understand yourself and others by exploring your thoughts and feelings in a supportive and non-judgemental space, enabling you to make a constructive change in your life, whether in crisis or an ongoing situation. As part of your policy with us, DAS provides confidential counselling service 24 hours a day, 365 days a year to you and members of your immediate family – providing they live with you and are over the age of 18 (or aged between 16 and 18 and in full-time employment). DAS counsellors are members of The British Association for Counselling and Psychotherapy and are covered by their code of Ethics and Practice.

Counsellors may be able to help you work through your problems and find ways of dealing with them. Remember, you choose when you call and what you talk about. Calls may be recorded to help check and improve our service standards.