

Covid-secure risk assessment

All offices

/contact centres



Aim

This document is designed to:

- Help mitigate the risks of coronavirus (Covid-19) in our offices and sites
- Act as a basis for site assessments and action plans

Please note: this document will evolve as the Government releases more information. A separate document will cover workspaces and getting our people safely back into our offices.



Facilities

Covid-secure assessment

Our approach to mitigation

Eliminate

Carry on with working from home where possible and effective.

Reduce

Introduce social distancing and reduce the amount of people working from sites by limiting occupancy.

Isolate

Separate sections of offices, entrances and exits, and welfare facilities.

Control

Clean all potentially contaminated surfaces / touchpoints as soon as possible.

Protect

Introduce PPE where effective, especially for those moving through all office areas. Perspex barriers at reception and service / till points.

Discipline

Education, leadership and enforcement of best practice.

Facilities Covid-secure assessment

Risk areas in our sites

High

- Building entrances, reception areas and high traffic circulation routes
- Tea points and catering
- Lifts and stairs
- WCs

Medium

- General desk areas
- Enclosed meeting rooms

Low

- Car parks and external areas
- Open-plan collaborative and breakout areas

Please note: Gyms/breakout spaces/customer suites/Retreats are currently closed.



Cleaning and hygiene enhancements

Following Government guidelines

- Introduction of **enhanced cleaning**, focusing on touchpoint cleaning, desks, meeting rooms and janitorial services.
- Provide a **rapid response** for any additional cleaning required.
- Products like antibacterial wipes and hand gels to allow “**self-help**” cleaning.
- Weekly **cleaning audits** to make sure high standards are maintained.
- **Hand sanitiser** stations and dispensers in designated areas, including main access and exit points.
- **Signs and posters** to build awareness of good handwashing techniques.
- **Regular reminders** to maintain personal hygiene standards.
- **Self-cleaning nano-septic strips on touchpoints across the floors** – a mineral nano-crystal acts as a catalyst, charged by visible light, and acts like a disinfectant.
- **Clear desk** policy introduced.



Facilities



Entrance and exit points

Mitigation in **high risk** areas

Potential risks

- Traffic hotspot

Mitigation

- Increasing the number of entrance and exit points in some sites to ease bottlenecks.
- One-way systems in place, where possible, to avoid contra-flow.
- Careful placement of floor markers/reminders at potential bottlenecks to make sure distancing is maintained. These include speed gates, doorways and access controls.
- Hand sanitisers/hand washing stations that must be used at all access points.
- Staggered arrival and departure times to reduce crowding at entrances and exits.



Reception

Mitigation in **high risk** areas

Potential risks

- Visitors
- Traffic hotspot
- Delivery personnel entering the building

Mitigation

- Signs displayed including site protocols and behaviours.
- Waiting points indicated by tape and barriers, including external if required. Clearly defined capacity ensuring 2m separation whilst waiting.
- Hand sanitiser for both visitors and receptionists.
- Declaration form for visitors to be completed in a designated area (please refer to latest company policy on visitors).
- Perspex barriers installed at reception desks, providing a physical barrier between employees/visitors.
- One-way system around the reception area, where possible.
- No groups of visitors/maintenance staff, only single person service. Any maintenance/service works that need more than one person will have a specific risk assessment and method statement, with control measures signed off by the facilities manager.
- In some sites, seating is removed to discourage gatherings or employees waiting around.
- Disposable and reusable cleaning sprays in place to clean passes.



Stairwells, corridors and lifts

Mitigation in **high risk** areas

Potential risks

- Traffic hotspot
- Contact points including handles and hand rails
- Lift size

Mitigation

- One-way systems and waiting spaces on narrow stairwells and circulation routes.
- Where corridors or stairs are narrow, corridors have been closed. These would be accessible in an emergency.
- Nano-septic strips applied to door handles, handrails and lift touchpoints.
- Maximum occupancy signs outside lifts.
- In the event of an emergency, e.g. fire, employees won't need to stay 2m apart if it's unsafe to do so.
- We recommend wearing a non-medical face covering (provided) while moving around the office.



Kitchen and tea point areas

Mitigation in **high risk** areas

Potential risks

- Communal use of cutlery, plates, kettles, microwaves, zip taps, water coolers, fridges and dishwashers
- Tea point seating areas
- Recycling bins
- Traffic hotspot

Mitigation

- Seating removed to make sure social distancing is maintained.
- One-way flows introduced, wherever possible, and indicated by floor tape.
- Nano-septic strips applied to high touchpoint areas.
- Distancing boxes/wait boxes marked on the floor for cupboards, kettles, microwaves, zip taps, water coolers, fridges and dishwashers. Where there are multiple microwaves, these have been moved two metres apart. Where social distancing isn't possible, microwaves have been restricted.
- Recycling bins have frequent touchpoint cleaning.
- Additional cleaning in place for kettles/ microwaves/fridges, with extra cleaning supplies in place for staff use.
- Shared food and treats shouldn't be brought into the office, due to the increased risk from touch and/or employees gathering.
- We recommend wearing a non-medical face covering (provided) while moving around the office.



Restaurants

Mitigation in **high risk** areas

Potential risks

- Communal use of cutlery, plates, condiments, microwave, fridges and tray drop-off points
- Serving of food by staff to customers
- Restaurant seating areas
- Recycling bins
- Queuing at tills
- General traffic hotspot

Mitigation

- Prepacked / prepared items only in all outlets (no self-service).
- Disposable cutlery only – no plates and condiments/trays are removed.
- All restaurant indoor seating areas are closed.
- Taping on floor is used to indicate safe routes and social distancing.
- One-way flows introduced, wherever possible, and indicated by floor tape.
- Distancing boxes/wait boxes marked on the floor for microwaves. Where there are multiple microwaves, these have been moved two metres apart. Where social distancing isn't possible, microwaves have been restricted.
- Recycling bins have frequent touchpoint cleaning
- Additional cleaning in place for microwaves, fridges and other appliances in the area.
- Protective screens in place on tills, self-scan devices on tills (where possible), and contactless payments only.
- We recommend wearing a non-medical face covering (provided) while moving around the office.



Stationery, print stations and water coolers

Mitigation in **high risk** areas

Potential risks

- Contact points

Mitigation

- Waiting spaces marked out on floors.
- Hand sanitiser station or dispenser outside.
- Stationery cupboard doors will be left open to reduce touchpoints.
- Storage cupboards will be assessed as employees return to the office.
- We recommend wearing a non-medical face covering (provided) while moving around the office.



Washrooms and showers

Mitigation in **high risk** areas

Potential risks

- Size of the washroom room area
- Size of the shower/changing room area

Mitigation

- Waiting spaces marked out on floors.
- Washrooms and showers will have a maximum capacity. Employees will be asked to check occupancy before entry.
- Hand sanitiser dispensers at entrances to washrooms/showers.
- Nano-septic strips in place (if possible) on high touchpoint areas.
- We recommend wearing a non-medical face covering (provided) while moving around the office.



Individual workplaces

Mitigation in **medium risk** areas

Potential risks

- Desk density
- Circulation routes

Mitigation

- Where possible, fixing teams or shift groups so unavoidable contact happens between the same employees.
- Usable desks clearly marked to make sure social distancing is maintained.
- Employees must use and leave their desks in a timely manner, avoiding any conversations or waiting times.
- One-way systems in place, where possible, on all circulation routes.
- Desk allocation will depend on critical roles and technology limitations. Desks will be allocated by business leads.
- If someone is on site five days a week, they'll have an allocated desk. Their kit will be reviewed to make sure it's fit for purpose.
- Only one person to use a desk on any given day – the desk will be cleaned at the end of each day.
- Provision of wipes / solution for employees to clean desks and equipment before and after use. **(Please avoid using wipes on monitors, as this causes smearing.)**
- Clear desk policy in place so we can regularly clean the whole desk and let others use it the next day. Anything left on the desk at the end of each day will be cleared away by security.
- Personal belongings should be taken home at the end of each day. Coats should be placed on the back of your chair.
- Hand sanitiser in place across all floors.
- Food and treat sharing isn't allowed due to an increased risk from touch and employees gathering.



Meeting and multi-faith rooms

Mitigation in **medium risk** areas

Potential risks

- Employees gathering

Mitigation

- People should only attend meetings in person if really necessary. Social distancing should be maintained throughout.
- Remote working tools to avoid in-person meetings.
- Unused meeting room chairs removed.
- Avoid sharing pens or other objects.
- Self-cleaning packs in place for surface cleaning before and after use.
- Meetings to take place outdoors where possible (social distancing still applies).
- Meeting rooms and multi-faith rooms will operate to a maximum capacity. Employees will be asked to check occupancy before entering.
- Hand sanitiser stations and dispensers at entrances.



Car parks and outside spaces

Mitigation in **low risk** areas

Potential risks

- Gathering of employees/crowds
- Smoking areas
- Employees arriving at the same time

Mitigation

- Outdoor seating rearranged to maintain social distancing.
- Staggered start and finish times to reduce traffic.
- Limited opening of external car parks. Minibuses won't be running.
- Low site occupancy means onsite parking will be available on most sites.

Thank you

