

Staying Covid-19 secure

Holistic risk assessment

7 May 2021

Staying Covid-19 secure in 2021 and beyond

We confirm we have complied with the government's guidance on managing the risk of Covid-19

Five steps to safer working together

- ✓ We have carried out a Covid-19 risk assessment and shared the results with the people who work here
- ✓ We have cleaning, handwashing and hygiene procedures in line with guidance
- ✓ We have taken all reasonable steps to help work from home
- ✓ We have taken all reasonable steps to maintain a 2m distance in the workplace
- ✓ Where people cannot keep 2m apart we have ensured at least a 1m distance and taken all the mitigating actions possible to manage transmission risk.

Risk assessment

Government objectives	Risks	Who is at risk	Mitigations
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Managing risk

<ul style="list-style-type: none"> To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority. That all employers carry out a Covid-19 risk assessment. Sharing the results of your risk assessment. 	<ul style="list-style-type: none"> Failure to manage the health risks to people associated with the Covid-19 pandemic. 	<ul style="list-style-type: none"> Everyone – Public health crisis 	<ul style="list-style-type: none"> Staff will be permitted to return to the office in line with official guidance, this will be continually assessed throughout the process. Risk assessments for all offices have been conducted and updated as well as a holistic group level risk assessment to ensure that we can return to the office safely. These will be shared on internal and external websites in line with government guidance and communicated to all employees. Gap analysis created with UK government guidance to ensure that all relevant objectives are covered. Mandatory e-Learning training on the new office environment to be given to all staff returning to office. Staff are encouraged to get vaccinated when it is offered to them. Staff are recommended to test themselves twice weekly via the national free Covid LFD test programme.
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Workforce management

<ul style="list-style-type: none"> To change the way work is organised to create distinct groups and reduce the number of contacts each employee has. To provide guidance in an event of a Covid-19 outbreak in the workplace. To avoid unnecessary work travel and keep people safe when they do need to travel between locations. To help workers delivering to other sites such as branches, or suppliers' or customers' premises to maintain social distancing and hygiene practices. To make sure all workers understand Covid-19 related safety procedures. To make sure all workers are kept up to date with how safety measures are being implemented or updated. 	<ul style="list-style-type: none"> Workforce are managed incorrectly leading to unnecessary exposure to infection. 	<ul style="list-style-type: none"> Employees Contractors based onsite Facilities / landlord employees 	<ul style="list-style-type: none"> Social distancing measures will remain in place in accordance with official guidance. Space planning exercise was conducted for all office sites to ensure that desks are distanced under government guidance and space utilised safely. No external meetings / visits to be held onsite in Levels 3 & 4. Non-essential business travel suspended in line with government travel advice. Approach regarding split team working and minimising contact between employees to remain in place in accordance with official guidance. Mandatory e-Learning training on the new office environment including how they can access up to date guidance on relevant policies and procedures to be given to all staff returning to office. Frequent communication from senior management providing updates/reminders on rules to be sent to all staff and posted around the offices. Guidance and protocols to be uploaded to R2O Insight page and Nikko Sharepoint. Staff will follow current official advice on travel and hygiene measures.
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Risk assessment

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<h2>Who should go to work?</h2>			
<ul style="list-style-type: none"> Office workers should work from home if they can. This guidance will remain in place until at least step 4 of the roadmap, when the work from home guidance will be considered as part of the wider review on social distancing. Employers should ensure work places are safe for anyone who cannot work from home. To make sure individuals who are advised to stay at home under existing government guidance to stop infection spreading do not physically come to work. This includes individuals who have symptoms of Covid-19, and those who live in their household or are in their support bubble and those who are required to self-isolate as part of NHS Test and Trace. To support those who are at higher risk of infection and/or an adverse outcome if infected. To make sure that nobody is discriminated against. To use ventilation to mitigate the aerosol transmission risk of Covid-19 in enclosed spaces. 	<ul style="list-style-type: none"> Deterioration of mental health At risk individuals exposed to Covid-19 Avoidable exposure to Covid-19 Transmission of Covid-19 by symptomatic individuals (and by those who live in a household with someone who has symptoms). 	<ul style="list-style-type: none"> All employees Clinically vulnerable individuals Members of the public 	<ul style="list-style-type: none"> Policy until Step 4 will be for employees to continue to work from home unless they cannot, however some staff in key or business critical roles will be asked to return, but this will be on an entirely voluntary basis. Other employees on non-critical functions who wish to return may also be able to do so, depending on space constraints. Once Step 4 has been reached, a phased transition to Hybrid Working practice will begin. Vulnerable staff will be assessed and protected appropriately on an individual basis in consultation with their management and HR Business Partner. Support and online tools to combat mental health strain will be provided to all employees who require it. The "Thriving through Change" programme has provided learning opportunities and resources to employees and managers to enable them to effectively work remotely.

Risk assessment

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Managing your customers, visitors and contractors			
<ul style="list-style-type: none">• To minimise the number of unnecessary visits to offices whilst restrictions remain in place.• To make sure people understand what they need to do to maintain safety.	<ul style="list-style-type: none">• Unnecessary visits to the office by customers, visitors or contractors.• Office users not aware of what they need to do to maintain safety.	<ul style="list-style-type: none">• Employees• Visitors• Contractors• Facilities / landlord employees	<ul style="list-style-type: none">• No external meetings / visits to be held onsite in Level 4, only business critical meetings in Level 3, or until social distancing restrictions are lifted.• Only business critical contractors and Facilities/landlord employees will be onsite and will be briefed on site Health and Safety requirements . Risk Assessment Method statement (RAMs) must specifically address Covid secure practices.• Signage placed around the offices outlines the social distancing rules, general hygiene practice, safe PPE usage / disposal.• Mandatory e-Learning training on the new office environment including how they can access up to date guidance on relevant policies and procedures to be given to all staff returning to office.

Risk assessment

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<h2>Personal protective equipment (PPE) and face coverings</h2>			
<ul style="list-style-type: none"> To discourage the use of PPE outside of clinical settings, and to discourage the wearing of face coverings. To discourage wearing of face coverings except where foreseeable that social distancing may not be possible. 	<ul style="list-style-type: none"> Wearers of PPE / face coverings work with a false sense of protection and therefore may take a lax attitude towards social distancing requirements 	<ul style="list-style-type: none"> Employees Contractors 	<ul style="list-style-type: none"> Guidance is that masks do not need to be worn at desks, however must be worn when moving around the office. However, should individuals also wish to wear face masks at their desk, then the Group will support this. Guidance on how to utilise and dispose of PPE to be provided to all staff. Sufficient stock of PPE purchased and will be made available to all staff, for travelling on public transport and office use. Mask wearing requirements will be kept aligned to official advice and removed as appropriate.
<h2>Cleaning the workplace</h2>			
<ul style="list-style-type: none"> To make sure that any site or location that has been closed or partially operated is clean and ready to restart, including: <ul style="list-style-type: none"> an assessment for all sites, or parts of sites, that have been closed, before restarting work carrying out cleaning procedures and providing hand sanitiser before restarting work To keep the workplace clean and prevent transmission by touching contaminated surfaces. To help everyone keep good hygiene through the working day To minimise the risk of transmission in changing rooms and showers. To reduce transmission through contact with objects that come into the workplace and vehicles at the worksite. 	<ul style="list-style-type: none"> Failure to wash hand on arrival at the office Failure to clean the office prior to re-opening Failure to keep the workplace clean Inability to maintain personal hygiene during the day 	<ul style="list-style-type: none"> Employees Visitors Contractors 	<ul style="list-style-type: none"> Enhanced cleaning regime has been in place throughout the pandemic as offices have been used, including amenities, touch points, common areas, toilets and showers. Enhanced cleaning regime will continue for all contact surfaces until official guidance changes and it is no longer required. Risk assessments for all offices have been conducted and reviewed as well as a holistic group level risk assessment to ensure that we can return to the office safely. These will be shared on internal and external websites in line with government guidance and communicated to all employees. Hand sanitiser stations placed throughout the office and employees to be provided with hand sanitiser for personal use. Employees will also be provided with materials to clean their desk space. Mandatory e-Learning training will cover personal hygiene requirements. Signage posted throughout the site to reinforce personal hygiene requirements.

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<p>Social distancing at work</p> <ul style="list-style-type: none"> Ensuring workers maintain social distancing guidelines (2m, or 1m+ with risk mitigation where 2m is not viable), wherever possible, including while arriving at and departing from work, while in work and when travelling between sites. To maintain social distancing wherever possible while people travel through the workplace. To maintain social distancing between individuals when they are at their workstations. To reduce transmission due to face-to-face meetings and maintain social distancing in meetings. To maintain social distancing while using common areas. To prioritise safety during incidents. It's important that you continue to put measures in place to reduce the risk of Covid-19 transmission, including maintaining social distancing, frequent cleaning, good hygiene and adequate ventilation, even if your employees have: <ul style="list-style-type: none"> received a recent negative test result had the vaccine (either 1 or 2 doses) 	<ul style="list-style-type: none"> Inability to maintain social distancing during arrival and departure at the office. Inability to maintain social distancing when moving through the office. Inability to maintain social distancing between individuals when they are at workstations. Inability to maintain social distancing in the common areas of the office. Covid -19 transmission during face-to-face meetings 	<ul style="list-style-type: none"> Employees Visitors Contractors Facilities / landlord employees 	<ul style="list-style-type: none"> Guidance to be provided regarding flexible arrival and departure times. Minimised movement between offices for Level 3 & 4. Employees to only travel between sites where business critical. Hand sanitiser stations placed at entry / exits points for all offices. Guidance and signage in place for use of stairs and lifts. Guidance and signage in place for use of common areas. Guidance created for employees to check their temperature before leaving home and not come in to work if they have a high temperature or are feeling ill. Guidance for face to face meetings is that meetings should be conducted where possible over video or conference call. If face to face meetings are required, social distancing measures must be followed, staff must wear face masks for duration of meeting and meeting room capacity signage must be followed. Guidance is that masks do not need to be worn at desks, however must be worn when moving around the office. Employees to follow circulation routes displayed within offices. Space planning exercise conducted for all office sites to ensure that desks are distanced under government guidance and space utilised safely. Where desk allocations do not allow 2m separation, suitable barriers will be used to give 1m+ protection. During incidents, government guidance will be followed regarding priority of life safety. In the unlikely situation that Covid-19 outbreak occurs in the office, arrangements have been made to assist with track and trace. Detailed records will be kept of the staff members in the office at any given time and a single point of contact has been nominated (SPOC) to liaise with local Public Health teams. When official guidance on social distancing requirements changes, our mitigations will be relaxed accordingly.

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<h2>Coming to work and leaving work</h2>			
<ul style="list-style-type: none"> To maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival. 	<ul style="list-style-type: none"> Staff become infected en route to the office Exposure of staff to uncontrolled environments whilst using public transport 	<ul style="list-style-type: none"> Employees 	<ul style="list-style-type: none"> Policy until Step 4 will be for employees to continue to work from home unless they cannot, however some staff in key or business critical roles will be asked to return, but this will be on an entirely voluntary basis. When official guidance changes regarding WFH and social distancing, measures will be relaxed accordingly Encourage alternate methods of transport, e.g. walking, bike etc. Cycle capacity storage has been increased. Additional shower installed at QVS. Provide masks and gloves should staff require to use them on public transport. Guidance to be provided regarding flexible arrival and departure times. For Level 3&4, policy for reimbursing private car charges will continue, but may not continue in Level 2. Guidance to be provided regarding flexible arrival and departure times. Increased hand washing facilities provided throughout the workplace. Where this is not possible, hand sanitiser will be provided. Hand sanitiser stations located across the office portfolio at: entrances, exits kitchens, bathrooms and common areas.

<h2>Equality in the workplace</h2>			
<ul style="list-style-type: none"> To treat everyone in your workplace equally. In applying this guidance, employers should be mindful of the particular needs of different groups of workers or individuals. It is breaking the law to discriminate, directly or indirectly, against anyone because of a protected characteristic such as age, sex, disability, race or ethnicity. Employers also have particular responsibilities towards disabled workers and those who are new or expectant mothers. 	<ul style="list-style-type: none"> Not treating everybody in the workplace equally and discrimination against someone with a protected characteristic may occur. Employees feel pressured to return to the office when they do not feel comfortable to do so - this leads to them feeling discriminated against for a variety of reasons. 	<ul style="list-style-type: none"> Employees 	<ul style="list-style-type: none"> Managers to be given guidance on speaking to employees about their concerns and should be conscious of the various situations staff are in. It will be clearly communicated that the decision to return is up to the individual. The "Thriving through Change" programme has provided learning opportunities and resources to employees and managers to enable them to effectively work remotely.