

Company Name: HML		Work Area: All sites / Offices – COVID-19 Phased Return to Site Working			Activity/Machine/Area: Office work, Store/Warehouse management			RA No: 09.1.04
Hazards & People Exposed	Risk		Current Controls (measures already in place)			Residual Risk		Transferred to Action Plan Yes/No
Employees	S e v e r i t y	L i k e l i h o o d				T o t a l R i s k	S e v e r i t y	

Consideration to the office environment to allow return to office working post Covid19 (Phased 3 return to normal working activities) to allow People to return to the office subject to UK Govt and HSE Guidance.

This is in addition to the Government statement on Hand Washing for 20 seconds, not touching your faces and social distancing.

All of these controls will be subject to regular monitoring by the Safety & Estates teams

Office/General	S	L	T		S	L	T	
Selecting our People to return to work	5	5	25	Anyone who needs to be in the office i.e. Critical workers those who cannot work from home, first aiders and fire marshalls, Information Support teams and Health, Safety and Estates teams for advice and monitoring adherence to the controls and Individuals experiencing tech related issues outside of the businesses control (e.g. bandwidth issues, WiFi issues) which is affecting their ability to perform at the required level. All to follow the hierarchy of controls and those in this risk assessment with hygiene and social distancing as principal controls.	5	1	5	
New rules for phased return to Office working	5	5	25	Return to office pack and risk assessment to be provided to all returners. Colleagues should avoid contact with any surface or equipment	5	1	5	

				<p>except for their desk, printers, water fountains and hot-taps. Sanitising wipes will be provided to wipe these down. Fridges, kettles, vending machines, coat stands, microwaves etc will not be available to use.</p> <p>Regular monitoring by duty managers, Safety and Estates teams</p> <p>Cross site travel requires Exec pre-approval</p>				
Travel around offices	5	5	25	<p>Stop people passing in corridors, on stairs and other pinch points in the buildings by using a one way system designed to ensure social distancing - 2m.</p> <p>No cross site movement between buildings.</p> <p>No cross site movement between sites (London and PLC office in Walsall to be considered one site)</p> <p>Perspex partitioning in Walsall PLC</p> <p>Signage, cordon tape, tape to mark floor to indicate one way system.</p> <p>Markers on the floor at entrances and in common areas with 2 metre spacing.</p> <p>Maps showing one way systems and entrances/exits.</p> <p>Hand sanitisers throughout sites.</p> <p>Manager's guide and FAQs for all staff.</p> <p>Regular monitoring by Safety, Estates and Leaders/managers.</p> <p>Communications video illustrating the controls.</p>	5	1	5	
Separate entrances and exits introduced making use of emergency exits.	5	5	25	<p>Main entrance doors to be used as entrances and multiple emergency exits used as exits points to assist one way travel. These are clearly marked.</p> <p>Maps showing one way systems and entrances/exits.</p> <p>Managers guide</p> <p>FAQs</p> <p>Regular monitoring by Safety, Estates and SLT</p>	5	1	5	
End desks will not be used. These will be left empty.	5	5	25	<p>Measurements between desks.</p> <p>Numbers that can fit into the offices/sites agreed with Estates</p>	5	1	5	

				Adhering to the 2 metre gap at all times including walking past people who are seated or on the same bank of desks. Seating plan in place. Desks numbered.				
Desks must be 2m apart	5	5	25	Desks for use have been designated and marked on plan and are numbered. Seating plan in place Managers guide FAQs Regular monitoring by Safety, Estates and SLT Comms video	5	1	5	
Shift Patterns	5	5	25	Demarcations for 2m distancing outside offices as start times. Staggering in place at commencement of the change until people are fully aware of the entry controls. Floor markings outside buildings to show 2m distancing	5	1	5	
Seats/desks/Keyboard cleaning regime	5	5	25	All workstations will be cleaned as part of daily regime. GFM cleaning programme Facility Management Safe System of Work and Risk Assessment in place Personal keyboard, monitor and mouse issued - to be cleaned daily by user and removed from the office. Seating plan in place. No hot desking. Comms video	5	1	5	
Lift usage restricted to one persons	5	5	25	No lifts to be used unless individuals have a medical condition or there is a business need e.g. the handling of a bulky item not to be carried up stairs. Signage (1 person per lift only.)	5	1	5	
Reception area safe distancing	5	5	25	Reception area to be fitted with screens when manned Question of symptoms to visitors	5	1	5	
PPE usage Use of masks Use of Gloves	5	5	25	Not required - primary controls hygiene and social distancing - 2 metres between people when walking, standing or sitting is mandatory. Employees may choose to wear face coverings by choice. They should keep them clean and dispose of them at home only.	5	1	5	

Canteen/Breakout/Rest areas/Kitchenettes	5	5	25	<p>No canteen service available - cordoned off Use of cold water machines and hot zip taps are allowed. Drinks stations with individual milk and sugars will be available to make drinks. Fridges, kettles, vending machines, coat stands, microwaves etc will not be available to use. No sitting in the canteen Staggering breaks where possible Utilise outside areas where possible. Benches have been provided. Workers to bring their own food and remain on site until their shift/work day ends. No communal food - bringing in cakes, biscuits, pizza etc.</p>	5	1	5		
Toilets	5	5	25	<p>Lock/occupied sign to be displayed on outer door If the WC is occupied or they encounter another user exiting; then they should withdraw 2m and wait until it's clear. Only one person allowed in at any one time (3 cubicle toilet) Only two person allowed into Larger toilets In the WC, do not engage in conversation with other user All WC's are subject to a more frequent cleaning regime Hand washing facilities to be used regularly to clean hands</p>	5	1	5		
First aid requirements	5	5	25	<p>Dynamic risk assessment to be completed by a manager or member of Estates/Safety team. First aiders to be on site. Wash hands after any first aid treatment. If Covid19 suspected then maintain 2m distancing and request employee to enter and office or to wait outside the building. Estates for a clean down of area/ notify senior management of Incident and complete full incident reporting process Deep clean of areas if required. Wash hands after any first aid treatment.</p>	5	1	5		
Fire	5	5	25	<p>Trained fire marshall on site In case of emergency please use nearest exit - trying to keep the 2m distance if possible</p>	5	1	5		

				Muster point attendance - keep the 2m distance if possible Wash hands upon re-entry to building				
Communal use Equipment/Areas	5	5	25	Use of wipes to cleanse after use of printers, scanners, X Ray machines, water coolers, vending machines, etc. Good general hygiene measures Posters on walls and desks for which desks can't be used Use Hangouts rather than face to face meetings Minimise touching of equipment. Wipe before and after use Mark other communal use equipment as 'not for use'	5	1	5	
Meeting Rooms	5	5	25	Use of Hangouts to prevent face to face meetings Meeting rooms to be used by one person at a time only Wipe down of desks and handles before and after use	5	1	5	
Desk Space/Equipment	5	5	25	Designated desks for single use. Desk plan set out with numbered desks. People to use their own stationary equipment and secure away at the end of the working day so nobody else can use Wiping down of desk at the start and end of day No hot desking GFM cleaning programme	5	1	5	
Car Park	5	5	25	Keep to walkways. Minimise need to walk across site. Maintain 2m distancing when passing somebody Ensure one car space between cars when parking	5	1	5	
Staff not being listened to/need to escalate a concern	5	3	15	Access to Yammer 1:1s with Line Managers Use of Safety or Estates team - contact numbers available on the intranet. Access to HSE - https://www.hse.gov.uk/contact/concerns.htm or by phone on 0300 003 1647	5	1	5	
Poor mental health or well-being	4	4	16	Regular 1:1s Yammer General team calls utilising Hangouts Mental health first raiders Employee Assistance Programme helpline.	4	1	4	

Control Items

The following items support the existing control measures identified in the risk assessment.

Control Item:	Details of Controls:
Applicable Documents	Office Risk Assessment / Phase 3 learning back to work /
Information and Instructions	Return to work pack
Training Requirements / Special Qualifications	Don't Walk by Training // Return
Supervision	
Access and Egress	Approved routes
Environment	
Equipment	
Emergencies	
Communication	Return to work pack
Other	










Risk Assessment Scoring Matrix

People	Injury not requiring first aid treatment (no lost time)	Injury requiring first aid treatment (no lost time)	Injury resulting in lost time or other notifiable occurrence	RIDDOR specified/major injury	Fatality or permanent disability
Assets	Vandalism, damage or loss of up to 5% of total assets	Vandalism, damage or loss of up to 15% of total assets	Major damage or loss of up to 30% of total assets	Extensive damage or loss of up to 50% of total assets	Total destruction
Reputation	No impact, internal mention only, no brand damage	Slight impact, confined to local area, no brand damage	Moderate impact, short term national concern, brand exposed	Major impact, persistent national concern, some brand damage	Massive impact, operation and brand severely affected
Environment	No direct environmental impact	Minimal impact resulting in internal investigation and report	Impact of importance resulting in internal investigation and report	Impact of importance involving external organisations, EPA, SEPA	Major impact, loss of wildlife, severe pollution, significant prosecution
SEVERITY RATING	1	2	3	4	5

Frequency	LIKELIHOOD RATING				
Rare, only occurring in exceptional circumstances – Once every 5 years +	1				
Unlikely, could occur at some time – Once a year	2				
Possible, might occur at some time – Quarterly	3				
Likely, will occur in most circumstances – Once a week	4				
Almost certain, is expected to occur in all circumstances – Once a day	5				

LOW RISK	Managed by documented routine standards, processes and procedures. Health and Safety Officers, with the assistance of a Field Operations Line Manager, to monitor periodically to ensure the situation does not change, which may affect the low risk rating and prompt a review of the risk assessment.
MEDIUM RISK	Control strategies are implemented by Health and Safety Officers and monitored by Field Operations Line Managers, with progress reports being sent to Heads of Departments. Health and Safety Officers to monitor periodically to review if further controls can be implemented to reduce the risk to 'Low Risk' or until the risk is reduced to as low as reasonably practicable.
HIGH RISK	Immediate action required with consideration given to ceasing the activity until the risk can be reduced. Health and Safety Officer to produce detailed mitigation plans, authorised and monitored by the Head of Health and Safety and the Heads of Field operations Service Excellence, until the risk is reduced to 'Medium Risk' or as low as reasonably practicable.

Personal Protective Equipment

								
		<p>✓ If required by individual</p>	<p>✓ Clean hand protocol . First Aiders to wear gloves when dealing with first aid needs</p>					

Dynamic Risk Assessment

A dynamic risk assessment **must** be completed for events outside of this risk assessment, ensure that everyone has read and understands any hazards along with the implemented control measures identified.