



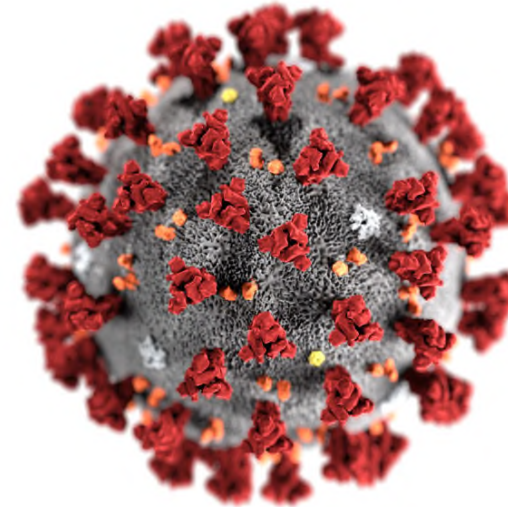
BUSINESS IMPROVEMENT DISTRICT

COVID-19 RETURN TO WORK RISK ASSESSMENT TEMPLATE FOR BUSINESSES IN SWANSEA

Developed by:



GREEN HAT
CONSULTING





COVID-19 RETURN TO WORK RISK ASSESSMENT CHECKLIST



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Introduction



We are living in strange and unprecedented times with the Novel Coronavirus (COVID-19) affecting every aspect of our lives including how we operate our businesses. Many businesses have had to close and are now looking to reopen under restrictions, guidelines and legislation provided by the government.

This document is one of a number of documents produced by Swansea BID with the help of Green Hat Consulting Ltd to help employers, employees and the self-employed in the Swansea area plan effectively to return to work and understand how to work safely during this COVID-19 pandemic.

This document helps you provide a specific Risk Assessment addressing COVID-19 issues and is a key document enabling a safe return to work for your employees, visitors, clients and others.

The document outlines many areas that need to be considered regardless of the nature of your business. The Risk Assessment Template aims to guide you in addressing the typical elements that you need to consider to make your business COVID-19 Safe.

Currently, many workers are not currently in the workplace and some are working from home. This document is also designed to help those already working because they cannot work from home. The government is clear that workers should not be forced into an unsafe workplace.

This document has been prepared based on information provided by the UK Government and Department for Business, Energy and Industrial Strategy (BEIS).

It should be noted that public health is devolved in Wales, Scotland and Northern Ireland; this guidance should be considered alongside local public health and safety requirements and legislation in Wales, Scotland and Northern Ireland.

We expect that government advice will be updated over time as the lockdown restrictions may be lifted or additional information provided.

This version is up to date as of 15th May 2020.

You should listen to government briefings and check for updates at www.gov.uk/workingsafely. If you have any queries or feedback, please email enquiries@greenhat-consulting.co.uk

It is essential that each business will need to translate this into the specific actions it needs to take, depending on the nature of their business, including the size and type of business, how it is organised, operated, managed and regulated.

This guidance does not supersede any legal obligations relating to health and safety, employment or equalities and it is important that as a business or an employer you continue to comply with your existing obligations, including those relating to individuals with protected characteristics. It contains non-statutory guidance to take into account when complying with these existing obligations. When considering how to apply this guidance, you will need to take into account agency workers, contractors and other people, as well as your employees.

To help you decide which actions to take, you need to carry out an appropriate COVID-19 Risk Assessment just as you would for other health and safety related hazards. This risk assessment must be done in consultation with unions or workers. The Risk Assessment Checklist below will help you develop this and must be made specific to your business and working conditions.

What is COVID-19?

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus. Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness. The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol-based rub frequently and not touching your face. The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow). Data from published epidemiology and virologic studies provide evidence that COVID-19 is primarily transmitted from symptomatic people to others who are in close contact through respiratory droplets, by direct contact with infected persons, or by contact with contaminated objects and surfaces. At this time, there are no specific vaccines or treatments for COVID-19. However, there are many ongoing clinical trials evaluating potential treatments.

How COVID-19 Spreads

COVID-19 spreads primarily from person to person

- Droplets released when someone sick sneezes or coughs can land on the mouths or noses of people nearby
- Close contact with someone sick – like hugging or shaking hands

World Health Organization Western Pacific Region
21 Mar 2020

COVID-19 mainly spreads from person to person

But it can also be left on objects and surfaces...

World Health Organization Western Pacific Region

So if you touch something contaminated and then touch your face or another's face, you might all fall ill.

Labels: tissue, doorknobs, digital devices, pens, laptop and mouse, lift buttons

21 Mar 2020

Reduce your risk of COVID-19

1. Clean your hands often
2. Cough or sneeze in your bent elbow – not your hands!
3. Avoid touching your eyes, nose and mouth
4. Limit social gatherings and time spent in crowded places
5. Avoid close contact with someone who is sick
6. Clean and disinfect frequently touched objects and surfaces

World Health Organization Western Pacific Region
21 Mar 2020



COVID-19 RETURN TO WORK RISK ASSESSMENT CHECKLIST



Risk Assessment Introduction

What do I need to do?

You need to carry out an appropriate COVID-19 Risk Assessment just as you would for other health and safety related hazards. This risk assessment must be done in consultation with unions or workers. The Risk Assessment Checklist on the following pages will help you develop this and the completed version must be made specific to your business and working conditions.

Legal Requirements

Regulation 3 of the Management of Health and Safety at Work Regulations 1999 requires employers to make suitable and sufficient assessment of the risks to the health and safety of their employees and visitors, or any other person who may be affected by their undertakings and to record the significant findings of the assessments.

Recording

The recorded assessment should be an effective statement of hazards and risks, which then leads management to take the relevant action to ensure health and safety. It needs to be part of the employer's overall approach to health and safety.

Contents

- All relevant hazards and risks should be addressed
- Consider what normally happens in the workplace or during work activity
- Consider who might be affected
- Take into account existing precautionary measures
- Show what control measures are to be put in place to ensure a safe system of work

Format

The enclosed Risk Assessment form has been designed to assist in meeting the above requirements in relation to COVID-19. A few typical issues have been identified, together with associated risks and hazards and recommended control measures in generic form. The format has been designed so that when completed, they will be regarded as specific to your organisation and identifying how you are making your workplace COVID-19 Safe. Some sections of the checklist may not be applicable to your business, it is important to remove these to ensure that the final Risk Assessment is specific to your business and working conditions.

Risk Rating

This is obtained by expressing in number form the **Likelihood** of injury occurring during the proposed work and then the possible **Severity** of such injury. The Risk Assessment Matrix shown overleaf should be used as a guideline to assessing likelihood and severity of risks. On the actual Risk Assessment Sheet, it shows two Risk Ratings the **Initial Risk** and **Residual Risk** after controls / mitigation measures have been put in place. The Risk Ratings are obtained by multiplying the two numbers together, in consequence the higher the number the more serious the matter. A Risk Rating of 10 or more after controls / mitigation is classed as Safety Critical and a Risk Rating of 15 or more means that work will not be allowed to commence until such time as method of working has been amended or signed off by the appropriate senior manager or director.

Note:

The Risk Assessment Checklist is divided into sections as below:

General Hazards and Risks – ALL Companies	General Principles	Offices & Call Centres etc.	Retail	Restaurants / Pubs serving Takeaway Food
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Important Note:

This Risk Assessment checklist is to help you tailor a COVID-19 return to work Risk Assessment for your business that takes account of the specific activities, workplace, operations, employees and other variables associated with your own business. All businesses differ and this is developed as a generic document. You may need to amend, add or remove specific risks and control mitigation measures relevant to your business. With this in mind, please be aware that if you take this document as it is, and state it to be your completed COVID-19 return to work Risk Assessment you are likely to fall short of your legal responsibilities in terms of Risk Assessment and having adequate arrangements in place to manage safety. Green Hat Consulting Ltd takes no responsibility for this unless there is a formal contractual agreement between your business and Green Hat Consulting Ltd.

Key Considerations prior to developing the Risk Assessment and Returning to Work

Who should go to work?

Everyone should work from home unless they cannot work from home. Nobody should go to work if your business is closed under current government regulations.

Consider:

- Who is essential to be on the premises; for example, back of house workers should work from home if at all possible.
- Planning for the minimum number of people needed on site to operate safely and effectively.
- Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.
- Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.
- Providing equipment for people to work from home safely and effectively, for example, remote access to work systems.

Protecting People at Higher Risk

The objective is to protect clinically vulnerable and clinically extremely vulnerable individuals.

- Clinically extremely vulnerable individuals have been strongly advised by the government not to work outside the home.
- Clinically vulnerable individuals, who are at higher risk of severe illness (for example, people with some pre-existing conditions have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role.
- If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to stay 2m away from others. If they have to spend time within 2m of others, you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.
- You will need to consider providing support for workers around mental health and wellbeing. This could include advice or telephone support.

People who need to Self-Isolate

The objective is to make sure individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms.

- You will need to consider enabling workers to work from home while self-isolating if appropriate.

Equality in the Workplace

The objective is to treat everyone in your workplace equally.

- 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 or disability.
- Employers also have particular responsibilities towards disabled workers and those who are new or expectant mothers.
- Make reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.
- Make sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example those with caring responsibilities or those with religious commitments

Risk Rating Explanation

RISK RATING (R) Likelihood (L) x Severity (S)		HAZARD SEVERITY (S)					RISK EVALUATION	
		Negligible (1) Negligible injury, no resulting absence from work	Slight (2) Minor injury requiring first aid treatment	Moderate (3) Injury probably leading to a lost-time accident	High (4) Involving a single death or serious injury	Very High (5) Worst Case - Multiple deaths and / or serious injuries		
LIKELIHOOD OF OCCURRENCE (L)	Very Unlikely (1) A freak combination of factors would be required for an incident / accident to result	LOW (1)	LOW (2)	LOW (3)	LOW (4)	MEDIUM (5)	<p>Likelihood of Occurrence (L): How often could the hazard occur? Consider the task frequency, duration, method of work, employees involved.</p> <p>Hazard Severity (S): How serious would the hazard effect be if realised? Consider the type of hazard – Biological, Ergonomic, Physical and Chemical.</p> <p>Evaluate the likelihood and severity to produce a Risk Rating (R)</p> <p>Likelihood (L) x Severity (S) = Risk Rating (R)</p> <p>The Risk Assessment Matrix on the left provides guidance in evaluating the Risk Rating.</p> <p>Example: A likelihood of Occurrence of “Possible” and a Hazard Severity of “Moderate” would give a Risk Rating of “Medium”</p> <p>POSSIBLE x MODERATE = MEDIUM</p>	
	Unlikely (2) A rare combination of factors would be required for an incident / accident to result	LOW (2)	LOW (4)	MEDIUM (6)	MEDIUM (8)	MEDIUM (10)		
	Possible (3) Could happen when additional factors are present but otherwise unlikely to occur	LOW (3)	MEDIUM (6)	MEDIUM (9)	MEDIUM (12)	HIGH (15)		
	Likely (4) Not certain to happen but an additional factor may result in an incident / accident	LOW (4)	MEDIUM (8)	MEDIUM (12)	HIGH (16)	HIGH (20)		
	Very Likely (5) Almost inevitable that an incident / accident would result	MEDIUM (5)	MEDIUM (10)	HIGH (15)	HIGH (20)	HIGH (25)		
							<p>LOW</p> <p>LOW – May be acceptable: however, review task to see if risk can be reduced further</p> <p>MED</p> <p>MEDIUM – Task should only proceed with appropriate consultation with specialist personnel. Where possible, the task should be refined to take account of the hazards involved or the risks should be reduced further prior to task commencement</p> <p>HIGH</p> <p>HIGH – Task must not proceed. It should be redefined, or further control measures put in place to reduce risk. The controls should be re-assessed for adequacy prior to task commencement</p>	

COVID-19 RETURN TO WORK RISK ASSESSMENT CHECKLIST



Work activity being assessed:	Working with Coronavirus Restrictions in the Workplace				Location:		RA Ref:	RA/COVID-19				
Assessor:		Signed:		Date prepared:		Review date:						
Key to assessment		Risk value:		Low	Medium	High						
				Slightly harmful – Trivial impact / damage quickly repaired	Harmful – Moderate impact / partial loss of operations	Very harmful – Intolerable with very serious consequences						
		People at risk:		<input type="checkbox"/> Employees		<input type="checkbox"/> Visitors		<input type="checkbox"/> General public		<input type="checkbox"/> Other		
Hazards (Potential to cause harm)	Risk (Consequences)	Initial Risk Value			Precautions / control measures required to reduce the level of risk to the lowest practicable level					Residual Risk Value		
		Likely	Severity	Rating						Likely	Severity	Rating
GENERAL PRINCIPLES – Contact with Infected Person Spreading infection to others.	Contracting the COVID-19 virus and passing on to others				<ul style="list-style-type: none"> ○ Always carry tissues with you and use them to catch your cough or sneeze. Then bin the tissue, and wash your hands, or use a sanitiser gel Wash your hands often with soap and water for at least 20 seconds. ○ Use a sanitiser gel if soap and water are not available ○ Avoid touching your eyes, nose and mouth with unwashed hands ○ Avoiding Close Working — YOU MUST keep a distance of 2 metres between yourself and anyone else when working on site. Any tasks where this is not possible MUST be avoided. ○ Avoid close contact with people who are unwell. ○ All employees / visitors MUST bring pre-prepared meals and refillable drinking bottles from home. ○ All employees / visitors MUST sit 2 metres apart from each other whilst eating and avoid all contact. ○ Avoid touching surfaces such as door handles and finger plates, but remember to maintain 3 points of contact when climbing a ladder etc. ○ For areas of high use, use disinfectants to keep areas clean. Door handles and stair rails, meeting tables, and coffee stations should all be frequently cleaned using a bleach-based cleaner. ○ Be defensive during interactions with others. During this period of uncertainty, monitor yourself and others and pay special attention to limit social contact with others. Train yourself to not cross-contaminate or to touch your face. Share respect, not potentially harmful germs ○ If you believe that you have been in contact with anyone suspected of having the virus and have the above symptoms, or <u>are returning from a highly affected county such as</u> China, Spain or Italy, it is advised that you ring 111 first for their advice. ○ Follow current government advice on social distancing, avoid going to pubs, restaurants, cinemas etc. You have a duty to your family and co-employees and visitors not to add to the risk of contact with an infected person. ○ All employees and visitors MUST travel to work alone using their own transport, if this is not possible a distance of 2 metres MUST be maintained within the vehicle. ○ Any stationery and equipment MUST not be shared between employees and visitors and MUST be thoroughly cleaned after use ○ Post awareness posters and information posters at strategic points i.e. site entrance, stating the site procedures. ○ Information is the key to protecting employees and visitors. Discuss with employees the hazards associated with coronavirus. Use informational bulletins circulated by the government or the NHS. Reference information from reputable sources, as some information you may find on the internet may be misleading or wrong ○ Implementing these measures on your site may help reduce the spread of exposure to the coronavirus. Taking these actions will also reinforce to employees and visitors that measures are being taken to ensure their safety. We need to work together to reduce opportunities of exposure for all employees and visitors. 							

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Key to assessment		Risk value:		Low	Medium	High						
				Slightly harmful – Trivial impact / damage quickly repaired	Harmful – Moderate impact / partial loss of operations	Very harmful – Intolerable with very serious consequences						
		People at risk:		<input type="checkbox"/> Employees		<input type="checkbox"/> Visitors		<input type="checkbox"/> General public		<input type="checkbox"/> Other		
Hazards (Potential to cause harm)	Risk (Consequences)	Initial Risk Value			Precautions / control measures required to reduce the level of risk to the lowest practicable level					Residual Risk Value		
		Likely	Severity	Rating						Likely	Severity	Rating
Lack of Suitable Advice to Employees / Visitors / Members of Public	Inadvertent spread of Coronavirus due to incorrect guidance and instructions from un reputable sources.				<ul style="list-style-type: none"> ○ Guidance and advice are available via the official Government and NHS websites and are accessed daily. ○ Existing business continuity plans have been reviewed and activated. ○ Regular communications and status reports being shared with staff. ○ All staff contact details are recorded and accessible. ○ Team(s) have capability to work from multiple sites or from home. ○ Team use shared calendars, Video Calling (Zoom, Skype, etc.) Emails and telephones to stay connected. ○ Focus is diverted to supporting COVID-19 planning all other work is now a lower priority. ○ Prioritise staff without laptops to receive them: <ul style="list-style-type: none"> ○ Set up a WhatsApp group or similar ○ Ensure forward plans and diaries are checked to cancel non-essential activities ○ Ensure communications remain updated with means of accessing official advice and guidance. Acting on information from unofficial sources on internet etc should be discouraged. ○ Ensure business continuity plan remains updated. 							
Working from Home (WFH)	Uncontrolled working environment and risk of injuries / Work related upper limb disorders. WFH, with potentially limited support, may become significant stressor and risk when combined with general increased level of stress and worry that comes with a major health epidemic such as COVID-19.				<ul style="list-style-type: none"> ○ All staff given sufficient information, instruction and training in use of equipment. ○ Employers must therefore consider the support and guidance they are able to offer employees whilst they are WFH during a period of isolation including: <ul style="list-style-type: none"> ○ Flexible working hours to accommodate childcare or caring for someone who may be unwell at home ○ Providing flexible support to employees with telephone or video conference support/meetings with a line manager ○ Encouraging discussion between employees by phone/instant messenger/email/video conference ○ Considering adjusting targets or performance metrics to take account of the unprecedented situation ○ Ensuring that employees work their allotted hours and don't work excessively as there is no clear start/end time for the working day ○ Establishing the need for regular breaks in the working day, enabling employees to develop a structure to work to ○ Providing suitable and adequate IT support to enable effective working i.e. easy access to shared systems or information ○ Giving clear guidance and support in a timely manner <p>Note: Employers may wish to ask employees to complete and submit a Risk Assessment (with photographs if appropriate) for their workstation if they are to WFH which may be virtually assessed by the HR team who can provide assistance and guidance. If employees require aids whilst in the office i.e. wrist supports, foot rests or a specialist mouse, they should be encouraged to take these with them if they are to WFH.</p> <p>As employers may well be asking employees to WFH they have a duty of care to provide them with a safe place of work whilst they do so. The measures suggested above are not exhaustive and each employer will need to consider what</p>							

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Assessor:		Signed:		Date prepared:		Review date:						
Key to assessment		Risk value:		Low Slightly harmful – Trivial impact / damage quickly repaired	Medium Harmful – Moderate impact / partial loss of operations	High Very harmful – Intolerable with very serious consequences						
		People at risk:		<input type="checkbox"/> Employees		<input type="checkbox"/> Visitors		<input type="checkbox"/> General public		<input type="checkbox"/> Other		
Hazards (Potential to cause harm)	Risk (Consequences)	Initial Risk Value			Precautions / control measures required to reduce the level of risk to the lowest practicable level					Residual Risk Value		
		Likely	Severity	Rating						Likely	Severity	Rating
					specific measures are required to enable an employee to work effectively and safely whilst at home, ensuring the continuity of the business and the health and safety of employees.							
Personal Protective Equipment (PPE) General Guidance Notes	Inadvertent spread of Coronavirus due to incorrect guidance and instructions from un reputable sources.				<p>Note:</p> <ul style="list-style-type: none"> ○ PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment, such as face masks. ○ Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so ○ Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19. ○ Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. ○ However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. ○ Any PPE provided must fit properly ○ PPE must be worn properly ○ There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms. ○ A face covering can be very simple and may be worn in enclosed spaces where social distancing isn't possible. It just needs to cover your mouth and nose. ○ It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers ○ Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context. ○ <b style="color: red;">Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off. ○ Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers: <ul style="list-style-type: none"> ○ Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it. ○ When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands. ○ Change your face covering if it becomes damp or if you've touched it. ○ Continue to wash your hands regularly. 							

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Hazards (Potential to cause harm)	Risk (Consequences)	Initial Risk Value			Precautions / control measures required to reduce the level of risk to the lowest practicable level					Residual Risk Value		
		Likely	Severity	Rating						Likely	Severity	Rating
					<ul style="list-style-type: none"> ○ Change and wash your face covering daily. ○ If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste. ○ Practise social distancing wherever possible. 							
Travel to Work	Contact with others and contact with contaminated surfaces				<ul style="list-style-type: none"> ○ Minimising non-essential travel - consider remote options first. ○ Wherever possible employees and visitors should travel to work alone using their own transport and sites need to consider: ○ Minimising the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face ○ Parking arrangements for additional cars and bicycles ○ Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty. ○ Other means of transport to avoid public transport e.g. cycling or walking ○ Providing hand cleaning facilities at entrances and exits. This should be soap and water wherever possible or hand sanitiser if water is not available ○ Consider how someone taken ill would get home 							
Inductions for new starters / restarting works	Inadvertent spread of Coronavirus due to incorrect guidance and instructions from un reputable sources.				<p>Room:</p> <ul style="list-style-type: none"> ○ Establish / Set-up induction room to maintain 2m social distancing ○ Ensure effective and adequate ventilation by opening windows etc. ○ Enhanced cleaning of common surfaces: e.g. Door handles, handrails, seats tables, stationary ○ Display COVID-19 / hygiene information ○ Wear nitrile glove when handling ID and competency cards ○ Placement of hand sanitisers adjacent <p>Induction Process:</p> <ul style="list-style-type: none"> ○ Induction content to include project specific COVID-19 management arrangements ○ All inductees to book in advance and confirm their understanding and compliance with Government guidelines. 							
Building Entrance and Access Points	Contact with others and contact with contaminated surfaces				<ul style="list-style-type: none"> ○ Stop all non-essential visitors ○ Introduce staggered start and finish times to reduce congestion and contact at all times ○ Using markings and introducing one-way flow at entry and exit points. ○ Monitor site access points to enable social distancing – you may need to change the number of access points, either increase to reduce congestion or decrease to enable monitoring ○ Defining process alternatives for entry/exit points where appropriate, for example, deactivating turnstiles requiring pass checks in favour of showing a pass to security personnel at a distance. 							

COVID-19 RETURN TO WORK RISK ASSESSMENT CHECKLIST



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					<ul style="list-style-type: none"> ○ Remove or disable entry systems that require skin contact e.g. fingerprint scanners, keypads at door entry systems ○ Require all employees and visitors to wash or clean their hands before entering or leaving the site ○ Allow plenty of space (two metres) between people waiting to enter site ○ Regularly clean common contact surfaces in reception, office, access control and delivery areas e.g. scanners, turnstiles, screens, telephone handsets, desks, particularly during peak flow times ○ Reduce the number of people in attendance at site inductions and consider holding them outdoors wherever possible ○ Drivers should remain in their vehicles if the load will allow it and must wash or clean their hands before un-loading goods and materials. 							
GENERAL PRINCIPLES – Virus Transmission Virus transmission for employees and visitors in the workplace or through work activities	Contact with others and contact with contaminated surfaces				<ul style="list-style-type: none"> ○ An inspection checklist has been undertaken to identify the control measures needed to reduce the risk of workplace infections. ○ Specific Risk Assessment been undertaken for those who have a self-declared health condition which could increase their risk profile. ○ All employees / visitors have been fully briefed with current advice on staying protected through the company lines of communications. ○ Posters are displayed that encourage staying home when sick, cough and sneeze etiquette, and hand hygiene at the entrance to the workplace and in other areas where they will be seen. ○ Provide staff with waste bins lined with a plastic bag so that they can be emptied without touching the contents. ○ employees / visitors are instructed that the emptying of bins and wastepaper baskets should be followed by hand washing. ○ employees / visitors have been instructed to clean their hands frequently washing their hands with soap and water for at least 20 seconds or using an alcohol-based hand sanitiser that contains at least 60-95% alcohol. ○ Provide soap and water and alcohol-based hand rubs in multiple and appropriate locations in the workplace and ensure that adequate supplies are maintained. ○ Continue routine environmental cleaning. ○ All non-essential meetings have been postponed. ○ Any staff experiencing any symptoms or who have come into contact with someone who has symptoms should self-isolate. ○ Maintain regular communications ○ Keep staff updated and informed with current position. ○ Continue to limit social contact where possible (make use of technology where viable) 							

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					<ul style="list-style-type: none"> ○ Ensure robust hygiene measures are followed (clean desks, keyboards, mouse, screen, chair including arms, etc. before and after use) and regular handwashing ○ If visiting another business location, it is essential to follow guidance on social distancing and always adopt robust hygiene measures on arrival ○ Keep staff updated with HR & local procedures on reporting absences, isolation and any changes to working practices. 							
Hand Washing	Contact with others and contact with contaminated surfaces				<ul style="list-style-type: none"> ○ Provide additional hand washing facilities to the usual welfare facilities if a large spread out site or significant numbers of personnel on site ○ Ensure soap and fresh water is always readily available and kept topped up ○ Provide hand sanitiser where hand washing facilities are unavailable ○ Regularly clean the hand washing facilities and check soap and sanitiser levels ○ Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal. 							
Toilet Facilities	Contact with others and contact with contaminated surfaces				<ul style="list-style-type: none"> ○ Restrict the number of people using toilet facilities at any one time e.g. use a welfare attendant ○ Wash hands before and after using the facilities ○ Enhance the cleaning regimes for toilet facilities particularly door handles, locks and the toilet flush ○ Portable toilets should be avoided wherever possible, but where in use these should be cleaned and emptied more frequently ○ Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities. ○ Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal. 							
Canteens and Eating Arrangements	Contact with others and contact with contaminated surfaces				<p>With cafés and restaurants having been closed across the UK, work canteens cannot operate as normal. Whilst there is a requirement for premises to provide a means of heating food and making hot drinks, these are exceptional circumstances and where it is not possible to introduce a means of keeping equipment clean between use, kettles, microwaves etc. must be removed from use.</p> <p>The workforce should also be required to stay on site once they have entered it and not use local shops.</p> <ul style="list-style-type: none"> ○ Dedicated eating areas should be identified on site to reduce food waste and contamination ○ Break times should always be staggered to reduce congestion and contact ○ Hand cleaning facilities or hand sanitiser should be available at the entrance of any room where people eat and should be used by employees and visitors when entering and leaving the area ○ The workforce should be asked to bring pre-prepared meals and refillable drinking bottles from home ○ Employees and visitors should sit 2 metres apart from each other whilst eating and avoid all contact ○ Where catering is provided, it should provide pre-prepared and wrapped food only 							



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					<ul style="list-style-type: none"> ○ Payments should be taken by contactless card wherever possible ○ Crockery, eating utensils, cups etc. should not be used ○ Drinking water should be provided with enhanced cleaning measures of the tap mechanism introduced ○ Tables should be cleaned between each use ○ All rubbish should be put straight in the bin and not left for someone else to clear up ○ All areas used for eating must be thoroughly cleaned at the end of each break and shift, including chairs, door handles, vending machines and payment devices. 							
Changing Facilities, Showers and other welfare facilities	Contact with others and contact with contaminated surfaces				<ul style="list-style-type: none"> ○ Introduce staggered start and finish times to reduce congestion and contact at all times ○ Introduce enhanced cleaning of all facilities throughout the day and at the end of each day ○ Consider increasing the number or size of facilities available on site if possible ○ Based on the size of each facility, determine how many people can use it at any one time to maintain a distance of two metres ○ Provide suitable and sufficient rubbish bins in these areas with regular removal and disposal. 							
Shift Patterns and Working Groups	Contact with others and contact with contaminated surfaces				<ul style="list-style-type: none"> ○ Change the way work is organised to create distinct groups and reduce the number of contacts each employee has. ○ As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people. ○ Identifying areas where people directly pass things to each other, for example office supplies, and finding ways to remove direct contact, such as using drop-off points or transfer zones. 							
Close Working	Contact with others and contact with contaminated surfaces				<ul style="list-style-type: none"> ○ There will be situations where it is not possible or safe for employees and visitors to distance themselves from each other by 2 metres for very short durations. These situations must be managed and kept to a minimum ○ Non-essential physical work that requires close contact between employees and visitors should not be carried out ○ Work requiring skin to skin contact should not be carried out ○ Plan all other work to minimise contact between employees and visitors ○ Re-usable PPE where used should be thoroughly cleaned after use and not shared between employees and visitors ○ Single use PPE should be disposed of so that it cannot be reused ○ Stairs should be used in preference to lifts Where lifts must be used: ○ Lower their capacity to reduce congestion and contact at all times ○ Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible. ○ Regularly clean touchpoints, doors, buttons etc. 							

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					<ul style="list-style-type: none"> ○ Increase ventilation in enclosed spaces ○ Regularly clean the inside of vehicle cabs and between use by different operators. Meetings ○ Only absolutely necessary meeting participants should attend ○ Attendees should be Two Metres apart from each other ○ Rooms should be well ventilated / windows opened to allow fresh air circulation ○ Consider holding meetings in open areas where possible. 							
Cleaning	Contact with others and contact with contaminated surfaces				Enhanced cleaning procedures should be in place across the site, particularly in communal areas and at touch points including: <ul style="list-style-type: none"> ○ Taps and washing facilities ○ Toilet flush and seats ○ Door handles and push plates ○ Handrails on staircases and corridors ○ Lift and hoist controls ○ Machinery and equipment controls ○ Food preparation and eating surfaces ○ Telephone equipment ○ Keyboards, photocopiers and other office equipment ○ Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day 							
Smoking Areas	Contact with others and contact with contaminated surfaces				<ul style="list-style-type: none"> ○ Facilitate sufficient room at smoking are-as to maintain / monitor social distancing ○ Display COVID-19 / hygiene information ○ Placement of hand sanitisers adjacent ○ Utilise personal lockers ○ Establish rota to reduce / control number of people in area to maintain 2m social distancing ○ Establish separate entry and exit points ○ Stagger start / finish times for trades ○ Create addition access / egress points ○ Enhanced cleaning of common surfaces: e.g. Door handles, security desks ○ Placement of hand sanitisers adjacent ○ Display COVID-19 / hygiene information 							

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					<ul style="list-style-type: none"> ○ Maintain / monitor 2m social distancing including whilst queuing and changing ○ Tended changing rooms staff to wear nitrile gloves ○ Maintain/monitor 2m distance between staff at collection point and employees and visitors 							
OFFICE WORKING CONSIDERATIONS												
GENERAL PRINCIPLES Office Working	Contact with others and contact with contaminated surfaces				<ul style="list-style-type: none"> ○ Regulating use of high traffic areas including corridors, lifts turnstiles and walkways to maintain social distancing ○ Ensure people with disabilities are able to access lifts safely ○ Enhanced cleaning of common surfaces: e.g. Door handles, security desks, individual workstations/IT equipment/Printer touchpads ○ Provide self-cleaning provisions (i.e. disinfectant wipes) ○ Employees and visitors to utilise cleaning provisions daily at personal workstations ○ Placement of hand sanitisers adjacent ○ Display COVID-19 / hygiene information ○ Maintain / monitor 2m social distancing including when at workstation ○ Ensure good ventilation ○ Placement of hand sanitisers 							
Offices: Enclosed Spaces	Contact with others and contact with contaminated surfaces				Identification of enclosed spaces that can be allocated to individuals without modifications to the physical space: <ul style="list-style-type: none"> ○ Offices – Allocate as one person spaces – no visitors – individuals can stand in doorway to ask questions but should not enter ○ Conference Rooms of 5 People or Less – Allocated for individuals, similar to office noted above ○ Phone Rooms with Doors – Allocated as spaces for individuals ○ Huddle Rooms or Rooms with Soft Furniture – Allocated as spaces for individuals ○ Other Enclosed Spaces – Allocated as spaces for individuals if needed by relocating a work surface or table, ○ Ensure ventilation is set up for office occupancy (i.e. storage rooms may not have adequate air circulation) 							
Offices: Open Spaces	Contact with others and contact with contaminated surfaces				Open Spaces <ul style="list-style-type: none"> ○ Workstations ○ Evaluate open workspaces by determining if the height of workstation panels limits transmission. ○ Where employees are seated behind partitions of sufficient height and using all the other recommended precautions to further reduce droplet spread. ○ Only where it is not possible to move workstations further apart, arranging people to work side by side or facing away from each other rather than face-to face. ○ Only where it is not possible to move workstations further apart, using screens to separate people from each other. 							



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					<ul style="list-style-type: none"> o If workstation panels unavailable, maintain social distancing by staggering or implementing 'checkerboard' placement of employees at workstations. o Identify open plan workspaces that are 2m apart. (Note These will need to be single occupancy) o Open Collaborative Spaces –Counted as single occupancy unless they can accommodate a 2m separation o Avoid use of hot desks and spaces and, where not possible, for example, call centres or training facilities, cleaning workstations between different occupants including shared equipment. 							
Conference / Meeting Rooms	Contact with others and contact with contaminated surfaces				<ul style="list-style-type: none"> o Greater than 5 Seats – Evaluate the occupancy of each room and maintaining a 2m separation and determine maximum capacity. (Rule of thumb - remove 50-60% of chairs from conference rooms) o For larger rooms, no more than 8 occupants allowed in any space to maintain social distancing guidelines. o For larger meetings video conferencing will be used within the office between rooms using a number of rooms "virtually connected" together. o In spaces where desks are less than 2m apart staggering occupants will be required to maintain distancing. o Remove the excess chairs from these conference rooms to help educate the workforce on the new capacity limitations. o Allocation of one room offline to house chairs that need to be stored during distancing. 							
Break / Café Capacity	Contact with others and contact with contaminated surfaces				<ul style="list-style-type: none"> o Using the social distancing 2m separation between occupants, identify seating that can maintain the required separation. For these spaces specifically, you may consider moving loose furniture to within the overall space to maximize single occupancy (i.e. chairs take up a lot of space and once you remove a portion of the inventory, you may find a more efficient layout of the room. o Consider using tape on the floor to identify queues for the coffee/microwave/refrigerators to help your staff understand the right separation as they wait to use appliances. 							
Surfaces: High Risk Areas	Contact with common surfaces: e.g. desks, computer equipment, stationery, handrails, door handles				<p>Begin by identifying spaces that are high risk for surface transmission of the COVID-19.</p> <ul style="list-style-type: none"> o High risk is identified as spaces that people share as part of their normal workday. o Consider instituting a higher cleaning frequency in these areas to reduce the opportunity for surface transmission and a lower occupancy to prevent human-to-human transmission. <p>While each office is unique, typical high-risk areas can include:</p> <ul style="list-style-type: none"> o Lift Lobbies - Consider both passenger and service elevator lobbies in this grouping o Reception / Waiting Spaces – Consider your main reception, security desk, breakout spaces outside conference rooms, etc. o Break / Cafe Areas – Consider communal, departmental, group spaces that are shared. o Shared Phone Rooms – Consider rooms shared on an as needed basis, not reserved or assigned. 							

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					<ul style="list-style-type: none"> ○ Washroom – Consider both single/disabled and group washrooms ○ Printer / Copier / Mail Areas – Consider spaces that contain shared printers / copiers, mailrooms/mail distribution areas/drop off areas, shared trash / recycling drops, etc. ○ Office Supply Areas – Consider areas where shared supplies are stored ○ Specialty spaces – Consider libraries, multi-faith rooms, IT support spaces/help desks, storage areas, coat cupboards, departmental filing cabinets, shower rooms, fitness areas, etc. – spaces shared by more than 4-5 people. ○ Stairwells/Exits – Consider spaces you use to move between floors or within your space. ○ Vending Areas – Consider spaces where you provide ○ vending for office/tech supplies, snacks, beverages, coffee, etc. 						
High Risk Intersections	Contact with others. Contact with common surfaces: e.g. desks, computer equipment, stationery, handrails, door handles				<ul style="list-style-type: none"> ○ Consider intersections along circulation paths where staff come within close proximity as they move through the office. ○ Also look at pinch points such as access doors where multiple staff need to touch handles. Often these doors can be propped open and remain open while occupied to limit the number of people who come in contact with handles/hardware. 						
Surfaces: Medium Risk Areas	Contact with common surfaces: e.g. desks, computer equipment, stationery, handrails, door handles				<p>Medium Risk Areas</p> <ul style="list-style-type: none"> ○ Consider areas where people meet more on a scheduled basis or spaces that are shared within small groups or departments. ○ Group Coffee / Food Areas – Consider makeshift and informal spaces created by groups. (i.e. don't forget group coffee pots, refrigerators, etc.) ○ Conference Rooms – Consider all enclosed meeting spaces that accommodate groups whether scheduled or ad-hoc. ○ Shared Equipment / Services – Consider areas where shared equipment like local printers are located and where services are shared like local mail stops for teams, etc. ○ Shared Storage / Filing – Consider file rooms, storage areas, etc. <p>High-Touch Devices</p> <ul style="list-style-type: none"> ○ Consider areas, and items like touch screens, white boards/markers, conference room controls, AV/TV controls, window blind controls, etc. 						
Surfaces: Lower Risk Areas	Contact with common surfaces: e.g. desks, computer equipment,				<ul style="list-style-type: none"> ○ Consider workstations/offices/individual spaces that are occupied by one person during the day or shift. ○ Consider providing products/resources for individuals to clean these spaces before and after each use. 						



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	stationery, handrails, door handles											
Mechanical and Electrical, Air Conditioning etc.	Inadvertent and potentially increased spread of Coronavirus via mechanical means.				<p>NOTE: Check guidance notes in accompanying document 'Returning to Work Under Covid-19 Restrictions' provided for more detailed information on Building Services and Maintenance requirements.</p> <ul style="list-style-type: none"> ○ Check whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels. ○ Most air conditioning system do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers. ○ Open windows and doors frequently to encourage ventilation, whenever and wherever possible. 							
Cleaning Arrangements	Contact with others. Contact with common surfaces: e.g. desks, computer equipment, stationery, handrails, door handles				<p>Once risk levels have been identified, review them with your cleaning company to determine the cleaning levels and frequency needed in each space.</p> <ul style="list-style-type: none"> ○ High Risk – Depending on your occupancy approach, consider having these spaces cleaned once to twice a day in an effort to reduce the potential transmission. ○ Medium Risk – Depending on your occupancy approach, consider having these spaces cleaned at a minimum each day, or as with conference rooms, after each use. ○ High Risk Intersections – Consider cleaning the hardware in these spaces frequently, keeping doors open to make touchless and signage/indicators to raise awareness of these spaces. ○ Lower Risk – These spaces should also be cleaned once a day, or more frequently, depending on your occupancy model. These spaces should be cleaned by the individual using them before and after use but can also be cleaned by a vendor at the end of the day or between shifts. ○ High Touch Devices – Devices and hardware that are high touch need to be cleaned frequently. Provide wipes and cleaning materials that allow individuals to clean these items as used. ○ Signage – This is a behaviour change for everyone. Consider signage that reminds and educates individuals on the protocols and their role in maintaining a safe environment. Above all – remind everyone that frequent hand washing is the number one limiting factor in transmitting COVID-19. ○ Provide more waste facilities and more frequent rubbish collection 							
Visitors	Uncontrolled hygiene management				<ul style="list-style-type: none"> ○ Only essential visitors allowed onto site at any time ○ Limit visitor times to a specific time window and restrict access to required visitors only. ○ Determine if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out maintenance services at night. ○ Maintain a record of all visitors, if this is practical. 							

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					<ul style="list-style-type: none"> ○ Revise visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in reception areas 						
RETAIL ENVIRONMENT CONSIDERATIONS											
Social distancing in and around stores Entrance / Exit Points	Contact with others and contact with third parties (Customers etc)				<ul style="list-style-type: none"> ○ Limit the number of entry and exit points into and out of the store ○ Designate separate entrance and exit points if possible ○ Limit the number of customers in the store at any time. 						
Store Capacity	Contact with others and contact with third parties (Customers etc)				<ul style="list-style-type: none"> ○ Assess the size of the store and its layout to calculate the number of customers who can reasonably follow the 2-metre social distancing. ○ Designate a colleague to meet customers, explain the social distancing requirements and control the number of customers entering the store at any one time <ul style="list-style-type: none"> ○ Check whether nominated colleague needs to be SIA (Security Industry Authority) licensed. (See Swansea BID guidance Notes) ○ Temporary Barriers to control / manage customers and prevent them joining a queue ○ Place clear signage outside of the store explaining the social distancing measures in place that customers should follow. 						
Hygiene and Cleaning	Contact with common surfaces: e.g. desks, computer equipment, stationery, handrails, door handles				<ul style="list-style-type: none"> ○ Include provision of cleaning stations at front of store such as: hand sanitiser, if available, and disinfectant wipes or spray and tissue for trolley/basket handles. ○ Identify and regularly clean key touch points such as door handles, lift buttons, keypads, and stair/escalator handrails. 						
Shop floor and till areas	Contact with others and contact with third parties (Customers etc)				<ul style="list-style-type: none"> ○ Use floor markings inside to facilitate compliance with the social distancing advice of two metres, particularly in the most crowded areas and where queueing is likely. ○ Place clear signage throughout the store reminding customers of the social distancing measures and asking them to follow these rules, and review the layout of the store to ensure aisles/walkways are as clear as possible to accommodate two metres' social distancing, including the removal of promotional fixtures if necessary. ○ Consider one-way systems using floor markings and signage to highlight system and direction and make regular announcements to remind staff and customers to follow social distancing advice. ○ Erect physical barriers at till points using flexiplastic or similar to provide a barrier for those working on the tills. These should be included in store cleaning programmes. ○ Reduce maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible. 						

COVID-19 RETURN TO WORK RISK ASSESSMENT CHECKLIST



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					<ul style="list-style-type: none"> ○ Make sure that people with disabilities are able to access lifts. ○ Regulating use of high traffic areas including corridors, lifts, turnstiles and walkways to maintain social distancing. ○ If self-checkout touchscreens/keypads remain in operation, a member of staff must be available to regularly wipe these areas, ideally between each use. 							
Changing rooms, customer seating and special assistance	Contact with others. Contact with common surfaces: e.g. seating, handrails, door handles				<ul style="list-style-type: none"> ○ Consider keeping changing rooms closed. If this is not possible, you must have a colleague in place at all times to ensure social distancing is maintained. ○ Where customers require specialist advice or assistance in store, ensure colleagues giving the advice have a clearly designated position, ideally with a secure barrier as provided at till points. ○ Remove or limit customer seating in store. If seating is provided, space it out appropriately. ○ If you provide in-store products for customers to trial prior to purchase – for example, TVs, headphones or computers – these must be set up to enable social distancing rules to be followed. ○ If stores choose not to assist customers with large purchases – for example, moving a 60" TV to their car – it is advisable to highlight this prior to purchase. If stores are providing this service, they should provide suitable protection and advice for this to be conducted safely. 							
Workplaces, workstations and points of transaction	Contact with others. Contact with common surfaces: e.g. desks, computer equipment, stationery, handrails, door handles				<ul style="list-style-type: none"> ○ Review layouts to allow workers to work further apart from each other. ○ Use floor tape or paint to mark areas to help people keep to a 2m distance. ○ Avoid people working face-to-face. For example, by working side-by-side or facing away from each other. ○ Use screens to create a physical barrier between people. ○ Use a consistent pairing system if people have to work in close proximity. For example, maintenance activities that cannot be redesigned. ○ Minimise contacts around transactions, for example, considering using contactless payments ○ Rethink demonstrations and promotions to minimise direct contact and to maintain social distancing. 							
Staff common areas	Contact with others. Contact with common surfaces: e.g. tables, cutlery, cups, handrails, door handles				<ul style="list-style-type: none"> ○ Stagger break times to reduce pressure on the staff break rooms or places to eat. ○ Use safe outside areas for breaks. ○ Create additional space by using other parts of the working area or building that have been freed up by remote working. ○ Install screens to protect workers in receptions or similar areas. ○ Staff to bring own pre-packaged food and cups / cutlery etc. or provide packaged meals or similar to avoid fully opening staff canteens. ○ Reconfigure seating and tables to optimise spacing and reduce face-to-face interactions. ○ Encourage staff to remain on-site and, when not possible, maintaining social distancing while off-site. ○ Consider use of social distance marking for other common areas such as toilets, showers, lockers and 							

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Managing customers, visitors and contractors	Contact with others and contact with contaminated surfaces including third parties				<ul style="list-style-type: none"> o changing rooms and in any other areas where queues typically form. o Clearly define the number of customers that can reasonably follow 2m social distancing within the store and any outdoor selling areas. Taking into account total floorspace as well as likely pinch points and busy areas. o Limit the number of customers in the store, overall and in any particular congestion areas, for example doorways between outside and inside spaces. o Suspend or reduce customer services that cannot be undertaken without contravening social distancing guidelines. This may include re-thinking how assistance is provided, for example, using fixed pairs of colleagues to lift heavy objects rather than a single colleague lifting with a customer. o Encourage customers to shop alone where possible unless they need specific assistance. o Remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines. o Establish how people walk through the shop and how you could adjust this to reduce congestion and contact between customers, for example, queue management or one-way flow, where possible. o Ensure any changes to entries, exit and queue management take into account reasonable adjustments for those who need them, including disabled shoppers. o Use outside premises for queuing where available and safe, for example, car parks o Work with your local authority or landlord to take into account the impact of your processes on public spaces such as high streets and public car parks. o Develop clearly designated positions from which colleagues can provide advice or assistance to customers whilst maintaining social distance. o Shopping centres should take responsibility for regulating the number of customers in the centre and the queuing process in communal areas on behalf of their retail tenants. o Continue to keep customer restaurants and cafes closed until further notice, apart from when offering hot or cold food to be consumed off the premises. 							
Handling goods, merchandise and other materials	Contact with others and contact with contaminated surfaces including third parties				<ul style="list-style-type: none"> o Encourage increased handwashing and introducing more handwashing facilities for workers and customers or providing hand sanitiser where this is not practical. o Limit customer handling of merchandise, for example, through different display methods, new signage or rotation of high-touch stock. o Put in place picking-up and dropping-off collection points where possible, rather than passing goods hand-to-hand. o Enforce staggered collection times for customers collecting items, with a queuing system in place to ensure a safe distance of 2m. o Set up 'no contact' return procedures where customers take returned goods to a designated area. 							

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					<ul style="list-style-type: none"> o Encourage contactless refunds. o Keep returns separate from displayed merchandise / stock to reduce the likelihood of cross contamination / transmission through touch. o Provide guidance to how workers can safely assist customers with handling large item purchases or returns. 							
Shift patterns and working groups	Contact with others and contact with contaminated surfaces including third parties				<ul style="list-style-type: none"> o As far as possible, where workers are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people. o Identify areas where people have to directly pass things to each other and finding ways to remove direct contact such as by using drop-off points or transfer zones. 							
Communication and Training	Inadvertent spread of Coronavirus due to incorrect guidance and instructions from un reputable sources				<ul style="list-style-type: none"> o Providing clear, consistent and regular communication to improve understanding and consistency of ways of working. o Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements o Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work. 							
Providing and Explaining available guidance	Inadvertent spread of Coronavirus due to incorrect guidance and instructions from un reputable sources				<ul style="list-style-type: none"> o Provide clear guidance on social distancing and hygiene to people on arrival, for example, signage and visual aids. o Provide written or spoken communication of the latest guidelines to both workers and customers inside and outside the store. o Creating social distancing champions to demonstrate social distancing guidelines to customers, if helpful. o Ensuring latest guidelines are visible in selling and non-selling areas. 							
Before Reopening	Contact with others and contact with contaminated surfaces including third parties				<ul style="list-style-type: none"> o Check whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels. o Most air conditioning systems do not need adjustment, however where systems serve multiple buildings, or you are unsure, advice should be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers. 							
Mechanical and Electrical, Air Conditioning etc.	Inadvertent and potentially increased spread of Coronavirus via mechanical means.				<p style="color: red; margin: 0;">NOTE: Check guidance notes in accompanying document 'Returning to Work Under Covid-19 Restrictions' provided for more detailed information on Building Services and Maintenance requirements.</p> <ul style="list-style-type: none"> o Check whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels. o Most air conditioning system do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers. o Open windows and doors frequently to encourage ventilation, whenever and wherever possible. 							

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Cleaning	Contact with common surfaces: e.g. desks, computer equipment, stationery, handrails, door handles				<ul style="list-style-type: none"> ○ Frequent cleaning of work areas and equipment between uses, using your usual cleaning products. ○ Frequent cleaning objects and surfaces that are touched regularly such as self-checkouts, trolleys, coffee machines, or staff handheld devices, and making sure there are adequate disposal arrangements. ○ Clearing workspaces and removing waste and belongings from the work area at the end of a shift. ○ If you are cleaning after a known or suspected case of COVID-19 then refer to guidance below: <ul style="list-style-type: none"> IMMEDIATE ACTION: ○ Management should not wait for confirmation whether the person has known or suspected coronavirus or not, action needs to be taken immediately after a member of staff has gone home or rung in to say they have symptoms. They must not keep the information secret as fellow workers need to know in case they have been in close contact with the individual within the previous 3 days. ○ Management must arrange for cleaners to clean all areas, immediately and thoroughly with disinfectant, that the member of staff who has reported the symptoms may have touched. The virus can survive on hard surfaces for up to 72 hours so it is vital that action is taken to clean all the areas where the member of staff has touched to reduce the risk of passing the infection onto others. ○ In order to ensure that this can be done thoroughly and straightaway then access to the common areas should be stopped until these areas have been thoroughly cleaned. There should not be anyone sat within 2 metres of the workstation of the person with known or suspected coronavirus. 						
Hygiene - handwashing, sanitation facilities and toilets	Contact with others and contact with contaminated surfaces including third parties				<ul style="list-style-type: none"> ○ Use signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available. ○ Provide regular reminders and signage to maintain hygiene standards. ○ Providing hand sanitiser in multiple locations in addition to washrooms. ○ Set clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible. ○ Enhanced cleaning for busy areas. ○ Provide more waste facilities and more frequent rubbish collection. ○ Where possible, provide paper towels as an alternative to hand dryers in handwashing facilities. 						
Emergencies	Contact with others and contact with contaminated surfaces including third parties				<ul style="list-style-type: none"> ○ Implement dispersal for emergency evacuations as opposed to muster points as documented in project fire Risk Assessment ○ (Note: Where not possible arrange muster points to maintain social distancing) 						

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Accessing Work Locations within the building / yard / storage premises	Contact with common surfaces: e.g. handrails, door handles				<ul style="list-style-type: none"> ○ Create additional access routes ○ Set-up one-way routes ○ Widen routes ○ Enhanced cleaning of common surfaces: e.g. Door handles and handrails ○ Placement of hand sanitisers adjacent ○ Maintain / monitor 2m social distancing 							
Storage facilities for plant and materials	Contact with shared plant and materials				<ul style="list-style-type: none"> ○ Enhanced cleaning of common surfaces: e.g. plant, tools, toolboxes and materials ○ Strict compliance with company PPE requirement including gloves / Face Masks as necessary ○ Placement of hand sanitisers adjacent to working areas ○ Maintain / monitor 2m social distancing 							
FOOD PREPARATION AND FOOD SERVICES												
This guidance is for the following examples: Bars, pubs and restaurants operating as takeaways, cafes, food to go, food delivery, takeaways and mobile catering; and contract catering at the point of service to the consumer such as in offices or similar environments. It also applies to the food services provided by businesses. It does not apply to food preparation or food service in clinical or healthcare settings												
Food Preparation	Contact with others and contact with contaminated surfaces including third parties in kitchens and other food preparation areas				<p>NOTE: COVID-19 is a respiratory illness. It is not known to be transmitted by exposure to food or food packaging.</p> <ul style="list-style-type: none"> ○ Follow government guidance on managing food preparation and food service areas. ○ Allow kitchen access to as few people as possible. ○ Minimise interaction between kitchen staff and other workers, including when on breaks. ○ Put teams into shifts to restrict the number of workers interacting with each other. ○ Space workstations 2m apart as much as possible, whilst recognising the difficulty of moving equipment such as sinks, hobs and ovens. Consider cleanable panels to separate workstations in larger kitchens. ○ Provide floor marking to signal distances of 2m apart. ○ Use 'one way' traffic flows to minimise contact. ○ Minimise access to walk-in pantries, fridges and freezers, for example, with only one person being able to access these areas at one point in time. ○ Minimising contact at handover points with other staff, such as when presenting food to serving staff and delivery drivers. 							
Food Consumption Areas	Contact with others and contact with contaminated surfaces including third parties				<ul style="list-style-type: none"> ○ Use clear signage to make clear that these areas are closed until further notice ○ Prevent access to closed off food consumption areas by using barriers or tape. ○ Provide clear signage to identify food serving areas to prevent inadvertent access to closed food consumption areas 							

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	in food consumption and other areas											
Meetings	Contact with others and contact with contaminated surfaces including third parties				<ul style="list-style-type: none"> ○ Use remote working tools to avoid in-person meetings. ○ Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout. ○ Avoid transmission during meetings, for example, avoiding sharing pens and other objects. ○ Provide hand sanitiser in meeting rooms. ○ Holding meetings outdoors or in well-ventilated rooms with windows etc. whenever possible. ○ For areas where regular meetings take place, use floor signage to help people maintain social distancing. 							
Common Areas	Contact with others and contact with contaminated surfaces including third parties				<ul style="list-style-type: none"> ○ Stagger break times to reduce pressure on the break rooms or places to eat. ○ Use safe outside areas for breaks. ○ Create additional space by using other parts of the working area or building that have been freed up by remote working. ○ Install screens to protect staff in front of house areas or serving customers at till points. 							
Managing Contacts	Contact with others and contact with contaminated surfaces including third parties				<ul style="list-style-type: none"> ○ Provide handwashing and hand sanitiser and encourage visitors to wash their hands regularly. ○ Regulate entry so that the premises do not become overcrowded and placing 2m markers on the floor to maintain social distancing inside the premises. ○ Provide clear guidance on social distancing and hygiene to people on arrival, for example, signage, visual aids and before arrival, such as by phone, on the website or by email. ○ Determine if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night. 							
Selling Food and Drink	Contact with others and contact with contaminated surfaces including third parties				<ul style="list-style-type: none"> ○ Minimise contact between kitchen workers and front of house workers, delivery drivers or riders, for example, by having zones from which delivery drivers can collect packaged food items. ○ Use front of house staff to serve customers purchasing food and drink, minimising the time they spend in the kitchen. ○ Create a physical barrier such as a screen, between front of house workers and customers where possible. ○ Encourage contactless payments where possible. ○ Limit access to premises for people waiting for or collecting takeaways. Setting out clear demarcation for 2m distances for customers queuing. Ask customers to wait in their cars if possible. ○ Ask customers to order online, on apps or over the telephone to reduce queues and stagger pick-up times. ○ Make regular announcements to remind customers to follow social distancing advice and clean their hands regularly. 							

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Providing and explaining available guidance	Contact with others and contact with contaminated surfaces including third parties				<ul style="list-style-type: none"> ○ Display clearly to customers the social distancing guidelines in place. ○ Where site visits are required, for example, inbound supplier deliveries or safety critical visitors, providing site guidance on social distancing and hygiene on or before arrival. ○ Review entry and exit routes for customers, visitors and contractors, to minimise contact with other people. 							
Before Reopening	Contact with others and contact with contaminated surfaces including third parties				<ul style="list-style-type: none"> ○ Check whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels. ○ Most air conditioning systems do not need adjustment, however where systems serve multiple buildings, or you are unsure, advice should be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers. 							
Mechanical and Electrical, Air Conditioning etc.	Inadvertent and potentially increased spread of Coronavirus via mechanical means.				<p>NOTE: Check guidance notes in accompanying document 'Returning to Work Under Covid-19 Restrictions' provided for more detailed information on Building Services and Maintenance requirements.</p> <ul style="list-style-type: none"> ○ Check whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels. ○ Most air conditioning system do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers. ○ Open windows and doors frequently to encourage ventilation, whenever and wherever possible. 							
Cleaning	Contact with common surfaces: e.g. cooking facilities, utensils, handrails, door handles etc.				<ul style="list-style-type: none"> ○ Follow government guidance on cleaning food preparation and food service areas ○ Wedge doors open, where appropriate, to reduce touchpoints. This does not apply to fire doors. ○ Clean laminated menus or dispose of paper menus after each use. ○ Provide only disposable condiments or cleaning non-disposable condiment containers after each use. ○ Frequent cleaning of work and equipment between uses, using your usual cleaning products ○ If you are cleaning after a known or suspected case of COVID-19 then refer to guidance below: IMMEDIATE ACTION: <ul style="list-style-type: none"> ○ Management should not wait for confirmation whether the person has known or suspected coronavirus or not, action needs to be taken immediately after a member of staff has gone home or rung in to say they have symptoms. They must not keep the information secret as fellow workers need to know in case they have been in close contact with the individual within the previous 3 days. ○ Management must arrange for cleaners to clean all areas, immediately and thoroughly with disinfectant, that the member of staff who has reported the symptoms may have touched. The virus can survive on hard surfaces for up to 72 hours so it is vital that action is taken to clean all the areas where the member of staff has touched to reduce the risk of passing the infection onto others. ○ In order to ensure that this can be done thoroughly and straightaway then access to the common areas should be stopped until these areas have been thoroughly cleaned. There should not be anyone sat within 2 metres 							

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					of the workstation of the person with known or suspected coronavirus.COVID-19 then you should refer to the specific guidance						
Kitchen or Café Cleaning	Contact with common surfaces: e.g. cooking facilities, utensils, handrails, door handles etc.				<ul style="list-style-type: none"> o Follow government guidance on cleaning food preparation and food service areas. o Recognise that cleaning measures are already stringent in kitchen areas, consider the need for addition cleaning and disinfection measures. o Provide bins for collection of used towels and staff overalls. o Ask workers to wash hands before handling plates and takeaway boxes. o Continue with high frequency of hand washing throughout the day. 						
Hygiene - handwashing, sanitation facilities and toilets	Contact with others and contact with contaminated surfaces including third parties				<ul style="list-style-type: none"> o Follow government guidance on hygiene in food preparation and food service areas. o Use signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available. o Provide regular reminders and signage to maintain hygiene standards. o Provide hand sanitiser in multiple locations in addition to washrooms. o Set clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible. o Enhanced cleaning for busy areas. o Special care should be taken for cleaning of portable toilets. o Provide more waste facilities and more frequent rubbish collection. o Where possible, provide paper towels as an alternative to hand dryers in handwashing facilities. 						
Changing rooms and showers	Contact with others and contact with contaminated surfaces including third parties				<ul style="list-style-type: none"> o Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible. o Introduce enhanced cleaning of all facilities regularly during the day and at the end of the day. 						
Handling goods, merchandise, other materials and onsite vehicles	Contact with others and contact with contaminated surfaces including third parties				<ul style="list-style-type: none"> o Cleaning procedures for goods and merchandise entering the site. o Cleaning procedures for the parts of shared equipment you touch after each use. o Encourage increased handwashing and introducing more handwashing facilities for workers handling goods and merchandise or providing hand sanitiser where this is not practical. o Regular cleaning of vehicles that workers may take home. o Enhanced handling procedures of laundry to prevent potential contamination of surrounding surfaces, to prevent raising dust or dispersing the virus. 						



COVID-19 RETURN TO WORK RISK ASSESSMENT CHECKLIST



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Assessor:		Signed:		Date prepared:		Review date:						
Key to assessment		Risk value:		Low Slightly harmful –Trivial impact / damage quickly repaired	Medium Harmful – Moderate impact / partial loss of operations	High Very harmful – Intolerable with very serious consequences						
		People at risk:		<input type="checkbox"/> Employees	<input type="checkbox"/> Visitors	<input type="checkbox"/> General public	<input type="checkbox"/> Other					
Hazards (Potential to cause harm)	Risk (Consequences)	Initial Risk Value			Precautions / control measures required to reduce the level of risk to the lowest practicable level					Residual Risk Value		
		Likely	Severity	Rating						Likely	Severity	Rating
Shift patterns and working groups	Contact with others and contact with contaminated surfaces including third parties				<ul style="list-style-type: none"> ○ As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people. ○ Consider where congestion caused by people flow and 'pinch points' can be improved. Using one-way systems, staggered shifts and assigned staff mealtimes are possible ways to minimise the risk of transmission. 							
GENERAL PRINCIPLES: Communicate your COVID-19 Plan	Inadvertent spread of Coronavirus due to incorrect guidance and instructions from un reputable sources.				<ul style="list-style-type: none"> ○ Develop a communication for everyone in the office so that they understand the approach and their role in maintain a safe working environment for everyone, including visitors and suppliers. ○ Ensure that any changes to COVID-19 plan is also communicated effectively. ○ Establish host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors. ○ Review entry and exit routes for visitors and contractors to minimise contact with other people. ○ Coordinate and work collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces. 							

Sharing the results of your Risk Assessment

You should share the results of your risk assessment with your workforce. If possible, you should consider publishing the results on your website (and we would expect all employers with over 50 workers to do so).

On the following page you will find a notice you should display in your workplace to show you have followed this guidance.

The last page has a sheet for your employees / visitors etc. to sign to say that they have been inducted and shown this Risk Assessment and that they understand it.

Staying COVID-19 Secure in 2020

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 people work from home
- We have taken all reasonable steps to maintain a 2m distance in the workplace
- Where people cannot be 2m apart, we have done everything practical to manage transmission risk

Employer _____ Date _____

Who to contact: www.hse.gov.uk or 0300 023 1647
(for the Health and Safety Executive at www.hse.gov.uk or 0300 023 1647)



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Employer _____ Date _____

Who to contact: _____ Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

