

Covid-19 Workplace Risk Assessment

Revision Number	2	Assessment Date	15.07.2021	Review Date based on COVID-19 developments	Weekly To be reviewed in line with Government guidance
Produced By	The PC Support Group and Rawlings Safety & Training Consultancy Services Ltd				
Reference	135KB				
Description of Works	<p>This Risk Assessment covers employees whilst at work to protect and minimise the risk and spread of infection.</p> <p>The premises consist of two separate offices situated on the 3rd floor of The Liverpool Business Centre. This a managed building with communal corridors and facilities, such as reception, toilets, kitchen spaces, snack shop and canteen seating area.</p> <p>The offices are separated by a corridor, the larger office area (B301/B302) is split into two distinct offices, one containing desks/workstations and PCs for admin and management, with the other area housing the engineers and their workstations, with a work bench area to one side. The office across the corridor (B315) has one workspace for management and a large table for meetings, divided by freestanding screens.</p> <p>The work carried out at the offices is the provision of IT services to clients. This by predominantly via email and phone, with occasional visitors. External work is also carried out where engineers will attend private or business client premises to collect, install or repair equipment. Where equipment is brought back to the office it is worked upon using the work bench area.</p> <p>These are exceptional circumstances and employees must always comply with the latest Government advice on Covid-19. Whilst every measure will be taken to ensure that this Risk Assessment is kept up to date with latest guidance, it is also critical for each employee to ensure that they are carrying out their work under safe working practices. The "Working safely during coronavirus (COVID-19) Offices and contact centres" guidance has been and will continue to be referenced in the creation and maintenance of this risk assessment.</p>				
Risk Assessment					
<p>The Hazards of this activity have been assessed and are detailed below. Each hazard has been identified and then assessed as to the likelihood of its occurrence and the severity of any outcome. The initial risk rating given in column A is the rating Without Controls implemented, the risk rating in Column B is the rating after the application of all control measures detailed in the 'Control Measures' field.</p>					
THE RISK RANKING MATRIX					
SEVERITY					
Fatal Injury	HIGH	HIGH	HIGH	HIGH	
Major Injury	MEDIUM	MEDIUM	MEDIUM	HIGH	
Minor Injury	LOW	LOW	LOW	MEDIUM	
	Improbable is not likely to happen	Possible, May Happen	Possible, May Happen	Frequent, Happen Quite Often	
	LIKELIHOOD				
<p>The risk will be reduced by the implementation and application of safe controls including a safe sequence of works. This risk assessment and the application of the risk control measures identified will be stringently applied by all employees and controlled and monitored by PCSG Managers. Full details are as follows:</p>					

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Hazards Identified	Persons at Risk	Risk Rating Without Controls A	Control Measures to Minimise Risk	Risk Rating With Controls B
Employees and Visitors entering the workplace, Offices B301/B302 and B315	Employees, Visitors and others	High	<ul style="list-style-type: none"> • All PCSG employees will have been provided with a copy of the business centre’s building-wide Covid-19 policy. • All employees returning to work will have undertaken a Covid-19 specific induction. • Engineers will have been provided with a stand-alone External Work Risk Assessment. • Stop non-essential visits, if work can be carried out using phone and conference calls, Skype, Zoom, Teams, or an equivalent application then it will be organised where possible. • Visitors may be asked to wear a mask prior to entering the offices areas at the discretion of any member of PCSG staff that is meeting with them. • Where possible visitors will be contacted in advance and told that the workplace is operating to Covid-19 control measures and asked if they have any symptoms • Where possible visitors will be directed to https://www.pcsupportgroup.com/covid-19-risk-assessment and asked to read the risk assessments. If any symptoms of Covid-19 are confirmed, the visitor will be told not to attend the workplace • Company will ensure all cleaning and hand sanitising products are made available to visitors • The employees and visitor will adhere to Government and NHS guidelines regarding social distancing • No objects will be shared between employee and visitor e.g. pens, documents • Company will keep a register of all visitors via an entry in the Covid-19 shared calendar (as far as is practicable). This is to enable future tracing if necessary. 	Low
Travelling to and from work	Employees, Visitors, and others	High	<ul style="list-style-type: none"> • Encourage good ventilation of vehicles whilst driving (windows open) • Parking places are usually available in the centre’s car park area. When the car park is full parking is available behind the second building • Recommend regular cleaning the inside of the vehicle between use of another driver (e.g. family members) 	Low

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Access and Egress	Employees, Visitors, and others	High	<ul style="list-style-type: none"> • Persons stating or showing Covid-19 symptoms will not be allowed entry or will be asked to leave immediately • An information poster highlighting the symptoms of Covid-19 is placed on the internal entrance to the 2 offices. The poster will state that symptomatic individuals will not be allowed entry. • Covid-19 Information posters are placed in designated locations within the 2 offices (notice boards, work bench, walls, doors etc) • Employees entering the offices will be regulated so the offices do not become overcrowded and desks are not shared, this will be done by using a rota system. Currently it is envisioned that there will be a maximum of the following people in each area: <ul style="list-style-type: none"> ○ 5 people in the engineer's area ○ 2 in the admin area (PC and DB) ○ 2 in the senior managers' area (PB and JB) ○ 2 at the overflow desks (JT and HR) ○ 3 at the boardroom table for meetings (staff/visitors) • There is only one entrance into the 2 offices, and the one door in the split office. Employees will be instructed wait to enter or leave if there is someone already entering or leaving. Sufficient space will be allowed by employees (stepping back and away to 2 metres) to allow them to safely pass each other. • A one-way system cannot be introduced, so waiting for others to safely pass by will be required. • Floor markings will be used to show the 2-metre distance rule 	Low
People showing Symptoms (including those considered at increased risk)	Employees, Visitors and others	High	<ul style="list-style-type: none"> • Employees to confirm with their manager if they have a high temperature, new persistent cough or loss or change to their sense of smell or taste. • If they have any of the above symptoms then they must remain at home. 	Low
Procedures if someone falls ill with Covid-19 symptoms	Employees, Visitors and others	High	<p>If an employee or visitor develops a high temperature, a persistent cough or has a change to, or loss of their sense of smell or taste while at work, they should:</p> <ul style="list-style-type: none"> • Advise of any illness or symptoms as soon as they feel unwell and return home immediately 	Low

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			<ul style="list-style-type: none"> • If they cannot return home immediately, they will be moved to a designated isolated area in B315 • Avoid touching anything • Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow • If employees are not able to drive themselves home, then a household member will be contacted (details to be provided during Covid-19 induction). • Employees must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed • People that were in close proximity to the person who became unwell will wash their hands for 20 seconds with soap and water immediately • Employees / Visitor to inform the company, whilst also notifying anyone else that they were in contact with in the workplace • The workplace will be cleaned, disinfecting objects and surfaces that have been touched regularly using standard cleaning products • Employees will be supported in arranging a Covid-19 test 	
Self-Isolation	Employees, Visitors and others	High	<p>Employees will adhere to the following (until a Covid-19 test later confirms there is no infection);</p> <ul style="list-style-type: none"> • Arrange for a Covid-19 PCR test as soon as possible. • Until you get test results you must remain away from work • If the test is negative then follow the standard company sickness process. • If the test is positive then follow the government’s instructions for testing positive, remaining away from work as a minimum until clear of infection 	Low
Confirmed Covid-19 case	Employees, Visitors and others	High	<p>If there is a confirmed case of Covid-19 in the workplace, the following action will be taken:</p> <ul style="list-style-type: none"> • The area where the individual has worked will be cleaned see www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings • All employees who have been in close proximity to the individual will be informed. The NHS track and trace system defines close proximity as: <ul style="list-style-type: none"> ○ having face-to-face contact with someone (less than 1 meter away) ○ spending more than 15 minutes within 2 meters of someone 	Low

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			<ul style="list-style-type: none"> ○ travelling in a car or other small vehicle with someone (even on a short journey) or close to them on a plane • All personnel on site will be informed and reminded of the Covid-19 site operating procedures and also what to do if they themselves show any symptoms • Employees suspected of Covid-19 infection must arrange for themselves and get a Covid PCR test • Covid-19 site operating procedures will be reviewed • Working arrangements and risk assessments for the affected person will be reviewed and other risk assessments will be reviewed as a matter of course • Other actions will be considered dependent upon the circumstances of each case <p>Any RIDDOR requirements will be reviewed and applied as required</p>	
Whilst at work	Employees, Visitors and others	High	<ul style="list-style-type: none"> • As well as the space between them, there are whisper screens sitting on their desks to create individual cells. • Employees shall only use their own assigned desk. • Employees will not touch or sit at any other persons' desk, nor touch or handle anything on their desks. • All employees will be encouraged to stay at their desks as much as possible, use their own phones to contact other staff, and regularly clean workstations and all screens. • They will clean their workstations/equipment at the start and end of the day and again if they have been out of the office for any reason. • When working at the work bench, the bench shall be cleaned before use and any tools or equipment to be used shall also be cleaned, along with the goods being worked on. • Once work has been completed the work bench, tools and goods shall be cleaned again. All cloths/wipes shall be disposed of into waste bins. • Digital sharing of material will be used where possible rather than paper format. 	Low

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			<ul style="list-style-type: none"> • Hand Sanitiser and cleaning products will be provided to each employee to be kept on their own workstations. • Additional hand sanitiser facilities will be provided, and employees will be encouraged to use them • Where it is possible to remain 2 metres apart, floor markings will be used to mark the distance, particularly in the most crowded areas (pinch points in the engineer’s office area). Employees are to wait by their desks as people pass by them maintaining a 2 metre distance before walking through the pinch point. • Where it is not possible to remain 2 metres apart, staff will work side by side, or facing away from each other, rather than face to face. Where face-to-face contact is essential, this will be kept to 15 minutes or less wherever possible • As much as possible, teams of workers will be kept together (cohorting), and kept as small as possible • Any contact screens that are touched regularly e.g. printers, scanners will be cleaned by the staff member after each use 	
Hand washing	Employees, Visitors and others	High	<ul style="list-style-type: none"> • Employees will adhere to recognised hygiene practices including cleaning hands with hand sanitiser gel. • 60% alcohol-based hand sanitiser will be readily available and kept topped up at all times. • Hand sanitising stations will be provided in designate areas within the office areas. • The Administration Manager will regularly check and top up sanitiser dispensers. • Rubbish bins for tissues and wipes will be provided, with removal and disposal twice a week. • The building management will provide hand sanitiser and paper towels in common areas, and PCSG staff will fully utilise them • All staff will fully comply with these requirements. 	Low
Toilets	Employees, Visitors and others	High	<ul style="list-style-type: none"> • Toilet facilities and their use will be used in conjunction with the building managers Covid-19 arrangements, only two people are allowed in the communal toilets and social distancing measures will be followed at all times. This will be communicated during the company Covid-19 induction. • Signage is in place on the communal toilets. 	Low

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			<ul style="list-style-type: none"> Wash hands before and after using the communal toilet facilities. 	
Rest areas/eating arrangements	Employees, Visitors and others	High	<ul style="list-style-type: none"> The capacity of the building's communal canteen and rest area has been reduced and re-organised to ensure social distancing can be maintained whilst being used. Break/lunch times will be staggered as necessary to reduce congestion and contact at all times. Hand sanitiser will be available at the entrance to each of our office spaces. If people eat at their workstations they must clean up using sanitizing wipes once they have finished and dispose of the wipes into the waste bins provided. To minimize use of the shared eating facility or public locations, employees are encouraged to bring pre-prepared meals and refillable drinking bottles from home. Employees will sit 2 meters apart from each other whilst eating and avoid all contact. Staff will be encouraged to use their own crockery, eating utensils, cups etc. Staff must clean the tap mechanism and nozzle each time they dispense water Our external cleaning company will cleanse the offices and workstations and any other equipment twice a week however each staff member is responsible for cleaning their area after 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 day, including chairs. Ensure the use of these facilities are monitored for compliance 	Low
PPE	Employees, Visitors and others	High	<ul style="list-style-type: none"> The PC support Group, employees, visitors and others must adhere to UK Government guidelines on the use of face coverings relevant at the time. See https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own for current UK Government advice and instructions Staff who wish to wear face coverings will be supported If the work consists of an activity where other PPE is required, each employee will wear their own and must not share with anyone else Single use PPE will be disposed of in the provided bins, otherwise placed in a plastic bag and disposed of as soon as possible Employees can either ask for replacement PPE from their line manager or Administration Manager as needed or provide their own 	Low

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Clear desk policy	Employees	High	<p>So that all surfaces can be regularly cleaned, the company is operating a clear desk policy. This means each employee without exception is responsible for ensuring their desk is clear at the end of their shift and wiped down. The only items allowed to remain on a desk surface are as follows:</p> <ul style="list-style-type: none"> • Screens and stand • Keyboard and mouse • Desk phone and headset • Other peripherals only if wired and with express consent from the line manager <p>Shared surfaces must also be left clear and uncluttered except for items that must be there, i.e.:</p> <ul style="list-style-type: none"> • Workbench must only have equipment being worked on situated on it. Any ancillary items such as screws, tools, components must be put away into the engineer’s draw or into a designated box (which can be provided on request • Boxes and other such items for disposal must be taken to the waste/recycling disposal outside the building at or before the end of the employee’s shift <p>Employees will be expected to comply with the above before they leave. A manager will request the employee meets the above criteria even if it means staying beyond the end of that shift so the company is encouraging employees to maintain the above in a timely fashion and before the end of shift.</p>	Low
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Cleaning	Employees, Visitors and others	High	<p>Enhanced cleaning is required across the offices, particularly in communal areas within the offices, workbench, coffee station, printer, boardroom etc.</p> <p>Where a staff member comes into contact with any of the following shareable items they must clean it after use:</p> <ul style="list-style-type: none"> • Hand sanitising facilities • Door handles and push plates • Equipment controls • Food preparation and eating surfaces • Telephone equipment • Keyboards, photocopiers and other office equipment • Workbench and associated items <p>Rubbish collection and storage points must be emptied regularly. Our cleaning company will empty rubbish bins twice a week, however in addition staff must do so periodically if they're getting full.</p> <p>Reference must be made to www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings if any confirmed cases of Covid-19 have been declared in the workplace</p>	Low
Meetings	Employees, Visitors and others	High	<ul style="list-style-type: none"> • Meetings will continue to be via MS Teams, Zoom, etc where possible • Meetings on the premises will be restricted to essential persons only • Rooms must be well ventilated / windows opened to keep the room well ventilated. • Hand sanitiser, tissues and bin will be made available in the meeting room • Meeting attendees will be encouraged not to share pens, documents or other objects 	Low
Inductions/safety briefings	Employees, Visitors and others	High	<ul style="list-style-type: none"> • All staff will receive a COVID-19 specific induction before work commences. Re-inductions will be undertaken, as necessary. • Where possible electronic use of documents shall replace the printing of paper documents. 	Low
First Aid	Employees, Visitors and others	High	<ul style="list-style-type: none"> • PPE requirements for first aiders will be gloves, disposable apron, Face Mask (FFP3 or FFP2) and Eye protection. 	Low

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<p>Deliveries to Liverpool Business Centre</p> <p>Collections of equipment from clients</p>	<p>Employees, Visitors and others</p>	<p>High</p>	<ul style="list-style-type: none"> • Where possible deliveries to be shipped directly to the client’s premises. • If brought to PCSG office, deliveries will be left at reception, there will be no interaction with drivers. • Deliveries will be collected from reception by employees wearing gloves, they will be placed on a trolley for transit to the office. • Deliveries will be cleaned before being opened using gloves, hygiene wipes and cloths, unless they are left in a secure place for 72 hours. PPE and wipes will be disposed of immediately into waste bins if used. • Equipment collected from a client’s home location will be left in a porch or area where an engineer can pick up and remove without entering the house. The equipment should be cleaned before being picked up. • When collecting from a business premises, the equipment should be cleaned before being handed over and again by our engineer on collection • Deliveries can be made directly to engineer’s homes to transport to clients’ premises. In this situation the driver must drop the goods and distance himself. The engineer must clean the goods before handling them. 	<p>Low</p>
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This document must be electronically signed by each employee on issue