

Coronavirus (COVID-19) workplace risk assessment

Workplace location: Kings Court, London Road Stevenage, SG1 2TP

Lead risk assessor: Tony Hutcherson, Office Services Manager

Other parties involved: Amelia Peters, HR Manager, Lisa Moffett, Helpline Services Manager, Kath Shackell, ACTS Union, Jon Craven, CEO, Margareta Zaveri, Head of Operational Risk and Compliance

Risk assessment sign-off: Jon Craven, CEO

Date risk assessment completed: 24 August 2020

Date next regular risk assessment due: 24 September 2020

Category of hazard	Outline of potential hazard	Control measures to be put in place to mitigate risks	Responsibility for putting control measures in place	Date measures put in place
Social distancing	The attendance of staff at the workplace at pre-coronavirus numbers does not allow for effective social distancing.	All UIA Insurance staff whose jobs can be done from home will continue to work from home. UD Colleagues will return to the office to restore a full telephony service, but a revised seating plan will be implemented taking up a larger area of the contact centre and also using the boardroom, so that they are spaced out and socially distanced to just under 2m when seated at their workstations. Staff will now be face to face when seated and perspex screening will be implemented throughout. An Admin team will continue to work from home.	Office Services Manager to arrange for desks to be set up in the boardroom. IS team to move and set up desktops within the call centre and boardroom. Helpline Services Manager to implement an appropriate seating plan with individual desks allocated and tape off all desks not to be used.	31/08/2020
Social distancing	Workstations are less than two metres apart and colleagues will be seated facing towards each other, preventing effective social distancing.	Revised seating plan plus use of the boardroom provides more space and desks which allows for Colleagues to be seated just under 2 metres apart. Perspex screens will be erected in between all desks and those next to walk ways where needed to give additional protection. All colleagues will have their own designated desk - there will be no desk sharing	Office Services Manager to arrange for perspex screens to be erected between desks. Helpline Services Manager to implement an appropriate seating plan with individual desks allocated and tape off all desks not to be used.	31/08/2020
Social distancing	Staff crowding in the corridors/aisles.	2m distancing strips will be placed on the carpet to guide staff and also reiterate the need for distancing.	Office Services will put the strips in place before staff return to the office and will replace/replenish as and when needed. Instructions for maintaining social distancing whilst moving around the building will be included in a Safe Working Policy that will be created and communicated to all Colleagues	10/07/2020
Social Distancing	Staff crowding and coming into close contact at pinch points such as corners and doorways.	One directional flow arrows will be put onto the carpet to indicate a one way system through the Call Centre areas of the office to guide staff to the toilets via the fire exit to the main reception and then entering the offices through the main doors.	Office Services will put the arrows in place before staff return to the office and will replace/replenish as and when needed. Instructions for maintaining social distancing whilst moving around the building will be included in a Safe Working Policy that will be created and communicated to all Colleagues	10/07/2020
Social distancing	Staff crowding in the kitchen and drinks machine areas.	2m distancing signage will be put in the relevant areas with an instruction that only 1 member of staff uses the drink machine areas at any one time and a maximum of 2 per Kitchen area.	Office Services will place signage in the relevant areas. Instructions for maintaining social distancing whilst moving around the building will be included in a Safe Working Policy that will be created and communicated to all Colleagues	10/07/2020
Social distancing	Staff crowding in the Rest Area	Tables will be spaced 2m apart with only one chair at each and appropriate signage put up. One way system to be implemented by designating entrance and exit doors using signage	Office Services will arrange tables and signage and implement a one way system. Instructions for maintaining social distancing whilst in communal areas will be included in a Safe Working Policy that will be created and communicated to all Colleagues	31/08/2020
Social distancing	We have no control over areas of the building shared with other tenants, such as Reception, toilets and lifts, which are under the control of the landlord and subject to their own risk assessment and mitigating measures	Review the arrangements in place and check we are happy with mitigating actions taken. Speak to Mantles management if we have any concerns, eg potential crowding in and around the shared toilets, particularly once other tenants return to the building in September	Office Services Manager, HR Manager, Helpline Services Manager. Instructions issued by Mantles for maintaining social distancing whilst in shared areas will be included in a Safe Working Policy that will be created and communicated to all Colleagues	31/08/2020
Working patterns	Arrangements whereby staff work in close proximity to multiple colleagues during the working day/shifts raise the risk of the virus spreading.	Colleagues will work their normal working patterns but will be spread out into a larger area to allow for social distancing. There will be screens between desks and no desk sharing.	Office Services Manager to organise additional desks and screens, IS to move equipment. Helpline Services Manager to implement appropriate desk seating plan.	10/07/2020
Working patterns	Commuting, particularly if it involves public transport, raises the risk of staff catching and spreading the virus.	Staff who use public transport will be encouraged to avoid this if possible, eg to walk if this is feasible. Staff who have no other means of getting to the office may be included in the home working team where possible	Helpline Services Manager/Team Leaders to discuss travel arrangements with team members and make adjustments as necessary	21/08/2020

Hygiene and cleanliness	A lack of hand hygiene among staff raises the risk of virus transmission.	Hand sanitizer will be available on every workstation for every member of staff. Hand sanitizer and surface wipes will also be available in the kitchen areas. There are two sanitizer dispensers in the communal reception area of the building as well as soap and water within the toilets.	Office Services will make sure departments have sufficient stock of hand sanitizer for department managers and Team Leaders to give to their staff and also maintain a supply of hand sanitizer and surface wipes in the kitchen areas. Replenishment in the communal areas and toilets will be the responsibility of the building manager's Mantles. HR to create a Safe Working Policy that will include reminders about hygiene measures and communicate it to all Colleagues	10/07/2020
Hygiene and cleanliness	Contaminated surfaces raise the risk of virus transmission.	The offices will continue to be cleaned by our contractors on a daily basis. Surface cleaners will be supplied for the use of the individual at each workstation and in the kitchen areas. There will be no hot desking.	Individual Line Managers to ensure clean surfaces and workstations between shifts. No hot desking will minimise any risk.	10/07/2020
Hygiene and cleanliness	Spread of virus through contagion.	Measures have been put in place so that colleagues can maintain social distancing whilst at their work stations and moving around the building, so PPE is not required as an infection control measure. However, colleagues may choose to use a face covering if they wish and must follow the Government guidance on useage if they choose to do this	HR to create a Safe Working Policy that will include information about using using a face covering and communicate it to all Colleagues	10/07/2020
Workers with possible or confirmed coronavirus infection	Workers with coronavirus symptoms may come to work and risk passing the virus on to their colleagues and contaminating the workplace.	Clear instructions will be provided to Colleagues with coronavirus symptoms to not come to work and to self-isolate and get a coronavirus test, in accordance with Government guidelines.	Line managers/the HR department to communicate to staff the importance of: staying away from the workplace as soon as they have any coronavirus symptoms; following the Government's guidance on self-isolating; and arranging to have a test for coronavirus via the NHS test and trace service. Instructions will be included in a Safe Working Policy that will be created and communicated to all Colleagues	10/07/2020
Workers with possible or confirmed coronavirus infection	Workers who live in local hotspots are at higher risk of becoming infected with coronavirus and passing it on to their colleagues and contaminating the workplace	Keep track of areas with rising infection rates and, if colleagues live in any hotspot areas, consider whether arrangements should be made for them to work from home whilst infection rates are high	Line Managers/HR Department	31/08/2020
Workers with possible or confirmed coronavirus infection	Workers who have someone in their household with coronavirus symptoms or have been in close contact with someone who has been diagnosed with coronavirus may come to work and risk passing the virus on to their colleagues and contaminating the workplace.	Clear instructions will be provided to Colleagues who have been in close contact with a possible or confirmed case of coronavirus to not come to work and to self-isolate in accordance with the Government guidelines	Line managers/the HR department to communicate to workers the importance of staying away from the workplace when they have been in close contact with a possible or confirmed case of coronavirus, and self-isolating in line with the Government's guidance on staying at home for possible or confirmed coronavirus infections. This could be where someone in their household has symptoms or the NHS Test and Trace service informs them that they have been in contact with someone who has tested positive. Instructions will be included in a Safe Working Policy that will be created and communicated to all Colleagues	10/07/2020
Vulnerable workers	Colleagues who are classed as clinically vulnerable, such as pregnant workers, those aged 70 or over and those aged under 70 with underlying health conditions are at higher risk of severe illness if they contract coronavirus. Individuals within the BAME community are also at a higher risk	Clinically vulnerable Colleagues, such as pregnant workers, those aged 70 or over and those aged under 70 with underlying health conditions will be individually consulted in advance of their return to work about their circumstances and what potential adaptations to their role may be needed. Consideration will also be given to circumstances of members of the BAME community and adjustments made as appropriate. Government guidance on individuals considered to be vulnerable to be kept under review and any changes taken into account	Line managers to discuss with clinically vulnerable workers their circumstances, consulting with them about potential adaptations to their role in advance of their return to work.	26/06/2020
Extremely Vulnerable Workers	Colleagues who are classed as clinically extremely vulnerable and were shielding are at a very high risk of severe illness if they contract coronavirus and should not attend the workplace	Clinically extremely vulnerable colleagues will be individually consulted and arrangements will be made for them to remain at home, working as part of the Admin team where possible, or alternative adjustments made if necessary on a case by case basis. These arrangements will continue on an ongoing basis and government guidance kept under review	Line managers to consult with clinically extremely vulnerable Colleagues and implement arrangements for them to remain at home or alternative adjustments if appropriate	21/08/2020
Mental health	Colleagues face an anxious time when they are attending work, whether they fear the risk of infection, are facing difficulties away from work (for example with family illness or bereavement), or fears for the future (for example financial worries).	Remind workers about the role of mental health first-aiders, so that staff have a first point of contact if they need to reach out to someone, or need guidance on where to get further support from within the organisation. Remind workers of the help and support that is also available through the organisation's employee assistance programme (EAP) and the Union if they are members.	HR to publish Mental health first-aid policy and remind Colleagues who the MHFAs are and how they can be contacted. Also to remind people how they can access the EAP support etc. Details to be included in return to normal hours confirmation letters	10/07/2020

Social distancing	Maintaining social distancing and hygiene in meetings and meeting rooms and during training sessions	Hand sanitizer and surface wipes will be provided and remain in situ in all meeting and training rooms. A two metre distancing sign will be placed prominently in all rooms. To comply with social distancing, meetings or training sessions should be in numbers suitable for the size of room being used. Only those needed for a meeting should be present with attendees bringing their own stationery items. Number of chairs to be reduced to maximum safe number to allow for social distancing.	Office services will remove excess chairs from meeting rooms and organise signage, hand sanitizer and surface wipes. Instructions on managing meetings will be included in a Safe Working Policy that will be created by HR and communicated to all Colleagues	10/07/2020
Workers with possible or confirmed coronavirus infection	A colleague presents with coronavirus symptoms whilst in the office	Colleague will be advised to leave the office immediately and requested to get a coronavirus test.	Line Managers/HR Department to ensure that any colleague displaying coronavirus symptoms in the office is sent home to self-isolate and take a test immediately. Helpline Services Manager has a procedure in place for dealing with a suspected/confirmed COVID-19 case	31/08/2020
Workers with possible or confirmed coronavirus infection	A colleague is tested and is confirmed to have contracted COVID-19	Colleagues who have been in close contact with the infected Colleague will be instructed to not come to work and self-isolate in accordance with Government Guidelines. Thorough cleaning and disinfecting of potentially contaminated areas will be carried out by contract cleaners. If considered necessary, Colleagues will be removed from the office until a full deep clean has been carried out. Potentially contaminated waste to be removed in accordance with Government guidelines	Helpline Services Manager has a procedure in place for dealing with a suspected/confirmed COVID-19 case. Line Managers/HR department to ensure that any Colleague who tests positive stays away from the office and self-isolates in accordance with Government guidance. Office Services Manager to organise cleaning as deemed necessary based on risk assessment, and removal of waste	13/07/2020
Workers with possible or confirmed coronavirus infection	More than one colleague is tested and confirmed to have contracted COVID-19	Local PHE Health Protection team to be contacted to report the suspected outbreak. If an outbreak is declared, assistance to be given to PHE in identifying contacts. Outbreak management process to be followed and any control measures implemented as necessary.	HR Manager to be single point of contact (SPOC) with PHE Health Protection Team, Helpline Services Manager to include actions for if an outbreak is declared in COVID-19 diagnosis plan	13/07/2020
Provision of First Aid	First Aiders may be inadequately prepared to stay safe whilst providing first aid	St John Ambulance Guidance provided to First Aiders. Gloves and masks will be available with First Aid Kits with government instructions on the useage of masks.	HR to provide guidance to First Aiders and check that they are comfortable with the provisions made	10/07/2020
Visitors to UIA Premises - Cleaners, maintenance staff, vending machine staff etc.	Visitors with coronavirus symptoms or who may be infected may come into the office and risk passing the virus on to colleagues and contaminating the workplace.	Before entering UIA's premises, all visitors to be asked to confirm that they do not have any symptoms of coronavirus and have not been in close contact with anybody diagnosed with coronavirus. Also to be made aware that they must follow measures in place, eg one way system	HR Manager to create questionnaire and communicate procedure to all colleagues. Colleagues receiving visitors to ensure screening questions are asked.	10/07/2020
Frequent touching of shared equipment such as printers/sharing of stationery/other equipment in the office	Infection could be passed between Colleagues through use of frequent touchpoints on office equipment/sharing of stationery/other equipment in the office such as heaters	Colleagues will be instructed to maintain their own stationery and not to share with anybody else. Procedure for collecting new stationery to reduce contact as much as possible.	Office Services Manager to review/amend stationery procedure to reduce contact as much as possible. HR to include instructions not to share stationery and reminders about hygiene following use of frequent touch points in Safe Working Policy to be communicated to all Colleagues	10/07/2020
Fire Alarms and Emergency Evacuation	How to get Colleagues safely out of the building whilst maintaining social distancing	Colleagues to be instructed that all fire exits be used as normal in an event and social distancing need not be operated during evacuation because of the urgency of such an event, however social distancing guidelines should be practiced once people are at their assembly points.	HR to include evacuation instructions in Safe Working Policy to be communicated to all Colleagues	10/07/2020
Poor Mental Health / Health Issues	Home workers may not have appropriate furniture to do their job safely. If they are working alone at home their mental health may be impacted, for example, feeling isolated	Home workers to carry out work station risk assessment in conjunction with their line manager and if additional furniture is required, such as a desk/chair this may be purchased at a reasonable cost funded by UIA. Line Manager to check regularly with their team members and check on their mental health and wellbeing. Line Manager and Colleague remote working guidance has already been issued	Line Managers/Colleagues to carry out risk assessments and arrange purchase of additional furniture if necessary. HR to continue circulating reminders/information about Health and Wellbeing and where the Line Manager/Colleague guidance is located. Details to be included in return to normal hours confirmation letters	10/07/2020

Overseas travel	Staff travelling overseas for holidays could contract coronavirus whilst away and potentially infect colleagues when returning to the office	Colleagues travelling to countries that are not on the travel corridors exemption list are to self isolate upon return in accordance with Government guidelines. Guidance to be checked regularly for any updates, to ensure it is being adhered to	Line Managers/HR to ensure that any colleagues required to self-isolate after returning from overseas do so in accordance with Government guidelines	13/07/2020
-----------------	--	---	--	------------