

UIA Group of Companies
Affected companies – UIA (Insurance) Limited and UIA (Call Centres) Limited
Risk Assessment
Prepared by Tony Hutcherson, Amelia Peters
Updated 27 July 2021
Next review due October 2021

Group of Employees	What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Completed
UIA and UNISONdirect	Display screen equipment	<p>All UIA and UNISONdirect employees.</p> <p>Hazards are poor posture from badly designed workstations</p>	<p>All staff are required to watch the health and safety videos (Office Safety Essentials and Office Manual Handling) on commencing employment.</p> <p>All staff are required to complete a UIA Workstation Self Assessment on joining the company and when they move desks. Any issues identified are rectified on discovery</p>	None	N/A	Ongoing	Ongoing

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	Voice strain	Call handlers could suffer voice/throat problems, including loss of voice	<p>Staff are provided with their own, fully adjustable microphones/headsets which they are fully trained on</p> <p>Equipment is immediately replaced if worn/not working</p> <p>There are no restrictions on refreshment breaks</p> <p>Fresh water is available at all times with the supply being tested for legionnaires annually</p> <p>We have assessed the duration of calls and their relationship to after call work across all departments (Based on June 2021). Average call time is 7.22 minutes and average after call work is 4.31 minutes. This equates to 37% of time off telephones in addition to standard breaks</p>	<p>None – continue to monitor average call and after call times to ensure adequate breaks are provided</p> <p>Checked against last monthly stats</p>	<p>N/A</p> <p>AH</p>	<p>N/A</p> <p>29/07/21</p>	<p>N/A</p> <p>Done</p>

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Call centre staff including: UNISONdirect, Customer Services, Sales and Claims	Hearing	<p>All employees using company issued headsets could suffer hearing problems arising from faulty or poorly maintained equipment.</p> <p>Hearing could also suffer as a result of prolonged periods of high noise levels.</p>	<p>All employees are provided with training on proper and efficient use of headsets.</p> <p>Any issues from faulty headsets are dealt with by the company's Telephony Administrator on an arising basis and faulty headsets are immediately replaced and the old one either disposed of or sent for repair.</p> <p>Staff are not subjected to continued periods of high noise levels</p>	None	N/A	Ongoing	Ongoing
	Eyes and eyesight	Call centre staff may be affected by poor lighting conditions and glare from machines	<p>The company participates in the Westfield Healthcare cashplan which enables employees to seek help for any eyesight problems identified.</p> <p>Any staff not in the cashplan have been advised (via the company's Health and Safety Policy document) to speak independently to the HR department.</p>			Complete	Done

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Call centre staff including: UNISONdirect, Customer Services, Sales and Claims	Slips and trips	All staff may be affected by belongings left on the floor or coats left on the backs of chairs risking injury	<p>UIA has a clear floor policy which has been communicated to staff.</p> <p>There is a dedicated cloakroom for the majority of coats and other belongings as well as other coat stands around the call centre which are not kept on throughways</p> <p>Walkarounds are carried out by 2 members of the H&S committee to ensure that there are no hazards identified.</p> <p>All major walkways are carpeted (the carpet was replaced in 2008 and is of good quality and in good condition) and these carpets prevent slips</p>	<p>Continued walkarounds by H&S committee</p> <p>Results are available for review by Internal Audit</p>	H&S committee	Ongoing	Ongoing
	Working at height	Generally no employees who work at height. There maybe times e.g. Christmas, other festive holidays and running cables in the Comms room)	<p>Staff are provided with a safe and secure step platform when working at heights.</p> <p>Staff have been advised that standing on desks is prohibited</p>	None	N/A	N/A	N/A

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UJA and UNISONdirect	Electricity and electrical equipment	Staff could be subjected to electrical shock and/or electrical burns from faulty equipment and faulty wiring	<p>Staff are informed in the Health & Safety Policy that leads and other trailing equipment must be arranged to prevent obstruction or risk</p> <p>All portable appliances were tested in May 2018. The next test will be scheduled for May 2022.</p> <p>We carried out a full electrical distribution and fixed wiring test in November 2019, the results of which are held in a separate file.</p>	<p>None</p> <p>Ensure next PAT test is scheduled for 2022?</p> <p>There are no matters which require immediate attention from the report from KCE FM. There are minor matters which are addressed on an ongoing basis with the company's maintenance company KCE FM</p>	H&S/TH	31/1/22	<p>Done</p> <p>PAT completed in May 2018. Schedule next test by May 2022.</p> <p>Ongoing</p>

<p>UIA and UNISONdirect</p>	<p>Emergency lighting</p>	<p>In the unlikely event we suffer a full power outage, and the building needs to be evacuated, all exits routes should be clearly lit</p>	<p>We carried out a full emergency lighting test in November 2019, the results of which are held in a separate file.</p> <p>Regular monthly tests are completed by KCE FM</p>	<p>Make sure the next Annual emergency lighting test is done.</p>	<p>TH</p>	<p>30/09/21</p>	<p>To be carried out in December 2021 by KCE FM</p>
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UIA and UNISONdirect	Fire	All staff at risk of inhalation and burns	<p>The Health and Safety policy statements provides staff of the actions required on discovering a fire and evacuation procedure.</p> <p>Regular (weekly) fire alarm tests are carried out by the landlord and any alarm issues identified are rectified on discovery.</p> <p>The company has a Chief Fire Officer who is responsible for fire procedures as well as Fire Marshals. All information is contained in the company's Health and Safety Policy statement.</p> <p>Regular servicing of fire equipment and fire prevention systems are carried out</p>	Continue with ongoing maintenance programme and fire alarm testing etc	H&S	Ongoing	Ongoing
	Manual handling	UIA has a policy that no employee should lift anything unless they have been appropriately trained	We have reviewed the company's Accident Book and there are no reported incidents concerning lifting injuries	Continue to monitor Accident Book to assess whether this remains a risk	H&S	Ongoing	Ongoing

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UJA and UNISONdirect	COVID-19	COVID-19 could be spread between colleagues through close contact	Colleagues will be required to return to working in the office, but on a trial hybrid working basis, so numbers in the office at any one time will be limited. Colleagues will also return to the office on a phased basis		HR/Line Managers	August 2021	
			Perspex screens have been erected in between desks and those next to walk ways where needed to give additional protection		Office Services		Done
			Colleagues to maintain social distancing whilst moving around the office. One-way systems and social distancing signage are already in place.		Office Services		Done
			Adequate ventilation is provided throughout premises via fresh air circulation air con system		Mantles		Done
			Colleagues will be encouraged to wear a face covering whilst moving around the building and in enclosed/crowded areas and reminded to maintain social distancing at pinch points such as corners and doorways, kitchens, rest area and drinks machine areas. Colleagues may also choose to wear a face covering at all times if they wish.		HR to include instructions in Safe Working Policy	August 2021	Done

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			Colleagues will be advised that they must follow the Government guidance on usage of face coverings				
			Meetings or training sessions to be in numbers suitable for the size of room being used to avoid crowding. Only those needed for a meeting should be present with attendees bringing their own stationery items		HR to include instructions in Safe Working Policy	August 2021	Done
			Clear instructions provided to Colleagues that if they have symptoms they must not come in to work and to self-isolate and get tested. Also, that they must self-isolate if they, or a close contact has a positive result, or if told by test and trace to self-isolate		HR/Line Managers	Ongoing	Ongoing
			If a colleague presents with COVID-19 symptoms whilst in the office they will be advised to leave the office immediately, self-isolate and get tested		Line Managers/HR	Ongoing	Ongoing
			Colleagues to be requested to carry out regular lateral flow tests on a voluntary basis in case they are infected with COVID-19 but have no symptoms		HR to include in Safe Working Policy	Ongoing	Ongoing

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UIA and UNISONdirect	COVID-19	COVID-19 could be spread between colleagues through contaminated surfaces	All colleagues have their own laptop, keyboard and mouse. Colleagues to be instructed to maintain their own stationery and not share with anybody else and will be reminded about the importance of hygiene following use of frequent touch points such as office equipment, drink machines etc		HR to include hygiene reminders in Safe Working Policy	Ongoing	Ongoing
			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 and meeting rooms. There are two sanitizer dispensers in the communal reception area of the building as well as soap and water within the toilets. Signage and posters to be used to remind colleagues of the importance of hand washing etc and to maintain hygiene standards		Office Services/Mantles	Ongoing	Ongoing
			The offices will continue to be cleaned by our contractors on a daily basis. Colleagues using hot desks to wipe down surfaces before and after use		Colleagues	Ongoing	Ongoing
UIA and UNISONdirect	COVID-19	Colleagues could be exposed to the risk of	Colleagues will be encouraged to minimise their use of public transport where possible and, if this is not possible, advised to		Line Managers/HR to include in Safe Working Policy	August 2021	Done

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		COVID-19 infection whilst travelling to and from the office	avoid crowded areas and to use a face covering. Also, to use a face covering if car sharing with people they don't normally meet.				
UIA and UNISONdirect	COVID-19	Some colleagues may be at higher risk of severe illness from COVID-19, such as those who are clinically extremely vulnerable, or have underlying health conditions, older workers and pregnant women	Colleagues in any of these categories will be individually consulted in advance of their return to the office about their circumstances and any potential adaptations to their role that may be needed.		Line Managers	August 2021	
UIA and UNISONdirect	COVID-19	Colleagues may be suffering mental health or wellbeing issues due to the effects of the pandemic, such as anxiety, or feeling	Regular reminders to colleagues about the role of mental health first-aiders, so that they 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 Society, and of the help and support that is also available through the organisation's employee assistance programme (EAP) and the Union if they are	Line managers to have pre-return to office discussions with their team members to check on their mental health and wellbeing and regular follow ups once colleagues are back in the office	HR/Line Managers	Ongoing	Ongoing

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		isolated	members. Wellbeing resources, including the Colleague Wellbeing Workbook can be accessed on the Society Intranet. Line Manager to check in regularly with their team members and check on their mental health and wellbeing. Line Manager and Colleague remote working guidance can be accessed on the Intranet				
UIA and UNISONdirect	COVID-19	If a colleague is tested and confirmed to have contracted COVID-19, other colleagues who have been in close contact with the colleague may also be at risk of infection	Colleagues who have been in close contact with the infected Colleague will be instructed to not come to the office and self-isolate for 10 days in accordance with Government Guidelines. Thorough cleaning and disinfecting of potentially contaminated areas will be carried out by contract cleaners. Potentially contaminated waste to be removed in accordance with Government guidelines		Line Managers/HR Office Services		
			If more than one colleague is tested and confirmed to have contracted COVID-19, local PHE Health Protection team will 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		HR Manager to be single point of contact (SPOC) with PHE Health Protection Team.		

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			measures implemented as necessary				
UIA and UNISONdirect	COVID-19	First Aiders may be at risk of infection whilst providing first aid	St John Ambulance Guidance on keeping safe whilst giving first aid provided to First Aiders. Gloves and masks are available with First Aid Kits, with government instructions on the usage of masks		HR/Office Services	August 2021	
UIA and UNISONdirect	COVID-19	Visitors with COVID-19 symptoms or who may be infected may come into the office and risk passing the virus on to colleagues and contaminating the workplace.	Colleagues receiving visitors must ensure that before entering UIA's premises, all visitors carry out a lateral flow test in the 24 hours before their visit and show a negative result text on arrival. Also, colleagues should make visitors aware that they must follow measures in place in the office		Colleagues	Ongoing	Ongoing
UIA and UNISONdirect	COVID-19	Fire alarms and/or emergency evacuations may cause crowding whilst colleagues are leaving the building and increase	Colleagues to be instructed that all fire exits be used as normal in an event because of the urgency of such an event, however colleagues should be careful to spread out and avoid crowding once they are at their assembly points.		HR to include instructions in Safe Working Policy	August 2021	Done

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		the risk of infection spreading					
UIA and UNISONdirect	COVID-19	Colleagues working from home may not have appropriate furniture to do their job safely	Colleagues working from home 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 will be provided by UIA		Colleagues/Line Managers	Ongoing	Ongoing
UIA and UNISONdirect	COVID-19	Colleagues travelling overseas for holidays could contract COVID-19 whilst away and potentially infect colleagues when returning to the office	Colleagues should not travel to any countries on the red list. Colleagues travelling to countries on the amber or green lists must follow quarantine/testing requirements 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	Ongoing	Ongoing