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Date: 12<sup>th</sup> May 2020

## **Risk Assessment: COVID-19 Coronavirus - Return to Work**

### **Site address:**

CentralPoint  
45 Beech Street  
London  
EC2Y 8AD

**Next Review Date:** 07<sup>th</sup> July 2020 (Or after a significant change)

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus. The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes. Currently there are no specific vaccines or treatments for COVID-19.<sup>1</sup>

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.<sup>1</sup>

In line with our legal responsibility to protect workers and others BE Offices have constructed and reviewed the below risk assessment to identify the known risks, consider controls and mitigation based on currently available UK Government and PHE guidance. As the situation is rapidly evolving, BE will monitor the PHE and Government guidance daily and implement changes to existing controls wherever necessary. This risk assessment will be formally reviewed when any such change occurs.

BE Offices employs members of staff in certain roles who are unable to carry out their duties from home, some of these groups include but are not limited to: Centre managers, receptionists, maintenance officers etc. This risk assessment has been compiled to protect these staff as far as is reasonably practicable as well as those currently working from home and all other individuals who will enter our premises.

This risk assessment has been written utilising the Government guidance 'Working safely during COVID-19 in offices and contact centres. Guidance for employers, employees and the self-employed 11<sup>th</sup> May 2020.

<sup>1</sup> World Health Organisation: [https://www.who.int/health-topics/coronavirus#tab=tab\\_1](https://www.who.int/health-topics/coronavirus#tab=tab_1) 18.05.2020

COVID-19 Coronavirus					
Hazard	Who is at risk?	Control Measures	Further Controls	Owner/s	Completion Date
Spread of COVID – 19 Coronavirus	Staff, Clients, Visitors, Cleaners, Contractors, Couriers	<p><b>Consultation</b></p> <ul style="list-style-type: none"> <li>BE Offices has a duty to consult their people on health and safety matters that affect them.</li> <li>Landlords and managing agents must be consulted on an ongoing basis to ensure policies and management procedures harmonise between all parties.</li> </ul>	<p>Staff will be engaged via email and intranet to ensure that this risk assessment encompasses all risks and control measures on an ongoing basis.</p> <p>BE Offices will liaise with its landlords on an ongoing basis, especially any time there is a requirement for significant change to risk assessment, policy or procedures. Policies laid down by landlords should be cascaded to BE staff and clients to ensure adherence across all organisations.</p>	Managers	
		<p><b>Working from Home</b></p> <ul style="list-style-type: none"> <li>Government guidance is that workers should be continuing to work from home as a first point of control wherever possible.</li> <li>Working from home self-assessment should be completed and reviewed by the H&amp;S officer and HR team.</li> </ul>	<p>Every reasonable effort to enable working from home as a first option will be undertaken. All staff who can work from home will continue to do so. Staff must only be present in the workplace where they are unable to carry out their jobs from home.</p> <p>Those who may be required to attend the workplace have roles critical for business and operational continuity, safe facility management, or regulatory requirements and which cannot be performed remotely.</p>	Directors	
			<p>Staff in Northern Ireland must be considered and reviewed separately as NI guidance can differ from that in England.</p>	Directors	
				Directors	

<p>Spread of COVID – 19 Coronavirus</p>	<p>Staff, Clients, Visitors, Cleaners, Contractors, Couriers</p>	<p><b><u>Protection of Vulnerable People</u></b></p> <ul style="list-style-type: none"> <li>• Clinically extremely vulnerable individuals have been strongly advised not to work outside the home.</li> <li>• Clinically vulnerable individuals, who are at higher risk of severe illness 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.</li> </ul> <p><b><u>Mental Health Protection</u></b></p> <ul style="list-style-type: none"> <li>• Management will promote mental health &amp; wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help.</li> </ul> <p><b><u>Self-Isolation for Symptomatic Individuals</u></b></p> <ul style="list-style-type: none"> <li>• If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance.</li> <li>• Line managers will maintain regular contact with staff members during this time.</li> </ul>	<p>Clinically extremely vulnerable and clinically vulnerable people will be identified by the business, suitable and sufficient arrangements will be made to enable them to work from home.</p> <p>BE Offices have a dedicated mental health support service in place to support staff. Details can be obtained from the HR department.</p> <p>Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast-changing situation.</p> <p>Line managers and the HR team will offer support to staff who are affected by Coronavirus or has a family member affected.</p>	<p>HR</p> <p>All Staff</p> <p>Managers</p> <p>HR &amp; Managers</p>	
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<p>Spread of COVID – 19 Coronavirus</p>	<p>Staff, Clients, Visitors, Cleaners, Contractors, Couriers</p>	<ul style="list-style-type: none"> <li>• If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), the management team of the workplace will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.</li> </ul> <p><b><u>Provision of Sufficient Resource</u></b></p> <ul style="list-style-type: none"> <li>▪ Sufficient resource must be made available to put control measures in place.</li> </ul> <p><b><u>Social Distancing</u></b></p> <ul style="list-style-type: none"> <li>▪ Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health England.</li> <li>▪ Take steps to review work schedules including start &amp; finish times/shift patterns, working from home etc. to reduce</li> </ul>	<p>BE Offices Directors will ensure sufficient resource is available to implement the controls laid down in this risk assessment. Resource can be defined as sufficient time, investment and provision of professional advice where required.</p> <p>Staff to be reminded daily of the importance of social distancing both in the workplace and outside of it. Management checks to ensure this is adhered to.</p> <p>Signage and posters will be displayed at eye and floor level to assist with reminding and visualising 2m distances.</p>	<p>Directors</p> <p>Managers</p> <p>Centre Teams</p>	
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<p>Spread of COVID – 19 Coronavirus</p>	<p>Staff, Clients, Visitors, Cleaners, Contractors, Couriers</p>	<p>number of workers on site at any one time.</p> <ul style="list-style-type: none"> <li>▪ Additional parking on site must be considered wherever possible to ease staff use of busy public transport.</li> <li>▪ Redesign processes to ensure social distancing in place. Access and egress from property to be separated wherever possible. One-way foot traffic where possible.</li> <li>▪ Social distancing should be observed in all areas of the building, not just office space. e.g. reception areas, break out spaces, smoking areas, common areas.</li> </ul> <p><b><u>Restriction of Movement and Access</u></b></p> <ul style="list-style-type: none"> <li>▪ Movement throughout the property should be restricted by discouraging non-essential trips.</li> <li>▪ Bottle neck areas should be opened up wherever possible to prevent overcrowding. E.g. turnstiles.</li> </ul>	<p>One-way traffic flow will be established where possible. In all other instances individuals will walk on the left-hand side of corridors, staircases or break out spaces.</p> <p>Additional cycle storage space will be provided wherever possible to encourage staff and clients to cycle to work. As opposed to taking public transport.</p> <p>Back to back or side to side working should be adopted as opposed to face to face.</p> <p>Access of individuals on site will be restricted to permit access to essential areas only. E.g. individual offices, break out spaces and kitchens.</p> <p>Telephones and emails should be utilised before face to face contact. E.g. communication with centre managers.</p> <p>Maximum occupancy for lifts will be reduced encouraging use of stairs wherever possible.</p>	<p>Centre Teams</p> <p>Centre Teams</p> <p>Managers</p> <p>Centre Teams</p> <p>Centre Teams</p> <p>Centre Teams</p>	
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<p>Spread of COVID – 19 Coronavirus</p>	<p>Staff, Clients, Visitors, Cleaners, Contractors, Couriers</p>	<ul style="list-style-type: none"> <li>▪ Site guidance on social distancing and hygiene should be explained to visitors on or before arrival.</li> <li>▪ Records should be maintained of all visitors to site.</li> </ul> <p><b><u>Workplace Design</u></b></p> <ul style="list-style-type: none"> <li>▪ For those with a primary work area, workstations should allow users to maintain 2m social distancing wherever possible.</li> <li>▪ Workstations should be assigned to an individual and not shared. If they need to be shared, they should be shared by the smallest possible number of people.</li> </ul> <p><b><u>Emergency Procedures</u></b></p> <ul style="list-style-type: none"> <li>▪ In an emergency, for example, an accident or fire, people do not have to stay 2m apart and the usual procedures can be followed.</li> </ul>	<p>In order to manage any potential outbreak of Coronavirus it is essential that all visitors to the building are recorded and these records retained. Ensure all visitors are signed in on the Sign In App.</p> <p>Office layouts and processes should be reviewed to allow people to work further apart from each other.</p> <p>Where it is not possible to move workstations further apart, staff should be arranged to work side by side or facing away from each other rather than face-to face.</p> <p>Occupancy levels will be monitored to enable social distancing.</p> <p>Hot desking and sharing workspace should be avoided wherever possible.</p> <p>During an emergency evacuation the usual evacuation procedures apply. Once at the assembly point individuals should remain 2m apart.</p> <p>If the assembly point cannot accommodate 2m of separation between the volume of people evacuated a dispersal procedure will be</p>	<p>Centre Teams</p> <p>Managers</p> <p>Managers</p> <p>Managers</p> <p>Head Fire Warden</p> <p>Head Fire Warden</p>	
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<p>Spread of COVID – 19 Coronavirus</p>	<p>Staff, Clients, Visitors, Cleaners, Contractors, Couriers</p>	<ul style="list-style-type: none"> <li>▪ There is no requirement to adhere to ‘one-way’ or restricted traffic flow measures when evacuating the building.</li> </ul> <p><b>Cleaning</b></p> <ul style="list-style-type: none"> <li>▪ Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.</li> <li>▪ Refer to GOV guidance on cleaning:  <a href="https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings">https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</a></li> </ul> <p><b>Hand Washing</b></p> <ul style="list-style-type: none"> <li>▪ Hand washing facilities with soap and water in place.</li> <li>▪ Stringent hand washing taking place.</li> <li>▪ See hand washing guidance.  <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></li> </ul>	<p>enacted. Refer to the site-specific updated fire evacuation procedures for further detail.</p> <p>Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.</p> <p>Enhanced levels of cleaning will be implemented, focusing on multi-touch points and high traffic areas. E.g. break out spaces, kitchens etc.</p> <p>Clear desk policy will be implemented to ensure cleaning can be carried out more efficiently and effectively.</p> <p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.</p>	<p>Cleaning Managers</p> <p>Cleaning Managers</p> <p>All Staff</p> <p>Managers</p>	
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<p>Spread of COVID – 19 Coronavirus</p>	<p>Staff, Clients, Visitors, Cleaners, Contractors, Couriers</p>	<ul style="list-style-type: none"> <li>▪ Drying of hands with disposable paper towels.</li> <li>▪ Staff encouraged to protect the skin by applying emollient cream regularly.</li> <li>▪ Gel sanitisers in any area where washing facilities not readily available.</li> <li>▪ Signage provided in kitchens and toilets to demonstrate proper hand washing regimes.</li> </ul> <p><b><u>Physical Barriers</u></b></p> <ul style="list-style-type: none"> <li>▪ Install cough/sneeze screens on all reception desks, as receptionists are at higher risk of face to face contact.</li> <li>▪ Physical barriers (plexi-glass should be used as an enhancement to social distancing as opposed to a replacement for it.</li> </ul>	<p>Signage and posters will be displayed throughout the workplace to reinforce the reminders.</p> <p>Encourage staff to report any problems or reactions of their skin with relation to hand washing regimes.</p> <p>Staff will be updated with the latest PHE guidance as and when it emerges or at least on a weekly basis.</p> <p>Physical barriers will also be subject to enhanced cleaning regimes.</p>	<p>Centre Teams</p> <p>Managers</p> <p>H&amp;S Officer</p> <p>Cleaning Managers</p>	
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