



BE OFFICES LTD

45 Beech Street

London

EC2Y 8AD

020 7959 6044

astonh@BEOffices.com

Risk Assessment: COVID-19 Coronavirus

Prepared By: Aston Hemmings, Health & Safety Manager – BE Offices

3-6 Kenrick Place

London

W1U 6HD



This assessment provides detail of the control measures and actions required in relation to hazards associated with exposure to the COVID 19 virus within the common and Headspace retained areas at 3-6 Kenrick Place, London, W1U 6HD.

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.

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

The following simple risk level estimator is based on BS 8800:

Likelihood of Risk Being Realised	Severity of Harm		
Likelihood Of Harm	Slight Harm	Moderate Harm	Extreme Harm
Low	Trivial Risk	Tolerable Risk	Moderate Risk
Medium	Tolerable Risk	Moderate Risk	Substantial Risk
High	Moderate Risk	Substantial Risk	Intolerable Risk

A suitable risk-based control plan should involve effort and urgency that is proportional to risk. The following risk based control plan is based on one advocated by BS 8800 for general health and safety risks:

Risk level	Action and timescale
Trivial	No action is required and no documentary records need be kept.
Tolerable 2A	No major additional controls required. However, there might be a need for improvements that involve minor or limited cost.
Moderate 3N	It is essential that efforts are made to reduce the risk. Risk reduction measures should be implemented within a defined time period. Where moderate risk is associated with consequences that constitute extreme harm, further assessment might be required to establish more precisely the likelihood of harm as a basis for determining the priority for improved control measures.
Substantial 4N	Considerable resources might have to be allocated to reduce the risk. If the building is unoccupied, it should not be occupied until the risk has been reduced. If the building is occupied, urgent action should be taken.
Intolerable 5N	Building (or relevant area) should not be occupied until the risk is reduced.

N = Not adequately controlled A = Adequately controlled

Coronavirus (COVID-19) risk assessment

Hazard	Persons at risk	Risk rating	Control measures	Additional controls	Residual risk rating
Exposure to and spread of COVID-19 virus due to the physical contact, interaction and use of shared facilities within the building common areas.	Staff, Clients, Visitors, Contractors, Couriers	Moderate 3N	<p><u>Consultation</u> Headspace has a duty to consult their people on health and safety matters that affect them.</p> <p>Landlords and managing agents must be consulted on an ongoing basis to ensure policies and management procedures harmonise between all parties.</p>	<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>Headspace 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>	Tolerable 2A
		Substantial 4N	<p><u>Working from Home</u> Government guidance is that workers should be continuing to work from home as a first point of control wherever possible.</p> <p>Working from home self- assessment should be completed and reviewed by the H&S officer and HR team.</p>	<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>	Tolerable 2A

Coronavirus (COVID-19) risk assessment

Hazard	Persons at risk	Risk rating	Control measures	Additional controls	Residual risk rating
<p>Exposure to and spread of COVID-19 virus due to the physical contact, interaction and use of shared facilities within the building common areas.</p>	<p>Staff, Clients, Visitors, Contractors, Couriers</p>	<p>Substantial 4N</p>	<p><u>Protection of vulnerable people</u> Some groups of people may be at more risk of being infected and/or an adverse outcome if infected e.g.</p> <ul style="list-style-type: none"> • Older males • Those with high body mass index (BMI) • Those with health conditions such as diabetes • Those from some Black, Asian or minority ethnic (BAME) backgrounds. <p>Clinically extremely vulnerable individuals have been strongly advised not to work outside of the home.</p>	<p>Clinically extremely vulnerable and clinically vulnerable people will be identified by the business, suitable and sufficient individual arrangements will be made to enable them to work from home.</p>	<p>Tolerable 2A</p>

Coronavirus (COVID-19) risk assessment

Hazard	Persons at risk	Risk rating	Control measures	Additional controls	Residual risk rating
Exposure to and spread of COVID-19 virus due to the physical contact, interaction and use of shared facilities within the building common areas.	Staff	Moderate 3N	<p><u>Mental Health Protection</u> Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer support to those who require it.</p>	<p>Headspace have a dedicated mental health support service in place to support staff. Details can be obtained from the HR department.</p> <p>Managers should keep in touch with their teams e.g. carry out regular calls to ensure mental health and wellbeing is monitored and factored into planning of tasks or returns to the workplace.</p>	Tolerable 2A
	Staff, Clients, Visitors, Contractors, Couriers	Substantial 3N	<p><u>Self-Isolation</u> Those who are self-isolating should work from home where possible and should not enter the workplace under any circumstances.</p> <p>If anyone becomes unwell COVID-19 symptoms in the workplace, they will be sent home and advised to follow self-isolation guidance. Anyone who becomes unwell outside of the workplace should not attend the premises. Businesses shall not require a self-isolating employee to come into the workplace by law.</p>	<p>Self-isolation under government guidance. e.g. those with symptoms of COVID-19, those in a household or support bubble of someone who has symptoms or those identified under the test and trace service (close contact).</p> <p>Self-isolating members of staff should communicate this information to line managers as per the COVID-19 reporting and management procedures.</p> <p>Self-isolating clients should inform the centre manager of their status as soon as reasonable practical.</p>	Tolerable 2A

Coronavirus (COVID-19) risk assessment

Hazard	Persons at risk	Risk rating	Control measures	Additional controls	Residual risk rating
<p>Exposure to and spread of COVID-19 virus due to the physical contact, interaction and use of shared facilities within the building common areas.</p>	<p>Staff, Clients, Visitors, Cleaners, Contractors, Couriers</p>	<p>Substantial 4N</p>	<p><u>Provision of Sufficient Resource</u> Sufficient resource must be made available to put control measures in place.</p>	<p>Headspace 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>Tolerable 2A</p>

Coronavirus (COVID-19) risk assessment

Hazard	Persons at risk	Risk rating	Control measures	Additional controls	Residual risk rating
Exposure to and spread of COVID-19 virus due to the physical contact, interaction and use of shared facilities within the building common areas.	Staff, Clients, Visitors, Cleaners, Contractors, Couriers	Substantial 4N	<p>Social Distancing Reducing the number of persons in any work area to comply with the 2m or 1m with risk mitigation gap recommended by GOV guidance.</p> <p>Take steps to review work schedules including start & finish times/shift patterns, working from home etc. to reduce numbers of workers on site at any one time.</p> <p>Additional parking on site must be considered wherever possible to ease staff use of busy public transport. Redesign processes to ensure social distancing in place. Access and egress from property to be separated wherever possible. One-way foot traffic where possible.</p> <p>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.</p>	<p>Social distancing measures will be communicated by floor signage, large visual banners, and eye level signage throughout the workplace.</p> <p>2m social distancing will be maintained whenever possible. Where 2m distancing is not available 1m distancing with risk mitigation will be in place.</p> <p>Mitigating actions include:</p> <ul style="list-style-type: none"> ▪ Further increased handwashing and surface cleaning. ▪ Reducing the activity time as much as possible. ▪ Using screens or barriers to separate people. ▪ Using back to back or side to side working. ▪ Reducing the number of people each person has contact with. By restricted access or fixed teams/ partnering ▪ <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>	Tolerable 2A

Coronavirus (COVID-19) risk assessment

Hazard	Persons at risk	Risk rating	Control measures	Additional controls	Residual risk rating
Exposure to and spread of COVID-19 virus due to the physical contact, interaction and use of shared facilities within the building common areas.	Staff, Clients, Visitors, Cleaners, Contractors, Couriers	Substantial 4N	<p><u>Restriction of Movement and Access</u> Movement throughout the property should be restricted by discouraging non-essential trips.</p> <p>Bottle neck areas should be opened up wherever possible to prevent overcrowding. E.g. turnstiles.</p> <p>Site guidance on social distancing and hygiene should be explained to visitors on or before arrival.</p> <p>Access and Egress routes should be separated wherever possible.</p> <p>One-way traffic flow through the building should be introduced wherever reasonably practicable.</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>Single points of access and egress have been established. Access is only permitted through the front entrance and egress only through the rear doors.</p> <p>Rope barrier systems will be introduced to help reinforce social distancing and one way systems.</p>	Tolerable 2A

Coronavirus (COVID-19) risk assessment

Hazard	Persons at risk	Risk rating	Control measures	Additional controls	Residual risk rating
<p>Exposure to and spread of COVID-19 virus due to the physical contact, interaction and use of shared facilities within the building common areas.</p>	<p>Staff, Clients, Visitors, Cleaners, Contractors, Couriers</p>	<p>Substantial 4N</p>	<p><u>Workplace Design</u> For those with a primary work area, workstations should allow users to maintain 2m social distancing wherever possible.</p> <p>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.</p> <p>Remote working tools should be utilised to avoid in person meetings.</p> <p>Only necessary participants should attend meetings and should maintain social distancing.</p> <p>Avoid sharing pens, documents, and other objects during meetings.</p>	<p>Headspace can measure and plan seating arrangements, desk layouts and circulation routes for social distanced working upon request from any building occupier.</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>Tolerable 2A</p>

Coronavirus (COVID-19) risk assessment

Hazard	Persons at risk	Risk rating	Control measures	Additional controls	Residual risk rating
Exposure to and spread of COVID-19 virus due to the physical contact, interaction and use of shared facilities within the building common areas.	Staff, Clients, Visitors, Cleaners, Contractors, Couriers	Substantial 4N	<u>Noise Reduction</u> It is recognised that speaking in a raised voice or shouting can potentially increase the risk of transmission from aerosols.	Loud music or broadcasts should be eliminated from the workplace to ensure there is no need to speak in a raised voice or shout.	Tolerable 2A
		Substantial 4N	<u>Emergency Procedures</u> In an emergency, for example, an accident or fire, people do not have to stay 2m apart and the usual procedures can be followed. Fire and emergency procedures should be updated to reflect any changes made due to COVID response. E.g. dispersal at fire assembly points. There is no requirement to adhere to 'one-way' or restricted traffic flow measures when evacuating the building.	During an emergency evacuation, the usual evacuation procedures apply. Once at the assembly point individuals should remain 2m apart. If the assembly point cannot accommodate 2m of separation between the volume of people evacuated a dispersal procedure will be enacted. Refer to the site-specific updated fire evacuation procedures for further detail.	Tolerable 2A

Coronavirus (COVID-19) risk assessment

Hazard	Persons at risk	Risk rating	Control measures	Additional controls	Residual risk rating
Exposure to and spread of COVID-19 virus due to the physical contact, interaction and use of shared facilities within the building common areas.	Staff, Clients, Visitors, Cleaners, Contractors, Couriers	Substantial 4N	<p>Cleaning</p> <p>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.</p> <p>Refer to GOV guidance on cleaning: https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</p> <p>HSE guidance on fog, mist, vapour or ultraviolet (UV) systems during the coronavirus pandemic. https://www.hse.gov.uk/coronavirus/disinfecting-premises-during-coronavirus-outbreak.htm</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. Hourly cleaning of these high touch point areas.</p> <p>Clear desk policy will be implemented to ensure cleaning can be carried out more efficiently and effectively.</p> <p>Specialist equipment will be utilised where required to enhance the cleaning regime.</p>	Tolerable 2A

Coronavirus (COVID-19) risk assessment

Hazard	Persons at risk	Risk rating	Control measures	Additional controls	Residual risk rating
Exposure to and spread of COVID-19 virus due to the physical contact, interaction and use of shared facilities within the building common areas.	Staff, Clients, Visitors, Cleaners, Contractors, Couriers	Substantial 4N	Hand Washing Hand washing facilities with soap and water in place. Hand sanitisers will be available in any area where washing facilities not readily available. E.g. Reception areas and meeting rooms. Signage provided in kitchens, breakout, toilets, and high traffic areas to demonstrate proper hand washing techniques as per NHS hand washing guidance. https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/	Building users are to be reminded on a regular basis to wash their hands for 20 seconds with water and soap. 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. Improved signage is in place throughout the property including points of entry, kitchen and WC facilities.	Tolerable 2A
		Substantial 4N	Physical Barriers Install cough/sneeze screens on all reception desks, as receptionists are at higher risk of face to face contact. Physical barriers (plexi-glass should be used as an enhancement to social distancing as opposed to a replacement for it.	Physical barriers will also be subject to enhanced cleaning regimes.	Tolerable 2A

Coronavirus (COVID-19) risk assessment

Hazard	Persons at risk	Risk rating	Control measures	Additional controls	Residual risk rating
<p>Exposure to and spread of COVID-19 virus due to the physical contact, interaction and use of shared facilities within the building common areas.</p>	<p>Staff, Clients, Visitors, Cleaners, Contractors, Couriers</p>	<p>Substantial 4N</p>	<p><u>PPE</u> Non-Coronavirus related PPE must continue to be utilised wherever required.</p> <p>PPE should be utilised whenever social distancing is not possible. e.g. in lifts, when travelling to and from work on public transport.</p> <p>PPE should not be relied upon as a substitute for social distancing or any other risk control.</p> <p>Use of a face covering is mandatory on public transport. BE will provide suitable and sufficient face coverings for their employees.</p>	<p>Headspace support their workers in using face coverings safely if they choose to wear one. Separate guidance on the proper use of face masks will be provided in line with the Government guidance documentation.</p> <p>Headspace do not currently enforce a policy of compulsory mask wearing in their properties, in line with government guidance.</p>	<p>Tolerable 2A</p>

Coronavirus (COVID-19) risk assessment

Hazard	Persons at risk	Risk rating	Control measures	Additional controls	Residual risk rating
Exposure to and spread of COVID-19 virus due to the physical contact, interaction and use of shared facilities within the building common areas.	Staff, Clients, Visitors, Cleaners, Contractors, Couriers	Substantial 4N	<p><u>Workforce Management</u> Where staff are split into teams or shifts, as far as possible these teams should remain fixed.</p> <p>Areas where items are passed directly between people should be identified and replaced with a drop off zone.</p> <p>Records of all visitors to site must be maintained to assist the Track and Trace service if required.</p>	<p>Fixing teams reduces the volume of contact where it is unavoidable.</p> <p>Client post should be collected from the designated area wherever possible.</p> <p>Records of visitors should be retained for 21 days.</p> <p>Test and Trace QR codes have been established at the following locations:</p> <ul style="list-style-type: none"> ▪ Main entrance ▪ All Kitchens ▪ All breakout spaces. <p>All building users are encouraged to utilize the NHS test and trace system to log their attendance at the property.</p>	Tolerable 2A

Coronavirus (COVID-19) risk assessment

Hazard	Persons at risk	Risk rating	Control measures	Additional controls	Residual risk rating
Exposure to and spread of COVID-19 virus due to the physical contact, interaction and use of shared facilities within the building common areas.	Staff, Clients, Visitors, Cleaners, Contractors, Couriers	Substantial 4N	<p><u>Outbreak Management Planning</u> In each property the Centre Manager will act as the single point of contact (SPOC) for all COVID-19 cases. The Centre manager should be alerted as soon as possible to a confirmed or suspected case of COVID-19 within the property.</p> <p>Once aware of a potential outbreak, the Centre Manger will escalate information to the Health and Safety manager who will co-ordinate with PHE and/ or the Centre Manager directly.</p>	<p>If alerted to one confirmed or potential cases of COVID-19 the Centre manager will escalate to the Health and Safety manager.</p> <p>The Health and Safety manager will co-ordinate cleaning of the required areas and liaise with other stakeholders e.g. landlords, occupiers.</p> <p>If alerted to two or more confirmed or potential cases within the building the centre manager will escalate to the Health and Safety Manager who will contact the local PHE team and manage the outbreak response based on their guidance.</p> <p>The City of London have established a local outbreak control plan as well as standard operating procedures. The health and safety manager will make contact with the London Coronavirus Response Cell in line with guidance laid out in the above documents.</p>	Tolerable 2A