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Written by: Aston Hemmings
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Reviewed: 08th July 2020

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

**Site address:**
Headspace Manchester
2 Mount Street
Manchester
M2 5QW

**Next Review Date:** 08th August 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.[1]

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. [1]

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 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 (3rd July Edition).

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[1] World Health Organisation: https://www.who.int/health-topics/coronavirus#tab=tab_1 18.05.2020

| COVID-19 Coronavirus | | | | | |
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| **Hazard** | **Who is at risk?** | **Control Measures** | **Further Controls** | **Owner/s** | **Completion Date** |
| Spread of COVID – 19 Coronavirus | Staff, Clients, Visitors, Cleaners, Contractors, Couriers | **Consultation**<br>▪ BE Offices has a duty to consult their people on health and safety matters that affect them.<br><br>▪ Landlords and managing agents must be consulted on an ongoing basis to ensure policies and management procedures harmonise between all parties. | Staff will be engaged via email and intranet to ensure that this risk assessment encompasses all risks and control measures on an ongoing basis.<br><br>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. | Managers<br><br>FM Team | |
| | | **Working from Home**<br>▪ Government guidance is that workers should be continuing to work from home as a first point of control wherever possible.<br><br>▪ Working from home self-assessment should be completed and reviewed by the H&S officer and HR team. | 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.<br><br>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. | Directors<br><br>Directors | |

| Spread of COVID – 19 Coronavirus | Staff, Clients, Visitors, Cleaners, Contractors, Couriers | **Protection of Vulnerable People**<br>▪ Clinically extremely vulnerable individuals have been strongly advised not to work outside the home.<br><br>▪ 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. | 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. | HR | |
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| | | **Mental Health Protection**<br>▪ Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help. | BE Offices have a dedicated mental health support service in place to support staff. Details can be obtained from the HR department.<br><br>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. | Managers<br><br>Managers | |

| Spread of COVID – 19 Coronavirus | Staff, Clients, Visitors, Cleaners, Contractors, Couriers | **Self-Isolation**<br><br>▪ Those who are self-isolating should work from home where possible and should not enter the workplace under any circumstances.<br><br>▪ 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.<br><br>▪ Line managers will maintain regular contact with staff members during this time. | 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.<br><br>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.<br><br>Line managers and the HR team will offer support to staff who are affected by Coronavirus or has a family member affected. | All Staff<br><br><br>Managers<br><br><br>Managers | |
| | | **Provision of Sufficient Resource**<br><br>▪ Sufficient resource must be made available to put control measures in place. | 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. | Directors | |

| Spread of COVID – 19 Coronavirus | Staff, Clients, Visitors, Cleaners, Contractors, Couriers | **Social Distancing**<br>▪ Reducing the number of persons in any work area to comply with the 2m or 1m with risk mitigation gap recommended by Gov guidance.<br><br>▪ 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.<br><br>▪ Additional parking on site must be considered wherever possible to ease staff use of busy public transport.<br><br>▪ Redesign processes to ensure social distancing in place. Access and egress from property to be separated wherever possible. One-way foot traffic where possible.<br><br>▪ 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. | Social distancing measures will be communicated by floor signage, large visual banners, and eye level signage throughout the workplace.<br><br>2m social distancing will be maintained whenever possible. Where 2m distancing is not available 1m distancing with risk mitigation will be in place.<br><br>Mitigating actions include:<br>▪ Further increased handwashing and surface cleaning.<br>▪ Reducing the activity time as much as possible.<br>▪ Using screens or barriers to separate people.<br>▪ Using back to back or side to side working.<br>▪ Reducing the number of people each person has contact with. By restricted access or fixed teams/ partnering.<br><br>Additional cycle storage space will be provided wherever possible to encourage staff and clients to cycle to work. As opposed to taking public transport.<br><br>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. | Managers<br><br><br><br>Managers<br><br><br>Managers | |

| Spread of COVID – 19 Coronavirus | Staff, Clients, Visitors, Cleaners, Contractors, Couriers | **Restriction of Movement and Access**<br><br>▪ Movement throughout the property should be restricted by discouraging non-essential trips.<br><br>▪ Bottle neck areas should be opened up wherever possible to prevent overcrowding. E.g. turnstiles.<br><br>▪ Site guidance on social distancing and hygiene should be explained to visitors on or before arrival.<br><br>▪ Access and Egress routes should be separated wherever possible.<br><br>▪ One-way traffic flow through the building should be introduced wherever reasonably practicable. | Access of individuals on site will be restricted to permit access to essential areas only. E.g. individual offices, break out spaces and kitchens.<br><br>Telephones and emails should be utilised before face to face contact. E.g. communication with centre managers.<br><br>Maximum occupancy for lifts will be reduced encouraging use of stairs wherever possible.<br><br>Rope barrier systems will be introduced to help reinforce social distancing and one way systems. | Managers<br><br>Managers<br><br>Managers | |

| Spread of COVID – 19 Coronavirus | Staff, Clients, Visitors, Cleaners, Contractors, Couriers | **Workplace Design**<br><br>▪ For those with a primary work area, workstations should allow users to maintain 2m social distancing wherever possible.<br><br>▪ 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.<br><br>▪ Remote working tools should be utilised to avoid in person meetings.<br><br>▪ Only necessary participants should attend meetings and should maintain social distancing.<br><br>▪ Avoid sharing pens, documents, and other objects during meetings. | Office layouts and processes should be reviewed to allow people to work further apart from each other.<br><br>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.<br><br>Occupancy levels will be monitored to enable social distancing.<br><br>Hot desking and sharing workspace should be avoided wherever possible. | Managers<br><br>Managers<br><br>Managers<br><br>Managers | |
| | | **Noise Reduction**<br>▪ 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. | Managers | |

| Spread of COVID – 19 Coronavirus | Staff, Clients, Visitors, Cleaners, Contractors, Couriers | **Emergency Procedures**<br><br>▪ In an emergency, for example, an accident or fire, people do not have to stay 2m apart and the usual procedures can be followed.<br><br>▪ Fire and emergency procedures should be updated to reflect any changes made due to COVID response. E.g. dispersal at fire assembly points.<br><br>▪ 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.<br><br>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. | Head Fire Marshal<br><br><br>Head Fire Marshal | |

| Spread of COVID – 19 Coronavirus | Staff, Clients, Visitors, Cleaners, Contractors, Couriers | **Cleaning**<br>■ 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.<br><br>■ 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 | Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.<br><br>Enhanced levels of cleaning will be implemented, focusing on multi-touch points and high traffic areas. E.g. break out spaces, kitchens etc.<br><br>Clear desk policy will be implemented to ensure cleaning can be carried out more efficiently and effectively.<br><br>Specialist equipment will be utilised where required to enhance the cleaning regime. | Cleaning Managers<br><br>Cleaning Managers<br><br>All Staff<br><br>Cleaning Managers | |
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| | | **Hand Washing**<br>■ 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.<br><br>■ Signage provided in kitchens, breakout s, toilets, and high traffic areas to demonstrate proper hand washing techniques as per NHS hand washing guidance. See -<br>well/healthy-body/best-way-to-wash-your-hands/<br><br>■ Mechanical ventilation in toilets will be run at full capacity 24/7 and window opened to improve fresh air supply. | Employees 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. | All Staff | |

| Spread of COVID – 19 Coronavirus | Staff, Clients, Visitors, Cleaners, Contractors, Couriers | **Physical Barriers**<br>▪ Install cough/sneeze screens on all reception desks, as receptionists are at higher risk of face to face contact.<br><br>▪ 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. | Cleaning Managers | |
| | | **PPE**<br>▪ Non-Coronvirus related PPE must continue to be utilised wherever required.<br><br>▪ PPE should be utilised whenever social distancing is not possible. e.g. in lifts, when travelling to and from work on public transport.<br><br>▪ PPE should not be relied upon as a substitute for social distancing or any other risk control.<br><br>▪ Use of a face covering is mandatory on public transport. BE will provide suitable and sufficient face coverings for their employees. | Requirements for PPE will be assessed continually based on PHE guidance. If required PPE will be distributed to staff who require it and training in its correct use will be given.<br><br>BE Offices should 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.<br><br><br>Staff to be reminded that use of public transport should be avoided wherever possible. | Health & Safety Manager<br><br>Health & Safety Manager<br><br><br><br>Managers | |

| Spread of COVID – 19 Coronavirus | Staff, Clients, Visitors, Cleaners, Contractors, Couriers | **Workforce Management** <br><br> ▪ Where staff are split into teams or shifts, as far as possible these teams should remain fixed. <br><br> ▪ Areas where items care passed directly between people should be identified and replaced with a drop off zone. <br><br> ▪ Records of all visitors to site must be maintained to assist the Track and Trace service if required. | Fixing teams reduces the volume of contact where it is unavoidable. <br><br> Client post should be collected from the designated area wherever possible. <br><br> Records of visitors should be retained for 21 days. | Managers <br><br><br> Managers <br><br><br><br> Managers | |
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| | | **Outbreak Management Planning** <br><br> ▪ 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. <br><br> ▪ 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. | If alerted to one confirmed or potential cases of COVID-19 the Centre manager will escalate to the Health and Safety manager. <br><br> The Health and Safety manager will co-ordinate cleaning of the required areas and liaise with other stakeholders e.g. landlords, occupiers. <br><br> 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. | Managers Health & Safety Manager <br><br> Managers Health & Safety Manager <br><br> Managers Health & Safety Manager | |