

Makara Health Communications Ltd

Beckett House, 4 Bridge Street, SP1 2LX

Location: Salisbury offices

Title : Makara Office Working Covid Risk Assessment	Date of Assessment : 18/08/2020	Risk Assessor : Anna Hayden
Risk Assessment Reference : Covid1	People involved in making this assessment : Anna Hayden, Louise Sharp	
Task/ Process : Covid risk assessment for office workers	People at Risk : Employees, Contractors	

Hazard : Employed staff Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government guidelines on office working, could compromise our arrangements and jeopardise the health of others.

Control Measures:

1. Employees can raise any concerns with their line manager and the Operations Director.
2. Health & Safety communications available to all employees.
3. Phased return into the office to allow for uninterrupted operations to the business, reduce pressure on office or building services and allow for social distancing.
4. Plans and procedures have been shared and co-ordinated with our landlord on our managed premises.
5. Communication warning posters displayed throughout all premises.
6. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
7. Specific procedures and measures to reduce the risk of spreading coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance.

Hazard : Passenger and goods lifts The enclosed space within the lift which creates a risk of potential contamination through coughing and sneezing and contact with internal surfaces and controls.

Control Measures:

1. If using the lift employees are advised to use the hand sanitising gel provided in the communal areas on each level both before entering and after exiting the lift.
2. Only one person will be allowed to use the lift at a time to allow for social distancing.
3. Employees advised to avoid touching surfaces.
4. Employees instructed to avoid using a finger tip to press buttons; instead to use the back of the knuckle to select the appropriate floor and to wash hands as soon as possible after using the lift.
5. Employees encouraged to avoid using passenger lifts when a large amount of users are present at peak times.
6. Employees are encouraged to use the staircase to get to the floor on which they work, unless they have mobility problems that negates the use of the stairs.

Hazard : Food & Drink Preparation Areas Potential risk of transfer of virus through cross-contamination.

Control Measures:

1. Employees instructed to ensure that good hygiene standards are maintained when food or drinks are being prepared.
2. Ensure that when spills of food or liquids occur employees must ensure that the work surfaces are left in a clean and sanitised condition.
3. Employees instructed to use own drinking mugs, cups and glasses to prevent cross-contamination, to be kept at employees' desk.
4. Do not touch food and keep hands out of waste bins or receptacles as they may contain contaminated products, food or tissues.
5. Wash hands thoroughly for 20 seconds before and after using these facilities.
6. Leave the microwave oven in a clean condition and wiped out after use.
7. Put uneaten food products in a clean, sanitised, sealed wrapper, bag or container, if they are to be stored in the communal refrigerator.
8. Thoroughly wash crockery and cutlery after each use, immediately dry and keep at desk.
9. Single use paper towels are provided within kitchen areas and are to be disposed of correctly in waste bins provided.
10. Dishwasher is available and can be used to thoroughly clean crockery and cutlery.
11. Only one person to be allowed in the kitchen areas at any time. Signage will be visible to remind individuals of this control measure.
12. Departments and teams are to implement staggered lunch breaks.
13. Employees to make their own hot or cold drinks during the working day.
14. Employees encouraged to bring in their own prepared food and drink for lunch breaks.

Hazard : Communal facilities, entrance, toilets, stairs. etc. Risk of cross-contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health.

Control Measures:

1. Employees are required to ensure that coats, scarves and other outdoor items are stored separately, avoiding contact with other people's personal items.
2. Certain toilet cubicles and wash sinks will be out of use to allow for social distancing.
3. Employees instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.
4. Employees are aware that where facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc. and objects which are visibly contaminated with body fluids must not be touched, but reported to the Operations Director).
5. Employees instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.
6. Supplies of soap and sanitising agents are provided and regularly topped-up at all hand washing stations. NHS, Public Health and hand washing advice posters are displayed.
7. Contract cleaning services have been increased. Toilets and communal areas, along with workspaces, are cleaned more frequently than before and the cleaning routine is to a higher specification.

Hazard : Waste Ill health as a result of the transfer of coronavirus and other pathogens through cross-contamination after contact with waste (accidental or otherwise).

Control Measures:

1. Waste bins are provided at employee desk areas and within kitchen areas.
2. Employees instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.
3. Employees instructed that disposable tissues should be used when coughing and/or sneezing and put directly into a waste bin, preferably bagged, or pocketed and taken home.
4. All waste bins and receptacles are carefully and safely emptied daily by the contracted cleaning staff.
5. Employees are required to have consideration for contracted cleaning staff with regards to discarded tissues, food, tins etc. to prevent cleaning staff being accidentally contaminated or injured.

Hazard : Smoking Inhalation of second hand tobacco smoke and or vapours from e-cigarettes may result in adverse coronavirus health effects.

Control Measures:

1. Employees are advised to avoid inhaling second hand tobacco smoke and vapour emitted from cigarettes and e-cigarettes from other persons. Although there is no evidence of transmission this is a precautionary measure.

Hazard : Meeting rooms Potential risk or transfer of virus on account of close contact with other persons.

Control Measures:

1. Employees instructed that meetings in enclosed spaces, such as conference and meeting rooms, should only be undertaken when absolutely essential for business needs and kept as short as possible.
2. Employees using conference and meeting rooms instructed to follow Government guidance and maintain social distancing.
3. Employees instructed that the same social distancing rules must be applied to any meetings with clients or visitors or meetings held by video conferencing.
4. Employees told to avoid physical contact with clients and visitors, such as handshakes, hugs, etc; and to give a polite explanation of this policy if required.
5. Meeting room capacity signage will be posted to instruct on maximum capacity for that particular meeting room.
6. Hand sanitiser is provided within the meeting for use by employees.
7. Employees not to touch, use white boards or white board pens in meeting rooms to reduce risk of cross-contamination.
8. Only one employee to set up and take down meeting room equipment for each meeting. All equipment touched to be wiped with the sanitising products supplied.

Hazard : Workstations, IT and telephony equipment Direct contact with potentially cross-contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects.

Control Measures:

1. Employees are advised to ensure that their workstations, IT and telephony equipment, such as keyboards, screens and headsets are cleaned and sanitised on a regular basis throughout the working day, at least twice per day. Suitable wipes and cleaners that do not damage equipment have been provided.
2. Employees instructed that they should not use each others IT equipment, to prevent accidental cross-contamination.
3. Employees advised not to share phones, headsets and personal mobile phones with others to prevent accidental cross-contamination.

4. Employees are to only sit/work at their allocated workstation and are not to hot desk or use other desk locations.

5. Any IT equipment that is unserviceable to be reported to the Operations Director. No other equipment is to be used from other locations to reduce risk of cross-contamination.

6. Employees to use the sanitising products provided before and after touching printers and scanners.

Hazard : Close contact Employees working on the premises may be at risk of exposure to other employees or visitors who are carrying coronavirus, knowingly or unknowingly.

Control Measures:

1. Employees instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the social distancing rules.

2. Physical contact, such as handshakes, hugs, pat on the back, etc. are to be avoided.

3. Employees are required to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans and or ventilation systems that could spread the virus. Where possible the use of such systems should be avoided.

4. Controls on access and egress to the building.

5. Office kitchen areas should only have one person in the space at a time in order to allow for social distancing. Signage will be visible to remind individuals of this control measure.

6. Visitors to sites are to be limited and if possible video conferencing software to be utilised to reduce face to face contact.

7. Contractors to sites will be allowed only for essential maintenance.

Hazard : Vulnerable employees Vulnerable employees with existing health conditions are at a higher risk of contracting COVID-19, which may have a significant increased adverse affect on their health and well-being.

Control Measures:

1. Employees who are high risk vulnerable (but not extremely clinically vulnerable) will be offered the option of the safest available on-site desk, enabling them to stay 2 metres away from others.

2. Those employees who fall within the extremely vulnerable category (Shielded) in accordance with Government guidance are to continue to work from home.

3. Employees with family members in high risk categories have been instructed to inform their line manager and/or the Operations Director. Decisions on home working in accordance with Government guidelines are taken on a case by case basis.

4. In accordance with Government guidelines employees who are in the vulnerable and high risk categories are, where possible, to work from home. If they cannot work from home, they can work from the offices as long as the business is COVID-safe.

Hazard : Cleaning and hygiene Inadequate cleaning & hygiene standards pose a risk of spreading infection by way of cross-contamination from surfaces contaminated with the coronavirus.

Control Measures:

1. Rota in place to ensure the frequent cleaning of hard surfaces (handrails, door handles, building equipment buttons, switches, etc).

2. Suitable disinfectant cleaning products are used by the contracted cleaning staff.

3. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the building.

4. Line management and employees are required to report anything contaminated or spilt that requires cleaning to the Operations Director.

Hazard : Personal hygiene Poor personal hygiene standards pose a risk of passing or contracting the infection.

Control Measures:

1. The importance of good personal hygiene has been explained to all employees, particularly the need for regular, thorough hand washing and the avoidance of touching eyes, nose or mouth.

2. As the alcohol based hand sanitiser falls under a COSHH item Employees who use this to disinfect their hands are not to touch their face until the sanitiser dries out due to irritation risk if the goes into eyes.

3. If alcohol gel comes into contact with eyes then employees are to remove glasses or contact lenses if worn and rinse eyes with water for several minutes, then seek first aid assistance.

4. If eye irritation persists then employees should seek medical advice or assistance.

5. Employees with a diagnosed skin condition are advised not to use the alcohol hand sanitiser as this may exacerbate their condition, but to use soap and water for 20 seconds.

6. Employees to avoid inhaling the vapours from the alcohol hand sanitiser as this may cause dizziness or drowsiness.

7. Alcohol gel hand sanitiser spillages are to be cleaned up immediately with water and area dried off.

8. Wall mounted hand sanitisers are in place in communal areas of the building on all levels. Hand sanitising gel is available throughout the offices and meeting rooms. Soap and water is available in the kitchen areas.

9. Employees are instructed that disposable tissues should be used when coughing and/or sneezing. Used tissues to be bagged and put into a bin or pocketed and taken home for safe disposal.

10. Employees instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container.

11. Employees instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds. Soap and hand gels are provided.

Hazard : Cold / Infections There is a risk that any cold and or infection could be consistent with COVID-19 symptoms and there is a risk that accidental cross infection could be transmitted to other persons.

Control Measures:

1. Where symptoms of a cold/infection starts at work employees are required to notify their line manager and the Operations Director immediately. Decisions to refrain from working from the offices will be made accordingly where there is a potential risk.

2. Employees who are currently self isolating due to having tested positive for COVID-19, experiencing symptoms, have a family member who has tested positive or have symptoms are not to work from the offices and to inform their line manager.

3. Employees are advised to isolate in accordance with Government guidelines.

4. Employees are not to come to the office if they have any symptoms listed on the Government guidelines. Employees are to call 111 and follow the advice given.

Hazard : Emergency Evacuations Potential risk or transfer of virus on account of close contact with other persons.

Control Measures:

1. All employees are to wash or sanitise their hands at the earliest opportunity.
2. PEEP's (personal emergency evacuation plans) are in place for those employees who require assistance during an emergency evacuation from the premises.
3. In an emergency, for example, an accident or fire, employees do not have to socially distance as it would be unsafe to do so.
4. Employees are to follow the emergency evacuation procedures for their relevant location.
5. Trained fire wardens are in place.

Hazard : First Aid Provision Lack of first aid provision leading to injury, further injury or prolonged pain.

Control Measures:

1. Trained first aid at work employees and first aid kits are available.
2. All first aiders are provided with disposable face masks to reduce risk of cross-contamination.

Documents Associated with this Risk Assessment:	N/A
Review Date : 5 May 2021	Reviewer : Sarah Lyles, HR Manager