

RISK ASSESSMENT

Aimed at reducing transmission of COVID-19 within the premises of 3 Whittle Avenue specifically for The Protection Specialist Ltd & Your Mortgage People Ltd.

Version 7.0

Date: 23rd November 2021

Updated by: Operations department.

Initial document created by: Becki Mattin, Facilities Supervisor

Reviewed and agreed by:

Andy Barclay, Operations Director[SIGN]
On behalf of The Protection Specialist.

Scott Harris, Managing Director (YMP)[SIGN]
On behalf of Your Mortgage People Ltd.

List of Amendments

Document Version	Summary of change	Date of Modification
1.0	Initial creation of the risk assessment.	13.05.20
2.0	Amended to include what to do 'in the event of a positive COVID-19 test' section in line with the introduction of the governments Test and Trace system.	29.05.20
3.0	Amended to include section 10. Holiday Management in line with changes to government guidance.	24.06.20
3.1	Amendment to section 10. Holiday Management: update added on 'travel corridor exemptions' in line with government guidance change.	06.07.20
4.0	Addition of instructions on how to report a positive coronavirus test by an employee	28.07.20
5.0	Addition of mandatory use of face coverings in communal areas by all staff	04.11.20
5.1	Amended after the introduction of Tier 4 by the government and communication that Gosport, Havant and Portsmouth were to be included in this.	21.12.20
5.2	Amendments following the exit from National Lockdown and the introduction of the Government Roadmap for the easing of restrictions.	13.04.21
5.3	Amended to include information on Lateral Flow Testing.	30.06.21
6.0	Amended in preparation for lifting the Government's restrictions in line with reaching the final step of the Roadmap.	15.07.21
7.0	Amendments to the capacity restrictions in communal spaces, the installation of Anti-bacterial safe pads and wraps to combat harmful bacteria on doors and areas that see a high amount of traffic and the reintroduction of cutlery and crockery onto site.	23.11.21

Overview

This risk assessment has been produced together with documents from H&S specialists and with the working environment of 3 Whittle Avenue specifically. The author advises that any users follow these links for an up to date summary of the UK Government advice for employers and businesses to follow to protect their workforce and customers, whilst continuing to trade. The assessment includes social distancing, hygiene, cleanliness, visitors, staff sickness advice and staying at home.

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal. Government advice is regularly evolving, and the latest updates can be found here: <https://www.gov.uk/coronavirus>, in line with these updates we will periodically update this risk assessment to reflect current guidance and distribute accordingly. Records will be maintained of previous risk assessments.

To keep up to date with HSE advice to workplaces in this fast changing situation visit [HSE's website](#).

This risk assessment is written for and with the following in mind:

- Staff
- Visitors
- Cleaners
- Contractors
- Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions
- Delivery drivers

This section looks to address the areas of concern identified and the response by The Protection Specialist & Your Mortgage People. In the following section, a break down of how each area of the building will have these actions applied is provided.

Risk assessment to address specific areas of concern related to COVID-19				
No.	Area of concern	Actions	Responsibility	Review date
1	Hand washing	<ul style="list-style-type: none">• Posters to be provided at all wash basins of how to wash hands and that this activity should be carried out for 20 seconds.• Hand sanitiser to be provided in high traffic areas such as reception to encourage regular usage.• Reminder to staff to follow the 'catch it, bin it, kill it' to practice good hygiene. Tissues to be provided to staff upon a request to management.	H&S	

		<ul style="list-style-type: none"> • Additional reminders on the importance of regular handwashing is to be provided to teams that deal who deal with paperwork. • Foot operated hand sanitiser station with signage encouraging use before entering building beyond reception. 		
2	Cleaning	<ul style="list-style-type: none"> • Hourly sanitisation of handles and cross contact places to be instated & documentation to be produced in the form of a tick list. • Daily sanitisation to be carried out by evening cleaners alongside regular clean, a checklist will be maintained to evidence this. • Weekly fogging using the approved chemical: alkyl (c12-16) dimethylbenzyl ammonium chloride (adbac/bkc (c12-16), of the office to be carried out. The data sheet is available upon request. 	H&S	
3	Social distancing	<ul style="list-style-type: none"> • Visual markers of 2m to be set out in all walkways using hazard tape. • Enforced staggered timings to limit the amount of people: entering the building; taking lunches and leaving the building to be set by management. • Reduction of face to face meetings unless 2m can be adhered to, i.e hosting the meeting outside. • Kitchen to be open for warming food and storing food, as well as a seated capacity of 6. Microwaves to be distributed across the room to ensure this is adhered to. Max. numbers to be advertised and enforced by management. • Smoking area to be limited to cigarette smokers & vapers to utilise the car park while respecting other users. Management to agree a schedule in advance to minimise congregation in this space. Reminder to staff to wash hands before and after these breaks and not to share cigarettes. • Tea points to occupy only 1 person at a time and wipes to be provided to wipe down facilities after use. 	Management	

4	Wearing gloves	<ul style="list-style-type: none"> Gloves and adequate training in correct use to be provided if a task requires the use of these. Training to be provided using government guidance by Operations Team. 	H&S	
5	PPE	<ul style="list-style-type: none"> PPE equipment to be available to staff whose jobs involve interaction with others – i.e first aiders and IT staff. Correct training in the use of these to be provided and ultimately the first thought should be to adhere to social distancing. Training to be provided using government guidance by Operations Team. Risk Assessment created for work that has to be carried out at less than 2m distance and is available upon request. Work of this nature is only carried out when it is critical to the ongoing function of the business and a last resort, the option to delay any of this work should be prioritised over carrying out work at less than a 2m distance. 	H&S	
6	Symptoms of COVID-19	<ul style="list-style-type: none"> Training to be reiterated to first aiders in how to attend to those displaying COVID-19 symptoms. Guidance to staff on the symptoms to be aware of and the process to follow will be reiterated regularly. Staff have a responsibility to inform their line manager should anyone in their home be exhibiting symptoms or self-isolating. Covidfeedback email distribution to be used to store all information regarding staff issues/queries regarding COVID symptoms of either themselves or a household member. Local Public Health Team will be informed as and when more than 1 positive case within 14 days of each other are confirmed by occupants of the building. Where a member of staff is working from home, this reporting will not be necessary as they are not working on site. 	H&S	
7	Transport	<ul style="list-style-type: none"> Washroom facilities to be provided to delivery drivers as required as per Government guidance. Where required we will ask that they respect our social distancing measures. 	Management/ H&S	

		<ul style="list-style-type: none"> Identify public transport users as higher risk of infection. Additional guidance to be provided as to their responsibility of social distancing for the sake of many others. Car sharing to be encouraged for those of the same household. Where car sharing is the only option available for those attending work, there must be only 1 in the front of the car and 1 in the back and these must be sanitised thoroughly each day. 		
8	Mental Health	<ul style="list-style-type: none"> HR have communicated to staff that they should reach out if they require support during this difficult time. Management have been provided with the resources and encouraged to reach out to staff to have open conversations regarding any support required during this time. 	HR	
9	Waste removal	<ul style="list-style-type: none"> Any waste of concern to be raised to the attention of Facilities who will ensure this is disposed of as per guidance and the waste removal company are made aware. Sensitive waste disposal to continue with bins located 2m away from workers to ensure safe use and collection. Sanitary waste bins collections to continue, with low contact from a user perspective. 	H&S	
10	Vulnerable people	<ul style="list-style-type: none"> Vulnerable people will be identified by HR with the support of the management team. Their needs will be discussed on a case by case basis to ensure the company provides them sufficient support that is in line with government guidance. 	HR/Management	
11	Visitors	<ul style="list-style-type: none"> Meetings to be held virtually in all instances unless there is a physical requirement to attend site. In the event an engineer or contract has to visit site as a physical element is required then they should be contacted in advance to agree the measures that are implemented (social distancing, hand washing, etc) and their agreement to be entering an occupied workplace. 	H&S	

		<ul style="list-style-type: none"> • Where a visitor is due to attend site it is imperative that we ask them to make us aware if they are displaying any symptoms or if someone in their home is self-isolating. • Operations Director and Facilities to made aware of all visitors in writing including the date and time they are due on site and acknowledgement that the above conditions have been met. • Visitors are to be informed in advance of attending the site that they are to wear a face covering in all communal areas. 		
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Enforcement

This section takes the above responses into consideration and applies them to The Protection Specialist & your Mortgage People and specifically to 3 Whittle Avenue.

To enforce this policy, it is advised that the below general steps are followed:

- Staff to agree electronically to adhere to all measures before being allowed to return to the building
- Responsible people are appointed to provide peer pressure to adhere to the rules [See Appendix 1]
- Doors to be kept open where possible with fire retainers in place to and discourage staff to have things delivered to work
- No open window policy revoked to manage the internal temperature in tandem with air con devices that have been approved for use to encourage clean airflow
- Antibacterial wipes and hand sanitiser will be provided in all work and communal areas to encourage all staff to take responsibility in wiping down desks, equipment, and appliances after use.
- Measures to be openly discussed in 1 to 1 conversations with staff with the emphasis on adhering to the measures
- HR to enforce this following the usual disciplinary measures
- COVID FEEDBACK Mailbox [covidfeedback@thefairtradepractice.co.uk] created and monitored to provide staff ability to suggest any improvements or to flag any concerns they may have to the HR and Operations department.

Enforcement of areas of concern in relation to COVID-19			
No	Area identified	Actions taken	Date to be reviewed
1	Entrance	<ul style="list-style-type: none"> • Automatic door activated using fob to minimise contact point • Signage to be displayed to discourage any loitering 	Next review: January-2022

	<ul style="list-style-type: none"> • Lift to be limited to 1 person at a time • Hourly sanitisation carried out – doors sanitised, stair banister wiped • Mandatory wearing of coverings to be enforced • Decision taken to remove the visual tape and markings promoting social distancing on the floor and stairs from 19/07/21 in line with Gov guidance on lifting social distancing. 	
2	<p>Toilets</p> <ul style="list-style-type: none"> • Decision taken to remove the visual tape and markings blocking the middle sinks from 19/07/21 in line with Gov guidance on lifting social distancing. • Decision taken to reinstate ability to use the urinals from 19/07/21 in line with Gov guidance on lifting social distancing. • Signage to remain displayed to discourage any loitering • Antibacterial wipes made available for people to wipe down the sink faucet and door handle after themselves • Hourly sanitisation carried out – sink faucet, toilet roll holders, flush buttons, etc. • Mandatory wearing of coverings to be enforced • Anti-bacterial safe pads and wraps have been installed on all main access doors in the effort to combat harmful bacteria on doors and areas that see a high amount of traffic. These pads utilise a recently developed Silver Ion Technology that is effective for up to 1 Year on the pad/wrap – this technology has been tested and proven to reduce Viral Loads of HCoV-229E and SARS-CoV-2 by up to 99.87% and 97.49% respectively. 	<p>Next review: January-2022</p>
3	<p>General office area</p> <ul style="list-style-type: none"> • Decision taken to remove the visual tape and markings promoting social distancing on the floor in the walkways from 19/07/21 in line with Gov guidance on lifting social distancing. • In line with social distancing measures, desk banks were arranged so staff have at least 1 empty seat between them staggered, so they are opposite an empty desk and situated next to an empty desk. From 19/07/21 in line with the lifting of enforcing working from home and social distancing, the empty seats on the desk banks will gradually begin to fill as staff return to work in the office. Management will discuss this with staff in 	<p>Next review: January-2022</p>

	<ul style="list-style-type: none"> • advance to ensure agreement to the changes. Some remote working will continue where necessary on a case by case basis in each business unit. • Decision taken to continue to restrict the number of people allowed to meet in the Meeting Rooms and communal areas. Signage stating the maximum capacity for each room will remain on the outside of each Meeting Room and meeting space is bookable through our Room Booking Mailbox to monitor scheduling and numbers. • Virtual meetings will continue to be promoted along with recommending that meetings are held outdoors where possible in fresh air rather than in enclosed spaces. • Staff advised to call a member of staff they need to speak with as opposed to physically going to them • Post equipment – cleaning supplies to be stationed at each machine to ensure it is cleaned after each user • IT – first response will be to work on the staff members computer using daimware, however if they are required to attend to the staff they will be asked to provide IT staff the sufficient space to carry out their work safely • Printers – cleaning supplies to be stationed at each machine to ensure it is cleaned after each user • Staff will be required to wipe their keyboard, mouse, pedestal and whole desk at the end of each working day • Hourly sanitisation to be carried out – tea points to be cleaned sufficiently • Mandatory wearing of coverings to be enforced when not working at desk or eating at desk • Anti-bacterial safe pads and wraps have been installed on all main access doors and meeting room doors in the effort to combat harmful bacteria on doors and areas that see a high amount of traffic. These pads utilise a recently developed Silver Ion Technology that is effective for up to 1 Year on the pad/wrap – this technology has been tested and proven to reduce Viral 	
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		<p>Loads of HCoV-229E and SARS-CoV-2 by up to 99.87% and 97.49% respectively.</p>	
4	Kitchen	<ul style="list-style-type: none"> Decision taken to remove the visual tape and markings promoting social distancing on the tables and floor from 19/07/21 in line with Gov guidance on lifting social distancing. Max. 10 occupants at any time to be advertised and management to conduct checks regularly Tea points to be 1 occupant only and will be marked to present a visual aid. Posters to remind staff to wash their hands before touching communal facilities and cleaning amenities will be provided to encourage them to clean before the next user. Dishwashers to be unloaded in the morning, using gloves and loaded by the cleaners at the end of the day using gloves. Communal plates and cutlery will be reintroduced to site for staff use. This request from staff was deemed reasonable in line with maintaining handwashing, cleaning and use of dishwashers in communal areas after use. Hourly sanitisation – surfaces to be cleaned, fridge doors and microwaves to be cleaned, Mandatory wearing of coverings to be enforced when not eating Anti-bacterial safe pads and wraps have been installed on the Kitchen door in the effort to combat harmful bacteria on doors and areas that see a high amount of traffic. These pads utilise a recently developed Silver Ion Technology that is effective for up to 1 Year on the pad/wrap – this technology has been tested and proven to reduce Viral Loads of HCoV-229E and SARS-CoV-2 by up to 99.87% and 97.49% respectively. 	<p>Next review: January-2022</p>
5	Seating areas	<ul style="list-style-type: none"> Upstairs seating area will remain shut to encourage staff to use seating arrangements outside during lunch breaks Walking at a social distance is encouraged Hourly sanitisation – surfaces to be cleaned including back of chairs 	<p>Next review: January-2022</p>

		<ul style="list-style-type: none"> • Roof Terrace area provisioned to provide a seated/standing capacity outdoors. 	
6	Car park	<ul style="list-style-type: none"> • The staggering of shift times will reduce the number of staff using the car park at times. • Government advice suggests that the risk of transmission is lower when outdoors and at present there is sufficient parking spaces for employees therefore no changes will be applied here. 	Next review: January-2022
7	Smoking area	<ul style="list-style-type: none"> • The smoking shelter will continue to be restricted to 2 people at a time. It will be prioritised for those who smoke cigarettes as opposed to vaping to encourage correct disposal of litter. 	Next review: January-2022
8	Roof terrace	<ul style="list-style-type: none"> • The roof terrace will remain open and will be marked at 2m to provide a visual reminder. • This may provide a suitable location for meetings due to the outdoor but private nature of the space. • Signage will be provided to manage this. • Hourly sanitisation – handle to be cleaned 	Next review: January-2022
9	Health and Safety	<ul style="list-style-type: none"> • First Aid – first aiders to have PPE available in case of close contact required, except in the event of life-threatening situations in which case the risk of loss of life would be more pressing than the risk of transmission • Fire Evacuation procedure – fire evacuation procedure to be adapted to best adhere to social distancing measures but the risk of loss of life would be more pressing than the risk of transmission • Poster to be displayed to show our compliance with government measures • Risk assessment to be displayed on the website as per government requirements of having more than 50 staff 	Next review: January-2022
10	Holiday management	<ul style="list-style-type: none"> • As per government guidance, should staff travel abroad to a country outside of the 'travel corridor exemptions', we will be asking them to follow the obligatory 10-day quarantine period. 	Next review: January-2022

		<ul style="list-style-type: none">• Staff will be asked to notify the Company with their intentions to travel abroad for any existing pre-booked holiday and future requests for leave.• The Company will consider the options available to support those taking holiday to travel abroad whilst factoring in any commercial impact to any extended period of leave. E.g. if the role/individual can WFH, this could be set up prior to leave.• If they do not declare this information and upon investigation they were found to have travelled abroad and deliberately ignored the government guidance, then an investigation will be carried out by the company as an act of gross misconduct and the necessary HR procedure will be followed.	
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In the event of a positive COVID-19 test

In line with government testing, if a staff member exhibits symptoms, we would ask them to self-isolate for 10 days and follow the process for ordering a test and then submitting the test results to COVIDFEEDBACK for record keeping. Currently the information suggests that unless a staff member has spent more than 15 minutes at less than 2 metres distance with someone then they are not considered to have come into 'close contact' and therefore there will be no impact on the wider business. In line with this, all efforts will be made to reduce the 'close contact' that staff members will have. NHS Test and Trace will be in contact with anyone who falls into the 'close contact' with someone who has received a positive test result. If staff are informed, they have been in contact with someone who has tested positive then they are expected to declare this to their line manager, regardless of whether they are exhibiting symptoms, and self-isolate for 10 days as per the guidance. In response to a staff member informing us of a positive COVID-19 test, we will organise a deep clean of the affected persons desk space and where deemed necessary we will respond by chemically fogging the entirety of the building. If you or a member of staff are absent due to sickness, you will be paid sick pay in line with the contractual terms of your employment.

Reporting a positive test result of an employee

This section aims to address how we will react in the event that we are made aware of a positive test in relation to Coronavirus. This guidance is provided from the Government and aims to ensure local outbreaks are well managed.

Upon being notified of a positive Coronavirus test, the employee will be asked strictly not to attend work. In the event they were contacted by the NHS Test and Trace, every attempt will be made to accommodate them taking time off to attend testing themselves as soon as possible or the facility to work from home, where this is possible. In the event a staff member began exhibiting symptoms, either at work or at home, the normal sickness policy will apply with strict instructions to have a Coronavirus test conducted. In line with the Government recommendations, to help monitor the risk of spread in the office, our local Public Health England Health Protection Team (PHE HPT) will be informed by either the HR or Facilities team and all required information will be shared. This information may include but not be limited to: location of site, contact details, name of persons affected, dates relating to the situation including when they were last on site, the details of control measures set out in this risk assessment and people who may have had close contact with the affected persons, this includes someone who has spent significant time in the same household, has travelled in a small vehicles together or has been within one metre for more than one minute. PHE HPT may recommend some actions are carried out in response to this information. We as a company, have the right to provide this information in line our Employee Privacy Notice, that all employees have confirmed their agreement to. Further supporting information regarding personal data is present in the Company Handbooks.

Contact info for PHE HPT:

PHE Hampshire and Isle of Wight Health Protection Team (South East),
Fareham Borough Council Civic Offices, Civic Way,
Fareham,
PO15 7AZ

0344 225 3861 (option 1 to 4 depending on area, then option 1)

Any persons who carry out people management, have been provided with guided instructions based on the government guidance to ensure they are all providing the same information to staff when dealing with common queries. This provides continuity across different management types and removes any concerns about the same situation being approached differently.

Lateral Flow Testing (LFD)

Lateral Flow Devices/Testing are designed to assist in identifying coronavirus in people that are not experiencing symptoms. The Government are supplying free testing kits to the general public which can be delivered directly to people's home or available for collection at local pharmacies. There are also free testing sites available in the local community. The LFD Test involves rubbing a swab over your tonsils and inside your nose, this is then combined with a solution that will provide a yes/no result within 30 minutes. It is recommended that testing is conducted twice a week. If a positive result is received, staff members must follow the Government guidance to self-isolate, order a PCR test and inform their line manager immediately. The Protection Specialist & Your Mortgage People have promoted and encouraged employees to participate in this testing especially before returning to the office after a weekend or period of annual leave, educational information about accessibility and its benefits have been provided to staff.

Measures not taken and reasoning

- The suggestion of a one-way system has not currently been put into practice on the basis that this would cause more people to have to pass each other causing an increase in interaction and heightening the risk of transmission. By staggering start times, end times and break times, we are staggering the times that people will be using the communal spaces and therefore minimising the chance of interaction and thus transmission.
- Temperature recording prior to entering the building is not being put in place currently due to there being any number of personal conditions that may cause an increase in temperature, not just a fever as a result of having contracted COVID-19. Enforcing temperature recording may cause unnecessary stress to people entering the building which would negate the measures that are in place to look after staff wellbeing. It may be enforced at a later date should it be approved by research as a suitable means for reducing transmission.
- No amendments to policy in light of Tier's introduction. Businesses are still advised to continue to have workers, working from home where effective/possible which is in line with the risk assessment that has been undertaken.

Appendix 1.

Responsible persons appointed at Fair Trade House, 3 Whittle Avenue:

- Vicki Hemmings
- Becki Mattin
- Stanislaw Grabowski
- Jazz Jones
- Michelle Belcher
- Amba Potter
- Olly Pearce
- Rebecca Edwards
- Fiona Young
- Anie Davis

