

CORONA VIRUS
RISK ASSESSMENT



ADAVO

MANAGING COVID-19

The COVID-19 pandemic has been a challenging development for everyone. At Adavo, our primary focus is on our responsibility to our residents which can only be sustained through maintaining the health and wellbeing of our people and workplaces.

The transmission of COVID-19 is a developing global public health situation that is beginning to create challenges for individuals and business operations across a range of national and international issues. We are actively monitoring the latest guidance from public health authorities and leveraging our incredibly supportive staff to provide continuous client service.

Our focus is to bring the working environment up to a standard that allows each resident to function effectively and continue to deliver their high-quality products and services to their customer base.

It is important to undertake a risk assessment when considering restarting work. The following pages set out how to do that in a controlled and documented way.

When considering the restart and how to get things moving once again, it will be important to set out a clear policy and make the changes that will be needed to allow safe working to resume. Those changes are already in place and the buildings are now deemed Covid Secure and ready for work.

We have implemented our Coronavirus policies and made fast, effective changes to make the buildings Covid-19 Secure. We have considered the most pressing issues faced by our clients and contacts and have prepared some practical guidance that is available here. This includes guidance on workforce health and safety, insurance, contracts and business continuity.

We will continue to support our colleagues, our clients and our visitors' efforts to contain, delay and mitigate Corona Virus transmission.

Risk Assessment Introduction

The performance of a risk assessment is usually undertaken by a nominated member of staff who then becomes the **Responsible Person**. Consider who is the most appropriate person to be designated as the responsible person in each individual office.

The government has no established framework as yet for dealing with Corona Virus. Guidance has been issued and we have already made the changes to the buildings we believe will evidence compliance with the spirit of the guidance and help do our part in fighting Covid-19.

By undertaking this guidance we will normally be taken to be doing enough to comply with the law. This is how other Health and Safety risk assessments and processes work and is a reasonable starting point for Covid-19.

Read the document, undertake the reviews, take it as seriously as it should be taken and we will successfully play our part.

WORK ACTIVITY	GENERAL OFFICE/ADMINISTRATION ACTIVITIES	Risk: Low
METHOD	General office activities	
HAZARDS	Virus transmission via coughs, sneezes, surface contact.	
RISKS	Risk of becoming infected with COVID-19.	
GROUPS OF PEOPLE AT RISK	Office Staff, Tenants and Visitors.	
STATUTORY CONTROLS	COVID 19 Risk Assessment	
CONTROLS IN - HOUSE	<ol style="list-style-type: none"> 1. Signage To Be Placed Outside Each Main Entrance Explaining Guidelines. 2. Hand Sanitiser Installed At Every Entrance 3. Hand Sanitiser Installed At Every Bathroom 4. Hand Sanitiser And/Or Cleaning Aids Placed Meeting Rooms, Kitchens, Printers. 5. Perspex Screen Installed At Reception For Dealing With Visitors/Enquiries 6. Reception Will Sign In All Visitors 7. Reception Will Accept All Contactless Deliveries 	
CONSULTATION	Above to be discussed with employees as part of their general on-site induction safety talk.	
DOCUMENTATION	Corona Policy and Risk Assessment / Method Statement	
IMPLEMENTATION	Competent person (Manager/Site Supervisor), to inform all working staff of new measures.	
TRAINING	Covid Induction	
PPE	Face Masks & gloves where deemed appropriate.	
MONITORING	Competent person and/or operatives to visually check and clean Sanitisers, Touch Points and all Communal Areas daily.	
SYSTEMS REVIEW	Review monthly – July 2020	

COVID-19 RISK ASSESSMENT

COMPANY NAME: ADAVO LIMITED

ASSESSMENT CARRIED OUT BY: MARK BLACK

DATE OF ASSESSMENT: 1ST JUNE 2020

DATE OF NEXT REVIEW: 1ST JULY 2020

WHAT ARE THE HAZARDS?	WHO MIGHT BE HARMED AND HOW?	CONTROLS REQUIRED	WHAT FURTHER ACTION DO YOU NEED TO TAKE TO CONTROL THE RISKS?	ACTION BY WHO?	ACTION NEEDED BY?	DONE
Spread of Covid-19 Coronavirus	<ul style="list-style-type: none"> • Staff • Visitors • Cleaners • Contractors • Vulnerable groups – Elderly, Pregnant workers, those with existing underlying 	<p><u>Hand Washing</u></p> <p>Hand washing facilities with soap and water in place.</p> <p>See hand washing guidance.</p> <p>https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</p> <p>Foam/gel hand sanitisers available on each entrance to the building, near to or in each kitchen, bathroom and meeting room.</p>	<p>Signage on display informing anyone in the business centres to wash their hands.</p> <p>Regularly reminding staff and colleagues on a regular basis to wash their hands for 20 seconds.</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</p>			

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	<p>health conditions</p>	<p><u>Cleaning</u></p> <p>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><u>Social Distancing</u></p> <p>Social Distancing -Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency</p> <p>https://www.publichealth.hscni.net/news/covid-19-coronavirus</p> <p>Redesigning processes to ensure social distancing in place.</p> <p>Social distancing also to be adhered to in canteen area and smoking area.</p>	<p>UV wand in use for high contact surfaces.</p> <p>Additional wipes available for tenants to use on high contract surfaces such as printers.</p> <p>Signage on display informing anyone in the business centres to stay 2 meters apart.</p> <p>Reminding staff and colleagues of the important of catching coughs and sneezes in tissues. Follow Catch It, Bin It, Kill It.</p> <p>Bathrooms have cubicles/sinks/urinals blocked off to ensure social distancing.</p> <p>Signage in kitchen areas to allow only 1 person in the kitchen at one time.</p>			

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		<p><u>PPE</u></p> <p>Public Health guidance on the use of PPE (personal protective equipment) to protect against COVID-19 relates to health care settings. In all other settings individuals are asked to observe social distancing measures and practice good hand hygiene behaviours</p> <p><u>Symptoms of Covid-19</u></p> <p>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.</p> <p>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</p>	<p>Signage on display informing anyone in the business centres to wear PPE if they can.</p> <p>Reference https://www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm</p> <p>Signage on display informing anyone in the business centres to go home if they feel ill.</p>			

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		<p>the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.</p> <p>https://www.publichealth.hscni.net/</p> <p><u>Mental Health</u></p> <p>Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help</p> <p><u>Reference https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</u></p> <p>www.hseni.gov.uk/stress</p> <p><u>Meeting Room Use</u></p> <p>Maintaining social distance when using meeting rooms by spacing chairs apart.</p>	<p>Regular communication of mental health information and open door policy for those who need additional support.</p> <p>Washing hands at the start and end of each meeting.</p> <p>Not sharing pens or markers during the meeting.</p>			

Take 5 - Key Questions to Assess Operational Risk

Here are a series of good practice questions and processes we can ask before we proceed with any operational task:

- Stop and think through the Task:
 - Are all staff members fit and well?
 - Has anyone had the virus to date?
 - Has anyone been exposed to anyone who has had the virus?
- Identify the Hazards
 - Will anyone be in close proximity (under 1m)? How can we mitigate this?
 - Are the rooms well ventilated? Can we leave the window or door open, or ajar?
- Make the Changes – Implement Controls
 - Limit close exposure (under 1m) periods to under 15 minutes.
 - Move desks to be side to side if possible.
 - Wear PPE during the work if it can't be avoided.
- Are the Risks Adequately Contained?
 - Has the risk assessment been read, considered and completed by a **Responsible Person**?
- Do the Task Safely
 - Once the hazards have been identified, controlled or removed, proceed with the task.
 - Do a great job. **Remember, the main goal is to complete the work to a great standard, safely.**

Making Corona Changes to Communal Spaces

There are general good principles we can follow to help prevent the spread of respiratory viruses, including:

- Limiting the use of bathrooms and kitchens to 1 person at a time to begin with. We will be increasing this to 2 persons when further guidance and results suggests we can.
- Limit congregations around reception and break out areas.
- Maintaining a 2m distance at all time, specifically don't touch each other.
- Reception will sign in for you.
- Screens will be erected at reception to protect front desk staff as well as yourself.

- Please be respectful at all times. It will be on all of us to show patience, compassion and kindness to those we work with daily.

VISITORS

Visitors are welcome to the buildings as usual and will be asked to adhere to the same policies as residents. Highly visible signage will be placed around the entrances, meeting spaces and corridors making the policies visible and clear. The potential impact on everyone is serious and as such we would ask each business to take a responsible approach when receiving guests. Please make arrangements to meet them on arrival and ensure they understand what's expected in our collective fight against Covid-19.

SHOW CONSIDERATION FOR FELLOW RESIDENTS

If anyone slips for a moment, or forget a guidelines, let's try to be respectful at all times when spotting a miss. Reminding people of the importance of performance in these areas will be needed, certainly, but in such moments tone and understanding are key. Many people are going to be under significant pressure and these guidelines haven't formed as habits yet in any of our daily routines. In time they will.

Handwashing & Respiratory Hygiene

There are general principles you can follow to help prevent the spread of respiratory viruses, including:

- Ensuring we always wash our your hands when using the communal spaces.
- Wash your hands more often - with soap and water for at least 20 seconds or use a hand sanitiser when you get home or into work, when you blow your nose, sneeze or cough, eat or handle food
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Avoid close contact with people who have symptoms
- Cough/sneeze into your sleeve, preferably into your elbow. If you use a tissue, discard it properly and clean/sanitize your hands immediately.
- Clean and disinfect frequently touched objects and surfaces around your desk.
- Open the windows regularly to ensure open ventilation.
- If you find yourself coughing/sneezing on a regular basis, avoid close physical contact with your coworkers and take extra precautionary measures (such as requesting sick leave).

Traveling/Commuting Measures

The government advice is to travel by car, walk or on bicycle if and when possible, and to try to limit use of public transport for the time being. Again, common sense applies and if you do need to take the bus then sanitising after your journey and wearing a face mask would be good practice and a sensible thing to do.

Restricting other behaviours can still help during a phased re-opening. In-person meetings should be done virtually where possible, especially with non-company parties (e.g. candidate interviews and partners).

If you are planning to travel voluntarily to a high-risk country with increased COVID-19 cases, we'll ask you to work from home for 14 calendar days. You will also be asked not to come into physical contact with any colleagues during this time.

Operational Management

A number of business continuity work-streams will need to be implemented and managed by most companies

covering:

- Compliance, regulatory, data and cyber security policies
- Workforce health, safety and ability to perform their roles
- Premises management
- Supply-chain management
- Response to demand side shocks
- Communication with relevant stakeholders

For each work-stream, specific goals should be set for business continuity management, which should be frequently reviewed and adjusted in the event of an escalating outbreak of the COVID-19 virus.

As a priority, businesses should start to implement continuity planning across a range of practical issues, including:

- Communications to staff, clients and customers, suppliers and other stakeholders

- The business impact of workforce absence arising from self-isolation, staff illness, quarantine and/or caring for dependents
- Increasing tech investment and specialist IT support to facilitate remote working where feasible, including investment in back up hardware and systems and enabling remote workforce supervision and support
- Contingency planning to mitigate any cash-flow impact and/or supply chain disruption

Compliance Issues

Compliance with internal policies for confidentiality of data, client call recording and/or general quality standards may be impacted. It is important to ensure that staff working remotely or providing temporary cover understand how policies apply, and how exceptions are granted.

Maintaining data integrity, privacy and reputational issues

For businesses that can support, or partially support, remote working, ensure:

- Access to adequate IT infrastructure is in place, including sufficient software licences and bandwidth to accommodate an upsurge in remote working; and
- Delivery of clear communication of the policies the workforce is required to follow when working remotely, including strict compliance with confidentiality obligations to clients, suppliers and the business.

Wherever possible, remote workers should be provided with the facility to access the business email system securely.

If remote workers have to access another system to work remotely, this will likely be sub-optimal – increasing the risk of hacking, loss of confidentiality and loss of data.

GDPR requires all businesses to ensure adequate levels of data security. Using an unknown or unsecure provider risks putting the employer in breach of that obligation. If this cannot be avoided, at the very least, impose policies

that restrict remote hard copying facilities to the extent possible to avoid inadvertent confidentiality breaches and ensure communications and work product are password protected.

Cyber Security

High levels of awareness around COVID-19 and resultant public concern has seen an increase in criminals using public health themed phishing emails to deliver malware and steal sensitive information. Staff should be advised of this and reminded of relevant processes for handling suspicious emails.

Requirements for remote working may also present opportunities for cyber criminals as staff may be required to work outside normal policy and using unfamiliar systems. Personnel should be provided with clear guidance on processes for authentication and secure access. This is particularly relevant where staff are providing temporary cover or are working remotely. Extra controls should be introduced around financial transactions, including their authorisation. For example: transactions being verified by both an e-mail and a follow up confirmatory telephone conversation.

Remote working may also create challenges in responding to security incidents, which could worsen the impact of a cyber attack. Businesses should consider what element of their response plans require physical access to systems and develop contingency options for their response.

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