

The purpose of this risk assessment is to identify hazards in our working environment in respect of the COVID-19 global pandemic. To assess control measures in place and those required, and take practical action to support all personnel (staff and Consultants) health and wellbeing during the COVID-19 pandemic. This risk assessment will be regularly reviewed to ensure appropriateness and be guided by government advice. This is the first combined Risk Assessment of TRMW.

Risk Assessor: Head of Facilities

Date of Risk Assessment: 22/05/2020 (TR) & 17/06/2020 (MW)

Date of Last review: 20/08/2021

What are the Hazards?	Description of risk	What are the current control measures in place?	What further issues are faced as lockdown is relaxed and what further action is required to control the risks ?	Who needs to carry out the action?	When is the action required by?	Date action was completed	Supporting comments
Public Transport	Surfaces: Personnel and visitors who use public transport services are more likely to come into contact with surfaces touched by multiple individuals who may be infected or carry the virus.		Government restrictions have lifted so demand to utilise public transport services will increase. Control measures are required to ensure personnel using public transport are aware of the risks and protect themselves accordingly.				
	Social Distance: Personnel and visitors who use public transport services may find it more difficult to maintain social distancing, thereby increasing risk.	Many personnel are still working from home either full time or partially, which reduces the requirement for personnel to use public transport. Offices are now open to walk in visitors, but with some restrictions in place. With the release of restrictions by the government it is noted that people are still advised to wear face coverings in certain places, including public transport.	Encourage all personnel to seek alternatives to public transport, like walking or cycling.	Head of Facilities			
			Personnel who have no alternative than to use public transport should follow Government guidance in respect of the same, that is to wear a face covering. There are PPE packages in offices. If this is running low please advise Danny Blackwell and he will organise replenishment.	Head of Facilities	ASAP	May/June/July 2020	RA sent to staff by email
		Ensure all personnel have access to sanitiser on entry and exit of the office, so hands are clean after/before using public transport. If supply is running low please inform Danny Blackwell.	Head of Facilities				
Parcels and post	Post people and couriers handle multiple packages and deliver to many places. This creates increased risk of exposure to the virus and contaminating packages delivered to our offices. Personnel receiving post/ deliveries would be at a higher risk.	Personnel taking deliveries should be washing or sanitising hands and touch points, such as door handles, immediately after handling outer packaging of post and parcels.	Personal items delivered to the workplace will be limited to only those considered urgent. This will be reviewed and banned if necessary.			May/June/July 2020	Advised to not get any personal items delivered to work by email to each returner and all staff.
			Outer packaging on business post will be removed when delivered. All outer packaging to be discarded into necessary bins immediately. Personnel handling post/ deliveries will need to immediately sanitise desk and wash or sanitise hands after handling outer packaging of post or taking parcel deliveries. PPE packages now available in all offices.	Head of Facilities	ASAP	Ongoing since lockdown.	RA sent to staff by email.
			Business consumable deliveries (cleaning materials, stationary etc) will be placed into a designated area away from personnel. Personnel responsible for these deliveries will need to wear disposable gloves, remove and dispose all outer packaging and gloves, wash or sanitise hands before handling contents. PPE package containing gloves and masks is now available in all offices.			FM wrote risk assessment so is aware.	
			As restrictions have lifted, personnel numbers in the workplace are increasing and it is likely we will see more visitors attend the office. We must continue to do all we can to protect all parties against the virus.				

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Visitors/ Clients	Visitors could unknowingly carry the virus to the office, increasing risk of transmission to personnel.	All offices opened to walk in clients on 12th April 2021, in line with the government allowing non essential shops to reopen. Since 'Freedom Day' on 19th July we continue to request that face coverings are worn by visitors and staff. Sanitisers remain available to use in all reception areas and we continue to promote social distance. We cannot enforce these measure but are encouraging them.	Ensure online ID verification is active and affective. This will reduce the number of visitors required to attend the office.	Head of IT	ASAP	June/July 2020	By email to all staff and Procedure.
	Visitors could be weary of visiting offices in fear of increased risk of transmission to them via surfaces in the office or personnel they deal with.		Ensure all personnel are fully aware of necessary suggestions on attendance. If unavoidable, ensure personnel book rooms to avoid contact with others and inform clients/visitors are notified in advance that all involved will be asked to wear face coverings, maintain social distancing and use hand sanitiser provided when entering the premises.	Head of Facilities			
			Ensure client facing personnel are aware to follow the Procedure for dealing with clients in a COVID secure manner.	Head of Facilities			
Landlord and Building Arrangements for Communal Areas	Whether we are sole tenant or part of a multi occupancy building, communal areas such as Receptions areas, lifts/stairwells and corridors are more likely places for social contact and therefore increase the risk of spreading the virus. We cannot enforce additional action/ control measures in buildings managed by others but it is important we investigate, work with and encourage landlords/ managing agents to implement safety controls where necessary.	All buildings have their own management and guidance in respect of of COVID-19. Refer to each building for details of this. Where we are sole occupant in a building and within our demise in multi occupancy buildings we have implemented our own COVID securities and guidance, as per this Risk Assesment. Building guidance and our own guidance includes availability of sanitiser on entry and exit, limits of people in smaller areas, limits of people in lifts, signage to remind of the need to social distance.	As restrictions lifted on 19th July 2021 there will be a return to offices across the country. It is important to ensure continued safety by following any guidance in place.	Head of Facilities	01/06/2020	June 2020 but ongoing	Staff should be aware of building and company guidance, take note of signage and adhere to it.
Building Cleaning and Sanitisation	Surfaces in communal areas are likely to be touched by many individuals who may be infected or carry the virus. Insufficient cleaning of communal areas could result in increased risk to personnel in the building.	All buildings have their own cleaning regime in respect of COVID-19 for communal areas, particularly high touch points. Refer to individual buildings for details. If we are sole tenant, communal areas will be cleaned by our own cleaners.	As lockdown releases and there are more people in the buildings and offices it is important that we, and building management, assess if the cleaning regimes are sufficient given the increased traffic.	Head of Facilities	01/06/2020	June 2020 but ongoing.	
Office Movement	Unnecessary interaction between personnel/visitors will increase risk of transmission to others.	Personnel informed to stay at their workstation whenever possible and interact with others departments/ colleagues via phone or email. No colleague should hover at a printer or someone's desk unnecessarily as it will make others feel uncomfortable and increase risk of transmission.	As more people return to offices this will need monitoring as it becomes even more important. Although restrictions are lifted its important to respect peoples space, we continue to encourage face coverings when not at workstations and distance	Head of Facilities	01/06/2020	June 2020 but ongoing.	
	Personnel travelling between branches increases risk of transmission to all involved.	Travel ban is released to essential business travel but wherever possible personnel are encouraged to use remote meetings	Travel between offices is allowed if essential but all should follow guidance, particularly face coverings and distance in offices they do not normally attend.				
Attendance	Government guidance has changed and you no longer have to work from home. Having more personnel in the office will increase the risk of	Personnel can attend offices for office based activities, some choose to attend daily, others less often. We are not actively encouraging a mass return but there is a need for attendance, be it admin, training or supervision. A homeworking policy has been distributed and supported by a desk booking app. With more	As Government Guidance has changed, more Personnel will require to access to the offices. Therefore its imperative we also update our guidance and reflect lifting of restrictions in	Head of Facilities/Ops Director/HOD's	01/06/2020	June 2020 but ongoing with changing Gov guidance	

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	<p>personnel in the office will increase the risk of transmission.</p>	<p>supported by a desk booking app. with more people attending offices risk increases but we continue to encourage wearing of face covering, sanitising and distance to limit risk where possible. All of which is supported by the vaccination progress.</p>	<p>guidance, and re-opening of restrictions in society but we continue to encourage COVID secure guidance, supply sanitiser etc</p>			<p>guidance.</p>	
<p>Office Layout</p>	<p>Government guidance has changed so we no longer have a change of layout, where possible we are asking for distance to be maintained but layout can return to normal.</p>	<p>Offices had been made COVID secure, due to restrictions lifting communal furniture will be replaced, and signage removed. We do however continue to encourage personnel being sensible in terms of COVID risk.</p>	<p>Since 19th July when restrictions were lifted office layouts are returning to normal with the reintroduction of communal furniture, removal of signage and limitations in kitchens. This will be monitored moving forward and will be amended if we see a risk developing.</p>	<p>Head of facilities</p>	<p>For returns from lockdown.</p>	<p>June 2020 but ongoing review required.</p>	
<p>Shared Office Equipment</p>	<p>Equipment touched and used by multiple people increases the risk of transmission.</p>	<p>All offices have been reviewed and antibacterial spray and blue roll made available at shared equipment such as printers and copiers. Personnel to be aware of not sharing equipment unless absolutely necessary, if they do then they should sanitise equipment before and after use.</p>	<p>Many items in the office are shared and every precaution should be made to avoid sharing equipment or taking necessary action to ensure the equipment is sanitised after use.</p> <p>Moving and reaching equipment - All trolleys, sack trucks, hop ups and step ladders will need to be cleaned with anti bacterial spray and blue roll tissue after use. It will be the responsibility of the user to sanitise this equipment. Ensure antibacterial spray /blue roll are provided and personnel are notified of this procedure.</p> <p>Printers and copiers - Limit the need to use this equipment when possible by encouraging printing/copying in batches. Only use printers and copiers when they are unattended and always sanitise touched surfaces after use. Lightly spray the antibacterial fluid onto the blue roll tissue and wipe all touched areas. Never spray antibacterial fluid directly onto this equipment. Ensure antibacterial spray / blue roll are provided and personnel are notified of this procedure.</p> <p>Kitchen equipment- Includes- Kettles, fridges, dishwashers, microwaves, water dispensers, tea/coffee/sugar pots, dishware, cutlery, utensils, taps, sponges, kitchen cupboards, worktops. It would be impractical for personnel to sanitise all equipment after use. As an alternative- Hands must be sanitised again before entering this area. Ensure hand sanitiser is provided and personnel are notified of this procedure.</p> <p>Facilities/ IT department Tools - Tools will need to be sanitised after each use. The user will need to use antibacterial spray and blue roll when finished using the tool. Consider creating separate tool kits or delegating one individual to carry out a particular task that requires a specific tool. Ensure antibacterial spray / blue roll are provided and Facilities and IT departments are notified of this procedure.</p> <p>Furniture - All furniture that is shared will be limited or removed. This includes- meeting room chairs, breakout chairs/ sofas, coat stands and iPad stands.</p>	<p>Head of Facilities</p>	<p>01/06/2020</p>	<p>June 2020 but ongoing review</p>	

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			<p>Waste bins - Office bins should be re-located to ensure social distancing is possible. General waste bins lids to be removed to avoid touch and cleaning regime extended to ensure bin liners are changed daily in all offices to maintain hygiene.</p> <p>Stationary - Sharing stationary should be avoided where possible. Personnel should be encouraged to take all the key items they require from the stationary cupboard to avoid unnecessary visits to held supplies. Also ask managers/ team leaders for assistance with departmental stationary requirements for guidance. Meeting room pen pots, jotter pads and coasters will be removed.</p> <p>Workstations - Desk sharing will be increased due to the homeworking policy and ability to book a desk on the app. Personnel should clean workstations before and after use. Sufficient blue roll, spray and wipes to be available.</p>				
<p>Kitchens and Toilets</p>	<p>These facilities are communal areas used by many people making them a high risk area for spreading viruses by touch or inhalation.</p>	<p>Hand soap and tap water available, in addition to hand sanitiser</p>	<p>These communal facilities require a premium level of hygiene. We must control congestion and ensure appropriate protections are in place while ensuring the facilities are available to personnel.</p> <p>Kitchens - occupancy restrictions removed, but personnel should try to maintain distance and sanitise before and after use of the kitchen. Daily cleaning/ sanitation regime continues.</p> <p>Toilets - <u>Communal toilets in managed buildings</u> - Personnel should wash hands after using toilets and use hand sanitiser on entry to office. Also advise using toilets on alternative floors if the facility closest to them is congested. <u>Toilets in our areas of responsibility</u> - Ensure hand soap is available and continue cleaning and restocking daily. Hand washing is essential, hand sanitiser is optional. Evaluate and action as necessary.</p>	<p>Head of Facilities</p>	<p>01/06/2020</p>	<p>June 2020 but ongoing review required.</p>	
			<p>One of the most important actions to protect personnel from contracting and spreading a virus,</p>				

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Office Cleaning	Surfaces may be contaminated with the virus if left uncleaned, there is a higher risk of infecting personnel and exposing the risk to a higher number of individuals.	Strict and regular cleaning regimes are in place in every office, with specific attention to high touch points. Cleaners also responsible for replenishing sanitiser and sprays around the office.	is to adopt a premium cleaning regime to ensure are surfaces are free from virus contamination and maintain a healthy, safe and hygienic working environment. Cleaning needs to be monitored to ensure it is sufficient, and amended where necessary. If there is a positive case or breakout, further assessment required to have necessary areas cleaned.	Head of Facilities	01/06/2020	June 2020 but ongoing.	
Company Vehicles	Vehicles used by multiple personnel would increase the risk of infection by touching surfaces in that may be contaminated with the virus.	Company vehicles should only be used if its essential to the business and remote meetings are not an option.	<p>Company car (Ford Focus) - Essential travel only and limited to one booking per day for one driver per day. If passengers are essential, face covering must be worn. High touch areas such as steering wheel, indicator stalk, hand break, gear stick, key, start button and door handles (in and out) must be cleaned antibacterial spray or antibacterial wipes after use.</p> <p>Company Van (Transit) - Restricted to be used by facilities and IT personnel only. If passengers are essential, face covering must be worn. High touch areas such as steering wheel, indicator stalk, hand break, gear stick, key, start button and door handles (in and out) must be cleaned antibacterial spray or wipes antibacterial after use. Ensure cleaning materials are available and a reminder notice is put into the vehicles, company vehicle booking folder is amended and personnel are notified of the change.</p>	Head of Facilities	01/06/2020	June 2020 but ongoing review required.	
Workplace Food	Food brought into the workplace may be contaminated and if shared could spread the virus.	Personnel encouraged to not share food.	<p>Food brought into the workplace needs to be controlled to ensure appropriate measures are in place to avoid putting personnel at risk.</p> <p>Company bake sales and complimentary fruit deliveries will be put on hold until further notice. Personnel should only bring food for their own consumption and not share/ offer food to others.</p>	Head of Facilities	01/06/2020	June 2020 but ongoing review required.	
PPE and Sanitising Supplies	Insufficient stock or supply of personal protection and sanitisation products will limit protection against contracting the virus and all personnel are at risk of infection.	Hand sanitiser, hand soap, facial tissues, face coverings, gloves, blue roll and antibacterial spray supplied and available in all offices.	Identify all PPE and sanitisation product required for the business and ensure a sufficient supply (3-6 months) is in stock and available. Consider the roles of each department while evaluating PPE and sanitisation requirements. These items are in demand and recommend we purchase this stock in advance to avoid higher pricing and availability issues. Items for consideration will include- Face coverings, disposable gloves, hand sanitiser, hand soap, antibacterial spray, face tissues and blue roll. Ensure all offices have the supplies needed and create an area for holding stock at Peterborough which can be dispatched as required. If offices are running low they should contact Danny Blackwell for replenishment.	Head of Facilities	Summer 2020	Summer 2020 but ongoing monitoring and replacement required.	

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			Ensure sanitiser stored safely as its an alcohol based material. Main storage will be in Peterborough, on racking in an area which is cool and not in direct sunlight. Will be despatched to branch when necessary and staff receiving it will be informed to store in cool dry place.				
Awareness	To create awareness and reduce concern/fear, personnel and visitors need to be informed of the additional actions in place to prevent the spread of the virus. Although restrictions are lifting peoples fear will differ and we need to respect that.	Since restrictions lifted most signage has been removed but we continue to encourage face coverings, sanitisation and distance.	Restrictions lifted but risk assessment still required as virus continues. Availability of this risk assessment to personnel and on the website identifies our awareness. Sanitiser stations remain in all branches and encouragement to wear face coverings.	Head of Facilities	Summer 2020	Summer 2020 but ongoing monitoring and replacement required.	By email re return
Staff well being	Personnel may be concerned about the virus, contracting it and or carrying it to the work place and home. It is a frightening and unprecedented time and some will be more affected by this than others.	The company Business Continuity Team met at various points during the pandemic to ensure we are following Government Guidance, both to keep staff safe and keep the business operational. We continue to follow guidance provided and encourage personnel to do so too.	With lifting of restrictions and staff return to the office fears may be heightened around spread of the virus. Personnel will have access to the Risk Assessment, so they can see the considerations and measures put in place to reduce risk. All personnel can contact HR/Operations with additional concerns and decisions can be made to amend practice if necessary.	HR/Operations Directors	Ongoing	Ongoing	
First Aid	First Aiders may be hesitant or unsure if they should administer first aid during this time. Delay on first aid assistance could lead to serious injury or harm.	No formal additional control measures in place.	Provide all first aiders with face masks and disposable gloves to use when administering first aid, available in branch PPE package. Confirm all currently trained first aiders are willing to continue responsibilities during this time. No mouth to mouth resuscitation will be expected of any first aider.	Head of Facilities	ASAP	All branches now have PPE packages since Summer 2020.	
Fire evacuations	In the event of a fire evacuation, personnel may be more hesitant to evacuate due to social distancing rules and delays in evacuation could lead to injury or even death.	Where there is a fire risk the main objective does not change, it is to vacate the building safely.	As restrictions have lifted all fire evacuation procedures should be followed as normal, safety is key in these situations	Head of Facilities	By returns to offices	Ongoing	By email re Phased returns in Summer 2020. Outstanding, check if drills will be postponed.
			If someone at the workplace is showing symptoms or confirmed they are infected, we need to be sure on what action is needed to avoid spreading the virus.				

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<p>Response to COVID symptoms</p>	<p>A suspected or confirmed positive case of the virus within the workplace may lead to increased risk, or certainly increased fear.</p>	<p>The main message to all personnel is to not attend the office if they have any symptoms associated with COVID-19. Guidance changed on 16th August 2021 in respect of people you live with testing positive and if you are a contact of someone who has tested positive. Double jabbed personnel no longer have to isolate in these circumstances but we have asked personnel to continue to inform HR Director if any of these situations are applicable so that the risk can be fully assessed, and confirm a plan of action. Of course it does not apply to those who have not been vaccinated or have had 1 vaccination.</p>	<p>All personnel need to be responsible for their own actions and not attend where necessary. In the event that someone in the office develops symptoms they should leave immediately, inform HR and obtain a PCR test. Communication with HR is essential on any COVID risk so the correct measures are put in place on a case by case basis.</p>	<p>Head of Facilities, Operations Director, HR Director</p>	<p>01/06/2020</p>	<p>Jun-20</p>	
<p>Vulnerable people</p>	<p>Personnel identified as "Higher risk" are more susceptible to infection or likely to suffer more seriously if they contract the virus.</p>	<p>Personnel should advise if they are vulnerable or indeed 'clinically extremely vulnerable'. It can then be assessed if its possible for them to work from home, or explore other options available.</p>	<p>Restrictions have lifted but we should be considerate of those who may be vulnerable. This is the reason that communication with HR on all COVID risk is important, so all considerations can be made.</p>	<p>HR & Ops Directors and Head of Facilities</p>	<p>01/06/2020</p>	<p>June 2020 and ongoing in line with Gov guidance</p>	
<p>External Service Providers</p>	<p>An external service provider who is required to attend our offices will not be aware of our protection measures and may unknowingly contaminate surfaces in our workplace with the virus.</p>	<p>If external services are essential they are permitted, its now common practice for all firms to have a level of COVID security in place. We should ask external parties to wear a face covering, sanitise hands and maintain distance.</p>	<p>As time progresses, it is likely we will require increased outsourced external services to resume. We need to make sure service providers attending our workplaces are fully aware of the protection measures in place and ensure they are followed.</p> <p>Access can now be granted for external service providers but they need to be informed of our requirements in terms of face coverings etc.</p>	<p>Head of Facilities</p>	<p>As lockdown further released and external providers need to attend</p>	<p>Ongoing</p>	
<p>NHS Track and Trace</p>	<p>If we do not adhere to guidance in respect of track and trace we put personnel and clients at increased risk.</p>	<p>We have created QR codes for every office and it is displayed in reception area. The QR codes are linked to the NHS COVID-19 app.</p>	<p>Rapid testing is likely to result in some positive cases, they will need to self isolate and further risk assessment will be required i.e were they in close contact with other colleagues who may need to self isolate. Continue to encourage all personnel to carry out rapid tests twice a week</p>	<p>Operations Director</p>	<p>Nov-20</p>	<p>Nov-20</p>	

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<p>COVID-19 Rapid Testing</p>	<p>1 in 3 people have the virus but are asymptomatic so they could transmit the virus without realising.</p>	<p>Produced and circulated a list of all offices closest Rapid Testing station. All personnel visiting the offices asked to take part in Rapid Testing twice a week. Authorised for tests to be done during working hours if necessary. Rapid Tests are now available to everyone at local testing stations. Inform HR & Operations Director immediately if you test positive or a member of your household or close contact tests positive.</p>	<p>Rapid testing is likely to result in some positive cases, they will need to self isolate and further risk assessment will be required i.e were they in close contact with other colleagues who may need to self isolate.</p>	<p>Operations/HR Directors</p>	<p>Mar-21</p>	<p>March 2021 but ongoing</p>	
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