

<b>Subject of Assessment</b>	Office Work Space located in England and occupied by Access Bookings.	<b>RA No.</b>	1a/Shen
<b>Task/Activity</b>	<p>This risk assessment identifies the COVID-19 Controls to comply with Government Guidance for the administrative functions carried out within the office. The scope of the assessment also extends to any visitors, delivery personnel and contractors that require to visit/work at the premises.</p> <p><b>NOTES:</b>  <b>Whenever possible workers should continue to work from home.</b>  This risk assessment has been completed in consultation with our employees.  We have over 50 employees therefore this risk assessment is available to view on our website.  The assessment must be read in conjunction with our risk assessment for office activities</p>		
<b>Assessor</b>	Stuart Potter / Amanda Brian	<b>Location of Assessment</b>	Access House, Lynn Lane, Shenstone, Lichfield, Staffs. WS14 0DX

<b>Risk Rating Matrix (RR)</b>	<b>Likelihood (L)</b>		
<b>Severity (S)</b>	Certain or near certain to occur (High)	Reasonably likely to occur (Medium)	Unlikely to occur (Low)
Fatality; major injury or illness causing long term disability (High)	<b>HIGH (H)</b>	<b>HIGH (H)</b>	<b>MEDIUM (M)</b>
Injury or illness causing short term disability (Medium)	<b>HIGH (H)</b>	<b>MEDIUM (M)</b>	<b>LOW (L)</b>
Other injury or illness (Low)	<b>MEDIUM (M)</b>	<b>LOW (L)</b>	<b>LOW (L)</b>

Hazard Ref	Hazards (Unsafe Condition)	Who is at risk? (and how)	Controls in place	L	S	RR	Adequately controlled?
1	Covid-19 <b>(Protection)</b>	<b>Employees</b> (A visitor or employee enters the workplace and passes the virus onto employees)	<ul style="list-style-type: none"> <li>An information poster highlighting the symptoms and the risk of COVID-19 is placed on entry/sign in point. Symptomatic individuals are instructed not to enter based on the information given in posters.</li> <li>COVID-19 information posters are placed in all communal areas on all floors within the workplace (toilets, notice boards, stairs etc.) for all employees, &amp; visitors.</li> <li>Best practice Hygiene requirements (handwashing etc.) are being enforced via posters.</li> <li>Access - Where possible, a one-way flow will be implemented through the communal entrances and exits and defined via signage. If a one-way flow is not possible, signage will be provided to remind occupiers of social distancing advice.</li> <li>COVID-19 "Enforcers" have been enlisted to remind staff of distancing / hand washing / cleaning own desks / Crowd Management policies.</li> </ul>	M	M	M	Yes
	Covid-19 <b>(Protection)</b>	<b>Employees</b> (A visitor or employee enters the workplace and passes the virus onto employees)	<ul style="list-style-type: none"> <li><b>Car Park</b> - Social Distancing measures will apply within car parks, so employees will need to be mindful when accessing and using the car park. Touch points will be cleaned to ensure these areas are sanitised for motorists using the car park (external entrance door handles, hand-rails, entrance door handles, intercoms etc).</li> <li><b>Crowd Management</b> - Whilst every effort will be made to ensure continuous movement, there may be times where this proves difficult, especially in areas of limited space. Employees are therefore asked to only use the communal areas for essential trips within the building. Signage and floor markers will indicate where occupiers may need to queue in the event of waiting.</li> </ul>	M	M	M	Yes

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	Covid-19 <b>(Protection)</b>	<b>Employees</b> (A visitor or employee enters the workplace and passes the virus onto employees)	<ul style="list-style-type: none"> <li>• <b>Reception</b> – There are no manned reception desks present. To protect staff, a provision of PPE will be available (Hand gel dispensers, paper towels, masks and gloves) in both the entrance lobby and inside reception area. For clarity on how to wear a mask please follow this link ; <a href="https://www.sfcddp.org/communicable-disease/healthy-habits/how-to-put-on-and-remove-a-face-mask/#:~:text=The%20side%20of%20the%20mask,white%20side%20touches%20your%20face.">https://www.sfcddp.org/communicable-disease/healthy-habits/how-to-put-on-and-remove-a-face-mask/#:~:text=The%20side%20of%20the%20mask,white%20side%20touches%20your%20face.</a></li> <li>• Employees &amp; Visitors will use track and Trace App to sign in or manually sign in. Located on main entrance door is a scan code for NHS app so, all workplace staff and visitors should be directed to scan this code into their app for track and trace purposes.</li> <li>• Hand sanitiser will be available in the reception entrance for staff and visitors.</li> <li>• Any furniture located within a reception area will be reduced to comply with social distancing and cleaned regularly.</li> <li>• <b>Smoking</b> - Where smoking areas are present, occupiers will be reminded to maintain social distancing when using the smoking areas.</li> <li>• <b>Stairwell</b> - At all times employees should maintain social distancing when using the stairwell. Where possible, a one way use of the stairwells will be implemented, however where this is not possible, we recommend that occupiers are patient and wait to use the stairs in a manner that will be in accordance with the social distancing recommendations. Posters are located and the foot and top of stairs to notify the stairs are 2-way.</li> </ul>	M	M	M	Yes

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	Covid-19 <b>(Protection)</b>	<b>Employees</b> (A visitor or employee enters the workplace and passes the virus onto employees)	<ul style="list-style-type: none"> <li>• <b>WCs</b> - In order to keep 2m distance, some urinals, wash hand basins and hand dryers, may be closed off where possible. Occupiers are asked to close the toilet seat before flushing, as scientists have warned that particles can be spread through flushing and so could pose a risk to the transmission of the virus. Where showers are present (disabled toilet), they will be cleaned within the usual regime, however anti-bac wipes and hand sanitiser will be provided and users will be required to wipe down the handles, locks, switches etc following use of the toilets and showers. Users will not be permitted to leave any of their belongings within the shower area.</li> <li>• <b>Kitchens-</b> The kitchen should only be entered where social distancing can be maintained and when wearing a mask. The communal use of all utensils, crockery and cutlery has been advised against and employees encouraged to use disposable items or bring their own personal use items into the office. Disinfectant has been provided for the cleaning down of touch points in the kitchen and any communal use appliances or areas.</li> <li>• Building staff will be provided with PPE, including face masks and gloves All contractors instructed by Access Bookings Ltd will be required to provide and utilise their own PPE. If they are unable to provide PPE suitable for the job they are undertaking, they will not be permitted to enter the property.</li> </ul>	M	M	M	Yes
	Covid-19 <b>(Protection)</b>	<b>Employees</b> (A visitor or employee enters the workplace and passes the virus onto employees)	<ul style="list-style-type: none"> <li>• <b>Signage and wayfinding</b> Signage will be present throughout all communal areas to inform employees and visitors to comply with social distancing guidance and the recommended steps in place. Floor stickers will be used to mark communal areas to remind occupiers to comply with social distancing. Signage will also be utilised within any communal WCs to remind occupiers to wash their hands for 20 seconds and indicate if any urinals, wash hand basins or hand dryers are out of use. At all hand sanitiser points, signage will be present to remind occupiers and visitors to use the hand sanitiser present.</li> </ul>	M	M	M	Yes

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	Covid-19 <b>(Protection)</b>	<b>Employees</b> (A visitor or employee enters the workplace and passes the virus onto employees)	<ul style="list-style-type: none"> <li> <b>Cleaning and hand sanitisers</b>            Contact surfaces and surfaces that have the most use will be a main focus within the communal areas. This includes door handles, handrails, entry points and intercoms.  <b>Deep clean</b> - Where there are main reception areas and communal areas, a deep clean will be undertaken before the majority of employees return.  <b>External cleaning</b> - External cleaning will be carried out as per usual, however any contact surfaces will be cleaned more regularly.  <b>Frequency</b> - Where resources allow, the frequency of cleaning within communal areas has been increased.  <b>Hand sanitiser units</b> - Hand sanitiser will be provided in main reception, and employees and visitors are encouraged to use hand sanitiser when moving around the property.         </li> </ul>	M	M	M	Yes
	Covid-19 <b>(Protection)</b>	<b>Employees</b> (A visitor or employee enters the workplace and passes the virus onto employees)	<ul style="list-style-type: none"> <li> <b>Managing external parties</b>  <b>Contractors</b>            All contractors instructed will be required to have policies implemented in line with current government advice to ensure safe working practices are adhered to. If access is required to an occupied floor, contractors will be required to wear full PPE before entering any occupied areas and will ensure the area is clear and sanitised before leaving.            Where possible, intrusive maintenance inspections will be completed outside of normal working hours to reduce physical contact with occupiers.  <b>Deliveries</b>            Employees are required to organise deliveries direct to their demise. Clear instructions must be provided to the delivery company. Packages and post cannot be left in communal areas.            We have an area in reception to sanitise deliveries before being distributed and encourage occupiers to prohibit personal deliveries to minimise exposure from external parties.  <b>Visitors</b>            In line with government advice, non-essential meetings should be conducted virtually to reduce the number of visitors to a property.            If a visitor is required to visit the property, employees are responsible to ensure they have received confirmation that the visitor is not experiencing any COVID-19 related symptoms or been in contact with anyone that has. They are also responsible to reiterate to visitors the steps in place at the building being visited.            When making arrangements with visitors, please ensure you provide detailed instructions to direct the visitor to your demise and prevent them from waiting in reception areas.         </li> </ul>	M	M	M	Yes

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	Covid-19 <b>(Protection)</b>	<b>Employees</b> (A visitor or employee enters the workplace and passes the virus onto employees)	<p>As per the government’s advice, those who can work from home should work from home, if possible, and the minimum number of employees should be in the workplace.</p> <p>For those employees who are utilising the properties, our team will be doing their utmost to ensure employees and visitors are provided with safe and clean communal areas. Everyone therefore needs to work together to assist in mitigating the spread of COVID-19.</p> <p><b>The following steps should therefore be adhered to by employees;</b></p> <p>Where possible, remain 2m apart</p> <p>Where is it not possible to remain 2m apart, employees should work side by side or facing away from each other (unless sneeze screens are present), rather than face to face, if possible.</p> <p>Where face to face contact is essential, this should be kept to 15 minutes or less wherever possible.</p> <p>Everyone should wash their hands frequently with soap and water for at least 20 seconds or use a hand sanitizer, especially when they get home, come into work, blow your nose, sneeze, cough, to eat or handle</p> <p>Everyone should avoid touching their eyes, nose and mouth</p> <p>Everyone should cover coughs and sneezes with a tissue, then throw the tissue in the bin and wash their hands</p> <p>Those attending the property should only do so if they are well and no one in their house is self-isolating</p> <p>Close contact with people who have symptoms should be avoided</p> <p>Circulation space (reception and corridors) should only be used as circulation space and people should not loiter or meet within these areas</p>	M	M	M	Yes

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	Covid-19 <b>(Protection)</b>	<b>Employees</b> (A visitor or employee enters the workplace and passes the virus onto employees)	<ul style="list-style-type: none"> <li> <b>Process if an individual has COVID-19 symptoms</b>                      As soon as an occupier is aware of an employee or tenant displaying symptoms of COVID-19, they must inform Access Bookings immediately via phone or email to stuart.potter@accessbookings.com. As soon as Access Bookings have been informed, employees within the building will be informed via email and a deep clean will be instructed for all communal areas.                 </li> <li> <b>Process if an individual has been diagnosed with COVID-19</b>                      As soon as Access Bookings is aware of an employee or visitor being diagnosed with COVID-19, this must be registered immediately via phone or email to stuart.potter@accessbookings.com. As soon as Access Bookings have been informed, all employees and visitors within the building will be informed via email and a full deep clean of the property will be instructed. The building will also be closed immediately, and Access Bookings will update employees of when they can safely return to the property.                      In the event of more than one employee within their workplace having a confirmed case of COVID-19, it is the tenant’s responsibility to inform PHE of the outbreak. The tenant is also required to inform Access Bookings, so that they can work with PHE and implement any recommended additional steps within the communal areas.                      In the event of more than one employee within a building having a confirmed case of COVID-19, Access Bookings will report the outbreak to PHE and will work with them to implement any additional steps within the communal areas in addition to communicating all steps and additional information to all occupiers within the building.                 </li> <li> <b>Process if an individual has been diagnosed with COVID-19</b> - If there is a local lockdown, Access Bookings will review all instructions received from the authorities on the restrictions. Any required steps will be implemented within the properties in the local lockdown area and the employees being informed of these steps.                 </li> </ul>	M	M	M	Yes

**Additional Site Specific Arrangements**

Hazard Ref	Additional control	Assigned to	Date Completed	L	S	RR

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Risk Assessment References – Notes

<b>Date of Assessment</b>	09/09/2020	<b>Signature</b>	<i>Stuart Potter</i>
<b>Reviewed Date</b>	24/05/21	<b>Reviewed By</b>	Paula Slater