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| **COVID-19 OFFICE ENVIRONMENTS:** [**https://assets.publishing.service.gov.uk/media/5eb97e7686650c278d4496ea/working-safely-during-covid-19-offices-contact-centres-240520.pdf**](https://assets.publishing.service.gov.uk/media/5eb97e7686650c278d4496ea/working-safely-during-covid-19-offices-contact-centres-240520.pdf)  **HEALTH AND SAFETY RISK ASSESSMENT** *(template version 6 – see version control on final page)*  **How to use this risk assessment:**  The purpose of this risk assessment is to clarify the control measures that will be needed, on a consistent basis across the HMRC Estate, to allow people to work safely in our buildings. It follows the guidance issued by the UK Government on 11th May 2020 (as amended). If colleagues are able to work from home, they should do so and should only go into the office if needed in order to do their job effectively.  Essential work will continue from our offices in line with the new guidance, to provide continuity of service to our customers.  [There is an additional section at the foot of this risk assessment, “Additional Site-Specific risks and controls”, for individual locations to add any further control measures that may be necessary].  Once updated, this risk assessment should be communicated to people in your workplace.  **Note: see** [COVID-19 help card Working well together: Staying Safe in the Office](https://sway.office.com/OGyLnSoHEmogqr8I?ref=Link) -  **Employees should be supported to -**   1. **Work from home where possible** 2. **Maintain Good Hand Hygiene** 3. **Socially distance from colleagues (>2metres)** 4. **Follow all instructions from authorities in the event of new local restrictions** |
| Guidance and advice on H&S risk assessments can be found on the HR Pages under [Risk Assessment and Control](http://internal.active.hmrci/page/hr62050-risk-assessment-and-control) and [Estates health-safety-essentials](https://intranet.prod.dop.corp.hmrc.gov.uk/page/business-area/chief-finance-officer/estates/estates-services/health-safety-essentials) |
| This Risk Assessment should be reviewed regularly to consider Government policy, or after accidents, near misses and when significant changes occur. |
| For more information on Covid-19, please see the [HR SharePoint site](https://hmrc.sharepoint.com/teams/hmrccoronavirusupdates/SitePages/COVID-19-Updates.aspx), and [SRM SharePoint Site](https://hmrc.sharepoint.com/teams/GRP056027690) |

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| **Name of Office / Location:** |  | **Date:** |

Team undertaking the risk assessment:

| **Hazard**  Something with the potential to harm. Hazards listed should be all those present before controls are in place. | **Possible effects/harm**  What effects or harm the hazard could cause. For different groups of people that could be affected differently, note the possible effects/harm separately. | **Existing controls**  Provide details of control measures already in place. If measures are detailed in other documents, state where. | **Any further action required to mitigate risk** Note any action required, responsible person and target date  Any further control measures needed, particularly the potential controls in [brackets], are to be considered by each BRM / SRM / Head of Estates and implemented locally where appropriate. |
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| **Potential viral transmission in office environment** | Staff attending the office may be exposed to an increased risk of ill health through contracting COVID-19.  Persistent cough, high fever, respiratory distress, loss of taste and/or smell | * Staff to continue working from home where possible. Consult the [Smarter Ways of Working SharePoint site](https://hmrc.sharepoint.com/teams/GRP059578834/SitePages/Getting-Started---Working-Remotely.aspx) for home working guidance. * Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce. * Providing equipment for people to work at home safely and effectively, for example remote access to work systems and [Display Screen Equipment](https://sway.office.com/wYXqLjdXP2PTD0Gi?ref=Link) to allow temporary home working. | * Continuous assessment of the number of people needed on site to operate safely and effectively. * Promotion of [Health and Wellbeing Support](https://hmrc.sharepoint.com/teams/hmrccoronavirusupdates/SitePages/Health-and-Safety-Tips.aspx) * Employers must follow all instructions from authorities in the event of new local restrictions e.g. outbreak leading to lockdown. * [Test & Trace helpcard](https://sway.office.com/eZRTdJ5RYOF6koUB?ref=Link) |
| [**Vulnerable staff**](https://sway.office.com/2YlHDwf1TAB9lbgT?ref=Link)**: increased likelihood of more severe symptoms upon contracting the virus** | Persistent cough, high fever, respiratory distress, loss of taste and/or smell  Elderly, pregnant and those with underlying medical conditions (such as Diabetes, Asthma, Heart Disease and weakened immune response will be at greater risk of harm. | * Clinically extremely vulnerable individuals to work from home where possible and [special leave considered](https://sway.office.com/yvcUWiu9P8CB3GNx?ref=Link) for those who can’t. * Provide support for workers around mental health and wellbeing. * [Equipment and furniture provided](https://sway.office.com/wYXqLjdXP2PTD0Gi?ref=Link) to allow continuation of home working. * Managers to regularly update on current pandemic situation and review vulnerable staff home working. | * [Working well together helpcard for vulnerable or clinically extremely vulnerable groups.](https://sway.office.com/2YlHDwf1TAB9lbgT?ref=Link) * [HR Policy Toolkit : Assessing if your role needs to return to the workplace.](https://sway.office.com/KJA93jlGA2SDK7Xw?ref=Link) * [HR Policy Manager Toolkit : Supporting colleagues who request to return to the workplace.](https://sway.office.com/rjiYGu94MGjLPv6u?ref=Link) * [HR Helpcard : Occupational Health, Covid-19 Vulnerability Screening Questionnaire](https://sway.office.com/99d8mexaeku2MzYz?ref=Link) |
| **Staff who need to self-isolate (confirmed, symptomatic, household-symptomatic)** | Persistent cough, high fever, respiratory distress, loss of taste and/or smell  Spread of infection. | * Enable workers to work from home while self-isolating if appropriate. * Staff to take sick leave if unwell with Covid-19 symptoms * [Self-isolating help card](https://sway.office.com/GKtF2bmSLu78oCm9?ref=Link) * Managers to familiarise themselves with [SharePoint Site regarding dealing with confirmed or suspected C-19 cases.](https://sway.office.com/3kF6MFKCUpslHL6n?ref=Link) * Staff to self-isolate if contacted by public health authority Test and Protect services. | * Further promotion of the [mental health and wellbeing SharePoint site](https://hmrc.sharepoint.com/teams/hmrccoronavirusupdates/SitePages/Health-and-Safety-Tips.aspx) where staff have Stress/MH concerns around current situation and returning to work. [Stress and Resilience guidance](https://intranet.prod.dop.corp.hmrc.gov.uk/section/how-do-i/get-help-hr/hr-policies-and-guidance-contents/health-safety-and-wellbeing-hr-policy-group/health-and-safety-guidance/hr62320-stress-and-resilience) to be considered and Wellness Plan or Stress Management Plan completed if required. * Managers to familiarise themselves with [working at home and away from others](https://sway.office.com/LnLiUwB2JXm0P0Gh?ref=Link) and [looking after yourself helpcard](https://sway.office.com/FjBjgzxLCnA04L2G?ref=Link)s * Staff to access C-19 testing to confirm infection and support Test and Protect initiative. |
| **Equality in the workplace** | Discrimination against protected groups. | * Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk. * Making [reasonable adjustments](https://sway.office.com/eEKoO1FDDaKKmBW7?ref=Link) to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers. * Ensuring the steps taken do not have an unjustifiable negative impact on some groups for example, those with caring responsibilities or those with religious commitments. | * Where staff members have caring responsibilities or live with someone who falls into an ‘at risk group’, this could cause anxiety and home working should be considered for them also. * [Caring for others help card](https://sway.office.com/1nRIsRV7xAstm5cU?ref=Link) to be promoted. * [Working well together helpcard for vulnerable or clinically extremely vulnerable groups.](https://sway.office.com/2YlHDwf1TAB9lbgT?ref=Link) * [HR Policy Toolkit : Assessing if your role needs to return to the workplace.](https://sway.office.com/KJA93jlGA2SDK7Xw?ref=Link) * [HR Policy Manager Toolkit : Supporting colleagues who request to return to the workplace.](https://sway.office.com/rjiYGu94MGjLPv6u?ref=Link) * [HR Helpcard : Occupational Health, Covid-19 Vulnerability Screening Questionnaire](https://sway.office.com/99d8mexaeku2MzYz?ref=Link) |
| **Communications and training** | Potential spread of infection due to staff not being aware of / not applying risk controls. | * Providing clear, consistent and regular communication to improve understanding and consistency of ways of working upon returning to work – [COVID-19 Sharepoint](https://hmrc.sharepoint.com/teams/hmrccoronavirusupdates/SitePages/COVID-19-Updates.aspx). * Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements. * Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work. * Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language. * Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience. | * Awareness and focus on the importance of mental health at times of uncertainty * Ongoing engagement with workers (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments. * Using visual communications, for example, whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications. * Review external messaging to visitors to make sure it does not provide information that pose a security risk such as queues or numbers of people permitted in a queue. |
| **Social distancing** | Close contact with potentially infected individuals could spread the virus. | * Social distancing measures must be adhered to at all times. * [Social distancing help card](https://sway.office.com/OGyLnSoHEmogqr8I?ref=Link) sets out arrangements that should be put in place, including back-to-back or side-to-side working (rather than face-to-face) whenever possible. * Screens are being installed at Guarding and food provision points to control the risk of infection at these high interface areas. * Social distancing markers / signage to be installed in key areas dependent upon building usage, to give occupants a visual indication on distancing controls. | * Further increasing the frequency of hand washing and surface cleaning where needed. * Using additional screens or barriers to separate people from each other where social distancing cannot be achieved, such as in high footfall and enclosed areas, eg in Reception areas. * Reducing the number of people each person has contact with by using ‘fixed teams or partnering’ (so each person works with only a few others). * Only where adequate Security controls allow, consider opening turnstiles to reduce transmission risk and ensure Guards are in place to check all ID passes * Where it is not possible to comply with the social distancing guidelines, workplaces should consider whether an activity can be redesigned to maintain a 2m distance and if not, it’s recommended the activity is not undertaken. |
| **Entering and leaving the workplace** | Close contact with potentially infected individuals could increase transmission of virus. | * Reducing congestion by having more entry points to the workplace. * Assess the use of separate entrances and exits to reduce pinch points * Providing hand sanitiser at entry/exit points and not using touch-based security devices such as keypads. * Social distancing markers / signage to be installed in key areas dependent upon building usage, to give occupants a visual indication on distancing controls. | * Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics. * Providing additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible. * Prioritise available car parking on site and issue communications in respect of local public car parking options * Using markings and introducing one-way flow at entry and exit points. * Reminders to staff of modified arrangements. * Consider automation of car park / basement doors, or addition of equipment to reduce handling of doors, if required * Consider the use of fire escapes as entrance / exit to building, and if utilised ensure security of building is not compromised (or risk is mitigated i.e. extra guarding) * Consider taking out of commission revolving doors where alternatives are available, to reduce the frequency of touch points. Where alternatives aren't available, ensure these are high priority for Hygiene Stewards. * If needed, additional social distancing markers / signage to be installed in key areas dependent upon building usage. * Further information of Car and cycle parks can be found here: [Car and Cycle park protocols](https://sway.office.com/jxqLAyovUJecEYwT?ref=Link) |
| **Moving around workplaces** | Close contact with potentially infected individuals could increase transmission of virus. | * Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas and using technology (inc phones / Microsoft Teams) to make contact rather than meeting face to face. * Restricting access between different areas of a building. * Making sure that people with disabilities are able to access lifts. * Social distancing markers / signage to be installed in key areas dependent upon building usage, to give occupants a visual indication on distancing controls. Also highlighting the location of hand sanitiser/anti-bacterial wipes * 2m+ queueing positions will be clearly marked in lift lobbies * If walkways are wide enough to allow for a 2-way system with users passing at >2m, this is acceptable, users are to maintain social distancing when passing in opposite directions. | * Introducing more one-way flow through buildings and providing signage to indicate this * Regulating use of high traffic areas including corridors, lifts turnstiles and walkways to maintain social distancing. * To maintain social distancing and adequate welfare facilities, consider re-opening of additional floor/buildings to ensure a good spread of people through the building. * Fire Wardens complete daily walks of the site picking up and addressing any issues, ensuring walkways and stairs are clear at all times. * Communication sent to staff to encourage limited movement around site * Providing hand sanitiser for the operation of lifts * When using lifts 2m social distancing should always be maintained, where this isn’t possible the use of lifts should be limited to single occupancy. * Where possible a separate route for those that need to access stairwells via the lift lobby will be identified. * Positions will be marked showing users where to stand * Use of the lifts, congestion in lift lobbies, and the ability to socially distance on entrance/exit from the building will be assessed routinely. * Further details on moving around buildings can be found here: [Building circulation protocol](https://sway.office.com/sImqR0rlDZcC7zvJ?ref=Link) * Further information on using lifts can be found here: [Lift usage protocol](https://sway.office.com/bj4dnRfOdLcn63WW) |
| **Working areas, inc desk workstations** | Close contact with potentially infected individuals or surfaces could increase transmission of virus. | * Avoid hot-desking – Use allocated workstation each day to minimise cross-contamination risks. * Before starting work and at the end of the day, the workstation and equipment must be disinfected, users should flip the desk marker to identify that the workstation has been used that day. The cleaning team will disinfect all elements of the workstation at the end of each day (e.g. monitors, mice, keyboards, sockets and switches). * Managing and reviewing occupancy levels to enable social distancing. * Review layouts and processes to allow people to work further apart from each other. * Anti-bacterial wipes will be made available to colleagues should they wish to use them on desk surfaces, keyboards, mice, and telephones * Usable desks will be designated by taking into consideration walkway widths and proximities to traffic routes * Colleagues must use signage provided to alert cleaning contractors that the desk has been used, and is now available for cleaning prior to further use | * Using floor tape or paint to mark areas to help workers keep to a 2m distance. * Only where it is not possible to move workstations further apart, using screens to separate people from each other. * Only where it is not possible to move workstations further apart, arranging people to work side by side or facing away from each other rather than face-to face. * Avoiding use of hot desks and spaces and, where not possible, for example, call centres or training facilities, cleaning workstations between different occupants including shared equipment. * Signage for workstations in use. * Jobholders are encouraged to report breaches of social distancing to their managers, the BRM or the SRM. * Further details on desk usage can be found here: [Desk usage protocol](https://sway.office.com/cn6bY1d2YWhI3MAB?ref=Link) |
| **Shift patterns and working groups** | Close contact with potentially infected individuals could spread the virus. | * Identifying areas where people directly pass things to each other, for example office supplies, and finding ways to remove direct contact, such as using drop-off points or transfer zones. * Staggering shifts times to minimise contact – Further details can be found here: [C-19 Help Card - Working Well Together](https://sway.office.com/OGyLnSoHEmogqr8I?ref=Link) | * As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups between the same people. |
| **Meetings** | Close contact with potentially infected individuals or surfaces could increase transmission of virus. | * Using remote working tools to avoid face-to-face (F2F) meetings. * Only where absolutely necessary participants should attend meetings and should maintain 2m separation throughout. * Avoiding transmission during meetings, for example, avoiding sharing pens and other objects. * Holding F2F meetings in well-ventilated rooms whenever possible. * For areas where regular meetings take place, using floor signage to help people maintain social distancing. * Collaboration zones are currently unavailable. * Where buildings use the Matrix Booking system, a 1-hour buffer between meetings will automatically be set to minimize contact between colleagues and so that cleaning can be carried out * Meeting rooms will be made unavailable for a period during lunch time to allow cleaning during the day – this fits with the current GPA guidance. * For sites not using the Matrix Booking system, a paper booking system will be put in place at the entrance to each room – users should use their own pen to complete. A 1-hour buffer between meetings will be required allow cleaning to take place. * Where possible, windows to be opened to provide ventilation. * Doors to remain open unless privacy is absolutely necessary. * Rooms can only be used for a maximum of 2 hours. * Rooms selected for opening to be of a suitable size to allow safe social distancing. * Rooms to be set out so occupants do not to sit opposite each other. | * Providing hand sanitiser in meeting rooms. * Hand sanitiser to be used after using/touching any equipment in the meeting room. * When entering a room colleagues must knock on the door to alert other users of their presence at the doorway. * Further information on the use of meeting rooms can be found here: [Meeting room protocol](https://sway.office.com/X3Tvb5ZtKov8roms) |
| **Common areas & touchpoints** | Exposure to risk of contracting COVID-19 if cleaning in these areas is not delivered in line with Government guidelines, exposing staff to an increased risk of ill health. | * Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions and staircases. * The role of Hygiene Stewards has been introduced, with more frequent cleaning of touchpoints, door handles etc. * Using safe outside areas for breaks. * Encouraging workers to bring their own food. * Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions. * Encouraging storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts. * Any equipment used or touched in the kitchen to be wiped down after use and hands to be washed before and after use. * Using vending machines - clean hands thoroughly before and after use. * Limit use of high-touch items and shared office equipment washing hands before and after use. * Jobholders are encouraged to bring in and use personal cutlery instead of using shared cutlery. It is their responsibility to clean and clear away. | * Close refreshment rooms / break rooms / café seating areas * Staggering break times to reduce pressure on break rooms. * Creating additional space by using other parts of the workplace or building that have been freed up by remote working. * [Installing screens to protect staff in receptions or similar areas.] * Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site. * Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage. * Ensure safe distancing markers in place and clear at refreshment areas * Ensure outside areas such as smoking areas meet social distancing and ensure signage is in place * Additional soap or gel should be provided in Tea Points & smoking areas if possible. The frequency of cleaning of lifts will be increased * Limits to the number of people using a smoking or vaping area at any one time will be clearly highlighted and signage can be used to ensure the users are aware of this figure. * Further details on Amenity spaces can be found here: [Amenity Spaces](https://sway.office.com/ZEG3N8Ue1RaVGRAv?ref=Link) * Further information on smoking areas can be found here: [Smoking Area protocol](https://sway.office.com/W4DO9LgAIITYqZAL) |
| **Emergency situations** | Staff harmed by emergency incidents e.g. fire | * In an emergency, for example, an accident or fire, people may not be able to remain 2m apart if it would make evacuation unsafe. * People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands. * Continually reviewing the numbers of first aiders and the availability of resource. Appointed Persons can be appointed by the Building Management Teams on an emergency basis to ensure there is sufficient cover, if the normal response staff are not available in the office. * Ensure evacuation routes are still available, and consider if additional signage is required to highlight them to occupants * Evacuation tests will not be implemented until further notice * First Aiders to familiarise themselves with the [providing first aid assistance SharePoint site](https://sway.office.com/C32q6LvZB5Ai4nQD?ref=Link) | * Review first aid procedures, particularly regarding control of infection and the generation of aerosols e.g. during CPR - [first aid and CPR COVID](https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/) * Ensure there are sufficient Incident Marshalls present * Ensure sufficient evacuation chair handlers on site. Consider re-siting staff that have mobility impairments on the ground floor if there are insufficient evacuation buddies on site. * Implement Starburst Evacuation policy if not already in place to reduce staff gathering in event of evacuation * Staff to be familiar with [government guidance on security risks](https://eur03.safelinks.protection.outlook.com/?url=http%3A%2F%2Fcpni.gov.uk%2Fstaying-secure-during-covid-19-0&data=02%7C01%7Chayley.benson%40hmrc.gov.uk%7C09881a4c68054e5ff62508d8143fc199%7Cac52f73cfd1a4a9a8e7a4a248f3139e1%7C0%7C0%7C637281611383501366&sdata=Mg3VQLp7YiQvoQknzFFAkEJL4RYx4jrcRO3EcVHFezQ%3D&reserved=0) |
| **Manage non-employee contacts** | Potential infection from contact with visitors/contractors. | * Encouraging visits via remote connection/working. * Where site visits are necessary, site guidance on social distancing and hygiene should be explained to visitors on or before arrival. * Encourage use of hand sanitizer and hand washing facilities. * Limiting the number of visitors and restricting access to required visitors only, in line with MSDC. * Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night. * Maintaining a record of all non-staff visitors. * Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage or visual aids and before arrival, for example, by phone, on the website or by email. * Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors. * Reviewing entry and exit routes for visitors and contractors to minimise contact with other people. * Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites. | * Revising visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions. |
| **Environmental issues** | Potential spread of infection. | * Checking ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.   Most air conditioning system do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from Estates.   * Opening windows and doors frequently to encourage ventilation, where possible. * Switch air handling units with recirculation air to 100% outdoor air. – Recommendation from CIBSE (A Chartered Building Services body) * To take into account the additional fresh air circulating in buildings, a winter preparedness plan has been produced by Estates – part of this plan involves the provision, where needed, of additional heating sources to supplement the existing building heating systems, in order to provide Thermal Comfort to occupants. Link to the standard HMRC HR Thermal Comfort policy is [here](https://intranet.prod.dop.corp.hmrc.gov.uk/page/about-you/hr-policies-and-guidance/health-and-safety/health-and-safety-guidance/hr62100-thermal-comfort/hr62101-thermal-comfort): [HR62101 - Thermal Comfort](https://intranet.prod.dop.corp.hmrc.gov.uk/page/about-you/hr-policies-and-guidance/health-and-safety/health-and-safety-guidance/hr62100-thermal-comfort/hr62101-thermal-comfort) | * Keeping the facilities well ventilated, for example by fixing doors open where appropriate |
| **Keeping the workplace clean** | Exposure to risk of contracting COVID-19 if cleaning in these areas is not delivered in line with Government guidelines, exposing staff to an increased risk of self isolation, increased risk to others in household, illness or death. | * Enhanced levels of cleaning have been introduced by the Service Providers to ensure our workplaces remain as clean as possible. * Frequent cleaning of work areas and equipment between uses, using your usual cleaning products. * Frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements. * Clearing workspaces and removing waste and belongings from the work area by colleagues at the end of a shift. * Hygiene Stewards in place to ensure good levels of hygiene, particularly at high-frequency touch points. high-visibility tabard worn by hygiene stewards. * If you are cleaning after a known or suspected case of COVID-19 then you should refer to the [cleaning protocol](https://hmrc.sharepoint.com/teams/GRP056027690/_layouts/15/Doc.aspx?sourcedoc=%7B11E03D1E-09BC-445D-8816-825327DB54E2%7D&file=20-04-14%20Covid%20HS%20Protocol%20v3%20FINAL.docx&action=default&mobileredirect=true) * Staff report any issues identified immediately to the Service Provider and then if safe to do so themselves take the area/item out of use until the issue has been rectified, warning other staff and visitors of unsafe condition. Any concerns or unsafe they should contact the BRM/ICO/Estates to take this forward. | * Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards. * If the feedback from the staff requests greater assurance about the levels of cleaning, consider installing a notice that confirms the time when the last clean was done, and by whom. |
| **Hygiene – handwashing, sanitation facilities and toilets** | Potential spread of infection due to inadequate facilities.  Exposure to risk of contracting COVID-19 if cleaning in these areas is not delivered in line with Government guidelines, exposing staff to an increased risk of self isolation, increased risk to others in household, illness or death. | * Using signs and posters to maintain awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available. * Providing regular reminders and signage to maintain personal hygiene standards. * Enhancing cleaning for busy areas. * Providing more waste facilities and more frequent rubbish collection. . Where possible, use open topped bins or foot operated lids. * Provide hand drying facilities – either paper towels or electrical dryers * When entering a WC, colleagues must knock to alert others of their presence and other local procedures must be adhered to. | * Providing hand sanitiser in multiple locations in addition to washrooms. * Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible. * A one in/one out system including an “occupied” sign or sliding indicator on the outer door. * Some static items (eg: urinals, washbasins & dryers) in the facilities will be closed to maintain social distancing * Spaces for queueing for wash basins and drying facilities will be marked showing where to stand. * Closed off static items (wash basins and urinals) will be regularly flushed by FM teams to avoid water hygiene issues. * Further information on W/C facilities can be found here: [W/C protocols](https://sway.office.com/GtHlRQfc1fjxvDa4) |
| **Changing rooms and showers** | Exposure to risk of contracting COVID-19 if cleaning in these areas is not delivered in line with Government guidelines, exposing staff to an increased risk of self isolation, increased risk to others in household, illness or death. | * Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible. * Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day. |  |
| **Handling of goods, materials and vehicles coming onto site** | Potential spread of infection due to contaminated good/vehicles. | * Cleaning procedures for goods and merchandise entering the site. * Introducing greater handwashing and handwashing facilities for workers handling goods and merchandise and providing hand sanitiser where this is not practical. * No non-business deliveries, for example, personal deliveries to workers. |  |
| **Inbound / outbound goods** | Potential infection from inbound goods | * Revising pick-up and drop-off collection points, procedures, signage and markings. * Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking. * Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often. * Where possible and safe, having single workers load or unload vehicles. * Where possible, using the same pairs of people for loads where more than one is needed. * Enabling drivers to access welfare facilities when required, consistent with other guidance * Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing driveways. | * Ensure post room protocols are in place |
| **Face coverings** | Potential spread of infection due to lack of or improper use of face coverings. | * A face covering is mandatory from 15th June 2020 when using public transport in England. This must be adhered to when travelling into the workplace. (Note – this is a dynamic situation and staff should check the guidance relative to their own location.) * Wearing a face covering is optional and currently only advised where social distancing measures cannot be achieved. * Face coverings to be worn when using shops, kiosks and other retail and catering services. In catering services, face coverings must be worn when entering and navigating around the area. Face coverings only to be removed once seated. * **In Scotland – from Monday 19th October** – use of face coverings in all communal work areas is mandatory – subject to approved exceptions. In canteens and cafes, face coverings are required when not seated at a table. | * It is important to use face coverings properly and wash hands before putting them on and taking them off. * When wearing a face covering, avoid touching face or face covering, as you could contaminate them with virus or bacteria from hands. * Change your face covering if it becomes damp or if you’ve touched it. * Continue to wash your hands regularly. * Continue to practice social distancing. * PPE used for normal work can be disposed of in normal bins as can cleaning waste. Provide extra bins for staff to dispose of waste, make sure staff don’t put PPE and face coverings in recycling bins and make sure they are emptied so they don’t over flow. No need to double bag or store waste for 72 hours. * The only exception is if managing a suspected or confirmed outbreak of coronavirus. Cleaning in non-healthcare settings apply. Further details can be found here: [https://www.gov.uk/guidance/coronavirus-covid-19-disposing-of-waste](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fguidance%2Fcoronavirus-covid-19-disposing-of-waste&data=02%7C01%7Chayley.benson%40hmrc.gov.uk%7Cdec472f7b080463f536e08d827e8adfa%7Cac52f73cfd1a4a9a8e7a4a248f3139e1%7C0%7C0%7C637303227584712361&sdata=9PO7hGaVx1dYdQzryXKsD8hJKnVBdef3lwIkeKtJFuA%3D&reserved=0) |
| **Work related travel** | Close contact with potentially infected individuals could spread the virus. | * **Non-Operational Activities:** For Official travel you should only car share with members of your own, or extended household, and follow guidance when there is no alternative. * **Operational Activities:** Official travel for operational activities will be separately risk assessed as part of the operation planning process. |  |
| **Reflection, wellbeing, prayer & first aid rooms** | Close contact with potentially infected individuals could spread the virus. | * Will be appropriately marked for social distancing where possible. * Will have hand sanitiser and surface wipes available for users. * Will have more frequent enhanced cleaning with the handles of doors and any contact areas subject to more stringent cleaning. * Where practical, the windows will be open will help with circulation in smaller spaces. * Signage will be displayed to indicate that the room is occupied/ready for cleaning * The maximum capacity of the space will be clearly displayed * To offer reflection rooms/spaces to everybody, consideration should be given to opening additional rooms where/when appropriate during prayer times. * Reflection Rooms will not need a deep clean between each user based on the ablution requirements before prayer, but Hygiene Stewards should be available during opening hours to wipe clean any door handles etc. in between users. | * Although surfaces are cleaned after use, anti-bacterial wipes will be made available to colleagues who may wish to wipe down tables and other contact points before and after they use the space * Colleagues must not use any space until the appropriate sign is displayed (i.e., “Cleaned & Ready for Use”) to ensure cleaning has been finished and the space is safe to use – if unsure of the cleaning status of the space, do not use it. * Further information on the use of these facilities can be found here: [Reflection, wellbeing, prayer room protocol](https://sway.office.com/TxxZAl7EUKzghXwd?ref=Link) |
| **Additional Site-Specific risks and controls, depending upon individual building / location requirement:** | | | |
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| **Prepared by:** | Gary Cifelli | **Date:** | 19/11/2020 |
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| **Reviewed by:** | Christina Lawrie | **Date:** | 19/11/2020 |

Version Control of the risk assessment template:

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| **Version no.** | **Revision made to template** | **By** | **Date** |
| 1 | Initial issue | HR HS&W Team with input by Estates H&S | 14th May 2020 |
| 2 | Change to Govt Guidance, it now states: “Provide hand drying facilities – either paper towels or electrical dryers”. The guidance originally stated “Where possible, providing paper towels as an  alternative to hand dryers in handwashing facilities.” | J Stapleton – Estates H&S Manager | 14th May 2020 |
| 3 | CIBSE recommendation regarding using 100% fresh air.  AddedC-19 symptoms of loss of smell/taste.  Additional links added to assist end user.  Additional measure of wearing face coverings when using public transport. | Hayley Benson – HR H&S Team. | 6th June 2020 |
| 4. | Change to vulnerable staff section from increased likelihood of catching virus to increased likelihood of more severe symptoms upon catching the virus.  Inclusion of government security guidance in emergency procedures section.  Encourage use of hand sanitizer and hand washing facilities added to manage non contract employee section.  Communication and training section to include ‘Review external messaging to visitors to make sure it does not provide information that pose a security risk such as queues or numbers of people permitted in a queue.’ | Hayley Benson – HR H&S Team. | 23rd June 2020 |
|  | Inclusion of testing when symptoms present and supporting Test and Trace initiative  Employers must follow all instructions from authorities in the event of new local restrictions  Keeping the facilities well ventilated, for example by fixing doors open where appropriate  Where it is not possible to comply with the social distancing guidelines, workplaces should consider whether an activity can be redesigned to maintain a 2m distance.  Removal of cessation of pool car use. | Hayley Benson – HR H&S Team | 06th July 2020 |
|  | Details of face covering/PPE disposal  Additional link in shift work and working patterns section. | Hayley Benson – HR H&S Team | 14th July 2020 |
|  | Removal of ‘Temporary cessation of work-related travel, e.g. between offices / to customers.’ In work related travel section and replaced with ‘Any work-related travel measures will be outlined in the Operational Risk Assessments.’ | Hayley Benson – HR H&S Team | 3rd August 2020 |
| 5. | Removal of Test and Trace information regarding recording of information  Reference to NHS Test and Trace replaced with public health authority test and trace services to account for devolved government bodies.  Addition of measures when using meeting rooms. Removal of ‘closing meeting rooms’  Additional measures in hygiene section outlining further rules for using the facilities.  Amended existing control measures for work related travel. | Hayley Benson – HR H&S Team  Mike Unsworth – HR H&S Team | 17th September 2020 |
| 6. | Addition of Car and cycle park protocol link in entering and leaving workplace section.  Additional measures regarding lift usage and moving around the workplace, including protocol links included in moving around the workplace section.  Additional measures regarding desk usage including the protocol link in workstations section.  Additional measures when using meeting rooms including protocol link added to meeting room section.  Addition of measures regarding smoking area including smoking area/amenity areas protocol link in common areas and touchpoint section.  W/C protocol link included in hygiene section.  Face coverings section to now include Scotland’s face covering rules and wearing of masks when using shops/kiosks inside HMRC buildings.  New section outlining measures for reflection/prayer/wellbeing and first aid rooms including protocol link.  Environmental section expanded to refer to the Winter Preparedness Plan that has been prepared by Estates, to address the issue of additional fresh air in buildings over the winter period. | Hayley Benson – HR H&S Team  Mike Unsworth – HR H&S Team | 30/10/2020 |