

Risk assessment COVID 19 Global 4 Communications Ltd

Risk assessment to look at impact of COVID 19 virus within the workplace and surrounding local areas.

Organisation name: Global 4 Communications Ltd

Date of risk assessment: 27 August 2020

- **Global 4 Communications Ltd has 89 employees located at Global House, Horsham, West Sussex,**
- **8 field engineers work remotely and are located at home addresses.**
- **In addition to the current headcount HR have 3 new employees awaiting start dates.**
- **The HR team are also actively looking for an additional 5+ employees to join the residential sales team.**
- **The Building has 40 car parking spaces, with the option of another 7 located in an adjoining street.**
- **Activities performed at the office include sales, service delivery and support, accounts, billing, HR, compliance functions.**

Risk assessment to consider the impact of COVID 19 within the office environment:

- **Work environment**
- **Work equipment**
- **Mental wellbeing**
- **Building**
- **Car park**
- **Facilities**

Updates – Version 3 – 20 May 2020

Field engineers

Some of the field engineering team have been working at customer sites.

All engineers should have correct PPE equipment when attending customer sites.

Work should be carried out remotely using technology for the safety of the engineers and their families.

Updated risk assessment Version 4: 20 July 2020

Updates from government guidelines included in the document.

Updated risk assessment Version 5: 27 August 2020

- **Global 4 Communications Ltd has 97 employees located at Global House, Horsham, West Sussex,**
- **8 field engineers work remotely and are located at home addresses.**
- **The HR team are also actively looking for an additional 13 employees to join different areas of the company.**
- **The Building has 40 car parking spaces, with the option of another 7 located in an adjoining street.**
- **Activities performed at the office include sales, service delivery and support, accounts, billing, HR, compliance functions.**

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
<p>A.Spread of COVID 19 and current situation at Horsham offices with the 97 staff who work 40 hour week.</p> <p>The building consists of 2 floors for the employees to work. The 2-meter distancing rules have changed to allow at 1 meter rule if 2 meter is not possible.</p>	Staff not adhering to the 1 meter rule if 2 meters is not possible.	<ol style="list-style-type: none"> 1. Allow a number of staff who are high on the shielding criteria to remain working from home. 2. All government guidelines have been followed to ensure employee safety returning to the office environment. 	Continue to remind employees to adhere to the 2 meter rules if 1 meter is not possible at all times whilst in the office.	Senior Management	20 July 2020	Yes
<p>B.Safety measures for employees</p>	Staff. To ensure the office is clean and safe to work in.	<ol style="list-style-type: none"> 1.Gloves, hand sanitizer and wipes are available for staff to use. 2. Plastic drinking cups are now used for the water fountains. 3.Paper cups are provided for hot drinks 4. Aircon units have been switched back on. 5. Cleaning staff come into the building twice a day for toilet cleaning only. 	<ol style="list-style-type: none"> 1. Staff need to be reminded that the countertop should be wiped down for the next person to use safely. 	Compliance Officer	20 July 2020	Yes
<p>C.Returning to work</p> <p>Staff not understanding COVID 19 related procedures of processes returning to office.</p>	All staff must understand changes to working environment and procedure changes whilst on site.	<ol style="list-style-type: none"> 1.Senior management have sent out regular email communications to all staff. 2.A quarterly company meeting was held by video link to share progress and successes within the business. 	<ol style="list-style-type: none"> 1.Provide clear, consistent, and regular communication to staff. 2.Engage with employees to explain and agree any changes to working arrangements 3.Develop, communicate any training materials for employees prior to returning to the office eg new procedures for arriving at work and what happens whilst at work. 	Senior Management /HR Manager	20 July 2020	Yes

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
			<p>Notices will be put up around the building to remind staff of the following:</p> <p>Washing of hands for 20 seconds with water and soap on a regular basis.</p> <p>Cough into your arm if you do not have a tissue.</p> <p>Sneeze into tissues – “catch it, bin it, kill it”</p> <p>Avoid touching face, eyes, nose or mouth with unclean hands.</p>			
D.Managing customers/suppliers	Customers, suppliers visiting Horsham offices. The risk of infection from external source to the offices.	1.A small number of External suppliers have been allowed back into the office, but strictly at social distancing rules of 2m or 1m if 2m is not viable.	<p>1.Continue to conduct meetings via video conference calls.</p> <p>2. If visitors are necessary to visit the offices, hand sanitisers must be used at the entrance before coming up the stairs</p>	Senior Management	20 July 2020	Yes
E.Work related travel to office location	<p>Staff car sharing could infect members from other families.</p> <p>Staff live in different areas of the country compared to the office location based in Horsham.</p> <p>Some members car share and others use public transport.</p> <p>Staff using public transport are already required to wear a face mask and will be refused if not wearing one.</p> <p>All office visits by external members of the public should be prevented.</p>	<p>1. Staff using public transport must use protective masks during travel.</p> <p>2. Staff car sharing must always use protective masks whilst in the car to remain safe.</p> <p>3. Management have a stock of disposable masks that can be used by employees if they do not have their own masks.</p>	<p>1.All staff will be required to wear a mask in shops. Staff must purchase their own masks and ensure it is on them at all times.</p> <p>2.Management discretion to allow visitors to the building.</p>	Senior Management	20 July 2020	Yes
F.Field Engineering Team	Field engineers working remotely from home	Some of the field engineering team have been working at customer sites.	1.PPE has been sent to all engineering staff to use when visiting customer sites.	Senior Management	20 July 2020	Yes

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
Currently remain working at home.	and are located around the UK to support the G4 business customer base.	All engineers must have correct PPE equipment when attending customer sites. Work should be carried conducted remotely using technology for the safety of the engineers and their families.	Face masks, gloves and hand sanitiser has been given to all engineers. 2.All field engineering staff will need to required PPE if the customer requires a physical visit to premises. Each engineer should have the correct face/mask/gloves/hand sanitizer gel. 3.Training on how to use PPE should also be conducted for the team.	/Office Manager		
G.Air Con Units Air con units working in meeting rooms.	Air con units	Air con units have been repositioned and are now fully functional.	1.Air con units have been active in the office for the summer months and will continue to be used.	Senior manager	20 July 2020	Yes
H.Coming to and leaving work - Building Entrance and moving around the building Staff entering and exiting the building. Current work times are 08.30 with 1 hour lunch and close at 5.30	Staff Deliveries (postal, courier services). Cleaning staff. Building has two entrances which have external handles which may become contaminated. The building has two levels. Door handles, stair hand railings may be touched by a contaminated staff member.	1.The office has been set up with a one way system around the building. 2.A PowerPoint presentation has been sent out to all employees and regularly updated when government changes have been announced. 3.Entrances have now been closed for security reasons. Door tags are in use, and staff are required to use the hand sanitiser located at the main entrance. 4.Delivery and courier personnel are met at the entrance by a member of staff.	1.Place anti-wipes and hand sanitisers at the entrances for staff to use before continuing into the building. 2. Introduce a one-way stair system to ensure staff go up one side using main entrance and down using staff entrance. 3. All delivery personnel should not be allowed in the building. Courier collections should be conducted where possible outside of the building. This may prove tricky with weather conditions. 4. Stagger start/lunch/close times to allow staff to enter/exit safely. 5. Limit movement around the building and ensure employees stay within their desk environment with exception of natural breaks.	Senior Management /Office Manager	20 July 2020	Yes

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
<p>I.Hard surfaces Touching of work surfaces such as desks, computer screens, keyboards, and desk phones, printers, cupboards with stationary</p>	Staff, cleaning staff, vulnerable staff		<p>1.Ensure all staff increase the frequency of handwashing and surface cleaning.</p> <p>2.Limit the amount of printing to avoid movement around the office. Place hand sanitisers at printer stations for staff to use.</p>	Office Manager/All managers	20 July 2020	Yes
<p>J.Office seating plan and workstations Office furniture, desks, and seating plans within the office environment.</p> <p>Social distancing guidelines have been updated to allow a 1m distance if 2m is not viable</p> <p>22 desks sized 160cm All others are sized 120cm</p>	All staff	<p>1.Review of the current office seating plan.</p> <p>2. The office has two sizes of desks side by side: 160cm with social distance 107cm 120 cm with social distance 70cm</p> <p>3.Most desks are sized 120cm and do not allow the minimum social distance of 1 meter as measured at 70cm when employees are seated.</p>	<p>1.Additional desks have been installed in the engineering area for the solution delivery team to use. These desks are sized 120cm with social distance of 70cm if employees sit side by side.</p> <p>2.Managing occupancy levels as the company continues to expand and bring new employees into the company may prove an issue due to the size of the building.</p> <p>3. Do not allow hot desking.</p> <p>4.Reduce the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).</p> <p>5. Install portable transparent dividers between employees at the workstations for employees who feel they need additional protection.</p>	Senior Management	27 August 2020	Yes
<p>K.Meetings and meeting rooms</p> <p>The building currently has 4 meeting rooms.</p>	Staff	Using 8x8 video as well as Microsoft teamviews video conference calls are being used by all employees.	<p>1.The use of video calls should be used to replace face to face meetings.</p> <p>2. If face to face meetings to take place:</p>	Senior management	27 August 2020	Yes

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
2 1 st floors 2 ground floors			a. 7.As long as employees keep 1m apart Meeting rooms occupancy can increase to 4 or 5. b Employees are encouraged to use hand sanitisers. c. Do not share pens/keyboards. d. Room to be well ventilated			
L.Accidents, security, and other incidents 1st Aiders and Fire Marshals Member of staff becomes ill, or fire alarm is triggered/fire in the office	Staff during office hours through accident, office fire or some other disaster.	Before COVID 19, the building has several staff that are 1 st aid trained and have attended fire marshal training. 1 st aiders and fire marshals are in the office during working hours.	1.If the office environment meets all COVID 19 guidelines and allows a limited number of staff back into the office, consideration must apply to ensure there are adequate 1 st aiders and fire marshals at the office. 2.All 1 st aiders and fire marshals should be supplied with PPE equipment. (mask/gloves/aprons/hand sanitizer. 3.1 st aiders and fire marshals to maintain 2-meter distancing guidelines where possible. 4.Maintain hand washing after contact with sick/injured employee.	Office Manager/1 st Aiders and Fire Marshals	23 March 2020	Yes
M.Kitchen and communal areas. The building has 2 kitchen and communal areas. 2 hot water dispensers. 2 microwave units 2 fridges 2 water dispensers	Staff wanting to use the communal spaces throughout the day to make hot/cold drinks and eat lunch. Staff should not be encouraged to make hot drinks at their desks. Hot water flasks on desk could lead to a	Employees using the kitchen facility must keep to the 1m distance if 2m is not viable. The traffic in the kitchen area needs to be managed as more staff return to the office. 1.Kitchen work surface must be wiped down after use to avoid infection. Wipes have been provided to use. 2.Staff are bringing their own plates/cutlery and not using company plates.	The communal areas are busy throughout the day. To continue to use these areas and to manage the risk: 1.Introduce a rota system (stagger break times) between the teams throughout the day as to when the facility can be used. 2.floor spacing indicators remain on the floor and signs on walls to ensure staff keep to the social distancing rules.	Senior Management	20 July 2020	Yes

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
Communal cups/plates/cutlery Tesco delivery of milk/fruit once a week.	member of staff spilling hot water over themselves or the Keyboard and equipment.	3.Cupboards remained taped off. 4.The water dispenser can be used, and plastic cups have been provided. 5.Fruit is delivered and employees must take responsibility to wash before consuming. 6.Seating at tables was reconfigured to ensure staff do not sit together. 7. Plastic cups for water and paper cups for hot drinks available.				
N.Toilet Facilities The limiting number of toilets in the buildings for the number of staff. 6 toilets service the building. 2 ladies – 1 st floor 2 men's – 1 st floor 1 ladies – ground floor 1 men's – ground floor	The number of staff using the facilities throughout the day.	Paper towels are already in the toilets for use. The toilets are cleaned twice a day; during lunchtime period as well as full evening clean. Cleaning company has been contacted in case the cleaning schedule needs to be increased.	1. Ensure all surfaces are wiped clean before another member of staff can use the toilet. 2. Provide anti-bacteria wipes for members of staff to use and wipe toilet seat and basin. 3. Disposable hand towels are being disposed on down the toilet and causing major blockages. This is due to lack of bins to dispose of towel. Interim would be to put bin outside the toilet area.	Senior management	20 July 2020	Yes
O.Shower room The shower room is used by staff who may exercise during the day. The cleaning of this facility will need to happen after every use	Employees using facility before or during working hours	The shower room is cleaned by the cleaning lady at least once a day. The shower room is out of bounds for all employees.		Senior management	20 July 2020	Yes

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
<p>P.Smoking Facilities</p> <p>The staff entrance is used for smoking breaks.</p>	Staff who are smokers and go outside to smoke with other members of staff and not adhere to the 2-meter social distancing rule	Smoke breaks are currently limited to control the number of times a staff member takes a 'smoke break'.	Use a rota system for when a smoker can go to the allocated area to smoke. This would reduce the amount of staff being in the area at a given time.	Office Manager	20 July 2020	Yes
<p>Q.Staff car parking.</p> <p>Parking spaces are limited, and on some occasions, cars are parked in any space that is available.</p>	There are currently parking for 40 cars within the office car park. Changes to the social distance rules has allowed more cars into the car park.	Additional parking of a further 7 parking bays will become available in a neighbouring street.	1.Promote local employees who live within a 3 miles radius to walk, cycle or use public transport to alleviate the pressure on the car park.	Office Manager	20 July 2020	Yes
<p>R.Vulnerable or high-risk employees</p> <p>Supporting the wellbeing and mental health of vulnerable employees</p>	Employees who are clinically vulnerable including pregnant women.	<p>The government changed guidelines for Employees that have been shielding at home.</p> <p>What will change from 1 August 2020</p> <p>From 1 August, the government will pause shielding unless the transmission of COVID-19 in the community starts to rise significantly.</p> <p>1.the government will no longer be advising people to shield.</p> <p>2.the support from the National Shielding Service of free food parcels, medicine deliveries and care will stop.</p>		Compliance Officer	1 August 2020	Yes
<p>S.Staff sneezing and coughing in the office.</p>	Member of staff who may have been in contact with person who has the virus could	Employees who may have symptoms must inform HR Manager and self-isolate as per government guidelines.	1.Provide boxes of tissues throughout the building for staff usage. 2.We removed bins as part of ISO 27001, but these should be introduced around	HR Manager	20 July 2020	Yes

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
Staff should be alert for any colleague that becomes unwell with a new continuous	contaminate the workplace. If the office is contaminated in any outbreak, then the office should be shut and office clean conducted.		the office to control the placing of tissues that a person has coughed or sneezed into a closable bin. 3.Look at testing facility for employee to have a COVID 19 test to confirm whether they have the virus or must self-isolate for 14 days. Gatwick is the nearest testing centre.			
T.Staff member with symptoms of COVID 19 Staff should be alert for any colleague that becomes unwell with a new continuous cough or high temperature.	The employee should be sent home and maintain regular telephone contact with team lead during self-isolation period.	Staff members will inform HR and line manager if they have any symptoms.	1.Where the employee has proved positive for COVID 19 whilst at the office, all staff members that have been in contact with the employee must be informed and act to self-isolate to see if any COVID 19 symptoms appear. 2.Local Health Authorities must be contacted and advised of situation.	Office Manager/ HR Manager		Yes
U.Wearing of face masks The wearing of face covering is optional and not required by law (as of 11 May 2020)	Employees who may feel safe wearing a face covering in the office environment.	Face masks are available if staff member wishes to wear a mask	If an employee chooses to wear one, it is important to use face coverings correctly; wash hands before putting on and taking off. Management should support employees if they choose to wear one by informing: 1.Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitisers before putting on and after removing it. 2.When wearing a face covering, avoid touching your face or face covering, as	Senior Management /Line Managers/em ployees		Yes

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
			this will contaminate them with germs from hands. 3.Change face covering if it becomes damp or if you have touched it. 4.Continue to wash hands regularly. 5.Change and wash face covering daily. 6.If material washable, wash, if disposal carefully dispose in a sealed bin.			