

On 7 May the UK Government advised employees to continue to working from home wherever possible and subsequently published a guidance document 11 May - This risk assessment seeks to outline the control measures adopted to protect our employees and others we come into contact with during this time and utilises the hierarchy of controls which is fundamental to the risk management process.

What are the hazards?	Who might be harmed and how?	Government Advice	What are we doing already?	Do we need to do anything else to control this risk?	Action by Who?	Action by When?	Done
<p>The spread of CORONAVIRUS and COVID-19</p>	<ul style="list-style-type: none"> • Employees • Visitors to your premises • Cleaners • Catering contractors • Contractors (other) • Delivery drivers • Vulnerable groups –Pregnant employees, those with existing underlying health conditions <p>The above persons may become infected by coming into contact with infected surfaces or an infected person.</p>	<p>As of 11 May 2020</p> <p>Staff should work from home if at all possible. Consider who is needed to be on-site; for example:</p> <p>Workers in roles critical for business and operational continuity, safe facility management, or regulatory requirements and which cannot be performed remotely.</p> <p>Planning for the minimum number of people needed on site to operate safely and effectively</p>	<p>Eliminate risk</p> <ul style="list-style-type: none"> • In line with Government advice and in order to eliminate the risk of infection as much as possible employees are instructed to work from home until 1 September 2020 at the earliest <p>Operational continuity & facility management</p> <ul style="list-style-type: none"> • It is necessary for a small number of staff from Facilities and Technology Departments to access the UK Offices for the puposes of arranging equipment for remote workers, dealing with Contractors, etc. <p>The following controls are in place and must be followed:</p> <p>Planning for minimum numbers</p> <ul style="list-style-type: none"> • Numbers of Facilities Staff are limited to a maximum of 3 at any one time • Numbers of Technology Staff are limited to 3 At any one time. • Visits by other members of staff is by arrangement only and will only be permitted if it is absolutely necessary. i.e Member if Crisis Management Team • Contractors are limited to those undertaking essential disinfection/cleaning of the premises, or carrying out essential maintenance or legal inspections, which cannot be carried out remotely • Deliveries limited to essential items only, e.g Business Correspondence that cannot be redirected, technology, maintenance or cleaning equipment. 	<p>Keep government advice under review, review and amend risk assessments as necessary and communicate any changes to employees.</p> <p>Coordinate the number of employees allowed into the building to ensure numbers are kept to an absolute minimum</p> <p>Coordinate the number of employees allowed into the building to ensure numbers are kept to an absolute minimum</p> <p>Schedule Contractors to ensure that numbers on site are kept to an absolute minimum</p> <p>Ensure that the items coming into the building are sufficiently quareentined or sanitised</p>	<p>Crisis Management Team (CMT)</p> <p>Facilities and Building Operations Manager</p> <p>Facilities and Building Operations Manager</p> <p>Facilities Manager</p> <p>Facilities Manager/staff</p>	<p>Review daily</p> <p>As necessary</p> <p>As necessary</p> <p>As necessary</p> <p>As required</p>	

			<ul style="list-style-type: none"> • Couriers are limited to one, for the purposes of collecting essential equipment to facilitate safer and more efficient remote working • All other visitors cancelled until further notice <p>Safe operation</p> <ul style="list-style-type: none"> • Anyone experiencing symptoms of COVID-19 should not travel to, or enter the building and should follow government guidelines for self isolation • Use of public transport should be avoided if at all possible. If there is no safer alternative, face coverings should be worn. • Special care must be taken in common areas such as vending areas and rest rooms. Santising wipes and gel are placed in these areas and must be used to keep surfaces clean. • Rigorous cleaning schedule is maintained, paying particular attention to common touch points, e.g handrails, door handles, etc. • Own workstations and workstation equipment should be used and a 2 meter gap between occupied workstations maintained. • The use of gloves is a personal preference rather than a requirement of this assessment but gloves are provided and can be worn by individuals if an increased sense of safety is obtained by doing so. • Inductions and Safe systems of work are issued to Contractors explaining Social distancing rules and measures in place for the use of work areas and common areas. These must be observed at all times. 	<p>Communicate to those requesting to attend site</p> <p>Provide paper towels in Toilets, to be used instead of Air Hand-driers</p> <p>Coordinate the number of employees allowed into the building to ensure numbers are kept to an absolute minimum</p> <p>Ensure instructions are provided to all contractors entering the premises</p>	<p>Facilities and Building Operations Manager</p> <p>Facilities Manager</p> <p>Facilities and Building Operations Manager</p> <p>Facilities Manager/staff</p>	<p>As necessary</p> <p>As soon as possible</p> <p>As necessary</p> <p>As necessary</p>	
<p>Remote Working</p> <p>Mental Health & Lone working</p>	<ul style="list-style-type: none"> • Employees • Vulnerable groups –Pregnant employees, those with existing underlying Mental health conditions <p>The above may be at increased risk of anxiety, depression and loneliness as a result of:</p> <p>- fear/anxiety around Coronavirus</p>	<p>Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.</p>	<p>Monitoring the wellbeing of remote workers</p> <ul style="list-style-type: none"> • To accurately monitor the impact of Coronavirus all employees are requested to log self-isolation and sickness information in HR system, Cascade. • Support and Wellbeing Survey - Determine the impact of Covid-19 on employees and how they feel about the support given 	<p>HR to interrogate data to determine any developing trends or areas of concern</p> <p>Use information gathered to inform the plans for returning to the office and the current controls in place to support the health and wellbeing of employees</p>	<p>HR</p> <p>HR / Crisis Management Team (CMT)</p>	<p>Ongoing</p>	

**Physical Health
(Prolonged use of
Display Screen
equipment)**

- Employees living and working alone, including those from Vulnerable groups (Pregnant, pre-existing health conditions) are more vulnerable if subject to sudden illness or accident and can feel isolated, suffering with depression or anxiety as a result.
- Cleaning Contractors

Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.

- Fear/anxiety around Coronavirus
- being isolated from friends, families and colleagues.
- working in the home environment.i.e juggling home and family life
- dealing with change
- Employees living and working alone, including those from Vulnerable groups (Pregnant, pre-existing health conditions) are more vulnerable if subject to sudden illness or accident and can feel isolated, suffering with depression or anxiety as a result.
- Cleaning Contractors working

- Provided remote access to emails, online messaging service, HR Systems, Service desk Portal, Video conferencing software and Wellbeing portals, via use of RSC Laptop/Desktop PC or via remote appgate token.
- Regular emails from Crisis Management Team deputy CEOs and Leadership Team providing updates of working practices, changes in policy and reassurances, links to Q&A documents and sources of guidance and information.
- Regular communications from Line Managers via video conferencing if possible, or telephone if not.
- Guidance and information resources surrounding Remote Working and Mental Health,are collated and communicated via the COVID-19 response intranet page including
 - Managing Remote Teams
 - Successful Home Working

- Line Managers regularly checking in with team members at a time and frequency to suit individuals. 1-2-1 meetings via zoom (if possible) and regular team meetings
- Key managers are providing Feedback to Leadership Team via DRMG meetings
- Leadership Drop-ins provide opportunity for all employees to raise concerns or ask questions of Leadership Team.
- HR Business Partner actively monitoring and providing extra support for employees with existing Mental Health conditions, tracking absence data for signs of any developing trends.
- Health and Safety Coordinator actively monitoring and providing extra support for employees with for those who have ongoing musculoskeletal disorders, tracking data to identify any developing trends

Cleaning contractor has been provided with a remote monitoring budi system which is monitored by his employer and the RSC

Staying connected with those working remotely

Purchase additional technology to improve connectivity. i.e Webcams and laptops, etc.

Head of IT Operations

End of May

Completed

**Physical Health
(Prolonged use of
Display Screen
equipment)**

• Employees
Working remotely, may be using
own Technology or workstation
equipment, dining room tables
and chairs etc and may not be able
to obtain safe working postures

**Providing equipment for people
to work at home safely and
effectively, for example, remote
access to work systems**

• Provided remote access to emails, online
messaging service, HR Systems, Service desk
Portal, Video conferencing software and
Wellbeing portals, via use of RSC Laptop/Desktop
PC or via remote appgate token.

Equipment

Over 400 employees were provided with their own
Technology or workstation equipment in the first
few days, (Since **March 17th**) and additional
equipment has been distributed since

- Guidance for Remote Working
- MIND
- Home Schooling
- LITMUS – Wellbeing centre
- Metlife wellbeing hub (Employee Assistance Program) including online access to counselling services.
- Online Mental Health Awareness sessions for Line Managers and employees completed
- In line with HSE guidance, Display Screen Assessments for temporary remote workers will not be carried out. Bespoke guidance has instead been provided. (See below)
- Health and safety guidance and information resources relating to remote working are provided on the Remote Working Intranet Page Including:
 - Lone Working Policy
 - Accident and Incident form
 - Fire Safety
 - Display Screen Equipment
 - Health and Safety Contacts
- Sports and Social Club increased online activities including Yoga and Pilates, Treasure hunts and quizzes

Systems

Organise and communicate additional sessions

Review following significant change or revised guidance.

Purchase additional technology to improve connectivity. i.e Webcams and laptops, etc.

HR / Communications

Health and Safety
Coordinator

Technology

Organised for
21 May
Communicated
21 May
Ongoing

End of May

Completed

Completed

		170 laptops purchased to meet the needs of those who do not currently have one to access work systems	Arrange to distribute laptops and other workstation equipment in response to the decision to extend remote working to 1 September	Head of IT Operations/Facilities and Building Operations Manager/Facilities Manager		
		RSC offer to contribute up to £100 toward the purchase of a desk to be used at home	Provide health and safety guidance for choosing a suitable desk	Health and Safety Coordinator	22/05/2020	21/05/2020
Assessed By:	Lorna Webb GradIOSH (Health and Safety Coordinator)			Assessment date:	11/05/2020	
In Consultation with	Bob Shimmens (Facilities and Building Operations Manager), Gerard Nijak (Facilities manager), Karen Roberts (Director Human Resources and Operational Development), Members of the Health and Safety Management Committee and Paul Lewis (Deputy Chief Executive and Leader of Crisis Management Team)					
Supporting resources	Government Guidelines: Working safely during COVID-19 in offices and contact centres Intranet Page: Response to COVID-19 Intranet Page: Health and Safety guidance for Remote Working					
Assessment to be reviewed	Following significant change in Government Guidance, or prior to reoccupying the premises					