

## General Risk Assessment

Company Name: SystemWare Europe Ltd

Site Address: Phoenix House, 2 Phoenix Park, St Neots, Cambridgeshire, PE19 8EP

<b>Risk Assessment Reference:</b> RA-001-SWE-07092020	<b>Date of Assessment:</b> 07/09/2020	<b>Risk Assessor:</b> David Honeybun
<b>Title:</b> Coronavirus – Premises Based Workers	<b>People Involved in Making This Assessment:</b> Mike Gartside, David Honeybun	
<b>Task or Process:</b> Risks from Coronavirus	<b>People at Risk:</b> Employees, Contractors, Visitors, Members of the Public	
<b>Date of next review:</b> 07/11/2020		

### Hazard (hazard and hazard description):

Uninformed staff. Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others.

### Control Measures (existing):

1. Our plans and procedures have been shared and co-ordinated with our landlord and other tenants at our premises.
2. NHS and Public Health warning posters displayed throughout the premises.
3. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
4. All staff have completed the COVID returning to work raining course.
5. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance.

### Further Control Measures Required:

### Assigned To:

### Due Date:

### Hazard (hazard and hazard description):

Passenger and goods lifts. The enclosed space within the lift creates a risk of potential contamination through coughing and sneezing and contact with internal surfaces and controls.

**Control Measures (existing):**

1. Staff are encouraged to use the staircase to get to the floor on which they work.
2. Staff encouraged to avoid using passenger lifts when a large number of users are present.
3. Staff instructed to avoid using a fingertip to press buttons; instead to use the back of the knuckle to select the appropriate floor and to wash hands as soon as soon as possible after using a lift.
4. Staff instructed to face away from other users and avoid touching surfaces.

Further Control Measures Required:	Assigned To:	Due Date:

**Hazard (hazard and hazard description):**

Food and drink preparation areas. Potential risk or transfer of virus through cross contamination.

**Control Measures (existing):**

1. Owing to space constraints, only one person allowed into the kitchen area at any one time.
2. Staff instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.
3. Ensure that when spills of food or liquids occur, they are cleaned straight away, and work surfaces are left in a clean and sanitised condition.
4. Use their own drinking mugs and glasses to prevent cross contamination.
5. Keep their hands out of and not to touch food and waste bins or receptacles as they may contain contaminated products, food or tissues.
6. Wash their hands thoroughly before using these facilities. Use hand sanitiser located on kitchen wall.
7. The microwave oven should be left in a clean condition and wiped out after use.
8. Put half eaten food products in a clean, sanitised, sealed wrapper, bag or container, if they are to be stored in the communal refrigerator.
9. To thoroughly wash crockery and cutlery after each use and to put them away.
10. Single use paper towels are provided to ensure ongoing hygiene. Used towels are to be placed in the waste bin immediately after use.

Further Control Measures Required:	Assigned To:	Due Date:

**Hazard (hazard and hazard description):**



Communal facilities, entrance, toilets, stairs, etc. Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health.

**Control Measures (existing):**

1. Supplies of soap and sanitising agents provided and regularly topped-up at all hand washing stations. NHS and Public Health hand washing advice posters displayed.
2. Staff instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.
3. Staff made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc.) and objects which are visibly contaminated with bodily fluids must not be touched, but reported to a manager.
4. Staff instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.
5. Staff are required to ensure that coats, scarfs and other outdoor items are stored separately avoiding contact with other people's personal items.

Further Control Measures Required:	Assigned To:	Due Date:

**Hazard (hazard and hazard description):**

Waste. Ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).

**Control Measures (existing):**

1. Staff are required to have consideration for contracted cleaning staff with regards to discarded tissues, food, etc. to prevent cleaning staff being accidentally contaminated.
2. All waste bins and receptacles are carefully and safely emptied daily by staff.
3. Staff instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, preferably bagged, or pocketed and taken home.
4. Staff instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.
5. Waste bins are provided at employee desk areas and within kitchen areas.

Further Control Measures Required:	Assigned To:	Due Date:



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<b>Hazard (hazard and hazard description):</b> Smoking shelters. Inhalation of second hand tobacco smoke and or vapours from e-cigarettes may result in adverse coronavirus health effects.		
<b>Control Measures (existing):</b> 1. Smoking tobacco or e-cigarettes is confined to a dedicated external smoking shelter. 2. Staff advised to avoid inhaling second hand tobacco smoke and vapour emitted from cigarettes and e-cigarettes from other persons. Although there is no evidence of transmission this is a precautionary measure.		
<b>Further Control Measures Required:</b>	<b>Assigned To:</b>	<b>Due Date:</b>

<b>Hazard (hazard and hazard description):</b> Meeting rooms. Potential risk or transfer of virus on account of close contact with other persons.		
<b>Control Measures (existing):</b> 1. Staff instructed that meetings in enclosed spaces such as conference and meeting rooms should only be undertaken when absolutely essential for business needs and kept as short as possible. 2. Staff using Conference and meeting rooms instructed to follow Govt advice and maintain social distancing. 3. Staff instructed that social distancing rules must be applied to any meetings with clients or visitors. 4. Staff told to avoid physical contact with clients and visitors, such as handshakes, hugs, etc. and to give a polite explanation of this policy if required.		
<b>Further Control Measures Required:</b>	<b>Assigned To:</b>	<b>Due Date:</b>

<b>Hazard (hazard and hazard description):</b> Workstations, IT and telephony equipment. Direct contact with potentially cross contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects.		
<b>Control Measures (existing):</b>		



1. Staff instructed not to share phones, head sets and personal mobile phones with others to prevent accidental cross contamination.
2. Telephone equipment is deep cleaned at the end of each working day by staff.
3. Staff instructed that they should not use each other's IT equipment, to prevent accidental cross contamination.
4. Staff are instructed to ensure that their workstations, IT and telephony equipment, such as keyboards, screens, phones and headsets are cleaned and sanitised on a regular basis throughout the working day. Suitable wipes and cleaners that do not damage equipment are provided.

**Further Control Measures Required:**

**Assigned To:**

**Due Date:**

**Hazard (hazard and hazard description):**

Close contact with others. Staff working on the premises may be at risk of exposure to other members of staff or visitors who are carrying coronavirus, knowingly or unknowingly.

**Control Measures (existing):**

1. Staff instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow social distancing guidelines.
2. Physical contact, such as handshakes, hugs, pat on the back, etc. is to be avoided.
3. Staff are required to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans and or ventilation systems that could spread the virus. Where possible the use of such systems will be avoided.

**Further Control Measures Required:**

**Assigned To:**

**Due Date:**

**Hazard (hazard and hazard description):**

Vulnerable employees. Vulnerable employees with existing health conditions are at a higher risk of contracting COVID-19, which may have a significant increased adverse effect on their health and wellbeing.

**Control Measures (existing):**

1. In accordance with Govt. policy staff who are in the vulnerable and high risk categories may come to work, if they cannot work from home, as long as the business is COVID-Secure.
2. Staff with family members in at risk categories have been instructed to inform their management team. Decisions on home working or furlough in accordance with Government policy are taken on a case by case basis.

Further Control Measures Required:	Assigned To:	Due Date:

<b>Hazard (hazard and hazard description):</b> Cleaning and hygiene. Inadequate cleaning and hygiene standards pose a risk of spreading infection by way of cross contamination from surfaces contaminated with the coronavirus.		
<b>Control Measures (existing):</b> <ol style="list-style-type: none"> <li>Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (handrails, door handles, passenger lifts, building equipment buttons, switches, etc).</li> <li>Suitable disinfectant cleaning products are used to clean high touch surfaces.</li> <li>Sufficient hot water, liquid soap, disposable towels, alcohol wipes and hand sanitiser dispensers are provided throughout the building.</li> <li>Staff are required to report anything contaminated or spilt that requires cleaning.</li> </ol>		
Further Control Measures Required:	Assigned To:	Due Date:

<b>Hazard (hazard and hazard description):</b> Personal hygiene Poor personal hygiene standards pose a risk of passing or contracting the infection.		
<b>Control Measures (existing):</b> <ol style="list-style-type: none"> <li>The importance of good personal hygiene has been explained to all staff. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean.</li> <li>Staff instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds. Soap and gels are provided.</li> <li>Staff instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container.</li> <li>Staff instructed that disposable tissues, should be used when coughing and or sneezing. Used tissues to be bagged and put into a bin or pocketed and taken home for safe disposal.</li> </ol>		
Further Control Measures Required:	Assigned To:	Due Date:

**Hazard (hazard and hazard description):**

Legionella (biological hazard). Exposure to legionella bacterium in water droplets could lead to ill-health in those people exposed. On return to working environment after COVID-19 leave an increased risk of biological waste would be present.

**Control Measures (existing):**

1. All water taps and showers are ran off before staff are to use the facility. Face masks are to be worn during this process.
2. If hot or cold water temperature are identified as being between 20-45 degrees, which is suitable for bacterial growth specialist advice will need to be sought.

Further Control Measures Required:	Assigned To:	Due Date:

**Hazard (hazard and hazard description):**

Travel and vehicles. Risk of the spread of infection from vehicles and during travel.

**Control Measures (existing):**

1. Public transport will only be used where absolutely essential. Workers instructed on avoiding contact with surfaces, distancing and hand washing as per Government policies.
2. Workers who use their own vehicles have been advised to ensure that surfaces and controls are routinely sanitised.
3. Where company vehicles are used they will be issued with sanitisers and are required to routinely sanitise surfaces and controls throughout the working day.
4. Common contact surfaces are to be regularly cleaned.
5. No employees to sit face-to-face where possible.
6. Minimising the number of people travelling together in any one vehicle. This could include leaving seats empty or sitting as far apart as possible.
7. Passengers to sit in the rear of the vehicle where possible.
8. Increased ventilation when possible - windows are to be kept open to increase airflow through the vehicle.
9. Face masks to be worn in vehicles if distances cannot be maintained.

Further Control Measures Required:	Assigned To:	Due Date:



**Hazard (hazard and hazard description):**

Close working where social distancing can't be maintained. A risk of potential contamination through close contact with personnel.

**Control Measures (existing):**

1. Where close contact cannot be avoided, staff should complete questionnaire to confirm if worker has symptoms of COVID-19.
2. PPE is present in line with the RAMS/Risk Assessment (full face shield etc).
3. An exclusion zone for <2m work will be set up pre-task commencement.
4. Prior to donning appropriate gloves, personnel shall wash/sanitise their hands thoroughly.
5. Depending on the two types of work - no physical contact between colleagues or physical contact will occur (manual handling/pushing/pulling side by side, shared tools and equipment) different controls to be considered i.e. a physical barrier to be installed not impairing workers visibility etc.
6. At the end of the task, all tools and equipment work must be sanitized properly and all surfaces safe to wipe down.
7. Forced ventilation internally could be considered for restricted confined spaces.
8. Consult with management before carrying out any work that affects social distancing rules.
9. Operatives should be reminded of the hazard of close contact when working together and the correct control measure to be adhered too.

**Further Control Measures Required:**

**Assigned To:**

**Due Date:**

**Hazard (hazard and hazard description):**

Tools, test equipment and plant. Cross contamination from multiple persons using the same tools, plant & equipment may have a detrimental effect on health.

**Control Measures (existing):**

1. All tools and equipment should be properly sanitised to prevent cross contamination.
2. Arrangements for one individual to use the same tool, equipment and plant as much as possible. Cleaning materials available for all tools to be wiped down with disinfectant between each user.
3. Work practices organised to reduce eliminate or reduce transmission points and coach site personnel on the same.
4. Provision of signage/stickers for tools, equipment and mobile plant to encourage disinfection.

5. The tools and test equipment should be cleaned before and after use to prevent contamination. Tools/implements should not be held by teeth etc. (for example, holding a screw by your mouth).

<b>Further Control Measures Required:</b>	<b>Assigned To:</b>	<b>Due Date:</b>

Review Date:	Reviewer:	Comments:

