

# RISK ASSESSMENT



**RISK ASSESSMENT FOR:**

**COVID 19 (Coronavirus) Outbreak Office based staff, including contact centre. This is a companywide risk assessment.**

<b>Company name:</b> Grosvenor Services Group		<b>Assessment date:</b>	14/05/2020
<b>Address:</b>	St David's House, 11 Drake House Crescent, S20 7HT	<b>Signed:</b>	ML: Health and Safety Manager
		<b>Review date:</b>	Regularly and after every relevant government update, or as more colleagues are reintroduced to the office

Hazard	Who might be harmed?	How Is the risk being controlled?	Further actions necessary to reduce the risk?
General call centre and office tasks during Covid-19 pandemic. Contracting the virus whilst working on an Echo site, including virus related illness and associated issues involving mental health	Employees, contractors and visitors.	<p>Following government advice any employee displaying symptoms of Coronavirus is not to attend work for the period outlined by Public Health England/NI Assembly. If anyone in the employee's household is displaying symptoms, the employee is to self-isolate for the period recommended by Public Health England/NI Assembly and to abstain from work until safe to return.</p> <p>The vast majority of office staff are comfortably working from home and this will continue. Support has been provided to ensure comfortable homeworking. This has significantly reduced the number of employees working in our offices, reducing the risk of infection caught via interaction and contacting surfaces.</p> <p>Clinically vulnerable staff who have notified their HR Business partner are all currently working from home following the shielding</p>	<p>Staggered arrival and departure times as employee numbers increase</p> <p>Additional touch points and touch activated exits to be reviewed and disabled where possible as employee numbers increase</p> <p>Regular communications to be sent to encourage staff to remain on site during breaks</p> <p>Regular communications to staff to advise of first aid and emergency arrangements during this period</p>

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advice.

Offices within the Echo operations, have their own site specific risk assessments and safe systems of work applicable to the work undertaken by that operation as part of Echo's Health and Safety Management system and external ISO 45001 requirements.

Windows to be opened where possible to improve ventilation. Automated ventilation systems have been serviced.

Where there has been a need to reintroduce staff back into the office due to business critical needs or personal conditions due to poor home working environments, staff are following strict social distancing measure.

Upon entry to office, staff are to follow a set of COVID site rules displayed on the notice board at the point of entry to the office.

Additional hand washing facilities to be installed where possible at entry points and hand sanitiser available on exit.

Staff are to wash their hands on entry and exit to the building, or to use hand sanitiser if basins are not available. Hand sanitiser is also available around the office and use is encouraged by visual aids.

Floor markings and hazard tape are in place to aid with social distancing. One way

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systems are currently in place where required to assist in the flow of traffic around the office, to help reduce the risk of breaching social distancing advice.

Regular communications to be sent to encourage staff to remain on site during breaks.

Hand sanitiser is available in meeting rooms.

There are separate entry and exits points in operation where possible, with staff using the main entrance to enter the building and the rear exits when exiting the building.

Hot desking has been prohibited to mitigate the risk of contracting the virus and all staff are sitting a minimum of 2 metres apart on their own allocated desks.

Fire doors have been opened where possible to limit the amount of touch points while still managing the risk and the subsequent controls required under the Regulatory Reform (Fire Safety) Order 2005.

Break areas within Echo buildings have been altered to comply with social distancing, tables in break areas are spaced at a minimum of 2 metres apart and excess chairs have been removed.

Staff restaurants on sites that have these facilities have been closed. Staff across all

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Echo sites have been encouraged to bring their own food.

Printers and other office equipment have been marked to follow the 2 metre social distance guidance to avoid contact at common areas such as water coolers and frequently used office equipment. Additional cleaning products have been provided at these common areas.

Colleagues are encouraged to walk or cycle to work where possible.

Lifts across all of our sites have been altered to comply with social distancing guidelines.

Occupancy reviews have been undertaken across all our sites to help determine the maximum occupancy we can accommodate whilst maintaining social distancing. The maximum occupancy of each site will not be exceeded.

Cleaning procedure established for pool cars if used. All pool cars will have cleaning products in the boot and a self-clean service will be in operation, this will be tracked on the checklist when returning the car in line with the self-refuel policy.

Break time of staff currently in the office has been staggered to allow for employees to comply with social distancing in break areas.

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The cleaning frequency of all our sites has been increased with a specific focus on touch points. Self-clean products have also been provided throughout the offices.

Toilet facilities have been marked out to follow social distancing, with some urinals and basins taken out of use as under the 2m proximity to each other. The risk from Legionella will be managed by regular flushing of the toilets and running of the water down the sinks.

Mental health support has been provided to our colleagues, via online training, internal wellbeing promotions and manager support. Where applicable we have also provided Team Managers with Mental Health Awareness training to help support their team. All Echo employees have access to an external employee support programme, providing telephone support across a range of personal, finance, health and wellbeing issues.

Paper towels have been provided in all toilets and hand dryers have been turned off.

Screen savers on computers will display various Corona secure messages to help our colleagues adjust to the office changes and promote good hand hygiene

Echo are encouraging our colleagues to hold meetings remotely. We are restricting the use of meeting rooms where social distancing cannot be maintained.

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		<p>Regular Health and Safety committee meetings are in operation across all our sites to ensure we are consulting with our people on changes to their working environment and the steps we have taken to help maintain their health whilst working for Echo.</p> <p>We are engaging and collaborating with our teams to support our people at this difficult time.</p>	
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