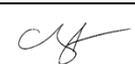


Risk Assessment

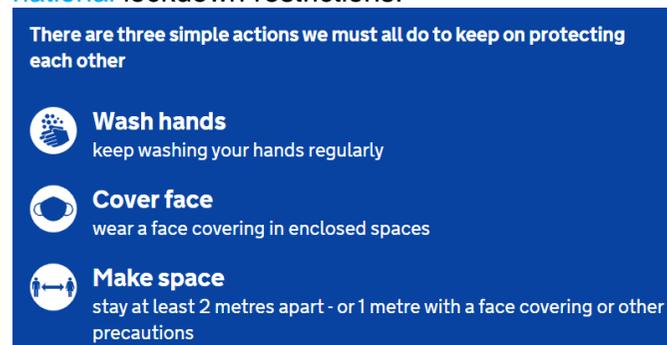
Description of activity or area being assessed:		Type of Premises: Office																																							
halow office working COVID-19 Risk Assessment		Location: halow Project 11 Quarry Street, Guildford, Surrey, GU1 3UY																																							
Date Completed: 13.04.2021		Proposed Review date: 14.05.2021 or before if anything is known to have changed.																																							
RISK MATRIX		Low Risk	Medium Risk	High Risk																																					
<table border="1"> <thead> <tr> <th>Likelihood</th> <th>1- Trivial injury,</th> <th>2 - First aid injury</th> <th>3 - Reportable injury</th> <th>4 - Major injury;</th> <th>5 - Fatality or disabling illness;</th> </tr> </thead> <tbody> <tr> <td>1 - Very Unlikely</td> <td style="background-color: #00FF00;">1</td> <td style="background-color: #00FF00;">2</td> <td style="background-color: #00FF00;">3</td> <td style="background-color: #00FF00;">4</td> <td style="background-color: #00FF00;">5</td> </tr> <tr> <td>2 - Unlikely</td> <td style="background-color: #00FF00;">2</td> <td style="background-color: #00FF00;">4</td> <td style="background-color: #00FF00;">6</td> <td style="background-color: #FFFF00;">8</td> <td style="background-color: #FFFF00;">10</td> </tr> <tr> <td>3 - Likely</td> <td style="background-color: #00FF00;">3</td> <td style="background-color: #00FF00;">6</td> <td style="background-color: #FFFF00;">9</td> <td style="background-color: #FFFF00;">12</td> <td style="background-color: #FFFF00;">15</td> </tr> <tr> <td>4 - Very Likely</td> <td style="background-color: #00FF00;">4</td> <td style="background-color: #FFFF00;">8</td> <td style="background-color: #FFFF00;">12</td> <td style="background-color: #FF0000;">16</td> <td style="background-color: #FF0000;">20</td> </tr> <tr> <td>5 - Almost Certain</td> <td style="background-color: #00FF00;">5</td> <td style="background-color: #FFFF00;">10</td> <td style="background-color: #FF0000;">15</td> <td style="background-color: #FF0000;">20</td> <td style="background-color: #FF0000;">25</td> </tr> </tbody> </table>		Likelihood	1- Trivial injury,	2 - First aid injury	3 - Reportable injury	4 - Major injury;	5 - Fatality or disabling illness;	1 - Very Unlikely	1	2	3	4	5	2 - Unlikely	2	4	6	8	10	3 - Likely	3	6	9	12	15	4 - Very Likely	4	8	12	16	20	5 - Almost Certain	5	10	15	20	25	This document should be reviewed at least annually; following any major changes and immediately after an accident or near miss occurrence, whichever occurs first.			
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Assessor's Name																																									
Name:		Graham O'Connor		Sign: 																																					
Position:		Director of halow Project Services																																							
Approved by																																									
Name:		Campbell Livingston																																							
Position:		Director of Business Services and halow care																																							
Persons at Risk: Persons identified as being at risk from activity and approximate number affected:																																									
Halow staff/ Agency staff: up to 16 at any one time				Service Users: none																																					
Volunteers: up to two				Member of the public: unlikely																																					

Introduction

COVID-19 and staying up to date

The virus that causes COVID-19 is mainly transmitted through droplets generated when an infected person coughs, sneezes, or speaks. These droplets are too heavy to hang in the air. They quickly fall on floors or surfaces remaining there for various durations. The virus is most often flu like but can lead to severe and life threatening respiratory and cell issues in some cases.

All staff to keep themselves updated and to follow the latest government guidelines via <https://www.gov.uk/coronavirus> including compliance with any **national** lockdown restrictions.



There are three simple actions we must all do to keep on protecting each other

-  **Wash hands**
keep washing your hands regularly
-  **Cover face**
wear a face covering in enclosed spaces
-  **Make space**
stay at least 2 metres apart - or 1 metre with a face covering or other precautions

IMPORTANT:

This risk assessment sets out the essential ways in which halow employees must work to minimise the risk of passing on the COVID-19 virus at work. Clearly, this relies on us all following the guidelines.

You may choose to take further precautions on top of those outlined. Please identify anything to your line manager and those you work with. If it requires extra PPE / equipment, please also speak to your line manager in advance of coming to the office so that we can discuss and arrange.

Related documents:

Please note that this risk assessment covers people returning to working at the halow office. Previous work shared on those who need to shield at this time, related contact with family, etc. is not included in this form.

Other areas of work at halow are / will be covered by separate risk assessments

Please note:

Although many risks here have been managed down to a 'low' level, this does not mean there is no risk. Working from home is still very likely to have an even lower risk for most people.

Risk Assessment Form

Hazard and related information	Unmanaged risk rating	Risk Control Measures	Risk Rating
<p>Before coming to work</p> <ul style="list-style-type: none"> • Displaying COVID-19 symptoms • you live with someone displaying COVID-19 symptoms • awaiting COVID-19 test results • you've tested positive for COVID-19 	High	<p>-Staff must not come to work.</p> <p>-Staff must comply with government and PHE guidelines around self-isolation and testing, where applicable including complying with the national lockdown restrictions.</p> <p>-Staff should either work from home or follow the sickness policy; whichever they feel is appropriate.</p>	low
<p>Before coming to work Identified as a genuine risk of developing symptoms under 'track and trace' (contacted by NHS Track & Trace service)</p>	Medium	<p>-Anyone who can work from home should. It is permissible to work from the office where part of your role cannot be undertaken from home.</p> <p>-Staff classed as clinically extremely vulnerable should not attend the office for the period of restrictions</p> <p>-Staff are offered weekly PCR testing kits Thursday – Sunday via halow to assist with tracking and limited the spread of the virus at halow. Test results are recorded on a weekly basis and contact will be made with individuals not undertaking the testing process via halow, where necessary a separate Testing Risk Assessment will be completed.</p> <p>-Frontline staff are eligible to receive a COVID-19 vaccination under the social care worker status. The benefits of receiving the vaccine are shared with staff "to reduce the risk of serious illness or death". All eligible staff are offered the vaccine and a record is maintained for onward reporting duties to NHS Surrey Heartlands. Where eligible frontline staff do not elect to receive the vaccine a further Risk Assessment may be required. (At this time the hospital hubs are not operational so new employees should be referred to their GP for vaccinations).</p> <p>Staff should first be familiar with the parameters of 'track and trace' in regard to the likelihood of the virus transferring to you based on the contact you have had with the infected person. This can be discussed with line manager / HR.</p>	low

		<p>-Staff are required insert their office attendance in the Company Calendar on the preceding Friday by 12 noon confirming their working arrangements for the following week and flagging any issues with HR/Directors to ensure: -</p> <ul style="list-style-type: none"> a) we can manage and comply with office working limitations; and b) retain a temporary record of employee shift patterns for 21 days to assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks. <p>-It sometimes necessary to come to work at shorter notice. When this is the case, the same procedure should be followed and in addition all office-based staff should also be contacted by email.</p> <p>-If contact / isolation is confirmed, office-based staff members must work from home.</p> <p><i>Please note, if there is a confirmed halow employee case of COVID-19, the same track and trace parameters will be used- for example, it does not immediately apply to all employees.</i></p>	
Travel to work	Medium	<p>-Staff should take necessary precautions to socially distance and maintain good hygiene on any form of transport, to protect themselves and their colleagues.</p> <p>- Staff should adhere to government guidance around face coverings / masks whilst travelling on public transport.</p> <p>-Please do not 'lift-share' if you drive to work.</p>	low
Driving at work	medium	<p>-Driving yourself presents no additional risk.</p> <p>-During lockdown restrictions office staff should avoid any shared car use during work time. It should only be used when there is no other option.</p> <p>-As you would then be within 2 metres distance of each other for a period of time, to reduce this risk, windows must be open for ventilation, face coverings must always be worn by the driver and passenger/s when within the car and hands should be sanitised before entering and after leaving the car. Please note the NHS app would pick up on you being within 2m for a sustained period.</p> <p>-A car passenger should be sitting in the back of the car on the opposite side to the driver to maximise the distance between both people.</p>	low
Arriving and leaving the office	medium	<p>We recognise the increased risk presented by having 1 door that all staff must arrive and leave through.</p> <p>-All staff must use a mask in circulation areas, whilst in the office.</p> <p>-A hand sanitising station will be present in the entrance foyer.</p> <p>-All staff (and any visitors) should use this on arrival, reducing and risk of transferring the virus.</p> <p>-All staff (and any visitors) should use this on leaving the office, reducing the risk of transferring the virus to the front door on exit.</p> <p>-The front door and buzzer will also be regularly cleaned (see hygiene section).</p> <p>-Any staff member attending the office should sanitise the touch areas on their floor when they leave the office at the end of the day.</p> <p>Staff numbers at the office will be further limited (see below) and the halow office team is small. As such there is no need to stagger arrival times, use floor markings, etc.</p>	low

<p>At work If you or another person falls unwell whilst at work with symptoms of COVID.</p>	<p>Medium</p>	<p>We can minimise the risk of an outbreak of COVID at halow by following the measures in 'Before coming to work' section above. However, if any person attending the halow offices becomes unwell during the day please follow these steps: -</p> <ul style="list-style-type: none"> • tell your Line Manager and HR Manager immediately and go home • avoid touching anything, and wash your hands regularly • cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow • use a separate bathroom from others, if possible • avoid using public transport to travel home, if possible • The minimum PPE to be worn for cleaning an area after a person with symptoms of or confirmed COVID-19 has left the setting possible is disposable gloves and an apron. Wash hands with soap and water for 20 seconds after all PPE has been removed. • Follow detailed decontamination guidance on gov.uk around cleaning and waste disposal. • The Directors and HR Manager need to be notified immediately of any suspected or confirmed cases of COVID so that onward reporting to Public Health England can be managed. 	<p>low</p>
<p>Maintaining social distancing</p>	<p>medium</p>	<p>-All staff should maintain the recommended 2 metre distance wherever possible. -Where the social distancing guidelines cannot be followed in full in relation to a particular activity mitigation actions should be deployed including: -</p> <ul style="list-style-type: none"> • further increasing the frequency of hand washing and surface cleaning • Donning PPE for the duration of activity, e.g., showing a colleague something on the computer please use a mask / visor and offer the same to your colleague • keeping the activity time involved as short as possible • using back-to-back or side-to-side working (rather than face-to-face) whenever possible • using screens or barriers to separate people from each other (we can procure these where required please contact HR). <p>-Workstations will not be used, unprotected, if workers are then less than 2 metres apart. -Staff numbers in spaces will be appropriately limited following HSE guidance. See below for the up-to-date information for each floor. -As such, staff must continue to share when they are coming to the office so that we can maintain this. -For reference, if passing / in limited contact with someone, guidelines indicate 1m distance can be used. We will also be using masks in all circulation areas.</p>	<p>low</p>
<p>Moving around the office -Internal doors</p>	<p>medium</p>	<p>We recognise the higher risk presented by our 3 floors with related doors. As such, fire compliant Dorguards were installed in July 2020 to ensure internal entry doors to office suites can be safely kept open in terms of fire regulations whilst reducing the need to touch the door handles as often.</p>	<p>low</p>

		<ul style="list-style-type: none"> -There will be a hand sanitising station located in the entry hallway and inside of each respective floor's access doors. These should be used when arriving or leaving each office floor to reduce the risk of transferring the virus. -All staff must use a mask in circulation areas, whilst in the office. -People should not pass in doorways, to maintain social distancing. -Internal doors handles are included on the daily cleaning checklist. -Limiting movement around the office will also help. 	
Moving around the office -Staircases	medium	<p>We recognise the higher risk presented by our staircases.</p> <ul style="list-style-type: none"> -All staff must use a mask in circulation areas, whilst in the office. - Nobody should pass on a staircase. People will need to go back up or down to avoid this, and thus maintain the recommended 2m social distancing guidelines. -Once you get to the floor you are heading too, you should then use the hand sanitising station, as detailed above. -Staircase handrails are included on the daily cleaning checklist. 	low
First Floor	medium	<ul style="list-style-type: none"> -Risk reviewed as 5 per floor increased in view of the additional of screens between workstations -Meetings should be avoided wherever possible. -Excludes short visits, which must still be notified to office staff. -Currently there should be no need to go beyond this, based on programme and business need. -As such, staff must continue to share when they are coming to the office so that we can maintain this. -When in use external windows must be opened to assist natural ventilation. - Due to additional CQC guidance it is necessary to apply some new additional mitigation measures when halow care staff working within the office, this applies as follows: <ul style="list-style-type: none"> a. all frontline supported living care staff must always wear facemasks in the office (this includes Leads, Seniors and Buddies working in supported living). b. Office-based care staff that visit our Supported Living houses or YP are also obliged to wear a face mask whilst working in the office (this will predominately affect our halow Care and Deputy Care Managers). c. Where a. and b. above apply it is necessary for all other staff working within the First Floor to don a facemask to prevent the onward risk to our external workplaces/houses. Further guidance can be sought from Juliet Stanford and as measure relax, we will be considering reasonable adjustments/flexibility to limit the impact on project and business support staff working on the First Floor. 	low
Ground Floor	medium	<ul style="list-style-type: none"> -Risk reviewed as 5 per floor increased in view of the additional of screens between workstations. -Meetings should be avoided wherever possible. -Excludes short visits, which must still be notified to office staff. -Currently there should be no need to go beyond this, based on programme and business need. -As such, staff must continue to share when they are coming to the office so that we can maintain this. -When in use external windows must be opened to assist natural ventilation. 	low

Basement	medium	<ul style="list-style-type: none"> -Risk reviewed as 6 per floor increased in view of the additional of screens between workstations. -Meetings should be avoided wherever possible. -Excludes short visits, which must still be notified to office staff. -Currently there should be no need to go beyond this, based on programme and business need. -As such, staff must continue to share when they are coming to the office so that we can maintain this. -When in use external windows/patio door must be opened to assist natural ventilation. 	low
Lift	Medium	<ul style="list-style-type: none"> -The lift is now fully operational, however in view of the lack of ventilation, use of the lift should be limited to essential use such as transporting heavy items between floors/mobility issues. -Where it is necessary to use the lift, please minimise use to single occupancy (or if necessary, for two people to travel ensure to face away from each other and don face masks). -Clean any parts of the lift touched after use 	Low
Office -Meeting rooms	Medium	<p>Face-to-face meetings should be avoided unless necessary and should instead conducted remotely via web-assisted apps or telephone. Where a face-to-face meeting cannot be avoided, please: -</p> <ol style="list-style-type: none"> a. consider if an outdoor meeting is feasible, or if not. b. ensure the meeting room is booked in advance to prevent double booking. c. ensure participants can adequately adhere to 2m social distancing rules. d. open windows to assist with ventilation e. the meeting room is sanitised after use f. wear masks in circulation areas. 	low
General hygiene	medium	<p>In addition to the specific measures listed, staff must maintain good hand hygiene.</p> <ul style="list-style-type: none"> -Use sanitising stations as detailed -Wash hands regularly for the recommended 20 seconds, and particularly when moving around the office - follow catch it, kill it, bin advice for tissues - follow halow's 'COVID working in office guidelines' which clearly details office working procedures. - Where office radios are in use, refrain from playing music or broadcasts that may encourage shouting, including playing at a volume that makes normal conversation difficult. This is because of the potential for increased risk of transmission, particularly from aerosol transmission. -Any staff member attending the office should sanitise the touch areas on their floor when they leave the office at the end of the day. 	low
Toilet facilities	medium	<p>Single occupancy toilets carry a lower risk than toilet areas with multiple users at one time.</p> <ul style="list-style-type: none"> -Please continue to maintain good hygiene when using the toilets. Signage remains in this regard. -Hand towels have been provided for use, please dispose of in the silver flip lid bin provided (the bins are exclusively to be used the disposal of hand towels and antibacterial wipes). 	low

		<p>-located in each W/C are antibacterial/antiviral sprays and antibacterial wipes, after each visit to W/C please sanitise, the items touched including toilet flush, taps, door handle/lock. The drywipe checklists have been removed as staff should now be familiar with the process. New staff must be instructed.</p> <p>-Agreement to be reached with new tenants of the upper floor office suite at Carroll House TBC.</p>	
<p>Kitchen facilities and rest areas</p> <p><i>3 x kitchenettes</i></p> <p><i>1 x communal area, ground floor</i></p> <p><i>1 x communal area, basement</i></p> <p><i>1 x terrace</i></p>	medium	<p>-Maintain social distancing in all areas</p> <p>-Thoroughly clean up and wipe down anything you have used / touched record the same using your personal dry wipe pen on the daily cleaning checklist in relevant kitchen area.</p> <p>-kitchen sinks will have paper towels, for single use and to be thrown away immediately.</p> <p>-Formalised staggered break times are not necessary at this time. This can be self-managed</p> <p>- where possible take your lunch break in the open air e.g., the terrace or outside of the office.</p>	low
Desk spaces	medium	<p>-As above, desk spaces used must allow workers to be 2 metres apart, if the workspace is unprotected</p> <p>-People should not use another worker's computer.</p> <p>-Hot-desking to be avoided where possible. If it is required, people must be able to work with their own laptop / equipment. Please sanitise and wipe down desk space and equipment at the end of any hot desking session.</p> <p>-Offices are to be cleaned once per week by cleaning contractor.</p> <p>- Staff are asked to sanitise and wipe down their own desk spaces and equipment daily (daily cleaning checklist).</p>	low
Waste management	low	<p>-Any staff member coming to the office should empty their own waste bin into the main lidded bin on their floor at the end of each day. No rubbish / washing up to be left on or around desks after worker has left.</p> <p>-Main bins should be put out for collection every Tuesday and Friday. This should be done where possible by someone on the floor, but is also included on the daily cleaning checklist (Note: Recycling should still be collected on Thursdays)</p> <p>-Preeti will be responsible for regularly checking and emptying the silver flip lid bins which are exclusively for the disposal of used hand towels and antibacterial wipes.</p>	low
Deliveries	low	<p>All delivery drivers should not enter the building, and they are likely to have their own guidelines not to.</p> <p>-Deliveries should be left outside and collected immediately (unless lone working and the delivery would pose another significant risk i.e., bulky/heavy items unable to lift/manual handle).</p> <p>-Wash your hands as per guidance after handling a delivery.</p> <p>-Personal items can only be delivered with authorisation.</p>	low

Visitors	medium	<p>-Only essential visitors are to come to the office.</p> <p>-Ask visitors to wear face coverings where required to do so by law. That is especially important if your visitors are likely to be around people they do not normally meet. Some exemptions apply. <u>Check when to wear one, exemptions, and how to make your own.</u></p> <p>-Maintain a record of all visitors. Currently the office is not yet a designated venue legally obliged to record and retain records in line with Track & Trace. However, in line with usual H&S compliance Preeti will sign visitors in and out of the visitors' book to prevent multiple users contaminating the visitor pen and where possible retain contact details.</p> <p>-be aware visitors may be asked to temporarily remove face mask for the purposes of identification if requested by a halow employee or the police.</p> <p>-Visitors should be asked to sanitise their hands at the entry door.</p> <p>-No halow young people should currently come to the office or be granted access if they do.</p> <p>-Any visitor must be given a copy of this risk assessment to preferably to read in advance but where not possible on arrival. Confirmation should be sought that they will be able comply with the risk assessment provisions, any issues identified, please refer to HR and Directors for further assistance.</p> <p>-Unannounced visitors should not be let in until their reason for coming is established.</p>	low
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Please also note that all wellbeing and support services remain in place for staff at this time.

<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/>

A reminder of **halow's** 24/7 Employee Assistance Programme

24 HOUR HELPLINE SERVICE

- ✓ CONFIDENTIAL
- ✓ NON-JUDGEMENTAL
- ✓ SUPPORTIVE

Counselling is a process of learning to understand yourself and others by exploring your thoughts and feelings in a supportive and non-judgemental space, enabling you to make a constructive change in your life, whether in crisis or an ongoing situation. As part of your policy with us, DAS provides confidential counselling service 24 hours a day, 365 days a year to you and members of your immediate family – providing they live with you and are over the age of 18 (or aged between 16 and 18 and in full-time employment). DAS counsellors are members of The British Association for Counselling and Psychotherapy and are covered by their code of Ethics and Practice.

Counsellors may be able to help you work through your problems and find ways of dealing with them. Remember, you choose when you call and what you talk about. Calls may be recorded to help check and improve our service standards.