Introduction

As the business rebuilds after lockdown and staff/visitors return to Solid Solutions offices the organisation must ensure their safety by making premises "COVID-19" secure – unsafe workplace premises raise the risks of virus transmission.

Description

This risk assessment identifies the hazards, risks and controls activities at all Solid Solutions Offices across the UK and Ireland. The following hazards are included:

1. Personnel working in the offices (Solid Solutions office or customer/prospect office) being exposed to persons(s) infected with or carrying COVID-19 (Coronavirus)
2. Personnel being exposed to surfaces or equipment contaminated with COVID-19 (Coronavirus)
3. Multiple persons being infected with COVID-19 (Coronavirus) after attending a Solid Solutions office

Resources

- Personal hand sanitising gel (small refillable bottles, min 70% alcohol) will be issued to all staff and visitors
- Pump dispensing hand sanitising gel (refillable bottles, min 70% alcohol) will be situated throughout the office
- Refill stations (large 5l jerry cans with pump dispensers, min 70% alcohol) will be situated throughout the office
- Viricidal spray and disposable cloths will be situated throughout the office, kitchen/communal areas and in each meeting room

Staff and Visitor Communication

- Signage – Hand Washing, Office Rules, Catch It | Bin it | Kill it, Meeting Room Capacity, Communal Space Capacity, Social Distance Floor Stickers, Pull Up Banners
- Emails – All staff and visitors will be sent a copy of this risk assessment and the office rules before attending a Solid Solutions office
- Website – A copy of this risk assessment and the Office Rules can be found at www.solidsolutions.co.uk/COVID-19

References:

www.gov.uk/coronavirus
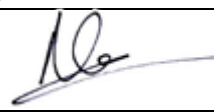www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres
www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/
www.gov.uk/government/publications/staying-alert-and-safe-social-distancing
www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace
https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings
https://www.gov.uk/create-coronavirus-qr-poster

Assessment Team:	Helen Scares, Nick Sibly & Regional Office Managers
Assessment Date:	15 July 2020
Lead Risk Assessor:	Nick Sibly
Review Date:	See revision table at the end of this document

No.	Hazards	Who Might be Harmed and How	Controls Required	Additional Controls
1	Office Working (Onsite at Solid Solutions office or customer/prospect site/office)	**Who**: Employees and visitors (including delivery drivers). **Harm**: Risk of illness, severe illness or fatality connected with the COVID- 19 (Coronavirus) pandemic. **How**: Exposure to person(s) infected with or carrying COVID-19 (Coronavirus)	• Staff should work from home if possible unless home circumstances do not allow efficient operation of their role. • Staff should not attend a customer/prospect office unless it is necessary • Staff and visitors must not attend a Solid Solutions or customer/prospect office if: ○ You have symptoms of Covid19 ○ You have had symptoms of Covid19 within the previous 7 days ○ Anybody in your household has had symptoms of Covid19 within the previous 14 days ○ You have been in close contact with anybody who has had symptoms of Covid19 within the previous 14 days ○ You have been instructed to self-isolate through 'track and trace' or for any other reason ○ You have been instructed to adopt shielding for your personal safety	To help reduce the spread of COVID 19 (Coronavirus) staff and visitors will be reminded of the public health advice: https://www.gov.uk/coronavirus
			• Staff should inform their local office manager if they intend to work from a Solid Solutions office • Visitors should only attend by appointment and the Solid Solutions host must inform the Office Manager who is attending and when. ○ Contact details, name, email address and phone number (preferably a mobile number) for all visitors should be sent to the office manager	Office managers should check to ensure this is adhered to and will maintain an office attendance register for a rolling 21 days if staff are unable to scan the NHS Track and Trace QR codes upon arrival
			• Staff should inform their line manager if they intend to work from a customer/prospect office	Line managers should check to ensure this is adhered to and will maintain a register for a rolling 21 days.
			• Staff or visitors who develop any symptoms related to COVID-19 (a new continuous cough, a high temperature, a loss of taste/smell) will be sent home and advised to follow the stay at home guidance	Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees.
			• All staff and visitors must wash or sanitise hands immediately upon arrival and when leaving a Solid Solutions or customer/prospect office ○ https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/	Posters and signs throughout the office will remind staff and visitors to wash their hands for 20 seconds with water and soap. Personal hand sanitising bottles and hand sanitising stations will be available throughout the office.

			• All staff and visitors must avoid touching face, eyes, nose, or mouth with unclean hands	Posters and signs throughout the office will remind staff and visitors to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.
			• All staff and visitors must practice social distancing and maintain a separation of at least 2 metres where practicable o https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing	Staff will be reminded by managers of the importance of social distancing in the workplace. 2m floor markings throughout the office will remind visitors and staff of social distancing.

			• Staff should use remote meeting tools such as Microsoft Teams, GoToMeeting, Zoom, etc. to avoid in-person meetings.
			   o Where in person meeting cannot be avoided only necessary participants should attend
			   o If possible, meetings should be held outside or in well-ventilated rooms whenever possible
				Remote meeting tools will be made available to all staff.

			• If possible (and weather permitting), all staff and visitors should use a safe area outside for breaks	Where possible benches and seating will be made available for staff in a safe outdoor area.
			• Where possible and weather permitting all doors and windows should be opened to maintain good ventilation of the working environment • Fire doors must always remain closed and cannot be used to increase ventilation	Staff will be advised to bring a range of clothing so they can be comfortable in work with enhanced ventilation.
			• All staff should review the First Aid posters taking notice to the location of the first aid box	Staff will be reminded by office managers that any incidents should be reported to the appointed persons including the use of any first aid consumables.

			• Staff and visitors should wear a face covering in all communal areas
			• Wearing a face covering helps prevent the spread of COVID-19
			   o It should fit snugly and cover your nose/chin
			   o Avoid touching it while wearing
			   o Not applicable for under 13s or those who have difficulty wearing them
				Posters and signs throughout the office will remind staff and visitors to wear a face covering in communal areas.

2a	Contaminated Surfaces:	Who: Employees, visitors (including delivery drivers).	• Enhanced cleaning will take place throughout communal and office areas	Office managers will liaise with local cleaning teams, service providers and landlords to ensure that enhanced cleaning is taking place in office/meeting areas.

Office/Meeting Areas	**Harm**: Risk of illness, severe illness or fatality connected with the COVID- 19 (Coronavirus) pandemic. **How**: Exposure to person(s) infected with or carrying COVID-19 (Coronavirus)		Posters throughout the office will remind staff of the importance of sanitising their own desk areas.
		• Wash or sanitise hands after touching any handles, switches, cupboards, cabinets, etc.	Posters and signs throughout the offices will remind staff and visitors to wash their hands for 20 seconds with water and soap. Personal hand sanitising bottles and hand sanitising stations will be available throughout the office.
		• Clear Desk Policy – All desk areas should be kept clear of items that are not used on a day-to-day basis, e.g. paper, notepads, pens, folders, books, personal effects, etc.	Management checks to ensure this is adhered to. Posters throughout the office will remind staff to clear their desks daily.
		• Minimise Hot Desking - Items and equipment, such as desks, chairs, pens, keyboards, mice, etc., should not be shared between people as far as reasonably practicable	Sufficient equipment, desks, chairs, etc. will be made available to staff and visitors to mitigate this risk. Staff may request further equipment from HR or Operations.
		• Meeting rooms will have restricted capacity to enable 2m distancing	Signs will be added to meeting room doors to remind staff of meeting room capacities. The number of chairs in each meeting room will match the revised meeting room capacity.
		• All equipment and desk areas should be cleaned with viricidal spray at the start and end of each day	Posters throughout the office will remind staff of the importance of sanitising their own desk areas.
		• Shared resources, items and equipment (printers, photocopiers, franking machine, box files, keys, etc.) must be cleaned with viricidal spray after each use. Note: If the items cannot be cleaned, hands should washed or sanitised before using.	Posters throughout the office will remind staff of the importance of sanitising shared resources.
		• All training equipment, desks and chairs should be cleaned with viricidal spray at the start and end of each day by the designated course trainer	Trainers will be reminded by managers the importance of sanitising all training equipment at the start and end of each day.
		• All meeting room equipment, desks and chairs should be cleaned with viricidal spray at the start and end of each meeting by the meeting organiser	Meeting organisers will be reminded by managers of their obligation to sanitise the meeting room and equipment at the start and end of each meeting.

2b	Contaminated Surfaces: Kitchen/Communal Areas	**Who**: Employees, visitors (including delivery drivers). **Harm**: Risk of illness, severe illness or fatality connected with the COVID- 19 (Coronavirus) pandemic. **How**: Exposure to person(s) infected with or carrying COVID-19 (Coronavirus)	• Enhanced cleaning will take place throughout communal and office areas	Office managers will liaise with local cleaning teams, service providers and landlords to ensure that enhanced cleaning is taking place in communal areas. Posters throughout the office will remind staff of the importance of sanitising their own desk areas.
			• Wash or sanitise hands before and after using the kitchen/communal facilities and equipment e.g. worktops, drawers, cupboards, handles fridge, dishwasher, coffee machine, cold/hot taps, toaster, microwave, etc.	Posters throughout the office will remind staff and visitors to wash their hands for 20 seconds with water and soap. Personal hand sanitising bottles and hand sanitising stations will be available throughout the office.
			• Communal spaces will have restricted capacity where applicable	Signage will notify staff how many people can be in each communal area at one time, based on 2m social distancing.
			• All used cups/glasses/forks/knives/plates/bowls/etc. must be placed in the dishwasher immediately after use o Empty dishwasher once the cleaning cycle is completed – wash or sanitise hands before unloading the dishwasher	Posters throughout the office will remind staff and visitors to use the dishwasher.
			• Staff and visitors are encouraged to bring in their own food which should only be stored in Solid Solutions staff fridges o Non -perishable food should be stored in staff lockers or drawers	Posters throughout the office will remind staff that food should only be stored in Solid Solutions fridges.
			• Shared tables and chairs must be cleaned with viricidal spray after each use	Posters throughout the office will remind staff of the obligation to sanitise shared tables and chairs after use.
3	COVID-19 (Coronavirus) Outbreak	**Who**: Employees, visitors (including delivery drivers). **Harm**: Risk of illness, severe illness or fatality connected with the COVID- 19 (Coronavirus) pandemic.	• Staff or visitors who test positive after attending a Solid Solutions site (within the previous 21 days) must immediately contact the nominated SPOC (see below)	The SPOC will assess the situation and follow the latest government guidance. Solid Solutions and line managers will offer support to staff who are affected by Coronavirus or has a family member affected.

			• All staff and visitors attending a Solid Solutions office are required to check-in on arrival by scanning a QR code which is displayed at the entrance of each office
			   o QR codes are generated using the Government website
			     https://www.gov.uk/create-coronavirus-qr-poster
			 • Keep a temporary record of all staff and visitors who visit a Solid Solutions office for those who are unable to scan the QR code
				QR codes displayed at the entrance of each Solid Solutions office will enable all staff and visitors to scan the QR codes to support the NHS/Government Track and Trace program. https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace

		How: Exposure to person(s) infected with or carrying COVID-19 (Coronavirus)		Where staff and visitors are unable to scan the QR code each office manager will maintain an office attendance register for a rolling 21 days.

			• The single point of contact (SPOC) in the event of an outbreak is:
			    ○ Name Nick Sibly
			    ○ Position: Operations Director
			    ○ Email: nick.sibly@solidsolutions.co.uk
			    ○ Phone: 07852 361435
				If there is more than one case of COVID-19 associated with an office the SPOC will contact the local PHE health protection team to report the suspected outbreak.
				https://www.gov.uk/health-protection-team

Revision Table			
Revision	Description		Date
1.1	Section 3 COVID-19 (Coronavirus) Outbreak added		15 July 2020
1.2	Removed the restriction stopping people from attending a Solid Solutions office if they travelled by public transport as per the current guidance found at: https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#public-transport		21 July 2020
1.3	Section 1 updated to cover staff working offsite at customer/prospect offices Enhanced cleaning moved from office working (section 1) to section 2a and copied into section 2b		22 July 2020
1.4	Section 3 updated to reflect a change in policy that requires all staff and visitors to use the NHS Track and Trace App to scan QR codes when attending a Solid Solutions office.		25 Sept 2020
1.5	Section 1 updated to include new guidance that requires staff and visitors to wear a face covering in all communal areas.		27 April 2021