



Risk Assessment – Coronavirus Pandemic (COVID-19). Infection prevention, cleaning & employee safety

Company name: TEn Insurance Services Ltd

Assessment carried out by: Executive Board

Date of next review: 02/09/2020

Date assessment was carried out: 22/07/2020

Location: Princes Risborough,

As we move from lock-down we must ensure the safety of all workers, visitors & suppliers by making our premises as COVID-19 secure as possible.

This document outlines changes & measures implemented so we provide the best care in and around all our premises.

This risk assessment is applicable to all our premises and has been discussed with all staff before moving back into the office environment.

In the short term this assessment will be reviewed monthly or as is required by government advice, then annually.

All sites: there are no disabled people, we have kitchen and washroom facilities in all offices, we have a lift in all offices. Shared stairways and lifts will be managed by building managers. Visitors to the office are limited & strictly by appointment only

CORONAVIRUS presents a direct threat to all employees, all visitors & suppliers from transmission of COVID-19 whilst occupying our premises or working. People are at risk of catching the virus from others through airborne droplets & contaminated surfaces.

Business risks associated with COVID-19?	Who might be affected and how?	Existing control measures	New control measures required?	To be actioned by?	Completion date	Done
Transmission of the virus between all workers & visitors & suppliers	Employees, Clients, Visitors, Suppliers.	Cleaning contractors clean 3 times weekly	Deep clean carried out 14 th July 2020 by professional contractors	Total Cleaning Ltd	On going	17/07/2020
	The virus is transmitted from person to person by		Our cleaning contractors will continue to clean 3 times weekly focusing on high touch areas.	Total Cleaning Ltd	On going	

Business risks associated with COVID-19?	Who might be affected and how?	Existing control measures	New control measures required?	To be actioned by?	Completion date	Done	
Infection transmission Poor hygiene	breathing in airborne droplets OR By touching contaminated surfaces, we are aware this can remain on surfaces for up to 72 hours	Welfare facilities contain suitable levels of hand washing material	Enhanced hourly cleaning schedule will be implemented, ensuring that worksurfaces, door handles, taps & handrails are all cleaned with a suitable antibacterial cleaning substance Hand sanitiser and tissues will be provided to all staff at workstations Welfare facilities will include cleaning materials, antibacterial gel & tissues	All staff, Directors, Team Leaders, COVID Monitor in each office COVID Champion will manage and monitor this & report anybody not adhering to workstation safety	On going On going		
	Employees, Poor hygiene	None	Employees will be required to wash hands with soap on a regular basis for at least 20 seconds	All staff	On going		
	Visitors bringing infection into premises	None	Employees will always be expected to keep hands away from face	All staff	On going		
	Suppliers bringing infection into the building	None	No visitors will be admitted onto premises unless an appointment has been agreed All visitors will be asked to sanitise hands & wear face mask when entering the premises	Visitors & employee greeting visitor	On going		
					Exec board		

Business risks associated with COVID-19?	Who might be affected and how?	Existing control measures	New control measures required?	To be actioned by?	Completion date	Done
Workstations virus transmission	Employees, contaminating workstations of others, answering somebody else's telephone	None	Floor, door & wall markings to ensure social distancing is adhered to in the building and outside immediate vicinity	COVID Champion / all employees monitor each other	Permanent	
		None	Encourage regular cleaning, handwashing & social distancing		On going	
Colleague contact	Employees, moving around the office unnecessarily causing transmission of virus	None	Sharing of workstations for any purpose is not allowed Never answer anybody else's telephone, only your own Never use anybody else's equipment, not even a pen	All staff	On going	
		None	Barriers installed between desks & should not be removed Face Mask provided Sanitiser & tissues provided		COVID Champion to check	
		None	All staff to regularly clean their work area at the start and middle of day as a minimum Our Clean Desk Policy is more important than ever now	All employees	On going	
		Clean Desk Policy	All staff should never answer anybody else's telephone	All employees	On going	
			If you need to speak to a colleague, you should call or	COVID Champion / all employees	On going	

Business risks associated with COVID-19?	Who might be affected and how?	Existing control measures	New control measures required?	To be actioned by?	Completion date	Done
		Face mask should be worn when entering communal area, using wash facilities, bathroom area or stairs	email them instead of walking between office spaces	All employees All employees	On going On going	
Travel to and from the workplace	All employees All except 1 member of staff all travel by car, transport does not pose a threat	None None	Masks, gloves & hand sanitiser provided for those using public transport Cycle to work scheme offered – this will be revisited January 2021 Staggered start and finish times	All staff Team Leaders Deputies Directors	01/08/2020/ on going On going On going	
Communal Kitchen / Breakout areas	All employees, closer contact encouraging transmission of virus. Sharing drink making and equipment	None None	Only 1 staff member at any one time allowed in the kitchen area Requirement to clean kitchen area after use Appropriate signs in place	All employees / Directors All employees / Directors	22/07/2020 22/07/2020 22/07/2020	22/07/2020 22/07/2020 22/07/2020

Business risks associated with COVID-19?	Who might be affected and how?	Existing control measures	New control measures required?	To be actioned by?	Completion date	Done
Lifts More than person in the lift presents a greater risk of spreading Covid-19	Poor hygiene	None	Do not make anybody else a drink	All employees Employees Visitors Suppliers	On going	22/07/2020
	Employees Visitors Suppliers	None	Make sure all equipment is placed in the dishwasher after use and area is sanitised for next use		On going	22/07/2020
	Too many people using the lift		All break out areas are closed off Marked areas of where you should occupy to ensure safety, stairs Social distance marking allowing only 1 person at a time to use the lift Use the stairs where possible			22/07/2020
Lone working in the office External visits Increasing the risk of infection by meeting unnecessarily face to face	All employees, injury or ill health could occur whilst working alone in the office Employees until further notice should not attend external meetings. Internal meetings should be avoided	No lone working in the office allowed None None Visits & external meetings are monitored by leave and return to the office & calendar activity	Lone working in the office still not allowed All employees when making external visits will be responsible for wearing a face mask when in enclosed places or on public transport. Always maintain good hygiene External meetings should be kept to a minimum and then only happen when safe to do so	The last person to leave the office should check ALL areas to ensure nobody is left alone on the premises Manager / Person visiting off site location	Now Always On going On going	July 2020

Business risks associated with COVID-19?	Who might be affected and how?	Existing control measures	New control measures required?	To be actioned by?	Completion date	Done
	<p>unless agreed with management</p> <p>When the rules change - going to external meetings, visiting insurers, brokers, events, or supplier's transmission of virus, contact with contaminated surfaces</p>	Approval needed by Management	<p>where social distancing is possible</p> <p>No handshaking or contact when making visits Avoid touching your face</p> <p>All visits by appointment only</p> <p>ALL visits should be entered into calendars, so the company knows where you are when making visits</p> <p>Gloves if needed Hand sanitiser should be used</p>	Person visiting, Team Leaders, Broker Relationship Director	<p>On going</p> <p>On going</p>	
<p>Several people in a confined space at any one time when exiting or entering premises</p> <p>Visitors entering the building, poor hygiene</p>	<p>Employees, Visitors, Suppliers</p> <p>Employees, poor hygiene</p>	<p>None</p> <p>None</p>	<p>If required staggered arrival and departure times for employees</p> <p>Social distance signs at entrance & exit</p> <p>One way in and one way out</p> <p>Visitors should press buzzer to access premises – notice displaying rules for entering premises</p>	<p>Board All employees</p> <p>Visitors Suppliers</p> <p>Employees</p> <p>Employee who answers door to visitors</p>	<p>22/07/2020</p> <p>On going</p> <p>On going</p> <p>On going</p>	

Business risks associated with COVID-19?	Who might be affected and how?	Existing control measures	New control measures required?	To be actioned by?	Completion date	Done
Poor ventilation in the office	Employees, visitors for meetings, transmission of virus	Air conditioning currently in use	Staff member who answers the door should ensure visitor has sanitised and not been into contact with an infected person before allowing entry	COVID Champion	22/07/2020	
Ineffective air conditioning	Recirculation through floors and no fresh air incoming	None	Air conditioning NOT to be used and will remain permanently off & windows should be opened for good circulation	Board / all employees	On going	
			Ensure clean air is circulated	COVID Champion	On going	
			Ensure windows and doors are open to keep good circulation and fresh air flowing through all floors	COVID Champion	On going	
Employees responsibility outside of office hours	All employees, if not responsible out of office hours increased risk of transmission of virus	None	All employees have a duty to ensure they remain responsible and maintain good hygiene and practice social distancing measures when away from the premises to ensure they avoid contracting the virus and avoid infecting colleagues	All employees	On going	
Social distancing not being adhered to	Everybody has a duty to themselves and each other to report those not adhering to social distancing measures and	TEn have always encouraged whistle blowing for the correct reasons	Encourage all employees to whistle blow on those not adhering to this risk assessment	All employees	On going	
				COVID Champion	On going	

Business risks associated with COVID-19?	Who might be affected and how?	Existing control measures	New control measures required?	To be actioned by?	Completion date	Done
Close colleague contact	practicing good hygiene All employees	None	and appropriate action will be taken Any employee wishing to report a colleague should report to the COVID Champion	All employees	On going	
Personal belongings, spread of virus	All employees	Cloakrooms	Any employee not adhering to Social Distancing measures will be in breach of Health & Safety so would result in disciplinary action being taken. Zero tolerance policy. One-way system in & out of the office Clearly marked one-way system in operation on ground & 1 st Floor	All employees	On going	
Feeling unwell at home with COVID-19 symptom's, bringing virus into the office	All employees	Seek medical advice from first aiders	2 nd Floor is closed off and should only ever be used by Directors to access the board room, no exceptions All employees should always keep their possessions with them Coats should be stored on the back of your chair and not in cloakrooms If you are unwell, please stay at home and follow government	All employees, except Directors All employees	On going On going	

Business risks associated with COVID-19?	Who might be affected and how?	Existing control measures	New control measures required?	To be actioned by?	Completion date	Done
Somebody in your household is feeling unwell with COVID symptom's, risk of catching COVID is increased and taking it to the office	All employees	None	guidelines. You should arrange a test by visiting NHS.UK or contact 119 via telephone. As soon as possible report this to your Team Leader or COVID Champion	All employees	On going	
			If a member of your household is unwell, follow government guidelines and report to your Team leader or COVID Champion	All employees	On going	
Feeling unwell during work or noticing somebody experiencing symptoms', risk of having COVID and passing it on	All employees	None	If you suspect COVID-19 symptom's in the office, you should report them immediately to your nominated COVID Champion or Team Leader via telephone or email, avoiding any contact with anybody when leaving.	All employees COVID Champion will ensure all areas the suspected person has been are thoroughly disinfected and operational, including restrooms used, handrails door handles and workstation	On going	
Holidays being taken against FCO advice	All employees	None		All employees		

Business risks associated with COVID-19?	Who might be affected and how?	Existing control measures	New control measures required?	To be actioned by?	Completion date	Done
			<p>Consider carefully when looking to book a holiday abroad.</p> <p>If anybody takes holiday & your chosen destination is added to the quarantine list you need to be made aware that for your self-isolation you will need to stay at home which will mean taking unpaid leave or holiday.</p>		On going until advised by government all places are safe to travel.	

Please fill in confirming you are happy to attend the office

Employee Name	Job Description	Date	Employee comments / recommendations	Signature



Employee Name	Job Description	Date	Employee comments / recommendations	Signature