



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

**Company name:** TEn Insurance Services Ltd  
Operations, Broking Managers, Account Manager and Personal Lines Team Leader

**Assessment carried out by:** Head of Broking and

**Date of next review:** 27/09/2021

**Date assessment was carried out:** 27/05/2021

**Location:** Manchester

As we move from lock-down we must ensure the safety of all workers, visitors & suppliers by making sure our premises are 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 quarterly 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	<p>Employees, Clients, Visitors, Suppliers.</p> <p>The virus is transmitted from person to person by breathing in airborne droplets.</p> <p>OR</p> <p>By touching contaminated surfaces, we are aware this can remain on surfaces for up to 72 hours.</p>	<p>Cleaning contractors clean weekly</p> <p>Welfare facilities contain suitable levels of hand washing material.</p>	<p>Deep clean carried out in the last week of July 2020 by professional contractors &amp; arranged for 04/06/2021.</p> <p>Our cleaning contractors will continue to clean once a week focusing on high touch areas whilst access to the office is reduced and will then be increased to twice a week when office is back to full capacity.</p> <p>Enhanced hourly cleaning schedule will be implemented, ensuring that worksurfaces, door handles, taps &amp; handrails are all cleaned with a suitable antibacterial cleaning substance</p>	<p>Breanheath Professional Cleaning Services</p> <p>Breanheath Professional Cleaning Services</p> <p>All staff, Directors, Team Leaders, COVID Monitor in each office. COVID Champion will manage and monitor this &amp; report anybody not adhering to workstation safety.</p>	<p>Ongoing.</p> <p>Ongoing.</p> <p>Ongoing.</p> <p>Ongoing.</p>	<p>27<sup>th</sup> May 2021</p>





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Workstation's virus transmission	Visitors bringing infection into premises.	None	All visitors will be asked to sanitise hands & wear face mask when entering the premises	Visitors & employee greeting visitor.	Ongoing.	
	Suppliers bringing infection into the building.	None	Floor, door & wall markings to ensure social distancing is adhered to in the building and outside immediate vicinity	Exec board	Ongoing.	
	Employees, contaminating workstations of others, answering	None	Encourage regular cleaning, handwashing & social distancing  Face Mask provided Sanitiser & tissues provided	COVID Champion / all employees monitor each other.	Permanent  Ongoing.	
			Sharing of workstations for any purpose is <b>not</b> allowed <b>Never</b> answer anybody else's telephone, only your own	All staff	Ongoing.	



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Colleague contact	<p>somebody else's telephone.</p> <p>Employees, moving around the office unnecessarily causing transmission of virus</p>	<p>Clean Desk Policy</p> <p>Face mask should be worn when entering communal area, using wash facilities, bathroom area or stairs</p>	<p><b>Never</b> use anybody else's equipment, not even a pen</p> <p>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</p> <p>All staff should never answer anybody else's telephone</p> <p>If you need to speak to a colleague, you should call or email them instead of walking between office spaces</p>	<p>COVID Champion to check</p> <p>All employees</p> <p>All employees</p>	<p>Ongoing.</p> <p>Ongoing.</p> <p>Ongoing.</p> <p>Ongoing.</p>	





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Travel to and from the workplace	All employees	None None	Masks & hand sanitiser provided for those using public transport.  Cycle to work scheme offered – this will be revisited.  Staggered start and finish times	All staff Team Leaders Deputies Directors	ongoing.  Ongoing.  On going	27/05/2021
Communal Kitchen / Breakout areas	All employees, closer contact encouraging transmission of virus.  Sharing drink making and equipment  Poor hygiene	Limits p.p signs  None  Signs	Ensure a safe distance is always maintained in the kitchen area. Limited to use by one person at a time. Requirement to clean kitchen area after use Appropriate signs in place  <b>Do not</b> make anybody else a drink.	All employees  All employees  All employees	27/05/2021  27/05/2021  Ongoing.  Ongoing.	July 2020  July 2020  27/05/2021  27/05/2021  27/05/2021



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Meeting Room	All employees Visitors	None	<p>Make sure all equipment is placed in the dishwasher after use and area is sanitised for next use.</p> <p>All break out areas can be used but social distancing must be always adhered to. Chairs not in use are marked.</p> <p>Limited number of people in the room to 3 and socially distanced, windows must be open if more than one person. Clean space after use.</p>	<p>Employees Visitors Suppliers</p> <p>All employees</p>	On going	July 20
Lifts	Employees Visitors Suppliers	Signs limiting number of people in lift	<p>Marked areas of where you should occupy to ensure safety, stairs. Controlled by building management company.</p> <p>Social distance marking allowing only 1 person at a time to use the lift.</p>	Building management company	July 20	
More than person in the lift presents a greater	Too many people using the lift					





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risk of spreading Covid-19			Use the stairs where possible	All employees	Ongoing	
Lone working in the office	All employees, injury or ill health could occur whilst working alone in the office.	No lone working in the office allowed.	Lone working in the office <b>not</b> allowed.	The last person to leave the office should check ALL areas to ensure nobody is left alone on the premises.	Now  Always	July 2020
External visits	Employees until further notice should not attend external meetings.	None  None	All employees; when making external visits will be responsible for wearing a face mask when in enclosed places or on public transport.	Manager / Person visiting off site location.	Ongoing.	
Increasing the risk of infection by meeting unnecessarily face to face	Internal meetings should be avoided unless agreed with management.  When the rules change - going to	Visits & external meetings are monitored by leave and return to the office & calendar activity. Approval needed by Management	Always maintain good hygiene External meetings should be kept to a minimum and then only happen when safe to do so where social distancing is possible.	Person visiting, Team Leaders, Broker Relationship Director	Ongoing.  Ongoing.  Ongoing.	





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Visitors entering the building, poor hygiene	Employees, poor hygiene	None	Visitors should press buzzer to access premises Staff member who answers the door should ensure visitor has sanitised and not been into contact with an infected person before allowing entry	Visitors Suppliers  Employee who answers door to visitors	On going	
Poor ventilation in the office	Employees, visitors for meetings, transmission of virus	None	Windows should be opened for good circulation and the use of fans is not permitted.  Ensure clean air is circulated	COVID Champion All employees	On going  On going	
Employees responsibility outside of office hours	All employees, if not responsible out of office hours increased risk of transmission of virus	None	Ensure windows are open to keep good circulation and fresh air flowing through all floors  All employees have a duty to ensure they remain responsible and maintain good hygiene and practice social distancing	All employees		



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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 practicing good hygiene	TEN have always encouraged whistle blowing for the correct reasons	<p>measures following government guidelines when away from the premises to ensure they avoid contracting the virus and avoid infecting colleagues</p> <p>Encourage all employees to whistle blow on those not adhering to this risk assessment and appropriate action will be taken</p> <p>Any employee wishing to report a colleague should report to the COVID Champion</p>	<p>All employees COVID Champion</p> <p>All employees</p> <p>All employees</p>	<p>On going</p> <p>On going</p> <p>On going</p>	



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Please complete confirming you are happy to attend the office.

Employee Name	Job Description	Date	Employee comments / recommendations	Signature




<b>Employee Name</b>	<b>Job Description</b>	<b>Date</b>	<b>Employee comments / recommendations</b>	<b>Signature</b>




