



## **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 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	Employees, Clients, Visitors, Suppliers.	Cleaning contractors clean 3 times weekly	Deep clean carried out 14 <sup>th</sup> July 2020 by professional contractors	Total Cleaning Ltd	On going	17/07/2020
	The virus is transmitted from person to person by breathing in airborne droplets		Our cleaning contractors will continue to clean 3 times weekly focusing on high touch areas.	Total Cleaning Ltd	On going	
	OR	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	All staff, Directors, Team Leaders, COVID Monitor in each office	On going	
	By touching contaminated surfaces, we are aware this can remain on surfaces for up to 72 hours	None	Hand sanitiser and tissues will be provided to all staff at workstations Welfare facilities will include cleaning materials, antibacterial gel & tissues	COVID Champion will manage and monitor this & report anybody not adhering to workstation safety	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
<p>Infection transmission</p> <p>Poor hygiene</p>	<p>Employees, Poor hygiene</p> <p>Visitors bringing infection into premises</p> <p>Suppliers bringing infection into the building</p>	<p>None</p> <p>None</p>	<p>Employees will be required to wash hands with soap on a regular basis for at least 20 seconds</p> <p>Employees will always be expected to keep hands away from face</p> <p>No visitors will be admitted onto premises unless an appointment has been agreed</p> <p>All visitors will be asked to sanitise hands &amp; wear face mask when entering the premises</p> <p>Floor, door &amp; wall markings to ensure social distancing is adhered to in the building and outside immediate vicinity</p> <p>Encourage regular cleaning, handwashing &amp; social distancing</p>	<p>All staff</p> <p>All staff</p> <p>Visitors &amp; employee greeting visitor</p> <p>Exec board</p> <p>COVID Champion / all employees monitor each other</p>	<p>On going</p> <p>On going</p> <p>On going</p> <p>Permanent</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
Workstations virus transmission	Employees, contaminating workstations of others, answering somebody else's telephone	None	Sharing of workstations for any purpose is <b>not</b> allowed <b>Never</b> answer anybody else's telephone, only your own <b>Never</b> use anybody else's equipment, not even a pen	All staff	On going	
		None	Barriers installed between desks & should <b>not</b> be removed Face Mask provided Sanitiser & tissues provided	COVID Champion to check	On going	
	Employees, moving around the office unnecessarily causing transmission of virus	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	
Colleague contact			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	



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
Communal Kitchen / Breakout areas  Lifts  More than person in the lift presents a greater risk of spreading Covid-19	All employees, closer contact encouraging transmission of virus.	None	<p>Only 1 staff member at any one time allowed in the kitchen area Requirement to clean kitchen area after use Appropriate signs in place</p> <p><b>Do not</b> make anybody else a drink Make sure all equipment is placed in the dishwasher after use and area is sanitised for next use</p> <p>All break out areas are closed off</p> <p>Marked areas of where you should occupy to ensure safety, stairs</p> <p>Social distance marking allowing only 1 person at a time to use the lift Use the stairs where possible</p>	All employees / Directors	22/07/2020	22/07/2020
	Sharing drink making and equipment	None		All employees / Directors	22/07/2020 22/07/2020	22/07/2020 22/07/2020
	Poor hygiene	None		All employees	On going	22/07/2020
	Employees Visitors Suppliers	None		Employees Visitors Suppliers	On going	22/07/2020
	Too many people using the lift					



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>Lone working in the office</p> <p>External visits</p> <p>Increasing the risk of infection by meeting unnecessarily face to face</p>	<p>All employees, injury or ill health could occur whilst working alone in the office</p> <p>Employees until further notice should not attend external meetings.</p> <p>Internal meetings should be avoided unless agreed with management</p> <p>When the rules change - going to external meetings, visiting insurers, brokers, events, or supplier's transmission of virus,</p>	<p>No lone working in the office allowed</p> <p>None</p> <p>None</p> <p>Visits &amp; external meetings are monitored by leave and return to the office &amp; calendar activity Approval needed by Management</p>	<p>Lone working in the office still <b>not</b> allowed</p> <p>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 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</p>	<p>The last person to leave the office should check ALL areas to ensure nobody is left alone on the premises</p> <p>Manager / Person visiting off site location</p> <p>Person visiting, Team Leaders, Broker Relationship Director</p>	<p>Now</p> <p>Always</p> <p>On going</p> <p>On going</p> <p>On going</p> <p>On going</p>	<p>July 2020</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
	contact with contaminated surfaces		where you are when making visits  Gloves if needed Hand sanitiser should be used			
Several people in a confined space at any one time when exiting or entering premises	Employees, Visitors, Suppliers	None	If required staggered arrival and departure times for employees  Social distance signs at entrance & exit  One way in and one way out	Board All employees  Visitors Suppliers  Employees	22/07/2020  On going  On going	
Visitors entering the building, poor hygiene	Employees, poor hygiene	None	Visitors should press buzzer to access premises – notice displaying rules for entering premises Staff member who answers the door should ensure visitor has sanitised and not been into	Employee who answers door to visitors	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
Poor ventilation in the office	Employees, visitors for meetings, transmission of virus	Air conditioning currently in use	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 <b>NOT</b> 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		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				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	each other to report those not adhering to social distancing measures and practicing good hygiene  All employees	TEn have always encouraged whistle blowing for the correct reasons  None	Encourage all employees to whistle blow on those not adhering to this risk assessment and appropriate action will be taken Any employee wishing to report a colleague should report to the COVID Champion  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.	All employees  COVID Champion  All employees  All employees	  On going  On going  On going	
Personal belongings, spread of virus	All employees	Cloakrooms	One-way system in & out of the office Clearly marked one-way system in operation on ground & 1 <sup>st</sup> Floor  2 <sup>nd</sup> Floor is closed off and should only ever be used by Directors to	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
Feeling unwell at home with COVID-19 symptom's, bringing virus into the office	All employees	Seek medical advice from first aiders	access the board room, no exceptions	All employees, except Directors	On going	
			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 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	
				All employees	On going	
Somebody in your household is feeling unwell with COVID symptom's, risk of catching COVID is	All employees	None	If a member of your household is unwell, follow government guidelines and report to your Team leader or COVID Champion	All employees	On going	
				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
<p>increased and taking it to the office</p> <p>Feeling unwell during work or noticing somebody experiencing symptoms', risk of having COVID and passing it on</p>	All employees	None	<p>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.</p>	<p>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</p>	On going	
<p>Holidays being taken against FCO advice</p>	All employees	None	<p>Consider carefully when looking to book a holiday abroad.</p> <p>If anybody takes holiday &amp; 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</p>	All employees	On going until advised by government all	



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Test & trace app implemented but not being used	All employees / visitors	None	<p>home which will mean taking unpaid leave or holiday.</p> <p>Test &amp; Trace QR Code printed and displayed by both front doors for use on entering offices</p> <p><a href="https://pdf.create-qr-code-poster.service.gov.uk/36f5a007-2d1a-47af-b506-c424fcb01b4c_5XY94PWR.pdf">https://pdf.create-qr-code-poster.service.gov.uk/36f5a007-2d1a-47af-b506-c424fcb01b4c_5XY94PWR.pdf</a></p>	Anybody coming into the premises	<p>places are safe to travel.</p> <p>Until further advice is received from government</p>	

*Please fill in 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>
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