'Covid Secure'
Risk Assessment

Date reviewed:

October 2021

Next Review Date:

April 2022

Version	Description of Changes	Changed by	Reviewer /Approver	Date
V0.1	Document consulted and agreed			28.05.2020
V0.2	Document review and updated as required, changes made to page 5 (S1) re; face masks/coverings. Page 16 (2) re; face coverings Page 19 (8) re; track and trace			06.01.2021
V0.3	Quarterly review. Revision and version dates updated. Addition of the wearing of face coverings when moving around the building for colleagues/visitors and contractors.			01.04.2021
V0.4	Quarterly review. Revision and version dates updated. Removal of reference to '2m' social distancing as this differs by site.			28.07.2021
V0.5	Quarterly review. Revision and version date amends. Include isolating if positive test or if contacted to do so by NHS Test and Trace. Removal of one-way systems.			26.10.2021

REVIEWERS

Reviewer	Job Title	Date Reviewed
	Facilities Manager	26.10.2021
	Head of Premises	26.10.2021
	Health and Safety Manager	26.10.2021
	Health and Safety Advisor	26.10.2021
	Senior HR Manager	26.10.2021
	HR Business Partner	26.10.2021
	Senior HR Business Partner	26.10.2021

VERSION CONTROL

ⓘ Detailed description changes listed within version updates and also full author name. Once a version has been created then this would require an approver. A finalised version can only be published with the approved reviewer name.

SIGN OFF

Owner (Full Sign Off)	Job Title	Date Signed Off
	CEO	29.10.2021
	Health and Safety Manager	27.10.2021
	Health and Safety Advisor	27.10.201

Contents

Title:	Coronavirus (COVID – 19) Risk Assessment	Revision No:	5
Location of Works:	Orbit premises with the inclusion of reception, admin office areas, meeting rooms, open plan office space and welfare areas. This Risk Assessment is for all Orbit sites at Malton, Shrewsbury, and Telford. This assessment formulates a review of the previous risk assessment carried out in March 2020 and ensures that it follows the 'Working safely during COVID-19 in offices and contact centres' guidance as set out on the 11th May 2020 and subsequent guidance.	Start Date:	26 October 2021
Scope & Description of Works:	To apply task-specific risk assessments in support of controlling and preventing the spread of COVID-19. This must be read in conjunction with Coronavirus (COVID-19) the Government's recommendations on social distancing. Working safely during COVID-19 in offices and contact centres. Orbit's main aim is to follow the Government Guidance - Stay Alert and ensure the safety of all colleagues. In the context of COVID-19 this means working through the control measures within this document and ensuring that all safe operating procedures are always practiced. Safe Methods of Working at the base of this assessment.		

Persons Exposed	Employees	☒	Contractor	☒	Young Person	☐	Expectant Mother	☒	Visitors and/or Public	☒	Trespassers	☐
Frequency of Exposure	Continually	☐	Hourly	☐	Daily	☒	Weekly	☐	Monthly	☐	Yearly	☐
Duration of Exposure	Less than 1hr	☐	1-2 hrs	☐	3-4 hrs	☐	5-6 hrs	☐	7-8 hrs	☐	More than 8 hrs	☒

Probability (Prob)	5= Very Likely, 4= Likely, 3= Quite Possible, 2= Possible, 1= Unlikely	Low	0-8	Low risk.
		Medium	9-15	Medium risk ensure adequate controls are in use.
Severity (Sev)	5= Catastrophic, 4= Major, 3= Moderate, 2= Minor, 1= Insignificant	High	16-25	High risk stop operation and implement adequate control measures.

	Task / Hazard	Initial			Control Measures	Residual			Extra Controls
		Sev	Prob	Risk		Sev	Prob	Risk	
1.	**Contracting the Coronavirus (COVID-19)**	5	5	**25**	Colleagues have been made aware to isolate if positive test or if asked to do so by NHS Test and Trace. Colleagues have been made aware that any person who is classified as a vulnerable person is advised to follow government guidance. Colleagues have been made aware, any person who is in self-isolation or living with a vulnerable person are advised to government guidance. Orbit has increased the frequency of surface cleaning and implemented deep cleaning schedules across all sites. Back-to-back or side-to-side working (rather than face-to-face) whenever possible ensuring social distancing is maintained. Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others) where reasonably practicable, whilst maintaining the social distancing. Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, Orbit will assess and consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission. Following the government guidance, Orbit does not provide face masks/coverings for colleagues, however facilities hold a supply of face masks/coverings should colleagues forget them at sites where face masks/coverings are mandatory.	5	3	**15**	

| 2. | Spreading the Coronavirus (COVID-19)

Social Distancing at Work | 5 | 5 | 25 | Colleagues to be made aware, any person showing symptoms of COVID 19 will be requested to leave site.

You must maintain social distancing in the workplace wherever possible.

Information is shared across the group via communications, posters, signage. Regular colleague comms issued from the Communications Office.

Workplace signage/guidance issued on importance of hygiene and social distancing are displayed throughout the premises.

Guides are issued to line managers on covid-19 symptoms and what to look out for/steps to take.

Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, break rooms, canteens, and similar settings.

Colleagues have been made aware, to avoid multi contact points.

Colleagues have been advised and to be aware to avoid large gatherings, unless in an emergency whereby the emergency situation takes precedence. Emergency grab bags are equipped with sanitiser this will be available at the fire assembly point, once all colleagues are safe and accounted for; social distancing should be practiced. | 5 | 3 | 15 | |

| 3. | Spreading the Coronavirus (COVID-19)

Coming to Work and Leaving Work | 5 | 5 | 25 | Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.

Providing additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible.

Orbit aims to reduce congestion, by having more entry points to the workplace and using markings. . Not possible at Malton or Shrewsbury due to single point of entry staff flow more greatly managed.

Hand sanitiser provided at entry and exit points and not using touch-based security devices such as keypads.

Providing alternatives to touch-based security devices such as keypads.

Defining process alternatives for entry/exit points where appropriate, for example, deactivating turnstiles requiring pass checks in favor of showing a pass to security personnel at a distance. | 5 | 3 | 15 |
| 4. | Spreading the Coronavirus (COVID-19)

Moving around Building and Worksite | 5 | 5 | 25 | Deep cleaning is completed on a frequent basis.

Contracted Cleaners ensure that all areas are thoroughly cleaned and sanitised, 5 days per week. Cleaning has increased.

Intra- day clean introduced to concentrate on high touch areas. This is specific to high hand contact areas such as: door handles, water coolers, printers, push to exit buttons being cleaned regularly with disinfectant wipes/sprays. Sanitiser available and sprays for cleaning workstations in situ to ensure that colleagues can clean.

Hygiene stations signposted at all sites with hand sanitizer, wipes and tissues.

Facilities replenish daily and monitor stock levels. | 5 | 3 | 15 |

		5		25	Signage to encourage colleagues to use wipes for desktops/computer keyboards/phones at start/end of shift. Comms and signage on handwashing. Soap/water/paper towels/hand driers available at all sites. Cleaning checks being performed by Facilities Team ongoing throughout the working day. Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas. Restricting access between different areas of a building or site. Reducing job and location rotation. Lifts have a maximum occupancy, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible. Covid-19 specific signage is displayed throughout the premises to provide guidance for colleagues on the correct protocols to follow to ensure safe operating procedures and to regulate the use of high traffic areas including corridors, lifts and walkways in order to maintain social distancing. Colleagues must wear face coverings when moving around the building.				
5.	**Spreading the Coronavirus (COVID-19)** **Workplaces and Workstation**	5	5	25	Orbit has reviewed layouts and processes to allow people to work further apart from each other. Social distancing introduced at all workstations. Desking 'out of use' labelled to enforce social distancing. Only where it is not possible to move workstations further apart, (to achieve social distancing) arranging people to work side by side or facing away from each other rather than face-to-face.	5	3	15	

				Only where it is not possible to move workstations further apart, using screens to separate people from each other. Floor tape marks areas to help workers maintain a safe distance. Managing occupancy levels to enable social distancing. Avoiding use of hot desks and spaces and, where not possible, for example, call centers or training facilities, cleaning and sanitising workstations between different occupants including shared equipment.				
6.	**Spreading the Coronavirus (COVID-19)** **Meetings**	5	5	25	Using remote working tools to avoid in-person meetings such as Skype/Teams/Zoom. Only absolutely necessary participants should attend meetings and should maintain social distancing throughout. Signage is displayed on the meeting room door/wall this provides instruction on how many delegates is achievable in order to provide that social distancing measures are practiced at all times. Avoiding transmission during meetings, for example avoiding sharing pens and other objects is not permitted. The use of sanitising the area is advised before and after use. Hand sanitiser in meeting rooms to encourage colleagues to use on entering. Chairs are removed to ensure that social distancing is achieved at all times. Consider holding meetings outdoors or in wider areas whenever possible.	5	3	15	
7.	**Spreading the Coronavirus (COVID-19)** **Managing your Visitors and Contractors**	5	5	25	Signage is displayed at reception areas and entry points to provide visitors or contractors with advice on how to ensure that social distancing measures are followed whilst in your premises. Where applicable speak with contractors prior to	5	3	15	

their visit and ensure that they are bringing their own equipment to site.

Encouraging visits via remote connection or remote working for visitors where this is an option.

Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.

Maintaining a record of all visitors, this is done digitally in Orbit sites with visitor/contractor completing signing in procedures which is forwarded to administration manager. When this has been achieved the iPad is sanitised.

Ensure that any digital signing in is sanitised after every use.

Providing and explaining available guidance to any visitors, with the objective: To make sure people understand what they need to do to maintain safety.

Providing clear guidance on social-distancing and hygiene to people.

Establishing host responsibilities relating to COVID-19, providing any necessary training or rules for people who act as hosts for visitors.

Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.

Coordinating and cooperating with other occupiers for those working in facilities shared with other businesses, including with landlords and other tenants.

All visitors and contractors must wear face coverings when moving around the building.

| 8. | **Spreading the Coronavirus (COVID-19)**

Coming into contact with equipment on premises, handling of items, contact with surfaces etc | 5 | 5 | 25 | All/any equipment used by colleagues is subject to cleaning by the operatives, using substances and methods approved by the manager.

Colleagues have been made aware that enhanced cleaning particularly in communal areas including: taps and washing facilities, toilet flush and seats, door handles and handrails is required before touching them.

Colleagues have been made aware that they must also help by keeping surfaces clean and virus free by tidying up their rubbish and washing their hands frequently and to adhere to the strict hand washing protocol that has been established.

They must not share computers and workstations equipment without cleaning prior to use. | 5 | 3 | 15 |
| 9. | **Spreading the Coronavirus (COVID-19)**

**Common Areas
Reception
Kitchen/Tea Points**

Fridge
Seating arrangement
Eating Food/Canteen
Tea/coffee making
Coming into contact with multi contact points | 5 | 5 | 25 | Sanitiser available to ensure that colleagues can wipe down areas at any given time.

Signage displayed to reiterate the 2m social distancing rules.

Positions labelled as 'out of use' to enforce social distancing.

Spot monitoring for occupancy levels are carried out to ensure that colleagues are following the government guidance.

Excess chairs removed from canteen areas to discourage colleagues from sitting too close to another colleague. Seating and tables have been reconfigured to maintain spacing and reduce face-to-face interactions.

Floor markings around tables & chairs, vending and kitchen areas to ensure guidance is achieved

Break times are staggered to reduce pressure on break rooms and canteens; signage is displayed and will advise on the | 5 | 3 | 15 |

				ratio of colleagues that should be in a given area at any one time. Colleagues should adhere to safe distancing rules at designated smoking areas and where applicable display the allowed number of colleagues at any one time. Using safe outside areas for breaks is promoted. Encouraging storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts. Encourage colleagues to have pre-prepared food and refillable drinking bottles in order to reduce the use of kitchen equipment.			
10.	**Spreading the Coronavirus (COVID-19)** **Before Re-opening**	5	5	25	Opening windows and doors frequently to encourage ventilation, where possible. Carrying out cleaning procedures and providing hand sanitiser before starting work To keep the workplace clean and prevent transmission by touching contaminated surfaces. Frequent cleaning of work areas and equipment between uses, using your usual cleaning products. Frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements. Clearing workspaces and removing waste and belongings from the work area at the end of a shift. Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards.	5	3	15

| 11. | Spreading the coronavirus (COVID-19)

Hygiene:
Handwashing & Toilet Facilities | 5 | 5 | 25 | Signage on max occupancy is displayed to ensure that social distancing can always be achieved.

Signage is displayed to build awareness of good handwashing technique, the need to increase handwashing frequency, colleagues are advised to avoid touching their face and to cough or sneeze into a tissue which is binned safely, or into their arm if a tissue is not available.

Regular reminders and signage to maintain personal hygiene standards

Hand sanitiser is available outside toilets and washrooms to encourage colleagues to use after exiting and touching high hand contact areas.

Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.

Paper towels as an alternative to hand dryers in handwashing facilities are available.

Enhanced cleaning of all facilities is carried out regularly during the day and at the end of the day. | 5 | 3 | 15 | |

| 12. | Spreading the Coronavirus (COVID-19)

Handling Goods, Merchandise & other Materials | 5 | 5 | 25 | Delivery drivers are to be instructed on the site specific safe operating procedures in place on how to maintain social distancing.

Cleaning procedures for goods and merchandise entering the site, all deliveries are to be sprayed with sanitiser and put away after the specific sanitiser contact time is achieved.

Restricting non-business deliveries where applicable, for example, personal deliveries to workers. | 5 | 3 | 15 | |

| 13. | Health of Workers – Work Related Stress | 4 | 4 | 16 | Regular comms to all colleagues to ensure that safety is communicated.

HR support is available at all sites to assist and provide support for all colleagues

EAP available to all colleagues.

Work plans & objectives discussed and agreed.
Colleagues are trained how to do their job effectively.

Flexible working patterns are available
Systems are in place to make sure call targets are set at a reasonable level.

Management control at all times.

Colleagues encouraged to use their initiative and develop new skills, by following the government guidance and using a common sense approach.

Managers to take seriously any issues that are brought to them and try to resolve quickly.
Company support mechanisms in place.
Team structure and responsibilities are clearly defined.

Honest and open communication with all colleagues at all times.

There is a policy for dealing with verbal abuse from customers and protocols to follow.

Colleagues can speak confidentially to a team leader /team manager if they are feeling unwell or ill at ease about things at work. | 4 | 2 | 8 | |

No	Risk Rating	Action Required:	Person (s) Responsible	Target Date	Date Completed
All	**HIGH**	Risk Assessment is to be reviewed in line with Government Guidance. Guidance to help employers, employees and the self-employed understand how to work safely	PJ supported by DB		
All	**HIGH**	This risk assessment must be communicated to all colleagues	PJ supported by DB		

1   Personal Protective Equipment (PPE)

When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

2   Face Covering

There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms.

A face covering can be very simple and may be worn in enclosed spaces where social distancing isn't possible. It just needs to cover your mouth and nose. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers. Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context.

Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards.

It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.

Wearing a face covering is optional except in UK sites where Government Guidance states it is mandatory and the Company will adhere to the guidance. If wearing a face mask/covering, it is important to use it properly and wash your hands before putting them on and taking them off.

You can make face-coverings at home and can find guidance on how to do this and use them safely on GOV.UK.

3 Shift Patterns & Working Groups

Note: To change the way work is organised to create distinct groups and reduce the number of contacts each employee has.

Steps that will usually be needed:

1. As far as possible, colleagues are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.
2. Identifying areas where people directly pass things to each other, for example office supplies, and finding ways to remove direct contact, such as using drop-off points or transfer zones

4 Work Related Travel, Cars, Accommodation & Visits

Note: To avoid unnecessary work travel and keep people safe when they do need to travel between locations.

Steps that will usually be needed:

1. Minimising non-essential travel –consider remote options first.
2. Minimising the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.
3. Cleaning shared vehicles between shifts or on handover.

5 Deliveries to Other Sites

Note: To help workers delivering to other sites or suppliers' or customers' premises to maintain social distancing and hygiene practices.

Steps that will usually be needed:

1. Putting in place procedures to minimise person-to-person contact during deliveries to other sites.
2. Maintaining consistent pairing where 2-person deliveries are required.
3. Minimising contact during payments and exchange of documentation, such as electronically signed and exchanged documents.

6 Communication, Training & Returning to Work

Note: To make sure all workers understand COVID-19 related safety procedures.

Steps that will usually be needed:

1. Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.
2. Engaging with workers through existing communication routes and worker representatives to explain and agree any changes in working arrangements.
3. Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.

7   Outgoing Communication & Signage

Note: To make sure all workers are kept up to date with how safety measures are being implemented or updated.

Steps that will usually be needed:

1. Ongoing engagement with workers (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.
2. Awareness and focus on the importance of mental health at times of uncertainty. The government has published <u>guidance on the mental health and wellbeing aspects of coronavirus (COVID-19)</u>.
3. Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.
4. Using visual communications, for example whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.
5. Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.

Advice Control Measures - Set out your Safe Methods of Working Points for discussion.

Managing risk - Objective: To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.

Orbit has implemented control measures across the group at all sites to ensure that the company has discharged its duty to reduce workplace risk to the lowest reasonably practicable level. Colleagues must follow the guidance within the workplace so that everybody's health and safety is protected.

Everyone's safety is paramount during this difficult time, I need you to follow some strict but simple guidelines:

o Wash your hands immediately on arrival to work and again before you start work, *wash hands thoroughly for 20 seconds with running water and soap and dry them thoroughly or use alcohol hand rub or sanitiser ensuring that all parts of the hands are covered*
o Ensure you have a supply of sanitiser to use
o Use the sanitation stations when required during the working day, there is a disinfectant spray for keyboards – screens - mouse – scanners – tools… use the paper towels provided to wipe down any of the above along with the disinfectant spray "
o Follow the canteen rules for break times… the number of colleagues allowed in at any one time, social distancing is mandatory
o Do not brew up for anyone else, you are solely responsible for your own brew kit and the making of refreshments…
o Toilets are also restricted, there are signs that must be used to indicate that they are in use, also please make sure that the toilets seat is wiped clean before and after use
o No groups of people "herding" this includes smoking – brew breaks – group conversations… if you are unsure, simply ask your Team leader for guidance
o Risk assessments have been carried out; a formal document has been produced and must always be followed.

8   Simple Steps to Follow

1) If you feel unwell you must not come to work and self-isolate as per government guidelines, there is an expectation that colleagues will partake in Government led track and trace systems.
2) Those who are deemed to be extremely vulnerable to COVID 19 according to government guidance will have received a letter, this will also involve the direct household that you live in… you must also stay at home as per government guidelines
3) **Wash hands thoroughly for 20 seconds with running water and soap and dry them thoroughly or use alcohol hand rub or sanitiser ensuring that all parts of the hands are covered**
4) Follow the sanitation station guidelines
5) Wherever possible you should travel to work alone using your own transport unless you are with a family member that lives in the same household
6) Always use practical common sense
7) Housekeeping must be kept at 100% - keep bins empty – keep your, – workstations – hand scanners – keyboards – keep pads – door handles –handrails disinfected regularly…
8) Keep yourself safe as well as everybody else around you…
9) Colleagues are instructed to use a tissue to cover their nose and mouth when coughing or sneezing, and then dispose of it as soon as possible.

9   Risk Assessment Acknowledgement

This risk assessment was completed under consultation with Orbit key colleagues with the inclusion of health and safety representatives across all sites; this information is held on file.