

<b>Office:</b>	All offices	<b>Assessor:</b>	Mark Hagger
<b>Reference:</b>	RA-COVID-ALL-Office Work Return-20201110	<b>Date:</b>	10 November 2020
<b>Activity:</b>	Return to Office Working / COVID-19		

<b>Additional Information</b>
<p><b>Background on the virus</b> Coronavirus (COVID-19) is an infectious disease caused by a newly discovered coronavirus that affects the lungs and airways.</p>
<p><b>Purpose of this risk assessment</b> To assess the risks associated with a return to office working and identify all necessary control measures. To act as a 'master' template for development of individual office risk assessments.</p>
<p><b>Clarification</b> Where reference is made to an individual, employee, attendee or member of staff this equally applies to a Partner in the firm.</p>

**RISK EVALUATION** *(add more rows if req'd)*

Ref	Hazard / Hazardous Activity	Person(s) at Risk	Significant Risk	Risk Level			Control Measures	Residual Risk		
				L	S	RL		L	S	RL
1a.	<b>Return to office working</b> vs continued Home Working	All staff	COVID-19 infection / infecting through contact with infected persons incl. HL staff.	3	4	12	Where an employee can continue to work full time from home, whilst completing all tasks associated with their role, and wishes to do so then they should continue to work full-time from home.	0	4	0
1b.	<b>Return to office working</b> vs continued Home Working	All staff	COVID-19 infection / infecting through contact with infected persons incl. HL staff.	3	4	12	Where an employee can complete aspects of their role from home and wish to do so then they should continue to work part-time from home.	2	4	8

1c.	Return to office working vs continued Home Working	All staff	COVID-19 infection / infecting through contact with infected persons incl. HL staff.	3	4	12	<p>Employees who consider themselves to fall within the following groups:</p> <p>England</p> <ul style="list-style-type: none"> <li>Clinically extremely vulnerable or,</li> <li>Living with a clinically extremely vulnerable person</li> <li>The Public Health England higher-risk group. See <a href="#">HSE definition</a></li> </ul> <p>Wales</p> <ul style="list-style-type: none"> <li><a href="#">medically extremely vulnerable</a> or,</li> <li>Living with a medically extremely vulnerable person</li> <li>The Public Health Wales vulnerable groups. See <a href="#">definition</a></li> </ul> <p>Scotland</p> <ul style="list-style-type: none"> <li><a href="#">high risk group</a> or,</li> <li>Living with a person in the high risk group</li> <li>The government vulnerable groups. See <a href="#">definition</a></li> </ul> <p>Must inform and consult with their line manager and People and Development before considering a return to work full or part time. Where an employee has an essential need to return to office working and they fall into the categorisation above, particular attention shall be paid by their line manager to:</p> <ul style="list-style-type: none"> <li>Risk assessing their suitability for office working</li> <li>Consider options for adjustments to their role to allow continued home working</li> <li>Implementation of additional control measures where a return to office working is necessary.</li> </ul>	2	4	8
2a.	Pre-planning: Staffing	Returning staff and visitors	Exposing staff to COVID-19 whilst working at the office.	3	4	12	The maximum number of staff who can be accommodated in the office must be based on social distancing guidelines. 2m separation between individuals and a 1m+ separation with RA mitigation measures (such as screens) for areas where the 2m criteria cannot be met.	2	4	8

2b.	<b>Pre-planning:</b> Staffing	Returning staff and visitors	Exposing staff to COVID-19 whilst working at the office.	3	4	12	Staff who develop COVID-19 symptoms or have been advised to self-isolate must not attend any office or site and obtain clearance from PeopleandDevelopment@hoarelea.com before doing so.	2	4	8
2c.	<b>Pre-planning:</b> Staffing	Returning staff and visitors	Exposing staff to COVID-19 whilst working at the office.	3	4	12	Establish a method by which use of the office is authorised and controlled. Maintain a record of who is in the office at any one time, including times of entry and leaving, this to include staff and authorised visitors, e.g. cleaners.	2	4	8
2d.	<b>Pre-planning:</b> Staffing	Returning staff and visitors	Exposing staff to COVID-19 whilst working at the office.	3	4	12	Ensure appropriate office staffing, e.g. entry / exit controller / receptionist, first aid, fire warden cover.	2	4	8
2e.	<b>Pre-planning:</b> Staffing	Returning staff and visitors	Exposing staff to COVID-19 whilst working at the office.	3	4	12	Ensure appropriate resources for office working are in place, e.g. signage and traffic control tape (arrows), sanitiser and cleaning materials, single-use waste disposal bags, first aid provisions etc.	2	4	8
2f.	<b>Pre-planning:</b> Staffing	Returning staff and visitors	Exposing staff to COVID-19 whilst working at the office.	3	4	12	Confirm with the landlord that the office continues to be suitable for office working.	2	4	8
3a.	<b>Commute to office (advisory as this relates to personal travel)</b>	Returning staff	Contact with COVID-19 infected members of the public and subsequent use of the office.	3	4	12	Walk or bicycle ride to work if possible.	1	4	4
3b.	<b>Commute to office (advisory as this relates to personal travel)</b>	Returning staff	Contact with COVID-19 infected members of the public and subsequent use of the office.	3	4	12	Where walking or bicycle are not an option, individuals are being advised to commute by car and use office/nearby parking facilities while maintaining strict social distancing. Other guidance includes: <ul style="list-style-type: none"> <li>• Travel alone where possible.</li> <li>• If car sharing with other HL staff:</li> <li>• Take the minimum number of staff at any one commute, and the same individual(s).</li> <li>• All people in the vehicle should sit as far as practical apart and wear face coverings.</li> <li>• Keep the car windows open with occupants facing away from each other.</li> <li>• Keep your car clean, with particular emphasis on handles and other areas where passengers may touch surfaces.</li> <li>• Do not stop-off on your journey except where absolutely necessary</li> </ul>	2	4	8

3c.	Commute to office (advisory as this relates to personal travel)	Returning staff	Contact with COVID-19 infected members of the public and subsequent use of the office.	3	4	12	<p>Where public transport is the only option for commuting to the office the following advice is given:</p> <ul style="list-style-type: none"> <li>• Maintain 2m social distancing wherever possible.</li> <li>• Wear a face covering for the duration of the journey.</li> <li>• Avoid contact with anyone, especially those who display typical outward symptoms of COVID-19, i.e. coughing or sneezing.</li> <li>• Adapt commute travel times where possible, to avoid rush hour or busy periods.</li> <li>• Allow enough time for likely disruption.</li> <li>• Practice dynamic risk assessment – where safety is compromised, leave the area or location.</li> </ul>	2	4	8
4a.	Landlord arrangements	Returning staff and visitors	Contact with COVID-19 infected other users of the building.	3	4	12	<p>Confirm with the landlord their current policy and measures introduced in response to the risk of COVID-19 in their building.          Hold on record a reviewed copy of the landlord policy and measures.          COVID-19 task group to review adequacy of landlord measures.          Landlord arrangements must include assessment of the risk of COVID-19 infection by building occupants using common areas, including receptions, lifts, toilets, circulation areas etc.          Appropriate measures addressing social distancing, avoidance of crowding, hygiene and any other measures, must be documented and implemented.          Ensure HL employees are thoroughly aware of / briefed regarding landlord measures affecting them.          Observe landlord measures at all times.</p>	2	4	8

5a.	<p><b>Communal areas and welfare facilities</b> HL staff using (landlord or Hoare Lea) communal areas and welfare facilities, including receptions, lifts, toilets, circulation areas etc.</p>	Returning staff and visitors	Contact with COVID-19 infected other users of the building.	3	4	12	<p><b>General</b> Do not use communal areas or welfare facilities where control measures (e.g. social distancing) are not being observed. Do not use if communal areas appear poorly managed. Report instances to the office manager. The following to be adopted by all staff:</p> <ul style="list-style-type: none"> <li>• Use facilities in accordance with rules, e.g. restricting numbers.</li> <li>• Pay close attention to surfaces you may touch, e.g. door handles, locks and the toilet flush.</li> <li>• Use rubbish bins for disposal of waste.</li> <li>• Sanitise hands at entrance to HL office.</li> <li>• Ensure showers, lockers and changing rooms are kept clean and clear of personal items.</li> </ul>	2	4	8
5b.	<p><b>Communal areas and welfare facilities</b> HL staff using (landlord or Hoare Lea) communal areas and welfare facilities, including receptions, lifts, toilets, circulation areas etc.</p>	Returning staff and visitors	Contact with COVID-19 infected other users of the building.	3	4	12	<p><b>Toilet Facilities</b> The following to be adopted by all staff:</p> <ul style="list-style-type: none"> <li>• Use facilities in accordance with the locally implemented rules.</li> <li>• Wash hands before use on entering the facilities.</li> <li>• Avoid taking personal possessions (e.g. mobile phone) to the toilet as these will need sanitising afterwards if handled or exposed to contaminants.</li> <li>• Wash hands after use on exiting the facilities.</li> <li>• Use paper towels or individual cubicle hand driers to dry hands.</li> </ul>	2	4	8

5c.	<p><b>Communal areas and welfare facilities</b> HL staff using (landlord or Hoare Lea) communal areas and welfare facilities, including receptions, lifts, toilets, circulation areas etc.</p>	Returning staff and visitors	Contact with COVID-19 infected other users of the building.	3	4	12	<p><b>Shower Facilities.</b> The following to be adopted by all staff:</p> <ul style="list-style-type: none"> <li>• Use facilities in accordance with the locally implemented rules</li> <li>• Before and after using the showers, wipe down all key contact points and surfaces with anti-bacterial wipes provided.</li> <li>• Spray all internal shower surfaces, door handle and shower controls with the provided anti-bacterial spray.</li> <li>• No soft materials (e.g. towels/clothing/shoes) is permitted to be stored in the shower room.</li> </ul>	2	4	8
6a.	<p><b>Landlord systems</b> Landlord maintained systems, including heating, cooling, domestic water, fire safety etc.</p>	Returning staff and visitors	Risk from building engineering systems lying dormant and / or lack of maintenance during lockdown	2	4	8	Confirm with the landlord that systems serving HL office remain operational and maintained.	1	4	4
7a.	<p><b>Hoare Lea systems</b> HL maintained systems, including heating, cooling, domestic water, fire safety etc.</p>	Returning staff and visitors	Risk from building engineering systems lying dormant and / or lack of maintenance during lockdown	2	4	8	Confirm with the relevant maintenance contractors or as appropriate, that building engineering systems under HL responsibility remain suitable for use/occupation.	1	4	4

8a.	Regular office work: Office movement and circulation	Returning staff and visitors	COVID-19 infection from others in the office or from contaminated surfaces.	3	4	12	<p><b>Traffic Flow</b> Introduce measures to access the office, control office movement and traffic flow to maintain workplace distancing. Consider (as appropriate / possible):</p> <ul style="list-style-type: none"> <li>• Separate office entry / exit points.</li> <li>• Staggered arrival / departure times.</li> <li>• Provision of a receptionist to control exit / entry to HL office.</li> <li>• Providing screens in reception areas where social distancing cannot be guaranteed.</li> <li>• Provision of hand sanitisers at office exit / entry points.</li> <li>• Use traffic flow techniques – introduce one-way flows to desks where possible, use tape, signage, office layout drawings etc.</li> <li>• Adopt a one in / one out system for shared facilities.</li> </ul>	2	4	8
8b.	Regular office work: Office movement and circulation	Returning staff and visitors	COVID-19 infection from others in the office or from contaminated surfaces.	3	4	12	<p><b>Office Access</b> Refuse office access to:</p> <ul style="list-style-type: none"> <li>• Staff with high temperatures and / or obvious symptoms. Contactless thermometers to be at points of entry for self-checking of temperatures.</li> <li>• Staff arriving without authority to work in the office.</li> <li>• Unauthorised visitors.</li> </ul>	2	4	8

9a.	<b>Regular office work:</b> Work at a workstation	Returning staff and visitors	COVID-19 infection from others in the office or from contaminated surfaces.	3	4	12	<p><b>Workstations Generally</b> Introduce measures to control workspace allocation to maintain workplace distancing. Consider (as appropriate / possible):</p> <ul style="list-style-type: none"> <li>• Reduced numbers of staff to ensure spacing to facilitate social distancing guidelines.</li> <li>• Ensure staff selected to work in the office are made aware in writing.</li> <li>• Ensure staff not selected for office working are made aware in writing.</li> <li>• Staff to store coats etc., at their workstation not shared cloak rooms / coat hanging areas.</li> <li>• Workstations must not be shared (no hot desking).</li> <li>• Consider extended workdays / shifts to facilitate social distancing.</li> <li>• Consider part-time office working to allow social distancing and improve well-being.</li> <li>• Provide separate disposable, single-use plastic bags at each occupied workstation for disposal of personal waste (i.e. tissues, food waste).</li> </ul>	2	4	8
9b.	<b>Regular office work:</b> Work at a workstation	Returning staff and visitors	COVID-19 infection from others in the office or from contaminated surfaces.	3	4	12	<p><b>Workplace Distancing</b> Control workstation allocation:</p> <ul style="list-style-type: none"> <li>• To maintain social distancing.</li> <li>• To prevent face to face working (without mitigation).</li> </ul> <p>In office areas where social distancing is not possible, use of screens or barriers to allow use of workstations. Do not engage in 'skin to skin' contact, e.g. shaking hands. Do not arrange 'in-person' meetings in the office where Skype/Teams can be used. Where Skype/Teams cannot be used, observe social distancing when meeting in-person / during informal discussions with other staff.</p>	2	4	8



9c.	<b>Regular office work:</b> Work at a workstation	Returning staff and visitors	COVID-19 infection from others in the office or from contaminated surfaces.	3	4	12	<p><b>Food Hygiene / Kitchen Use</b>                      The kitchen may be used for the warming/plating of food and preparation of drinks.                      Food must be pre-prepared for consumption at own workstation / desk only.                      Communal food products (i.e. bread, butter, fruit) will not be provided.                      Caution and good hygiene must be adopted if using HL supplied tea, coffee and milk –attention shall be paid to avoid cross contamination.                      Make your own drinks – do not make drinks for other staff and do not accept drinks from other staff.                      Clean your own cups, glasses, crockery and cutlery - do not leave in an unclean state on work surfaces or in the dishwasher.                      Alternatively, use disposable cups and stirrers where provided, disposing of same after use.                      Sanitise hands before and after use of kitchens.                      Sanitise surfaces and items handled following use of kitchen, e.g. taps, kettle, fridge handles, dishwasher handles, microwave, milk bottles, cleaning products.</p>	2	4	8
9d.	<b>Regular office work:</b> Work at a workstation	Returning staff and visitors	COVID-19 infection from others in the office or from contaminated surfaces.	3	4	12	<p><b>Hand Hygiene</b>                      Wash hands with soap and water often and effectively for a minimum of 20 seconds - after blowing nose, sneezing or coughing, and after eating or handling your food. Also, immediately after any activity or contact that potentially results in hands becoming contaminated.                      Avoid touching eyes, mouth or nose with unwashed hands, particularly after coughing or sneezing.                      Use hand sanitisers on entrances to work areas, and at key points throughout the office.</p>	2	4	8

9e.	<b>Regular office work:</b> Work at a workstation	Returning staff and visitors	COVID-19 infection from others in the office or from contaminated surfaces.	3	4	12	<p><b>Respiratory and Cough Hygiene</b> The following to be adopted by all staff:</p> <ul style="list-style-type: none"> <li>• Use disposable, single-use tissues to cover mouth and nose when sneezing, coughing or wiping and blowing your nose.</li> <li>• Dispose of used tissues promptly after use, in the personal waste receptacle.</li> </ul> <p>Provide hand paper towels for use instead of hand driers. Use signs and posters to encourage awareness of handwashing, avoiding touching face and cough/sneeze into a tissue.</p>	2	4	8
9f.	<b>Regular office work:</b> Work at a workstation	Returning staff and visitors	COVID-19 infection from others in the office or from contaminated surfaces.	3	4	12	<p><b>Surface Sanitising</b> The following to be adopted by all staff:</p> <ul style="list-style-type: none"> <li>• Regularly sanitise your workstation surfaces using a sanitiser.</li> <li>• Sanitise all non-workstation hard surfaces such as door handles, light switches, reception desks etc., using a bleach-based sanitiser using disposable gloves.</li> <li>• Avoid any un-necessary use of office equipment and sanitise all surfaces before and after use.</li> </ul>	2	4	8

9g.	<p><b>Regular office work:</b> Work at a workstation</p>	Returning staff and visitors	COVID-19 infection from others in the office or from contaminated surfaces.	3	4	12	<p><b>Office Cleaning</b> Use single-use plastic bags provided at workstations (personal waste receptacle) for personal waste disposal. Dispose of sealed bags in communal bins or take bags home for disposal. Ensure that the office is subject to regular and daily cleaning by an appropriate cleaning contractor. Coordinate with the contractor to ensure that an appropriate cleaning regime is implemented that takes in the risk presented by COVID-19. Agree and set with the contractor:</p> <ul style="list-style-type: none"> <li>• Clear cleaning standards for all areas.</li> <li>• Enhance cleaning of all facilities at the end of each working day.</li> <li>• Special cleaning standards in the event of a known or suspected case of COVID-19.</li> </ul> <p>All in accordance with the most recent Government guidance.</p>	2	4	8
10a.	<p><b>Regular office work:</b> Accidents, incidents, emergencies, security incidents etc. COVID-19 infections, suspected infections</p>	Returning staff and visitors	COVID-19 infection from others in the office or from contaminated surfaces.	3	4	12	<p>In an emergency, e.g. accident or fire, staff do not have to stay 2m apart. During fire drills, social distancing will be adhered to as far as possible. Staff involved in provision of assistance will wash / sanitise immediately after provision of assistance. Adhere to St Johns Ambulance guidance on provision of first aid – provision of assisted breath is not currently allowed Adhere to the Hoare Lea policy on actions to be taken in the event of a potential or confirmed COVID-19 case. Arrange for the office cleaning contractor to separately clean the workstation and known circulation areas following a known or suspected case of COVID 19.</p>	2	4	8

11a.	<b>Visitors to the Office</b>	Returning staff and visitors	COVID-19 infection / infecting through contact / proximity with infected office non-essential visitors.	3	4	12	<p>Non-essential visitors, such as clients and fellow professionals, are only allowed on the premises where the visit is deemed essential for the business or project – policy and procedures will be adhered to.</p> <p>Essential visitors are allowed on the premises where they relate to the following and have submitted acceptable RAMs.</p> <ul style="list-style-type: none"> <li>• Cleaning,</li> <li>• PAT testing,</li> <li>• Fire Alarm testing</li> <li>• Fire extinguisher inspection,</li> <li>• Equipment maintenance and repair</li> </ul> <p>Communicate to all visitor's local office guidance on social distancing and hygiene, before arrival at the office.</p> <p>Establish host duties and provide necessary instruction for staff to act as hosts to visitors. Visitors to follow the traffic flow routes. Regular work-related postal deliveries must be undertaken in observing social distancing guidelines.</p> <p>Deliveries of personal postage / parcels is to be avoided.</p> <p>All deliveries are to be considered contaminated and are to be handled with care - hands and surfaces cleaned/sanitised regularly during handling.</p>	2	4	8
------	-------------------------------	------------------------------	---	---	---	----	--	---	---	---

<b>LIKELIHOOD (L)</b> =	Highly Likely (4)	Probable (3)	Possible (2)	Improbable (1)
<b>SEVERITY (S)</b> =	Extremely Harmful (4)	Harmful (3)	Slightly Harmful (2)	Insignificant (1)

<b>RISK LEVEL (RL)</b> = <b>LIKELIHOOD x SEVERITY</b> =	Substantial (12-16)	Moderate (8-11)	Tolerable (3-7)	Trivial (1-2)
--	---------------------	-----------------	-----------------	---------------

Signed (Assessor):

Mark Hagger

Signed (Reviewer):

Claire Bosworth

Signed (Partner, as acknowledgement):

Mark West

Date of Review

10 November 2020