| **Coronavirus Risk Assessment Offices and Contact Centres (Scotland)** |
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| **This template risk assessment is intended to help you document the risk control measures you have introduced within the workplace to control the spread of coronavirus (COVID-19). It is not a Business Continuity Plan.****You must modify this risk assessment to ensure it reflects your business activities and the specific risks and controls you have in place.** |
| **Location/Dept:**  | **Date Assessed:**  | **Assessed by:** |
| **Task/Activity:** Working in the office |  | **Reference Number:** |
|  | **Risk rating before implementing control measures** |  | **Risk rating after implementing control measures**  |  |
| **Activity/ Task** | **Hazard/Risk** | **Persons at Risk** | **Likelihood (1-5)** | **Severity (1-5)** | **Risk/Priority** | **Controls Measures in Place** | **Likelihood (1-5)** | **Severity (1-5)** | **Risk/Priority** | **Additional Controls Measures Required** |
| Working in the office | Contact with persons suffering from coronavirus leading to illness | EmployeesContractorsVisitors | 5 | 5 | 25 | We are a non-essential office facility and have been instructed to continue working from home, where we can, until Scottish Government guidance is updated to allow a full and safe return.*OR*We are a business that is involved in essential activity against the virus or to support the wellbeing of society and are able to provide confidence in maintaining a safe workplace. *[Delete as appropriate].*If a worker or known visitor tests positive for coronavirus, all workers who have been in close contact with that person or who work in the relevant areas may be instructed to self-isolate and seek a test in line with [Scottish Government testing guidance](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect/).If a person becomes ill in a shared space, these should be cleaned by following current [guidance](https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings). |  |  |  | Guidance and recommended risk control measures will be sourced directly from the [Scottish Government call centre and customer contact centre environments](https://www.gov.scot/publications/coronavirus-covid-19-guidance-for-call-centres-and-customer-contact-centre-environments/).Employer guidance on testing will be sought by accessing relevant [Scottish Government guidance on testing](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect-advice-for-employers/). |
| Working in the office | Not maintaining physical distancing leading to spread of coronavirus | EmployeesContractorsVisitors | 5 | 5 | 25 | Some staff are performing critical activities that must be carried out in a workplace environment or cannot carry out their work from home. We will clearly identify those roles and establish the minimum on-site presence required to ensure stable delivery of essential services. *[For non-essential workplaces].*Physical distancing to be implemented in all environments. Members of staff instructed to keep two metres away from each other at all times.Efforts are to be made to limit or restrict use of high-touch items and equipment, for example, printers or whiteboardsWedging doors open, where appropriate, to reduce touchpoints. (This does not apply to fire doors).Two-metre distance paint/markings on floors to assist people in complying with distancing regulations.Where a two-metre distance cannot always be maintained, staff will work side-by-side or facing away rather than face-to-face (where possible). Where not possible, staff will work face-to-face for 15 minutes or less and work together in cohorts which are as small as possible.Movement limited between areas and departments to reduce contact between operatives.Staggered break, entry and exit times considered to reduce risks of staff interaction.Groups/teams may be set up to limit any potential spread of the virus through the workplace.All staff are trained on new procedures prior to returning to work.Management should consider the following steps to reduce transmission due to face-to-face meetings and maintain physical distancing in meetings:* Using remote working tools to avoid in-person meetings, ensuring tools are flexible enough to cover all types of regular interactions (including one-to-one discussions, huddles and team meetings, both planned and ad-hoc);
* Having only absolutely necessary participants physically attend meetings and ensuring physical distancing is maintained throughout;
* Avoiding transmission during meetings, for example avoiding sharing pens, documents and other objects;
* Providing hand sanitiser in meeting rooms;
* Holding meetings outdoors or in well-ventilated rooms whenever possible; and
* For areas where regular meetings take place, using floor signage to help people maintain physical distancing.
 |  |  |  | Explore the use of digital processes or systems to replace the need for face-to-face discussions.Other considerations to make to ensure physical distancing include:* Using screens or barriers to separate people from each other;
* Reviewing layouts and processes to allow people to work further apart from each other;
* Minimising the use of shared workstations and equipment, allocating fixed desks (or a fixed area if not possible) and cleaning workstations and shared spaces between uses by different shifts/groups of staff; and
* Considering opportunities to introduce additional technology support and systems to assist in managing the safe working practices and in particular physical distancing.
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| Dealing with contractors/site visitors/deliveries | Not maintaining physical distancing leading to spread of coronavirus | EmployeesContractorsVisitors | 5 | 5 | 25 | Visits limited to essential services where possible.All contractors expected to complete the Contractor Checklist found on the Ellis Whittam Coronavirus Advice Hub.We will maintain a record of all visitors.Cleaning procedures implemented for goods and merchandise entering the site.Contractors only allowed on site if the work cannot be completed at another time. Contractors instructed to keep two metres away from all other persons at all times.Contractors provided with access to handwashing facilities.Contractors supervised at all times. |  | 5 |  | electronic processes to be adopted to reduce the need for transfer of paperwork during deliveries/pick-ups.We will consider the following steps to minimise unnecessary visits to offices:* Encouraging visits via remote connection/working where this is an option; and
* 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.
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| Working in the office | Not maintaining strict hygiene standards leading to spread of coronavirus | EmployeesContractorsVisitors | 5 | 5 | 25 | Face coverings to be worn at all times by staff, contractors and visitors (unless [exempt](https://www.gov.scot/publications/coronavirus-covid-19-public-use-of-face-coverings/#Face%20covering%20exemptions)) in all common areas. Workers can remove these at their desks, e.g. when speaking on the telephone.Regular cleaning of work equipment, chairs and work stations. Hygiene posters and signage installed throughout the premises in strategic locations.Hand sanitation facilities installed at entrance/exit points, at workstations and in communal areas.Staff instructed on handwashing procedures and respiratory etiquette:* Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.
* Put used tissues in the bin straightaway.
* Avoid close contact with people who are unwell.
* Do not touch your eyes, nose or mouth if your hands are not clean.

Staff advised to bring their own food to work.Staff canteen follows guidance on social distancing.Limit numbers in staff welfare areas. Ventilation to be improved. Where possible, doors and windows will be opened to allow for natural ventilation.Air conditioning units to be serviced as per statutory guidance and ensure the system is not using recirculated air. |  | 5 |  | Consideration of deep cleans weekly/monthly.Signage may need to be installed in common areas to limit numbers and reduce crowding in the workplace. |
| Cleaning activities | Poor cleanliness leading to spread of coronavirusCleaning process leading to cross-contamination | EmployeesCleanersContractorsVisitors | 5 | 5 | 25 | Frequent cleaning of work areas and equipment between uses, using a product which is active against bacteria and viruses.A cleaning schedule should be designed, and staff trained to implement the schedule (see Ellis Whittam’s Daily Cleaning Checklist).Frequent touch points identified and disinfected regularly, including all objects and surfaces that are touched regularly door handles, other handles, keyboards, handheld devices and printers etc.Adequate disposal arrangements are made available for any additional waste created.Workspaces are to be kept clear and all waste frequently removed. All personal belongings must be removed from work areas at the end of a shift, e.g. water bottles, mugs, stationery, etc.Undertake Ellis Whittam’s Daily Management and Cleaning Checklists. |  | 5 |  | Consider provision of additional waste facilities and more frequent rubbish collection.Minimise the risk of transmission in changing rooms and showers by:* Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that physical (social) distancing is achieved as much as possible; and
* Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.
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| Maintaining employee health and wellbeing | Poor health leading to illnessExposure at work to coronavirus leading to illness | Employees | 5 | 5 | 25 | Communication and training materials will be provided for employees prior to returning to site, especially around new procedures for arrival at work.Employees living in vulnerable or shielded households are only expected to return when new safe working environment measures have been fully tested and a return to onsite work is consistent with individual medical advice.Extremely clinically vulnerable people to follow the relevant [shielding guidance](https://www.gov.scot/publications/covid-shielding/). Employees encouraged to access mental health and wellbeing support through employer and/or from [NHS Inform](https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/your-mental-wellbeing/coronavirus-covid-19-your-mental-wellbeing), [Breathing Space](https://www.breathingspace.scot/), the [Scottish Association for Mental Health](https://www.samh.org.uk/) and [Samaritans Scotland](https://www.samaritans.org/scotland/samaritans-in-scotland/).  Employees encouraged to travel to work through other methods away from public transport (where possible) e.g. cycling, using their own car, family member drop-off, etc. |  | 5 |  | Explore options for employees living in vulnerable or shielded households to continue working from home where they can. |

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| **Risk/Priority Indicator Key** |

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| **Likelihood** |  | **RISK / PRIORITY INDICATOR MATRIX** |
| 1. Improbable / very unlikely |  | LIKELIHOOD | 5 | 5 | 10 | 15 | 20 | 25 |
| 2. Unlikely |  | 4 | 4 | 8 | 12 | 16 | 20 |
| 3. Even chance / may happen |  | 3 | 3 | 6 | 9 | 12 | 15 |
| 4. Likely |  | 2 | 2 | 4 | 6 | 8 | 10 |
| 5. Almost certain / imminent |  | 1 | 1 | 2 | 3 | 4 | 5 |
|  |  |  | 1 | 2 | 3 | 4 | 5 |
| **Severity (Consequence)** |  | SEVERITY (CONSEQUENCE) |
| 1. Negligible (delay only) |  |  |  |  |  |  |  |  |
| 2. Slight (minor injury / damage / interruption) |  | **Summary** | **Suggested Timeframe** |
| 3. Moderate (lost time injury, illness, damage, lost business) |  | 12-25 | High | As soon as possible |
| 4. High (major injury / damage, lost time business interruption, disablement) |  | 6-11 | Medium | Within the next three to six months |
| 5. Very High (fatality / business closure) |  | 1-5 | Low | Whenever viable to do so |

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| **Review Record**  |

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| **Date of Review**  | **Confirmed by** | **Comments** |
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I have read the risk assessment and understand and accept its contents form part of my job role. I will keep myself informed of any changes.

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| **Employee Name (Print)** | **Employee Signature** | **Date** |
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