

RISK ASSESSMENT: STAFF WORK PRACTICES DURING THE CORONAVIRUS OUTBREAK

Risk assessment by **Leadership Team** Date of risk assessment **October 2020 v8.2**

Hazards		Risk of COVID-19 infection from colleagues or infecting colleagues in the office environment - through close contact, shared surfaces and shared air conditioning	
What is the probability?	Without taking risk mitigation: in line with UK infection risk	With taking risk mitigation: very low	
Who might be harmed and how?	All staff and those people they come into contact with.		
What are we already doing?	<p>Controlling and minimising the numbers of people working from the office</p> <p>All staff should continue to work from home unless there is a strong business or well-being justification for them to work from the office.</p> <ul style="list-style-type: none"> • Permission to use the office requires the approval of the COO or CIO • All employees working from the office must complete a daily risk assessment every day that they are in the office and self-certify that they are not ill • If anyone is displaying Covid-19 symptoms they should not access the office until they are symptom free and should get tested • Anyone who has tested positive for the virus must isolate for 14 days before returning to office; if a member of their household is displaying symptoms or has a positive test the BigChange employee must not return to the office until the last period of household isolation is complete • No-one may access the office while they are required to isolate during a quarantine period or by the UK Test and Trace service • No-one may access the office if this contravenes the requirements of a local lockdown • Door access permissions have been removed to ensure offices cannot be entered without permission • Numbers are limited by the COO – staff must book in on JobWatch to the limit to the current limit • No access for team meetings to avoid transmission within a team <p>High risk Staff</p> <ul style="list-style-type: none"> • Staff who are considered high risk by themselves or their doctors are advised to remain working from home. • High risk staff should use video conferencing for all meeting / discussions. • This situation will be monitored and may be changed or amended as the situation or government guidance changes <p>Defining hygiene rules for using the office</p> <p>For staff working in the office, the following rules have been put in place to reduce direct and indirect infection risks:</p> <ul style="list-style-type: none"> • The office has been suitably prepared for limited re-occupation with signage and the landlord engaged. These measures have been checked by BigChange management and BigChange's Health and Safety Advisor. • Hand washing and hand sanitising facilities are provided and staff communication shows the correct way to wash your hands. Sanitiser stations are provided throughout the office. • Disinfectant wipes are provided and must be used to wipe down shared surfaces before and after use. • Work stations must be minimum of 2 metres apart and no hot desking is allowed. Desks that should not be used are marked clearly. Meeting room doors will display the number of people who can safely meet together in the room • There should be no regular exchange between the Sales and Operations areas of the office: except for the toilet and access areas these should be treated as separate offices. Staff working in each area should access their own kitchens only. A one way system is in operation to reduce contact between the areas and congestion in corridors. • Toilets should only be accessed by one person at a time, i.e. one person in each of the Ladies, Gents and Disabled areas. • Only one person is allowed in each kitchen at a time. • To reduce touch points, staff are encouraged to bring in their own cutlery, mugs and water bottles • Ventilation is by the air conditioning only; landlord has confirmed this meets government guidelines and is set at 100% fresh air rather than recirculating • Disposable masks should be placed in general waste bins and not in the recycling bins • Goods received by the Stock Team or others should be placed in quarantine for 72 hours before it is handled further • The office is cleaned twice a week; frequency will increase once 15 people are in the office <p>Plan if a person using the office displays Covid-19 symptoms or tests positive for the virus:</p> <ul style="list-style-type: none"> • Any person feeling unwell or displaying Covid-19 symptoms should be immediately sent home • The cleaning company should be informed and asked to de-contaminate the relevant working area and any other areas the person may have contaminated • All employees who are accessing the office should be informed and any employees who have not maintained social distancing with the unwell employee should be sent home • The Head of HR and COO should be informed by the acting Office Manager • The Head of HR is BigChange's designated single point of contact for notification. Anyone using the office and any BigChange employee who tests positive to Covid-19 must inform the HR manager. • If two or more people who have used the office test positive the Head of HR must inform Public Health England who will advise next steps 		
Do we need to do anything else to control this risk?	Maintain controls Register for Test and Trace QR code and add this to office signage – GM by 9/10/20		

Hazards		BigChange staff are infected during travel to/from work	
What is the probability?	Without taking risk mitigation: in line with UK infection risk	With risk mitigation: low	
Who might be harmed and how?	Visitors and the people they come into contact with.		
What are we already doing?	<ul style="list-style-type: none"> • Staff are encouraged to drive, walk or cycle to work if coming into the office. Start and finish times vary between staff: there is no shift system or busy time • If public transport is used, then masks must be worn in line with government rules. Masks must be stored safely or disposed of in the designated bin upon arrival at work. • All staff should wash or sanitise hands immediately upon arrival at work 		
Do we need to do anything else to control this risk?			

Hazards		Visitors (or contractors) coming into the office infect BigChange staff or are infected by them	
What is the probability?	Without risk mitigation: in line with UK infection risk	With risk mitigation: very low	
Who might be harmed and how?	Visitors and the people they come into contact with		
What are we already doing?	<p>No visitors or contractors allowed in the office except as an exception with the permission of the COO or CIO</p> <p>If visitors or contractors are allowed to access the office, the Office Manager must be informed and the contractors must:</p> <ul style="list-style-type: none"> • Be approved by BigChange or the landlord • Be provided with the method statement for visitors and contractors to the BigChange office • Be escorted at all times by a designated BigChange employee • Be booked into JobWatch • Complete (remotely) a JobWatch Covid-19 risk assessment for each day they are in the office • Be shown the hand sanitiser and hand washing facilities • Limit their activities to a single room/limited area/ or a time when staff are not present, depending on their work • They must not access the kitchen facilities 		
Do we need to do anything else to control this risk?			

Hazards		Risk of infection from face to face meetings in the office (between BigChange employees or with visitors)	
What is the probability?	Without risk mitigation: in line with UK infection risk	With risk mitigation: low	
Who might be harmed and how?	All staff and the people they come into contact with when travelling and on visits		
What are we already doing?	<ul style="list-style-type: none"> • All Onboarding, Account Management and Sales appointments are now carried out remotely. • No customer meetings for these teams are allowed. • See specific risk assessment for installation mobile workers and employees carrying out site audits 		
Do we need to do anything else to control this risk?			

Hazards		Lone working: risk of undiscovered injury	
What is the probability?	Without risk mitigation: low	With risk mitigation: very low	
Who might be harmed and how?	BigChange staff working alone in the office		
What are we already doing?	<ul style="list-style-type: none"> • Lone working section in the revised H&S Policy • If a member of staff is working alone for a prolonged period of time, particularly when carrying out manual handling tasks, a Lone Worker app must be used. This must include panic button and "man down" functionality which detects lack of movement. This app has been provided to staff in this position. 		
Do we need to do anything else to control this risk?	Maintain controls. Start using app again if lone working necessary for second local lockdown.		

Hazards		Poor mental health due to social isolation	
What is the probability?	Without risk mitigation: medium	With risk mitigation: low to medium (to be confirmed by survey)	
Who might be harmed and how?	BigChange staff.		
What are we already doing?	<p>Good mental health promotion has included:</p> <ul style="list-style-type: none"> - Webinars for staff focusing on promoting positive mental health - Quizzes and online events for staff whether furloughed or not - Daily "Gmail" update during lockdown – keeping in touch with colleagues and advising on upcoming online social events - Guidance on home working provided - Emphasis on clear communications so staff are aware what is happening without having an email overload - Planning work 7-10 days ahead with teams and updating this weekly - Organising remote training sessions for staff - Issuing MIND website link for better mental health - Lunchtime remote chats for teams (during lockdown) - Daily calls with team members to plan work and check on colleagues' mental health where required - Allowing limited access to the office to support well being <p>We have conducted a survey after several weeks of lockdown to check people's wellbeing and effectiveness of contact strategies. HR following up with staff and managers and feedback shared. This was repeated in August 2020. Mentioned as a risk in the H&S Policy. Staff encouraged to share concerns with HR or line manager. Mental Health awareness campaigns. 34 days' holiday a year which staff are encouraged to take.</p>		
Do we need to do anything else to control this risk?	Maintain controls. Mental awareness and management training planned. Continue activities to support staff.		

Hazards		Use of Display Screen Equipment (DSE) at home: risk of CTS, RSI and shoulder/ back strain	
What is the probability?	Without risk mitigation: medium	With risk mitigation: low	
Who might be harmed and how?	BigChange staff.		
What are we already doing?	<p>All staff have completed the DSE RA for their home work station. Staff have ensured that their home work stations are appropriate for long-term working.</p> <ul style="list-style-type: none"> - Chairs and desks provided where requested to avoid back problems - Monitors provided to those who need them <p>Employer pays for eye tests for display screen equipment users.</p>		
Do we need to do anything else to control this risk?	Maintain controls and check completion rates and repeat where needed.		

Hazards		General home working risks including H&S and information security	
What is the probability?	Without risk mitigation: low	With risk mitigation: very low	
Who might be harmed and how?	BigChange staff working from home.		
What are we already doing?	All staff working from home have been asked to complete the WFH checklist.		
Do we need to do anything else to control this risk?	Maintain controls and check completion rates and repeat where needed.		

Hazards		Uncertainty on what company stance is on holidays, sickness and sick pay in current climate	
What is the probability?	Without risk mitigation: high	With risk mitigation: low	
Who might be harmed and how?	BigChange staff.		
What are we already doing?	Clear communication has been maintained throughout lockdown and furlough periods to make sure staff understand all the measures being taken. Additional sick pay for COVID-19 communicated at start of lockdown. Work will be found for all employees if isolating, including the stock team.		
Do we need to do anything else to control this risk?	Maintain controls		

Hazards		Staff affected by COVID-19 impacts on ability to carry out roles	
What is the probability?	Without risk mitigation: in line with UK risk	With risk mitigation: low	
Who might be harmed and how?	BigChange staff and their families who have been infected or affected, requiring shielding, self-isolation, sickness leave or hospitalisation.		
What are we already doing?	HR keeps a confidential log of those affected and informs the appropriate line manager so that work can be organised accordingly within the team. Key worker dependencies reduced through cross training (particularly stock and hardware)		
Do we need to do anything else to control this risk?	Maintain controls. Training and documentation. Refresh stock training October 2020		