



**VCCP**

# **VCCP PARTNERSHIP COVID-19 RISK ASSESSMENT**

19th August 2020

VCCP Partnership has published its COVID-19 risk assessment, demonstrating that our company complies with Government guidance on managing the risk of COVID-19 and prioritises the safety and wellbeing of all our staff, clients and visitors.

This risk assessment covers cleaning, handwashing, and hygiene procedures; facilitating home working; maintaining social distancing in the agency, and a management plan to mitigate the transmission risk.

It's a live document that will be reviewed and updated in line with any new Government advice.

A handwritten signature in black ink that reads "Maggie". The signature is stylized with a long horizontal stroke at the bottom.

Maggie Frost  
COO, VCCP PARTNERSHIP

# 1. INFECTION CONTROL (GENERAL)

WHAT ARE THE RISKS	RISK LEVEL	CONTROLS	ACTIONS REQUIRED	RESPONSIBILITY	DATE COMPLETED
Risk of uncontrolled access by staff: – staff entering without permission – risk of too many people accessing premises.	LOW	<b>During lockdown:</b> Staff not to enter the workplace whilst office closed. <b>Ease of lockdown:</b> A cautious and phased return to the office with a check-in system to manage and control access and office density.	Clear communications strategy with specific access arrangements. <b>During lockdown:</b> Staff to contact Agency Lead and Business Support in advance if/when access is required for essential business reasons only and only if not suffering from symptoms. <b>Ease of lockdown:</b> Adapting routine working practices and restricting/phasing the number of staff in the office to comply with the social distancing guidelines set out by the Government. Staggered arrival and departure times to also reduce crowding into and out of the building. Temperature screening when always entering the building with a booking in system in place for Phase 1 & 2 and QR code scanning for Phase 3 which will also assist with NHS Test & Trace. From Phase 3, staff access to be through all three entrances (Greencoat, Francis and Gordon House) to avoid congestion and overcrowding.	Comms Team	April 2020
Risk of infection spread through lack of clear guidelines on the return to office procedures/when to self-isolate.	LOW	Guidance for staff on self isolation for both them and their household if they do have COVID-19 symptoms. Clear guidelines on how we return to the office/workplace which follows government advice, which you can see <a href="#">here</a> .	Clarity on our messaging and support for those working from home. Assessing the risk of returning to the workplace, and balancing this against the negative consequences of requiring staff to continue to work from home. Facilitate working from home for those who are self isolating, vulnerable or shielding for as long as necessary.	Comms Team	April 2020
	MEDIUM	Training on our new routines and processes in the office.	Return to Workplace processes outlined in our Back to Agency guide on Thrive to help staff understand what they need to do to keep themselves, and others, safe.	Business Support	19 June 2020
	MEDIUM	Social distancing signage (common areas).	Floor markings and other visual reminders for social distancing in place to guide all staff and visitors.	Derwent & Business Support	19 June 2020
Risk of confusion/misunderstanding of individual circumstances through lack of consultation.	LOW	Encourage and facilitate open and honest feedback.	Staff asked to give feedback on all our processes and COVID-19 arrangements. Consultation with colleagues and feedback from online staff questionnaires to understand the broad range of viewpoints and concerns to consider.	HR	13 May 2020
	LOW	Direct access to Agency Leads and HR team.	Consulting with colleagues on individual arrangements and requirements and sensitively addressing.	Agency Leads & HR	17 June 2020
Risk of infection spread through inadequate cleaning processes in the workplace.	MEDIUM	Increased cleaning protocols in line with government and PHE guidance.	Deep cleans and increased cleaning regime, especially high frequency touch points (every hour), common areas, work surfaces and any shared equipment following HSE guidance.	Business Support	15 June 2020

## 2. TRAVEL TO WORK

WHAT ARE THE RISKS	RISK LEVEL	CONTROLS	ACTIONS REQUIRED	RESPONSIBILITY	DATE COMPLETED
Risk of too many staff returning to the workplace without adequate planning/ guidelines. Increased risk of infection for staff, households and third parties.	LOW	Staff to continue to work from home with flexible working arrangements.	Enable continued working from home as a first option. Review of team and agency requirements (business critical staff initially) and maximum density of the office per phase. A phased return – Phase 1 (23/06/2020) up to 10%. Phase 2 (mid July) up to 20% and Phase 3 (14/09/2020) up to 50% max with fixed team partnering. To adhere to Government social distancing guidelines, temperature screening and with a check-in system so we can manage i.e. not exceed our occupancy levels. From Phase 3, all staff and visitors to scan a QR code upon arrival. Data will be held for 21 days only to assist with NHS Test and Trace.	Agency Leads	17 June 2020
Risk of infection to staff returning to workplace using public transport including, train, tube, bus etc.	MEDIUM	Wherever possible, staff should travel to the office alone using their own transport and reduce congestion on public transport e.g. by bicycle or on foot.	Access to our Cycle to Work scheme in our Back to Agency guide on Thrive. Additional bike racks and showers available in Greencoat, Gordon and Francis House (8 no. total) to help people walk, run or cycle to work.	HR, Finance & Business Support	17 June 2020
	MEDIUM	Staff who are vulnerable with underlying health concerns/ those with vulnerable members of households identified and should not work outside their homes. Take account of those with protected characteristics.	Vulnerable individuals/those with vulnerable members of household and those with protected characteristics should work from home for as long as necessary.	HR	17 June 2020
	MEDIUM	Staff encouraged to always follow current TfL guidelines and avoid using public transport during peak times – flexible hours and staggered arrival and departure times to assist those travelling in via public transport.	Consistent messaging communicated in VCCP Livestreams and Back to Agency guide.	Agency Leads & HR	17 June 2020
	HIGH	On public transport staff should wear relevant PPE, carry anti bacterial hand gel, maintain social distancing and, where necessary, keep time near others to a minimum.	PPE (disposable masks and gloves) available in the office. Staff to take if they do not have their own. Hand sanitiser at each entry point to the building.	HR & Business Support	19 June 2020

### 3. ACCESS ARRANGEMENTS (COMMON AREAS)

WHAT ARE THE RISKS	RISK LEVEL	CONTROLS	ACTIONS REQUIRED	RESPONSIBILITY	DATE COMPLETED
Risk of crowding/ breach of social distancing measures in common areas.	MEDIUM	Pedestrian waiting areas outside of the building identified by our Landlord with social distancing markings which do not obstruct either pedestrian or vehicle access routes.	Implementing pedestrian waiting areas outside access points with barriers when occupancy increases. Social distancing floor markings at the entrance (s) for people waiting to access.	Derwent & Business Support	19 June 2020
	MEDIUM	Main entrance doors wedged open so 'contactless' where possible. Common area fire doors fitted with automatic door closers so they function as fire doors in the event of a fire alarm or fire.	Main entrance door (s) wedged open (weather dependent) during normal working hours. Common area fire doors leading to fire exits and rear stairs fitted with Dorgards (automatic closers linked to fire alarm).	Derwent & Business Support	19 June 2020
	MEDIUM	Additional cycle storage to be provided in common areas.	Additional bike racks in GCH common areas supplied by Landlord and information shared with staff in our Livestreams and Back to Agency guide.	Business Support	17 June 2020
	MEDIUM	Lockers/pedestal storage facilities provided for staff clothes and bags.	Staff have personal storage/lockers for personal items. Lockers audited and any broken lockers repaired and missing keys cut to increase the number of lockers available and to keep personal items out of work areas.	Business Support	19 June 2020
	MEDIUM	Implementing one-way systems around the office, floor markings marking out 2m and signage to allow controlled flows of staff moving throughout the office.	Signage in place to remind staff and visitors to maintain social distancing. Displaying a Staying COVID-19 Secure in 2020 notice in each business unit, on our website and on Thrive.	Business Support	19 June 2020
	MEDIUM	Cycle access maintained and minimise shared contact.	A dedicated cyclist entrance point on Greencoat Row. Floor markings to indicate distancing required between users. Access via personal security pass. Alcohol wipes next to bicycle pumps. Door grabbers available in our kitchens for staff to take and use on any door so contactless.	Business Support	19 June 2020
	MEDIUM	Access to parking areas controlled and restricted to prevent overcrowding.	N/A. No on site parking.	N/A	N/A
	MEDIUM	One-way pedestrian routes and other social distancing measures implemented within car parking areas.	N/A. No on site parking.	N/A	N/A
	MEDIUM	Implemented booking system for deliveries to control access to vehicle circulation areas.	N/A. No vehicle access to goods lift area.	N/A	N/A
Risk of infection through lack of clear responsibility, guidelines and adequate processes with regard to use of common areas by staff.	MEDIUM	Hand wash facilities or hand sanitiser available at all entry and exit points.	Hand washing facilities with running water and soap available and/or hand sanitiser available at all entry and exit points.	Derwent & Business Support	19 June 2020
	MEDIUM	Signage in place in shower/ changing areas that social distancing must be maintained.	Signage regarding max. occupancy and information in our Back to Agency guide. During phases 1 & 2, showers are available on a first come/first served basis. Booking system will be considered when density or demand increases from Phase 3.	Business Support	19 June 2020
	MEDIUM	Enhanced cleaning implemented within shower facilities.	Enhanced cleaning of the facilities regularly during the day and at the end of each day by our cleaning team. Surface sanitiser and disposal cloths in all showers for staff to also wipe down themselves before and after using. Signage in showers to remind staff not to leave personal belongings including towels in our shower rooms.	Business Support	19 June 2020
	MEDIUM	Procedures implemented for courier and postal deliveries.	Minimise person to person contact. Protective screen for post room for Phase 3 onwards. Staff to observe social distancing at all times when collecting post from the post room.	Business Support	19 June 2020

## 4. MAINTENANCE

WHAT ARE THE RISKS	RISK LEVEL	CONTROLS	ACTIONS REQUIRED	RESPONSIBILITY	DATE COMPLETED
Risk of infection and H&S breach due to inadequate processes.	MEDIUM	Office reoccupation in accordance with all government, HSE and CIBSE guidelines.	Building systems maintenance prior to reopening e.g. water systems, ventilation, electrical safety including portable appliance testing, emergency lighting, fire safety including emergency exits and means of escape, lifts, access control, security systems and catering equipment servicing. Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between contractors. Business Support maintaining a record of all contractors.	Business Support	19 June 2020
Ventilation is required in all occupied areas.	MEDIUM	Increase air supply and exhaust ventilation, supplying as much outside air as is reasonably possible.	Mechanical ventilation to run on auto mode (varying fan speeds to automatically set the temperature at 22 degrees) from 07:00 — 19:00 and at low speed from 19:00 — 07:00, Monday to Sunday inclusive. This is to minimise the risk of any pockets of stagnant air. Openable windows opened by our cleaning team before 08:30 daily to increase airflow and to achieve crossflows. Fresh airflow increased to 100% and proportionally balanced across floors Basement, Ground and 5th Floor which do not have any or few openable windows or natural ventilation. Existing ventilation rates increased by increasing fan speeds, filter changes and HVAC serviced.	Business Support	17 June 2020
Water – if a building was closed or had reduced occupancy during the coronavirus outbreak, water stagnation can occur due to lack of use, increasing the risk of Legionella.	MEDIUM	If hot and cold water outlets are used infrequently, flush them weekly to prevent water stagnation.	Water outlets cleaned and flushed through weekly by our M&E contractors and full water chlorination works carried out by our Landlord prior to reopening.	Derwent & Business Support	13 June 2020
Heating systems.	MEDIUM	Annual pre-heating season service checks to be undertaken prior to restarting the system.	Pre-season service checks to be conducted by our M&E contractors and Landlord.	Business Support	17 June 2020
Controls & BMS.	MEDIUM	All controls for equipment and machinery touch points cleaned after use where possible. Disinfectant wipes available to facilitate this.	Increased cleaning protocols in place before and after each use. Contractor waste to also be removed from the work area before leaving.	Business Support	17 June 2020
Risk of infection spread through unclear guidelines for contractors accessing premises (non-cleaning staff). Has consideration been given to how need for access may be limited?	MEDIUM	Contractor RAMS consider social distancing measures and processes to control infectious disease transmission.	Contractors submitting COVID-19 specific RAMS with any permit to work in advance of their work to Business Support team.	Business Support	17 June 2020
	MEDIUM	Site arrangements communicated to contractors appropriately prior to attendance (site rules etc.)	Number of contractors accessing building is regulated to prevent overcrowding and COVID-19 site rules communicated to them by Business Support team.	Business Support	17 June 2020
	LOW	Equipment is not shared between users. Where this is not possible, it is cleaned thoroughly between users.	Cleaning procedures for the parts of shared equipment touched to be cleaned before and after use. Frequent cleaning of objects and surfaces that are regularly touched and making sure there are adequate disposal arrangements. Disinfectant wipes and sprays available and adequate supplies monitored by our cleaning team. Encourage increased handwashing and more available hand washing or sanitising facilities.	Business Support	17 June 2020

## 5. SOCIAL DISTANCING MEASURES

WHAT ARE THE RISKS	RISK LEVEL	CONTROLS	ACTIONS REQUIRED	RESPONSIBILITY	DATE COMPLETED
Risks specifically derived from common areas/ public visiting areas within the office environment. Risk of infection of staff/ clients and other visitors by lack of clear processes and guidance, and measure implemented to maintain social distancing.	MEDIUM	Flexible hours for more flexible working arrangements.	Flexible working arrangements in place to avoid congestion and communicated in Livestreams and in Back to Agency guide.	Agency Leads	17 June 2020
	MEDIUM	Discourage congregating in social areas but maintain social distancing.	Staff should sit a safe distance apart from each other and avoid physical contact. Keeping activity times as short as possible. Current social distancing guidance and signage displayed and to be followed at all times.	Business Support	19 June 2020
	LOW	Newspapers and magazines removed from waiting areas	Remove as the sharing of items is not permitted for hygiene reasons.	Business Support	19 June 2020
	MEDIUM	Reduce the number of visitors to the building.	Staff asked to restrict visitors where possible as max. 2 visitors can be accommodated at any one time in Grd Floor Reception area. No clients during Phase 1 & 2. To be reviewed for Phase 3. Visitor/contractor names to be emailed by Business Support to Ground Floor Reception in advance. All visitors to follow our check-in/ scanning, temperature screening and social distancing/hygiene measures.	Business Support	19 June 2020
	LOW	Signing in procedures amended to prevent touch points.	No visitor name tags required for Phase 1 & 2. Security to sign them in and to contact their host or Business Support for collection. For Phase 3, all visitors to arrive in Greencoat House Reception, scan QR code upon arrival, temperature screened and then up to our 5th Floor Reception.	Derwent & Business Support	19 June 2020
	MEDIUM	Any visitors allocated an appropriate time to attend the building to limit the number waiting within.	Only a maximum number of 2 visitors can be accommodated at any one time in Ground Floor Reception and others to wait outside. Social distancing from the Reception desk to be maintained when waiting to be attended to.	Derwent & Business Support	19 June 2020
	MEDIUM	Guidance for staff on inviting clients/visitors into the workplace.	No clients in office during Phase 1 & 2 and communicated in a Livestream and Back to Agency guide.	Marketing	19 June 2020
	MEDIUM	Centralised record of visitors held.	No clients for Phase 1 & 2. Names of any visitors/ contractors to be emailed in advance to Ground Floor Reception. All visitors should follow our entry process including checking in, scanning our QR code, temperature screening and to follow our one-way travel flows. The QR code data is held for 21 days so we have a record and can assist with NHS Test & Trace.	Business Support	19 June 2020
	LOW	Guidance provided for visitors relating to our control measures.	VCCP signage displayed in each Reception to guide all staff and visitors. All visitors to scan QR code upon arrival and to be temperature screened. Visitors to be collected from Ground Floor Reception and social distancing/hygiene explained. Phase 3, visitors to be allowed to 5th Floor Reception after QR code scanning and temperature screening.	Derwent & Business Support	19 June 2020
	LOW	Security barriers manned manually, rather than using turnstiles and access control barriers.	No security barriers in Greencoat or Gordon House Receptions. Turnstiles in Francis House. Personal access cards to be used at all times on access control doors and turnstiles. No sharing of access passes allowed.	Derwent & Business Support	19 June 2020

## 5. SOCIAL DISTANCING MEASURES CONTINUED

WHAT ARE THE RISKS	RISK LEVEL	CONTROLS	ACTIONS REQUIRED	RESPONSIBILITY	DATE COMPLETED
Risks specifically derived from common areas/ public visiting areas within the office environment. Risk of infection of staff/ clients and other visitors by lack of clear processes and guidance, and measure implemented to maintain social distancing.	LOW	Signage used to direct movement into lanes/one way system and to maintain a safe distance.	Signage and floor markings in place on the Ground Floors and on lifts re social distancing measures and one-way flows through building.	Derwent & Business Support	19 June 2020
	MEDIUM	Maximum numbers identified for lifts.	Lifts only to be used by those with mobility issues and during Phase 1 & 2, limited to 1 person at any one time. Goods lift is also limited to 1 person only. Signage and social distancing floor markings in place to guide people. From Phase 3, max occupancies in Greencoat House and Gordon House lifts will increase to 2 people, at any one time with social distancing based on the 1 metre ruling with risk mitigation, where 2m is not viable as per Government advice.	Derwent & Business Support	19 June 2020
	LOW	Hand sanitiser provided in each lift lobby.	Hand sanitiser provided in all lift lobbies to encourage high levels of hygiene at all times.	Derwent & Business Support	19 June 2020
	LOW	Enable and encourage use of stairs instead of lifts.	Signage installed and Reception teams encouraging use of front stairs (in/up) and rear (down/out). Information in our Back to Agency guide and on our arrival boards in each Ground Floor Reception.	Derwent & Business Support	19 June 2020
	LOW	Automatic door opening devices to prevent touch points on handles.	Install on common part doors leading to fire exits. VCCP business unit entry doors closed for Phase 1 & 2 with hand sanitiser at the entrance area. Door grabbers available in our kitchens to use to open doors. To review automatic door closers on fire doors, where practical, from Phase 3 onwards and when office density increases.	Business Support	19 June 2020
	LOW	Hand sanitiser stations provided within entrance areas and near common touch points.	Hand sanitiser available in Receptions, entry/exit points, in meeting rooms and kitchens.	Derwent & Business Support	19 June 2020
	MEDIUM	Installation of barriers or screens considered where social distancing is not possible.	Glass protective screens installed in ground floor receptions during all phases; protective screens on 5th floor Reception desk from Phase 3 onwards. External barriers to be reviewed for Phase 3 onwards when occupancy increases.	Derwent & Business Support	19 June 2020
	MEDIUM	Processes in place to restrict access to prevent overcrowding within common areas.	Floor markings and signage installed explaining our process - check in/scan QR code, swipe, temperature screen and follow one way system.	Derwent & Business Support	19 June 2020
Risks specifically derived from the office environment/ working at desks. Risk of infection spread to staff from poor hygiene/lack of controls/processes to minimise risk of infection.	MEDIUM	Desks to be shared by the smallest possible number of people. Clear desk policy to enable proper cleaning out of hours by our cleaning team. Staff should only use their own equipment. No items to be shared.	The agency will be occupied up to a maximum of 50% in Phase 3, so there will be plenty of space for everyone to sit and work safely. Do not sit directly opposite someone else. Sit diagonally. You can sit side-to-side and back-to back. If you are able to sit at your existing desk and follow this guidance, please do. On arrival, if you cannot safely socially distance at your own desk, you will need to find another location nearby or in a booth or other area to enable safe working. If you're worried about losing your chair, put your name on it with the stickers provided. For additional measures, there are disinfectant wipes to use to clean down your desk, chair, telephone and computer equipment. No one is to share their equipment.	Business Support	19 June 2020

## 5. SOCIAL DISTANCING MEASURES CONTINUED

WHAT ARE THE RISKS	RISK LEVEL	CONTROLS	ACTIONS REQUIRED	RESPONSIBILITY	DATE COMPLETED
Risks specifically derived from the office environment/ working at desks. Risk of infection spread to staff from poor hygiene/lack of controls/processes to minimise risk of infection.	LOW	One-way access routes set up within entrance areas.	Entry through Ground Floor Reception (s) only and then to follow one way system (main stairs for in/upwards travel and rear stairs for out/ downwards travel). Signage displayed and with floor markings to help everyone navigate.	Derwent & Business Support	19 June 2020
	MEDIUM	Meeting rooms to have reduced occupancy to ensure safe distancing.	Ideally, continue to hold meetings virtually by using remote working tools to avoid face to face meetings.  Hold meetings outdoors or in a large, well-ventilated room whenever possible.  Meeting rooms with maximum occupancy signage to help guide users. Only absolutely necessary participants should attend meetings and should maintain social distancing throughout by keeping safe distances away from one another.  Avoiding transmission during meetings, for example, avoid sharing pens and/or other items. Disinfectant wipes available for surfaces and AV controls, along with hand sanitiser and tissues in each room.	Business Support	19 June 2020
	LOW	One-way access routes set up within circulation areas.	One-way access routes set up within stairwells – main stairs: entry and upwards travel only; rear stairs for downwards and exit only travel. Floor markings to show the one/two way only system through our primary circulation routes.	Derwent & Business Support	19 June 2020
	LOW	Floor plans produced identifying access and circulation routes.	Our one-way systems and navigational flows developed with our architects, Spacelab and included within our Back to Agency guide on Thrive.	Business Support	15 June 2020
	LOW	Pedestrian routes clearly identified and markings provided.	Our directional flows and primary pedestrian routes are identifiable by floor markings and signage in each building.	Business Support	15 June 2020
<b>Kitchen &amp; Break-out areas</b>					
Risk of infection spread through poor planning/ lack of arrangements for high risk areas including kitchen and catering areas.	MEDIUM	Limited number of staff within kitchens and break-out areas.	Signage and floor markings to build social distancing awareness – to sit apart from each other whilst eating and to avoid physical contact. To keep activity times as short as possible.	Business Support	15 June 2020
	MEDIUM	Break times staggered to reduce number of people in break-out areas.	Staggered break times to reduce congestion and to reduce face-to-face interactions. Staff can also sit in empty parts of the office freed up by remote working where safe to do so (but not at someone else's desk). Staff to comply with all social distancing and hygiene signage.	Business Support	19 June 2020
	MEDIUM	Signage displayed within kitchen areas to identify control measures in place (social distancing and hygiene)	Signage in our kitchens explaining our Do's and Don'ts e.g. Do bring your own cutlery & crockery, do wash up, do make tea and coffee (only for yourself), do socially distance and do help yourself to drinks in the fridge. Don't use the microwave, don't use the cutlery & crockery in the cabinets and don't prepare food. Hand cleaning facilities including hand sanitiser available to use when entering and leaving.	Business Support	19 June 2020
	LOW	Signage displayed within kitchen and break-out areas to identify control measures in place.	Signage in our kitchens explaining our Do's and Don'ts (see above).	Business Support	19 June 2020
	MEDIUM	Staff encouraged to bring their own food into work pre-prepared.	Signage in our kitchens explaining our Do's and Don'ts. Also in a Livestream and Back to Agency guide.	Business Support	19 June 2020



## 5. SOCIAL DISTANCING MEASURES CONTINUED

WHAT ARE THE RISKS	RISK LEVEL	CONTROLS	ACTIONS REQUIRED	RESPONSIBILITY	DATE COMPLETED
Risk of infection spread through inadequate cleaning processes in high risk areas including kitchen and catering areas. Should we add in actions around cleaning here?	LOW	Hot water and soap provided within kitchen areas and stock levels regularly checked.	Hot water, hand soap, hand sanitiser, disinfectant wipes and tissues available in all our kitchens and levels regularly checked by our cleaning team.	Business Support	19 June 2020
	MEDIUM	Use of coffee machines restricted in areas where hands cannot be washed before and after use, if applicable.	Hands can be washed and sanitized in all coffee making areas. We have 70% alcohol hand sanitiser and running water and hand soap in all our kitchens for staff to use when entering and leaving these areas.	Business Support	19 June 2020
<b>WC areas</b>					
Risk of infection spread through inadequate cleaning processes/ arrangements in high risk areas including WC facilities.	MEDIUM	Ventilation systems maintained regularly and systems do not reduce when there are low occupancy levels.	Weekly systems maintenance by our M&E contractor during planned preventative maintenance visits. Ventilation in our WCs in operation 24/7 in line with CIBSE guidelines.	Business Support	Ongoing
	MEDIUM	Doors and windows opened to increase ventilation, where possible.	No windows in our WCs, however, the doors leading into our WCs wedged open to provide additional ventilation	Business Support	17 June 2020
	MEDIUM	Hot water and soap provided within WC areas and stock levels regularly checked.	Hot water, hand soap, disinfectant wipes and tissues available in all our WCs. Cleaning team regularly checking adequate levels.	Business Support	19 June 2020
	MEDIUM	Reduced number of in-use hand basins/cubicles/urinals to encourage social distancing.	Numbers in-use restricted. Staff guided to comply with the signage displayed in our WCs.	Derwent & Business Support	19 June 2020
	MEDIUM	Increased cleaning regimes implemented to WC, Disabled WC areas and showers, focusing on high frequency touch points.	Enhanced cleaning procedures (hourly) of all WCs, showers and high frequency touch points including toilet flush and seats, taps and washing facilities, door handles and push plates.	Derwent & Business Support	19 June 2020
	MEDIUM	Appropriate signage displayed within WC areas.	Maximum occupancy signage displayed to guide our staff. Signage displayed throughout to build awareness of good hygiene and frequent handwashing.	Derwent & Business Support	19 June 2020
	MEDIUM	Paper towels or hand dryers with suitable waste bins provided for hand towels with regular removal and disposal.	Hand dryers and/or paper towels available in our WCs. Cleaning team regularly checking adequate stock levels and removing waste.	Business Support	19 June 2020

## 6. CLEANING REGIMES

WHAT ARE THE RISKS	RISK LEVEL	CONTROLS	ACTIONS REQUIRED	RESPONSIBILITY	DATE COMPLETED
<b>WC areas</b>					
<p><b>Risk of infection spread through:</b></p> <ul style="list-style-type: none"> <li>• inadequate cleaning regime</li> <li>• failure to implement measures to address infection risk from materials brought into office environment</li> <li>• failure to ensure adequate waste storage and removal</li> <li>• failure to provide adequate resources</li> <li>• implement enhanced hygiene arrangements for staff and visitors to premises</li> </ul>	<b>HIGH</b>	Enhanced cleaning protocols which follow Government and PHE guidelines for an office environment.	Enhanced cleaning protocols in place with our cleaning team. Increased cleaning for frequently touched surfaces, particularly in bathrooms and kitchens, and a clear desk/floor policy to enable our cleaning team to clean thoroughly. If cleaning after a known or suspected case, our Outbreak Plan includes an follows the specific government cleaning guidance.	<b>Business Support</b>	<b>19 June 2020</b>
	<b>HIGH</b>	Enhanced hygiene facilities for staff and visitors – hand sanitiser, wipes, tissues and paper hand towels.	Provision of hand sanitiser, wipes, tissues, paper towels and PPE (disposable masks and gloves) for all staff and any visitor who requires.	<b>Business Support</b>	<b>19 June 2020</b>
	<b>HIGH</b>	Materials should, where possible, be cleaned upon delivery to office premises. Cleaning facilities made available to our IT and post room staff/deliveries.	Disposable masks, gloves and electronic cleaning wipes available to our IT team for cleaning computer equipment delivered and before handling. Post room not available during Phase 1 & 2. Prior to Phase 3 reopening, gloves, hand sanitiser and disinfectant wipes available to clean other items delivered by Royal Mail and couriers.	<b>Business Support</b>	<b>19 June 2020</b>
	<b>HIGH</b>	Guidelines and training to staff explaining our enhanced hygiene measures.	Within our Back to Agency guide and on signage throughout office which follows current Government and HSE advice.	<b>Business Support</b>	<b>19 June 2020</b>
	<b>HIGH</b>	Review of current waste storage and removal processes in place.	Separate closed top, foot operated bins for used PPE (disposable masks and gloves) in each kitchen. Used PPE double bagged, tied, stored securely for at least 72 hours before disposing with normal waste by our cleaning team.	<b>Derwent &amp; Business Support</b>	<b>22 June 2020</b>
	<b>HIGH</b>	Reduce clutter. Staff to limit belongings in the office.	A clear desk and floor policy to enable effective cleaning by our cleaning team at the end of each day.	<b>Business Support</b>	<b>17 June 2020</b>
	<b>HIGH</b>	Shared equipment identified and facilities made available for cleaning before/after use.	Disinfectant wipes available in areas to wipe down any items before/after use e.g. meeting room controls, chair arm rests, computer equipment including keyboards, copiers/printers and other office equipment.	<b>Business Support</b>	<b>17 June 2020</b>
	<b>HIGH</b>	Communicate increased cleaning protocols and hygiene practices to staff.	Communicate in Livestreams, Back to Agency guide and on our signage.	<b>Business Support</b>	<b>19 June 2020</b>

# 7. SIGNAGE & COMMUNICATION

WHAT ARE THE RISKS	RISK LEVEL	CONTROLS	ACTIONS REQUIRED	RESPONSIBILITY	DATE COMPLETED
<b>WC areas</b>					
<b>Risk of infection through lack of clear guidelines to staff.</b>	<b>MEDIUM</b>	Surveys undertaken for graphics requirements.	Survey 09/06/20 for graphics toolkit design by our Studio. Signage further reviewed on 13/08/20 and to be updated and installed prior to 14/09/20 – Phase 3.	<b>Business Support</b>	<b>19 June 2020</b>
	<b>MEDIUM</b>	Communications should include general safety measures and controls; <ul style="list-style-type: none"> <li>• required ways of working;</li> <li>• expectations on staff, contractors, visitors;</li> <li>• agency commitment and undertakings;</li> <li>• reporting of concerns or safety incidents.</li> </ul>	Comms via Livestreams, signage and in our Back to Agency guide. Ongoing engagement with our staff to monitor and understand any unforeseen impacts of changes to our working environment.	<b>Comms Team &amp; Business Support</b>	<b>17 June 2020</b>
	<b>MEDIUM</b>	Consistent messaging across all comms channels; Consideration of audiences with disabilities/language barriers (staff and visitors etc.)	Check against all channels and audiences - Agency statements, Group statements, staff comms, websites, Thrive platform etc. Agree responsibilities for periodic reviews to ensure communications are up to date. Monthly review of Covid-19 Risk Assessment to ensure we are always complying with the latest Government guidelines.	<b>Comms Team &amp; Business Support</b>	<b>Ongoing</b>
	<b>MEDIUM</b>	Clear guidelines for raising concerns with availability of anonymous or impartial channels.	Ensure there are appropriate resources for lines of reporting. Keep staff updated, so they feel involved and reassured.	<b>Comms Team</b>	<b>Ongoing</b>
	<b>MEDIUM</b>	Training: <ul style="list-style-type: none"> <li>• Core return to office/workplace guidelines prepared and issued;</li> <li>• Specialist training for key staff to be identified and agreed (e.g. IT staff, front of house staff etc.)</li> </ul>	In Back to Agency guide on Thrive. Link to the guide asking staff to sign to confirm they have read and understood the guidance so we can maintain records of reading completed. Decide any actions to be taken for staff who do not read/complete.	<b>Business Support</b>	<b>19 June 2020</b>
	<b>HIGH</b>	Agency has offered guidance to staff on safe travel.	In our Back to Agency guide, actively encourage staff to alter their commute time to avoid peak times and to use safer modes of transport e.g. walk or cycle. Staff should wear a face mask on all forms of public transport and to carry/frequently use an antibacterial hand gel.	<b>Business Support</b>	<b>17 June 2020</b>
	<b>MEDIUM</b>	Guidelines and training include guidance/instructions of social distancing measures.	Back to Agency guide explaining the changes we have made so we can all work safely. Staff to comply with our check in and QR scanning entry processes, temperature screening, one way system throughout the buildings and to follow our social distancing measures for as long as the Government recommends social distancing. There are signs and floor markings on every floor to help safely guide everyone.	<b>Comms Team</b>	<b>17 June 2020</b>
	<b>MEDIUM</b>	Guidelines on emergency processes and how these are impacted (evacuation procedures); and guidelines for specified groups (e.g. Fire Marshals & First Aiders).	Emergency evacuation processes reviewed alongside other impacted plans (First Aid etc.) during each Phase. Should the fire alarm sound, all staff are to evacuate the building immediately using the nearest exit. All stairwells and exits will be available to use and the one-way system implemented for social distancing should not be followed in the event of a fire alarm.  Staff are encouraged to use a face mask where possible, to minimize the risk of exposure to COVID-19 whilst evacuating.  People are encouraged to maintain social distancing as much as possible in the stairwells without compromising the efficiency of exiting  Phase 1: Assembly Point remains outside Caffè Nero. As the building occupancy increases (subsequent phases), all staff should move away from the building by at least 50 metres or 1 street away, not congregating or blocking traffic.	<b>Derwent &amp; Business Support</b>	<b>19 June 2020</b>

## 7. SIGNAGE & COMMUNICATION CONTINUED

WHAT ARE THE RISKS	RISK LEVEL	CONTROLS	ACTIONS REQUIRED	RESPONSIBILITY	DATE COMPLETED
<b>WC areas</b>					
<b>Risk of infection through lack of clear guidelines to staff.</b>	<b>MEDIUM</b>	Guidelines on emergency processes and how these are impacted (evacuation procedures); and guidelines for specified groups (e.g. Fire Marshals & First Aiders). Continued	<p>Fire marshals must also maintain social distancing. Derwent will communicate to our marshals when it is safe to re-enter the building.</p> <p>Out of Hours: Revert to usual evacuation procedures whilst maintaining social distancing. First aiders should wear a face mask and pay particular attention to hygiene and sanitisation measures immediately before and afterwards, including washing hands.</p> <p>These guidelines are under constant review and as Government advice changes.</p>	<b>Derwent &amp; Business Support</b>	<b>19 June 2020</b>
	<b>MEDIUM</b>	Processes and comms regularly monitored and reviewed as necessary.	To routinely review and refine (if necessary) our processes and comms once we have returned and also in line with any updated Government guidelines.	<b>Business Support</b>	<b>Ongoing</b>
	<b>HIGH</b>	Outbreak Plan	An up to date plan in place in case there is a COVID-19 outbreak in the building. Our VCCP Partnership COO is the single point of contact (SPOC). If there is more than one case of COVID-19, to contact our local PHE health protection team to report the suspected outbreak. Recording details of staff and assist with identifying contacts and NHS Test & Trace. To follow PHE's management process to implement control measures including communications to staff and to reinforce preventative messages.	<b>Central</b>	<b>Ongoing</b>