

"Together we'll stop accidents at work"



Safety Risk Assessment

Assessment Name	COVID - 19 - General
Department / Area	Offices and Contact Centres
Assessment Date	06-Aug-20
Assessment Review	06-Aug-22
Type of Risk	MEDIUM RISK
Risk Rating	24

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Frequency		Likelihood		Severity		Personnel		Assess Risk Level without controls 'U' and then with controls 'C' to measure the effect of the controls.						Job / Task: COVID - 19 - General				
Repetitive	4	Certain	20	Fatality	10	> 30	4	Score Type	Frequency	Likelihood	Severity	Personnel	Risk Score without Controls	Controlled Risk Score	Departments / Area		Highest Rated Controlled Risk:	
Daily	3	Likely	10	Hospitalisation	5	16 - 30	3								offices-contact-centres		24 MEDIUM RISK	
Weekly	2	Possible	5	Minor Symptoms	2	5 - 15	2								Who Might Be Harmed		What further action is required?	
Infrequent	1	Remote	1	Suspected Infectic	1	1 - 4	1								All in contact with		Staff are requested to minimise the time spent on public transport and or other areas of high capacity and close contact, not to car share unless with a person they are living with	
Hazard				Controls														
Risk of cross contamination from infected staff member leading to illness or possibly death				* Staff members have been informed of the requirements detailed by the government and the NHS regarding the symptoms * Staff who are showing the signs of COVID-19 are to be sent home to self isolate and any staff member they have come into contact with to be requested to self isolate following Government guidance * Works location to be closed for deep cleaning				U	3	5	1	1	16	8	All in contact with		Extra care to be undertaken when working with vulnerable groups as detailed by the Gov website and NHS	
Risk of cross contamination from infected visitors leading to illness or possibly death				* Establish visitors health and any symptoms * If visitor or family members are found to be suffering from the symptoms or self isolating the visit can not take place and will be rearranged * Date and time of visit will be recorded				U	3	5	5	1	48	24	All in contact with		* Posters detailing NHS guidance on hand washing to be displayed * Running hot and cold water along with soap to be made available to wash hands * Hand dryers that spray water are to be discouraged and disposable hand towels used * Staff, visitors and public to keep 2m distance at all times	
Risk of cross contamination from deliveries leading to illness or possibly death				* All deliveries are to be dropped in a safe location * If need to sign for delivery this must be completed by the delivery person * Items to be handled wearing gloves and disposed of once used				U	3	5	1	1	16	6	All in contact with		* Posters detailing NHS guidance on hand washing to be displayed * Running hot and cold water along with soap to be made available to wash hands * Hand dryers that spray water are to be discouraged and disposable hand towels used * Staff, visitors and public to keep 2m distance at all times	
Cross contamination from communal areas such as canteens, offices, toilets, works vehicles				* All surfaces are to be cleaned using applicable media such as sanitisers and disposable cloths * Cloths are not to be used on multiple surfaces * Cleaning to be undertaken wearing micro biological resistant gloves and disposed of once used * If social distance can not be maintained than alternative measures must be considered * breaks to be staggered ensuring limited numbers of persons use the welfare facilities * Toilet facilities to be limited to one in one out				U	3	5	1	1	16	8	All in the area			
Risk of cross contamination when administering first aid / basic life support				* As trained, staff to undertake an assessment first * As trained, staff is to wear PPE * If CPR is required the first aider is to assess if breaths are to be given * Bodily fluids from the mouth, nose or eyes are to be cleaned using the provided equipment within the first aid kit				U	3	5	1	1	16	10	Persons administering first aid		Campaign posters, additional hand sanitiser stations, glove stations, 2m marked areas to be provided	
Risk of cross contamination from equipment such as pens, phones, keyboards, cups etc				* Equipment can not be shared unless it has been cleaned and sanitised				U	3	5	1	1	16	6	Anyone using the equipment			
Risk of cross contamination from lack of social distancing				* Tasks are to be designed to allow for social distancing to be undertaken * Consideration for physical screens to be implemented at desks * Where this is not possible staff to work back to back or side to side * Where this is not possible face masks must be worn along with an assessment being compiled				U	3	5	1	1	16	6	Those undertaking the task		Where possible keep teams of people constant limiting exposure to other groups	

PPE to be used

	N		A		A		Y
	N		N		N		Y
	N		A		A		Y



I have read and understood this risk assessment in relation to the activities that I will be undertaking

Name _____ Date _____ Signature _____

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Repetitive	4	Certain	20	Fatality	10	> 30	4	Score Type	Frequency	Likelihood	Severity	Personnel	Risk Score without Controls	Controlled Risk Score	Departments / Area		Highest Rated Controlled Risk:	
Daily	3	Likely	10	Major Injury	5	16 - 30	3								offices-contact-centres		24 MEDIUM RISK	
Weekly	2	Possible	5	Minor Injury	2	5 - 15	2								Who Might Be Harmed		What further action is required?	
Infrequent	1	Remote	1	Negligible	1	1 - 4	1											
		Improbable	0	No injury	0													
Hazard		Controls																
Risk of exposure to COVID-19 through the virus being transferred when close person to person contact when using the toilets or wash rooms		* Due to pinch points within multi user facilities and not being able to maintain social distancing every toilet to be one in one out. * Main door fitted with internal lock		U		3 3 3 2		30		16		All who use the facilities						
Risk of exposure to COVID-19 through close proximity of parked cars that might have been contaminated		* Requesting all cars in the same orientation and so ensuring that persons do not brush against parked vehicles when access, egressing or cleaning around vehicles		U		3 3 3 1		24		16		All who use the facilities						
Risk of exposure to COVID-19 due to accessing intercom on access controlled barriers		* Currently the access control barriers are designed to register the registration plate and either allow access or open to allow for egress * Barriers to be left open during busy periods * Hand sanitizer stations placed in all foyers		U		4 3 3 1		28		8		All who use the facilities						
Risk of exposure to COVID-19 through the virus being transferred onto bin lids or receptacles		Recycling points are provided with dirty dishes etc having a central collection point		U		3 3 3 2		30		16		All who use the facilities						
Risk of exposure to COVID-19 through the virus being transferred from contaminated microwaves, water heaters (drinking), fridge doors, stored food items		* Before and after using communal white goods hands and items to be sanitised * Warning signs requesting that those who use the facilities wear gloves that have been sanitised and clean down the equipment after use		U		3 3 3 1		24		16		All who use the facilities						
Risk of exposure to COVID-19 through the virus being transferred onto sink taps		* Warning signs requesting that those who use the facilities wear gloves that have been sanitised and clean down the equipment after use • Sanitise before and after use		U		3 3 3 1		24		16		All who use the facilities						
Risk of exposure to COVID-19 through the virus being transferred onto detergent bottles		* Where possible, auto dosing sanitiser units to limit contact		U		3 3 3 1		24		16		All who use the facilities						

PPE to be used

	N		A		A		Y
	N		N		N		Y
	N		A		A		Y

Severity of Injury

Negligible	Injuries include bumps, small cuts, abrasions etc
Minor Injuries	Include those injuries that could result in time off work etc
Major Injuries	Include broken limbs, injuries to the eyes, asphyxiation etc
Likelihood of Occurrence	
Improbable	Probability close to zero
Remote	Unlikely to happen
Possible	Could occur sometime
Likely	Not surprised that it will happen
Certain	Most likely to happen. Not 'if' but 'when'

Add likelihood and frequency together and add severity and personnel involved. Multiply these two numbers together to arrive at the overall risk factor.

Less than 10 = No Risk, 10 - 19 = Low Risk, 20 - 49 = Medium Risk, 50 - 99 = High Risk, Greater than 100 = Unacceptable