

	<b>RISK ASSESSMENT</b>	Document Version: 02
	Risk Assessment for Working Safely at the ETF Office, London	Pages: 4
		Number of appendices: 1

<b>Activities:</b> Working Safely at the office of ETF in Victoria, London during Covid-19 Phase 2 of lockdown	<b>Location:</b> ETF, 3rd floor, 157-197 Buckingham Palace Road, London SW1W 9SP <b>Date of Risk Assessment:</b> Tues 9 June 2020	<b>Document created by:</b> Kate Jones, Office Manager, ETF  <b>Name of person/s preparing a site/person/task specific RA:</b> Kate Jones and checked by Gina Hobson, Governance Director for ETF
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<b>Who is exposed to the hazards listed below?</b>  X ETF Employees X Others: Visitors, Contractors (NAO/Mitie/other), New & Expectant Mothers, Persons with Disabilities	<b>Environment:</b> <input type="checkbox"/> Communal areas of NAO building, <i>see appendix 1</i> X ETF office, Blue 3
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**Key: H = HIGH RISK, M = MEDIUM RISK, L = LOW RISK**

The Government Guidance Document <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres> has been followed whilst writing this Risk Assessment

<u>HAZARD</u>	<u>RISK EVALUATION</u>		<u>SAFETY CONTROL MEASURES</u>	<u>H/M/L</u>	<u>Check</u>
A Hazard is something that has the potential to cause harm	What is the risk (probability & severity) of the hazard causing harm or damage?	H/M/L (before)	All of the safety control measures set out below should be in place. If not, identify those which require implementing by using the check column to the right. Add any hazards not identified in this generic assessment in the space at the bottom of the form and follow the risk assessment process	(after = residual risk)	
<b>Spread of Covid-19</b>	Risk of contracting Covid-19 from colleagues or visitors whilst on site at the office	<b>H</b>	<b>1. Hand Washing and sanitising (extra to NAO's activities for general cleaning of the offices and communal areas - See Appendix 1)</b>  Extra hand sanitisers are available in each room throughout office, and a sanitation station has been set up at the entrance and exit to the office where staff can sanitise before and after their time in the office.	<b>L</b>	

		<p>Reminders and posters throughout office, and at entrances, to remind staff to wash hands thoroughly for a minimum of 20 seconds and catch coughs and sneezes in a tissue (following Catch It, Bin It, Kill It initiative)</p> <p>Fire doors will be opened to reduce touching doors. The doors, in the event of a fire, will automatically close</p> <p>Boxed tissues available throughout the office floor</p> <p>Any staff members who are vulnerable or live with vulnerable people will be told not to come into the office.</p> <p><b>2. Cleaning (ETF staff responsibilities)</b></p> <p>Frequent cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as doors, handles, light switches, tea points, handrails, photocopiers, taps, stationery cupboards, shredding machines and reception area using appropriate cleaning products and methods. Cleaning products, signage and guidance will be available throughout the office.</p> <p>NAO have informed tenants that the ladies and gents toilets will be closed on each floor, and only accessible toilets can be used during this phase. These will be cleaned regularly by Mitie.</p> <p>Extra cleaning and wiping of workstations, desks and other surfaces to be carried out by staff (wipes will be provided and clear instructions will be given in the staff guide and through signage in the office).</p> <p><b>3. Social Distancing</b></p> <p>Reduction in staff members in any work area to comply with the 2-metre (6.5 ft) gap recommended by the Public Health Agency: <a href="https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing">https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing</a>.</p> <p>A maximum of 30 people will be able to work in the office at any one time.</p> <p>The default position is that everyone will work at home unless presence in the office has been approved by a Director, with these criteria in mind:</p> <ol style="list-style-type: none"><li>1. The activities to be done meet the ETF definition of being essential to be undertaken in the office (which will be determined by SMT);</li><li>2. You are happy to come into the office; and</li><li>3. We continue to apply Government guidance and advice.</li></ol>		
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		<p>Temporary office floorplan reflects Covid-safe working environment with workstations 2m apart and clear marking of distances to be kept throughout the office. The blue and yellow meeting rooms have been opened up and a capacity of 5 staff members has been agreed. Other meeting rooms will be used as desk space for staff with laptops (One in red and green, and two in purple).</p> <p>Separate entrance and exit to the ETF office to minimise passing others within 2m distance. Staff asked to 'keep left' in the office to keep their distance. (See also <b>appendix 1</b> for NAO's guidance for moving around the building)</p> <p>Staff will speak to their Director re whether it would be appropriate for them to work from the office and then agree the days in the office with the Director, who will update the shared rota with details. The Office Manager is responsible for making sure that the limit is not exceeded for the amount of staff members in the office, and will designate where the staff members will work within the office based on the Covid-safe floorplan and the desks/workstations that are available.</p> <p>Useable workstations will all face one direction in the office and the remainder of the desk banks will be left vacant. Clear marking will be given to avoid any members of staff working too closely together. The floorplan will be shared with all staff before the 15 June as part of the Staff Guide.</p> <p>Controlled access to communal areas – with reduced capacity levels set for the kitchen, bathroom, and meeting rooms</p> <p>Accessible toilet to be the only toilet used by staff. Other toilets can be opened and used in urgent instances – NAO will need to be notified of any extra bathroom requirements.</p> <p><b>4. Suspected Symptoms of Covid-19 in staff member</b></p> <p>If anyone becomes unwell with symptoms of Covid-19, or any symptoms that could be related to the virus, in the workplace they will be sent home immediately. All staff members that have encountered the unwell colleague will be informed, and are recommended to adhere to the latest Government guidance .</p> <p>Staff who are unwell must follow the stay at home guidance, here: <a href="https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection">https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection</a>.</p> <p>Line managers will maintain regular contact with staff members during this time and will offer support to staff who are affected by Covid-19 or has a family member affected.</p>	
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			<p><b>5. Ventilation systems</b></p> <p>Please see NAO's risk assessment in <b>Appendix 1</b>.</p>		
<b>Lack of First Aid assistance on site</b>	ETF's trained First Aiders may be working from home	<b>M</b>	<p>Currently one ETF staff member is First Aid trained. More staff are being trained from July 2020.</p> <p>Activities conducted in the ETF office are low risk and only a small number of staff will be in the office at any one time.</p> <p>First aid advice will be shared with those staff regularly in the office, including the location of the first aid box and what to do in an emergency. ETF's first aider will be available remotely to give advice where needed.</p> <p>In an emergency, staff will be reminded to call 999. In less of an emergency, staff will need to call the NHS on 111.</p> <p>Liaise with NAO, WorldSkills, IIP and other tenants to find out if we can share access to First Aiders</p>	<b>M</b>	
<b>Evacuation of the building due to fire or other emergency</b>	<p>Risk of uncoordinated evacuation because of lack of Fire Wardens on site (due to home-working)</p> <p>Risk that staff members will be on site without our knowledge</p>	<b>H</b>	<p>NAO have a roll call and signing in process in place for Tenants entering the building through the rear entrance. Security staff will take a log of tenants entering and leaving the building each day.</p> <p>The Office Manager will have a log of all staff members on site at any time, and no staff members will be allowed to turn up without consulting with their Director and the Office Manager.</p> <p>Evacuation procedures and guidance will be given to all staff in the Staff Guide, with a reminder that, in the event of an emergency evacuation, all exits can be used (despite NAO's staff flow rules through the building). Staff will be reminded not to use lifts in the event of an evacuation.</p>	<b>L</b>	
<b>Staff mental ill-health</b>	Supporting staff in the office and working from home, and maintaining support for all staff and their wellbeing.	<b>H</b>	<p>ETF will continue to promote mental health &amp; wellbeing awareness to staff and will offer whatever support they can to help.</p> <p>Employee Assistance Programme is in place to support staff and there are posters displayed throughout the office with details of how to get support.</p> <p>Mental Health First Aiders will continue to support staff remotely via phone calls, email, etc.</p> <p>Line Managers will continue to stay in contact with staff on and off site to support and help where needed.</p>	<b>M</b>	

			SHAPE initiatives such as the Video Pal scheme, Wellbeing Wednesdays, etc, will continue and be available to staff on site and off site/working from home.		
<b>Staff contracting Covid-19 on commute to or from the office</b>	Staff members will be exposed to the virus on public transport, which may cause a possible spread within the office environment	<b>H</b>	<p>The majority of ETF staff will continue working from home at this time.</p> <p>All staff to follow government/TFL guidelines for travelling to and from work on public transport, here: <a href="https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers">https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers</a>. New guidance says that face coverings must be worn on all forms of public transport from Mon 15 June.</p> <p>Staff are encouraged to find other ways to travel, such as walking, cycling or driving.</p> <p>Day-rate parking reductions are provided by the local NCP car park on Semley Place.</p> <p>Bicycle storage areas and shower facilities will be available to tenants of the NAO building, but the drying room will be closed. If staff need to use a shower, they must inform the Office Manager who will, in turn, notify NAO of any need.</p>	<b>M</b>	
<b>Staff contracting Covid-19 within the NAO building</b>	Staff members will need to pass through the main building to get to the office, where other tenants and NAO staff will also be present.	<b>M</b>	Staff members should all keep to the guidelines set out by NAO to avoid risks. Posters and signs are available throughout the building. NAO has put in place various provisions to mitigate the risk.	<b>L</b>	
<b>Staff working in the office alone (Lone working)</b>	Staff members may find themselves working in the office alone, and having no colleagues around in case of an emergency or accident.	<b>H</b>	<p>Weekly staff rotas in place to monitor how many staff will be in the office on any day.</p> <p>Lone working will not be allowed unless absolutely necessary.</p> <p>If lone working is absolutely necessary, line managers will need to be aware if their team member is working alone in the office and agree a process for notifying their safe arrival and departure from the building. NAO to be kept in the loop if there are regular instances of lone working.</p>	<b>L</b>	

Having reviewed the hazards and risks, the level of risk and the key risks, I believe that if the control measures identified are applied then ETF will, so far as is reasonably practicable, have met the requirements of this assessment.

**Assessment made by:**

Print: ...K. Jones.....Signature: ... K. Jones.....Dated: ... 09.06.2020.....

**Assessment checked and verified by:**

Print: ..... Signature: ..... Date: .....2020

**Appendix 1 – NAO risk assessment for working safely at the NAO office, BPR, London**

<b>Activities:</b> Working Safely at BPR during Covid-19	<b>Location:</b> BPR	<b>Name of person completing the generic baseline RA: Christine Bass</b> <b>Name of person preparing a site/person/task specific RA: Christine Bass</b>				
<b>Who is exposed to the hazards listed below?</b> X NAO Employees X Others: Visitors, Contractors, Tenants, Young Persons, New & Expectant Mothers, Persons with Disabilities			<b>Environment:</b> X NAO Office <input type="checkbox"/> External Areas <input type="checkbox"/> Other off- site working, clients premises			
<b>Support in completing the risk assessment can be found here: <a href="#">Guide to carrying out Risk Assessments</a></b>			<b>Key: H = HIGH RISK, M = MEDIUM RISK, L = LOW RISK</b>  The Government Guidance Document <a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</a> has been followed whilst writing this Risk Assessment			
<u>HAZARD</u>	<u>RISK EVALUATION</u>		<u>SAFETY CONTROL MEASURES</u>		<u>H/M/L</u>	<u>Check</u>
A Hazard is something that has the potential to cause harm	What is the risk (probability & severity) of the hazard causing harm or damage?	H/M/L (before)	All of the safety control measures set out below should be in place. If not, identify those which require implementing by using the check column to the right. Add any hazards not identified in this generic assessment in the space at the bottom of the form and follow the risk assessment process		(after = residual risk)	

<p>Spread of Covid-19</p>	<p>Risk of contracting Covid-19 from colleagues or visitors whilst at work</p>	<p><b>H</b></p>	<p><b>Hand Washing and sanitising</b>  Hand washing facilities with soap and water are in place. Accessible toilet in main reception area at BPR to be used for hand washing on entry to the building and sanitiser stations installed at entrances to the open zones (Green 2 &amp; 3 and Red 2 &amp; 3) and next to the security barriers in reception. Sanitisers units also mounted in lift lobbies with posters reminding staff and tenants to sanitise before pressing lift buttons.</p> <p>Hand washing guidance posters displayed in the bathrooms <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p> <p>All electric hand driers are decommissioned and disposable paper towels provided in all toilets  <a href="https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/">https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/</a></p> <p>Employees reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid</p>	<p><b>L</b></p>	
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touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.

Posters have been displayed throughout the workplace <https://www.nsfh.nhs.uk/Find-help/Documents/Coronavirus%20Print%20Friendly%20A4%20Poster.pdf>

<https://www.berkshirehealthcare.nhs.uk/media/33429304/nhs-hand-wasing-technique.pdf>

<https://assets.publishing.service.gov.uk/media/5eb97d30d3bf7f5d364bfbb6/staying-covid-19-secure.pdf>

**Cleaning**

Frequent cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as doors, handles, light switches, tea points, handrails, lift buttons photocopiers, taps, stationery cupboards, shredding machines and reception area using appropriate cleaning products and methods. Toilets closed and only accessible toilets to be used and cleaned regularly. Only central tea points to be used.

A limited number of work zones are open and a Cleaner will be based within the zone and will clean areas after use

No breakout areas will be available for use. This will include Blue Mezz, Red and Green Mezz, the coffee shop, the restaurant and seating in teapoints. This will reduce the impact upon the cleaning team.

Evening cleaning regime will be changed so that each workstation which is in a designated area will be cleaned with sulgiene ultra every evening (including IT kit, chair and any other surface which may be touched).

Showers will be allocated to individuals who need to use them and shower cubicles will be cleaned regularly by cleaning staff.

		<p>Wipes will be available for individual use and will be located next to vending machines and posters displayed asking staff to wipe buttons after use.</p> <p><b>Internal Doors</b> Wherever possible, and where it does not impact on fire safety or security, doors will be held open on maglocks or similar devices to minimise the need to touch doors.</p> <p><b>Waste Disposal</b> Different types of bins will be removed from desk areas and a central waste disposal point will be created in the by the central tea points. Waste will be collected regularly and disposed of by the cleaning team and the bins will be cleaned</p> <p><b>Social Distancing</b> Social Distancing -Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency <a href="https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing">https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing</a></p> <p>Work schedules will be reviewed including start and finish times, working from home etc. to reduce number of workers on site at any one time.</p> <p>The default position is that everyone will work at home unless presence in the office has been agreed – this means there should be adequate desks and facilities whilst maintaining social distancing. Staff will not be allowed to ‘pop in’ to work in the office.</p> <p>Work processes re-designed to ensure social distancing in place (e.g. post room and security tasks).</p> <p>Staff will not use adjacent or opposite desks and desks will be allocated so as to avoid ‘passing traffic’. Chairs and desks which are not to be used will be identified by tape/signs. Desks will be allocated to individuals who have been given permission to work in the office – there will be no hot desking and staff will not be allowed to just turn up to work in the office.</p> <p>Conference calls to be used instead of face to face meetings and all small meeting areas to be closed. Meeting rooms may be used by individuals for quiet work and</p>		
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		<p>private phone calls but not for face to face meetings. Wipes will be provided in the rooms and must be used to wipe any surfaces or objects touched.</p> <p>The restaurant, coffee shop, break areas, Quiet Room, gym and the smoking shelter are closed. Tea points will remain open and fridges will be available for storing food but there will be no seating available – lunch will need to be eaten at the desk. All areas will be cleaned after use (i.e. taps, handles, etc.).</p> <p>Staff to be reminded of the importance of social distancing both in the workplace and outside of it – posters are displayed throughout the workplace. Management checks to ensure this is adhered to.</p> <p>NAO staff and Cluster 2 will use the front entrance and tenants will use the rear entrance. This will reduce the amount of people waiting for lifts and will enable the use of staircases.</p> <p>Stairs are designated as ‘up’ and ‘down’ stairs and this will be clearly explained to all staff and tenants.</p> <p>Perspex screens fitted to the reception desk and facilities help desk along with signage reminding people to social distance. Floor markings in reception at 2m intervals to manage any queuing.</p> <p>Lifts are to be used by one person only at a time – signage displayed in each lift lobby reminding staff and tenants.</p> <p><b>Wearing of Gloves</b> Where Risk Assessment identifies wearing of gloves as a requirement of the job (e.g. cleaning), an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p> <p>Staff to be reminded that wearing of gloves is not a substitute for good hand washing.</p> <p><b>RPE</b> Public Health guidance on the use of RPE (respiratory protective equipment) to protect against COVID-19 relates to health care settings. It is very unlikely that these will be</p>		
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			<p>needed. In all other settings individuals are asked to observe social distancing measures and practice good hand hygiene behaviours</p> <p>Where RPE is a requirement for risks associated with the work undertaken the following measures will be followed-</p> <p>Tight-fitting respirators (such as disposable FFP3 masks and reusable half masks) rely on having a good seal with the wearer's face. A face fit test will be carried out to ensure the respiratory protective equipment (RPE) can protect the wearer. Wearers must be clean shaven.</p> <p><b>Symptoms of Covid-19</b> If anyone becomes unwell with symptoms of Covid-19 in the workplace they will be isolated in the Medical room and arrangements will be made for them to go home. The building will be temporarily closed whilst it is thoroughly cleaned by staff wearing appropriate PPE. Others who may have come into contact with the unwell person will be informed.</p> <p>Staff who are unwell must follow the stay at home guidance.</p> <p>Line managers will maintain regular contact with staff members during this time and will offer support to staff who are affected by Coronavirus or has a family member affected.</p> <p><b>Ventilation systems</b> The building's ventilation system does not recirculate air. The building receives a fresh air supply via air handling units (AHUs) located on the roof. From there, the outside air is taken in, filtered and delivered to the floors. The "used" air is then extracted from each floor and expelled outside by the same AHU but using extract ducting.</p>		
Lack of first aid cover	Lack of first aid cover leading to inadequate response to accidents or medical incidents	<b>M</b>	<p>Adequate first aid cover for the number of NAO staff in the office will be provided by Security officers. Anyone requiring first aid will be required to wear a face mask (if their injury or illness allows) to protect the first aider as the 2m social distance is likely to be breached. First aider to wear disposable gloves before treating a casualty. St John Ambulance and Resuscitation Council UK updated advice for first aiders will be communicated</p> <p><a href="https://www.sja.org.uk/get-advice/first-aid-advice/covid-19-advice-for-first-aiders/">https://www.sja.org.uk/get-advice/first-aid-advice/covid-19-advice-for-first-aiders/</a></p>	<b>L</b>	

			<a href="https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/">https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/</a>		
Fire or other emergency situation requiring the building to be evacuated	<p>Risk of an uncoordinated or delayed evacuation due to lack of fire wardens.</p> <p>Risk that we would not know which staff members are present in the building</p>	<b>H</b>	<p>All NAO staff and NAO visitors will be required to enter the building via the front entrance and will be signed in by the security officer. The rear entrance will be for tenants. The signing in book will be taken to the assembly point and a roll call taken (this is an additional measure introduced whilst there is an absence of trained fire wardens in the building). The role of Incident Controller and Fire Warden will be allocated daily and duties explained and assigned to individuals.</p> <p>Evacuation procedures will be updated to reflect the changing situation and changes will be communicated to staff on arrival.</p> <p>Staff will be instructed to maintain appropriate social distancing at the assembly point and in evacuation routes.</p> <p>Staff who would require assistance to evacuate and have a PEEP (Personal Emergency Evacuation Plan) will be considered on an individual basis and a plan established before they can work at BPR.</p>	<b>L</b>	
Mental ill health	Risk that staff suffer from mental ill health	<b>M</b>	<p>NAO will continue to promote mental health &amp; wellbeing awareness to staff and will offer whatever support they can to help.</p> <p>Employee Assistance Programme is in place to support staff and Merlin has details of how to get support.</p> <p>Mental Health First Aiders will continue to support staff remotely via phone calls, email, etc.</p>	<b>L</b>	
Contracting Covid-19 whilst	Increased risk of contracting Covid-19 due to decreased number of	<b>H</b>	Staff will be given details of local car parks which can be used for private vehicles should they chose to drive to work. The NAO car park The NAO car park has limited	<b>M</b>	

<p>commuting to BPR</p>	<p>trains, tubes and buses making it more difficult to social distance</p>	<p>spaces and will only be available for staff by prior arrangement and for exceptional reasons.</p> <p>(Note: we have staff discount vouchers available for the NCP Car park opposite our building – these can be obtained from reception).</p> <p>Bicycle storage areas and showers are available for staff who cycle to work but the drying room will be closed.</p> <p>NAO staff will be reminded to follow government advice relating to the use of public transport <a href="https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers">https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers</a> and will be reminded of the risks of travelling by public transport during discussions around whether they can work in the office.</p>	
<p>Having reviewed the hazards and risks, the level of risk and the key risks, I believe that if the control measures identified are applied NAO will, so far as is reasonably practicable, have met the requirements of this assessment.</p> <p><b>Assessment made by:</b></p> <div style="text-align: center;">  </div> <p>Print:...Daniel Lambauer.....Signature:.....Dated:...28 May 2020.....</p>			

**Note:** Document AD 5.0 ‘Guide to carrying out Risk Assessments’ should be read before completing this Risk Assessment.