

cxLoyalty will consult the H&S representative selected by the employees and this risk assessment and any associated procedures put in place will be communicated to all employees and other interested parties as appropriate.

1		Possible Exposure						
Risk / Subject	Who might be harmed and how	Risk Rating Without Controls	Owner	Action	Completed?	Control Measure Details	Risk Rating With Controls	
<b>Exposure from others due to:</b> 1) Living with someone with a confirmed case of COVID-19. 2) Have come into close contact (within 2 metres for 15 minutes or more) with a confirmed case of COVID-19. 3) Being advised by a public health agency that contact with a diagnosed case has occurred.								
1.1 Work at home whenever possible.	Employees, Contractors Delivery Agents and Postal Workers, Visitors, Members of the Public, Vulnerable Persons as Below: Elderly and age groups as determined by the Government Auto-immunity deficient through inherent health conditions or due to treatment resulting in low immune response.	L=4, S=4, R= 12 High	HR	Comms	YES	CxLoyalty have the systems in place for most workers to work from home, and this will continue as far as is practicable during the current COVID-19 situation.	L=1, S=5, R= Low	
1.2 Social distancing (at least 2m) to be implemented and limit non-essential travel where possible.		L=4, S=4, R= 12 High	HR	Comms	YES	Where working from home is not possible, then CxLoyalty have implemented social distancing measure in line with current Government guideline and other control measure detailed throughout this risk assessment.	L=1, S=5, R= Low	
1.3 cxLoyalty to ensure that employees do not come into work where someone they live with has been diagnosed.		L=4, S=4, R= 12 High	HR	document in place and comms from Georgie to Employee	YES	<ul style="list-style-type: none"> <li>•Employees have been instructed not to come in to work if they have or a person in the same household has been diagnosed.</li> <li>•Employees should:                             <ul style="list-style-type: none"> <li>oFollow the Governments "Stay at home: guidance for household with possible or confirmed cases of Coronavirus (COVID-19) Infection.</li> <li>oFollow NHS/111 advice as required. Do not attend GP surgery or public places if confirmed to help reduce spread of the disease.</li> </ul> </li> </ul>	L=1, S=5, R= Low	
1.4 cxLoyalty to ensure vulnerable persons (elderly, pre-existing health condition, lower immunity) employed are individually assessed.		L=4, S=4, R= 12 High	HR	HR to collect info	YES	CxLoyalty will ensure vulnerable persons (elderly, pre-existing health condition, lower immunity) employed are individually assessed.	L=1, S=5, R= Low	
1.5 cxLoyalty to ensure that employees follow good hygiene measures		L=4, S=4, R= 12 High	HR		YES	<ul style="list-style-type: none"> <li>•CxLoyalty have implemented full hygiene control measures, which are detailed in this document, in line with the HSE Working safely during the coronavirus outbreak guidance.</li> <li>•This will include but not limited to:                             <ul style="list-style-type: none"> <li>oAlways thoroughly wash hands regularly for at least 20 seconds.</li> <li>oRegularly disinfect surfaces that may be contaminated.</li> <li>oEnter welfare facilities at staggered time.</li> </ul> </li> <li>•Management / supervisors to monitor the arrangements and ensure that they are implemented employees follow good hygiene measures thoroughly wash hands regularly for at least 20 seconds.</li> </ul>	L=1, S=5, R= Low	

2		Travel To Work						
RISK / Subject	Who might be harmed and how	Risk Rating Without Controls	Owner	Action	Completed?	Control Measure Details	Risk Rating With Controls	
<b>Possible introduction of COVID-19 into cxLoyalty's locations</b>								
2.1 Journeys should be shared with the same individuals and with the minimum number of people at any one time.	Employees, Contractors Delivery Agents and Postal Workers, Visitors, Members of the Public, Vulnerable Persons as Below: Elderly and age groups as determined by the Government Auto-immunity deficient through inherent health conditions or due to treatment resulting in low immune response.	L=4, S=4, R= 12 High	HR	Comms		<ul style="list-style-type: none"> <li>•Wherever possible workers should travel to work alone using their own transport.</li> <li>•If workers have no option but to share transport, then Journeys should be shared with the same individuals and with the minimum number of people at any one time. Good ventilation (i.e. keeping the windows open) and facing away from each other may help to reduce the risk of transmission.</li> </ul>	L=1, S=5, R= Low	
2.2 Good ventilation (i.e. keeping the windows open) and facing away from each other may help to reduce the risk of transmission.		L=4, S=4, R= 12 High	HR	Comms			L=1, S=5, R= Low	
2.3 The vehicle should be cleaned regularly using gloves and standard cleaning products, with emphasis on handles and other areas where passengers may touch surfaces.		L=4, S=4, R= 12 High	HR		YES	<ul style="list-style-type: none"> <li>•The vehicle should be cleaned regularly using gloves and standard cleaning products, with emphasis on handles and other areas where passengers may touch surfaces.</li> <li>•Where public transport is the only option for workers, cxLoyalty will look at possibly changing or stagger individuals start and finish times.</li> <li>•Employees will be encouraged to avoid using public transport during peak times (05:45 - 7:30 and 16:00 - 17:30)</li> <li>•CxLoyalty will encourage other means of travel to avoid public transport e.g. cycling.</li> </ul>	L=1, S=5, R= Low	
2.4 Parking arrangements for additional vehicles and bicycles.		L=4, S=4, R= 12 High	Facilities		YES	There are plenty of parking spaces for the number of people that will be asked to be on site during the current situation. Bike racks around the estate have been taped-off with yellow/back tape to ensure 1m distance, if more racks are needed we can order them and install in designated areas.	L=1, S=5, R= Low	
2.5 cxLoyalty to provide hand cleaning facilities at entrances and exits. This should be soap and water wherever possible or hand sanitizer if soap and water are not available.		L=4, S=4, R= 12 High	Facilities		YES	Hand Sanitiser Stations have been installed at each site entrance, reception, DCFC, Spectrum, CC offices, canteens, in addition to existing fixed wall sanitising stations. Facilities to monitor usage and refill when needed.	L=1, S=5, R= Low	
2.6 Where public transport is the only option for workers, you should consider: Changing and staggering site hours to reduce congestion on public transport		L=4, S=4, R= 12 High	HR	HR has this under control	YES	<ul style="list-style-type: none"> <li>•As cxLoyalty already have staggered hours across the business functions this will help to ensure limited number on site. However, this will be monitored on a weekly basis and adjustments will be made if/when required cxLoyalty will look at possibly changing or stagger individuals start and finish times if required.</li> <li>•Employees will be encouraged to avoid using public transport during peak times (05:45 - 7:30 and 16:00 - 17:30)</li> </ul>	L=1, S=5, R= Low	
2.7 Avoid using public transport during peak times (05:45 - 7:30 and 16:00 - 17:30)		L=4, S=4, R= 12 High	HR	HR has this under control	YES		L=1, S=5, R= Low	

3		Driving At Work						
Risk / Subject	Who might be harmed and how	Risk Rating Without Controls	Owner	Action	Completed?	Control Measure Details	Risk Rating With Controls	
<b>Possible transmission of COVID-19 Between cxLoyalty's Locations or other visited location</b>								
3.1 Share with the same individuals and with the minimum number of people at any one time.	Employees, Contractors	L=4, S=4, R= 12 High	Facilities			<ul style="list-style-type: none"> <li>•CxLoyalty will restrict the requirement for driving while at work or between site locations. If driving is essential to business requirements, the use of personal cars would be best practice (if it is approved to be used under the "Approved to drive process") and they travel alone, where that is not possible then:                             <ul style="list-style-type: none"> <li>oBurens should be shared with the same individuals and with only two people at any one time.</li> <li>oGood ventilation (i.e. keeping the windows open) and facing away from each other may help to reduce the risk of transmission.</li> </ul> </li> </ul>	L=1, S=5, R= Low	
3.2 Wherever possible maintain two meters and avoid touching their faces.		L=4, S=4, R= 12 High	Facilities				L=1, S=5, R= Low	
3.3 Maintain good ventilation (i.e. keeping the windows open) and face away from each other during the journey.		L=4, S=4, R= 12 High	Facilities				L=1, S=5, R= Low	
3.4		L=4, S=4, R= 12 High	Facilities				L=1, S=5, R= Low	

3.5	Employees should wash their hands for 20 seconds using soap and water or hand sanitizer if soap and water are not available before entering and after getting out of the vehicle.	Delivery Agents and Postal Workers, Visitors, Members of the Public, Vulnerable Persons as Below: Elderly and age groups as determined by the Government Auto-immunity deficient through inherent health conditions or due to treatment resulting in low immune response.	L=4, S=4, R= 12 High	Facilities	Senior management to decide if the pool car can be used	YES	<p>oThe vehicle should be cleaned regularly using gloves and standard cleaning products, with emphasis on handles and other areas where passengers may touch surfaces.</p> <p>oWash their hands for 20 seconds using soap and water or hand sanitizer if soap and water are not available before entering and after getting out of the vehicle. * Share with the same individuals and with the minimum number of people at any one time. * Share with the same individuals and with the minimum number of people at any one time. * Wherever possible maintain two meters and avoid touching their faces. * Maintain good ventilation (i.e. keeping the windows open) and face away from each other during the journey.</p>	L=1, S=5, R= Low
3.6	Car Parking On-Site		L=4, S=4, R= 12 High	Facilities			As there will be a limited number of staff on site, employees will be asked to leave a space between cars and reverse park.	L=1, S=5, R= Low

4								
Site Access & Egress Points								
	Risk / Subject	Who might be harmed and how	Risk Rating Without Controls	Owner	Action	Completed?	Control Measure Details	Risk Rating With Controls
<b>Introduction/transmission of COVID-19 into cxLoyalty's location due to lack of adequate controls around site access &amp; egress points</b>								
4.1			L=4, S=4, R= 12 High	Facilities & Line Managers	See - Contractor & Visitor Site Guidelines Covid 19 Document	YES	<p>The Contractor &amp; Visitor Site Guidelines Covid 19 Document is already in place and currently being used by Facilities - <b>TO BE Shared with HR and Line Managers.</b> Contractors and visitors entering the building will need to sign for their agreement to abide by our policies and procedures, meaning they will confirm that they are not displaying and/or have not been in close contact with anybody displaying the following symptoms:</p> <ul style="list-style-type: none"> <li>• A new continuous cough</li> <li>• A high temperature (over 37.8C)</li> <li>• A loss of, or change in, your normal sense of taste or smell (anosmia).</li> </ul> <p>The information provided is kept securely and in full accordance with GDPR regulations.. Appointments will only be provided to those who meet the criteria.</p>	L=1, S=5, R= Low
4.2	Visitors and contractors possibly bring in COVID-19		L=4, S=4, R= 12 High	Facilities & Line Managers	See - Contractor & Visitor Site Guidelines Covid 19 Document	YES	<p>cxLoyalty will Stop all non-essential visitors.</p> <ul style="list-style-type: none"> <li>•Visitors and contractors will be booked in advance to site by appointment only to ensure the minimum number at any one time.</li> <li>•They will be asked screening questions regarding their current health and that of any immediate associates who may have been in contact with COVID-19. Appointments will only be provided to those who meet the criteria.</li> <li>•All contractors and visitors due to attend site will be sent an electronic copy of the measures in place to protect them and our workforce and what will be expected of them while on the premises. These will need to be returned to the reception or HR team as appropriate confirming they have read, understand and agree to the conditions before they will be permitted entry to site.</li> <li>•cxLoyalty will reduce the number of people in attendance at site inductions and consider holding them outdoors wherever possible.</li> <li>•Regular clean of common contact surfaces in reception, office, access control and delivery areas e.g. scanners, screens, telephone handsets and desks, particularly during peak flow times.</li> </ul>	L=1, S=5, R= Low
4.3	Staff congestion and contact. Always consider introducing staggered start and finish times to reduce congestion and contact.	Employees, Contractors Delivery Agents and Postal Workers, Visitors, Members of the Public, Vulnerable Persons as Below: Elderly and age groups as determined by the Government Auto-immunity deficient through inherent health conditions or due to treatment resulting in low immune response.	L=4, S=4, R= 12 High	Facilities	Facilities & Line Managers	YES	As cxLoyalty already have staggered hours across the business functions this will help to ensure limited number on site. However, this will be monitored on a weekly basis and adjustments will be made if/when required. cxLoyalty will look at possibly changing or stagger individuals start and finish times if required.	L=1, S=5, R= Low
4.4	Plan site access and egress points to enable social distancing		L=4, S=4, R= 12 High	Facilities		YES	Signage has been installed in all areas, including access and egress points, this includes: social distancing, give way to people coming down from stairs. Reminding workers not to attend if they have symptoms of Coronavirus (Covid-19) and to follow guidelines	L=1, S=5, R= Low
4.5	Allow plenty of space between people waiting to enter site such as floor markings, to ensure 2-meter distance is maintained between people when queuing		L=4, S=4, R= 12 High	Facilities		YES	Employees instructed to allow plenty of space between people waiting to enter site, floor marks in place to ensure 2-meter distance is maintained between people when queuing	L=1, S=5, R= Low
4.6	Reminding workers not to attend if they have symptoms of Coronavirus (Covid-19) and to follow guidelines		L=4, S=4, R= 12 High	HR		YES	Communicate to all workers to wash their hands for 20 seconds using soap and water when entering and leaving the site	L=1, S=5, R= Low
4.7	Require all workers to wash their hands for 20 seconds using soap and water when entering and leaving the site		L=4, S=4, R= 12 High	HR		YES	The cleaning on-site team will regularly clean common contact surfaces in reception, office, access control and delivery areas e.g. scanners, screens, telephone handsets and desks, particularly during peak flow times.	L=1, S=5, R= Low
4.8	Regularly clean common contact surfaces in reception, office, access control and delivery areas e.g. scanners, screens, telephone handsets and desks, particularly during peak flow times.		L=4, S=4, R= 12 High	Facilities		YES	Office re-entry training will take place via Teams before coming back to site. In terms of induction training for new starters – this would need to be advised by the training team. Currently training is taking place remotely but this would need to be determined according to training need/facilities available/timescales.	L=1, S=5, R= Low
4.9	Reduce the number of people in attendance at site inductions and consider holding them outdoors wherever possible.		L=4, S=4, R= 12 High	HR	training to be involved on this	YES	Drivers should park outside of the warehouse doors and either call the Portsmouth reception or sound their horn to alert warehouse staff they are there. Where loading and offloading arrangements on site will allow (i.e. by cxLoyalty employees using a forklift, etc.), drivers should remain in their vehicles. Where drivers are required to exit their vehicle, they should wash or sanitize their hands before handling any materials, and maintain social distancing cxLoyalty will work with all the delivery firms to implement/ schedule staggered delivery times. Where more than one delivery is on site at any one time, the driver must wait in their vehicle until told to proceed to the warehouse area.	L=1, S=5, R= Low
4.1	Where loading and offloading arrangements on site will allow it, drivers should remain in their vehicles. Where drivers are required to exit their vehicle, they should wash or sanitize their hands before handling any materials.		L=4, S=4, R= 12 High	Facilities		YES	All deliveries to the reception have been stopped, ALL deliveries will be handled by the goods in personnel at the warehouse in Affinion House. Drivers should press the reception call button with gloved hand. But considered low risk. They will wait until the door is opened for them, and follow the warehouse procedure.	L=1, S=5, R= Low
4.11	Reception Deliveries		L=4, S=4, R= 12 High	Facilities		YES		

5								
Hygiene/Social Distancing								
	Risk / Subject	Who might be harmed and how	Risk Rating Without Controls	Owner	Action	Completed?	Control Measure Details	Risk Rating With Controls
<b>Introduction/transmission of COVID-19 into cxLoyalty's location due to lack of adequate controls in work areas.</b>								

5.1	HR to communicate to all staff that hands must be washed for 20 seconds and/or sanitized upon entering and before leaving the building and frequently throughout the day. Any skins problems arising from a higher rate of washing and sanitizing must be reported to their immediate line manager.		L=4, S=4, R= 12 High	HR	YES	<p><b>Handwashing</b></p> <ul style="list-style-type: none"> <li>•Hands must be washed for 20 seconds and/or sanitized upon entering and before leaving the building and frequently throughout the day. Any skins problems arising from a higher rate of washing and sanitizing must be reported to their immediate line manager.</li> <li>•We have ensured that adequate supplies of soap and fresh water are always readily available and kept topped upper have provided hand sanitizer (minimum 60% alcohol based) where hand washing facilities are unavailable.</li> <li>•Regularly clean the hand washing facilities in place with our cleaning contractor.</li> <li>•We have enough rubbish bins for hand towels with regular removal and disposal.</li> <li>•Staff to avoid touching face/eyes/nose/mouth with unwashed hands. Staff to stifle a sneeze with a tissue then throw it in the bin or by sneezing into the crook of the elbow.</li> <li>•Staff must not sneeze into their hands as they could become contaminated.</li> </ul> <p><b>Toilet Facilities</b></p> <ul style="list-style-type: none"> <li>•Restricted the number of people using toilet facilities at any one time and use signage, such as floor markings, to ensure distance is maintained between people when queuing.</li> <li>•Staff to wash or sanitize hands before and after using the facilities.</li> <li>•ExLoyalty have in place an enhanced cleaning regimes for toilet facilities, particularly door handles, locks and the toilet flush.</li> <li>•ExLoyalty have provided suitable and enough rubbish bins for hand towels with regular removal and disposal.</li> </ul> <p><b>Rest Areas</b></p> <ul style="list-style-type: none"> <li>•Where possible, workers will be encouraged to bring their own food. They should also be required to stay on site once they have entered it and avoid using local shops.</li> <li>•Break times should always be staggered to reduce congestion and contact.</li> <li>•Drinking water is provided with enhanced cleaning measures of the tap mechanism introduced.</li> <li>•Cleaning team will frequently clean surfaces that are touched regularly, using standard cleaning products.</li> <li>•Hand sanitizer are available at the entrance of each canteen and should be used by workers when entering and leaving the area.</li> <li>•Disinfectant wipes are provided in each canteen to wipe down the tables.</li> <li>•2 meters should be maintained between users, wherever possible and signs are in place in canteens.</li> <li>•All rubbish should be put straight in the bin and not left for someone else to clear up.</li> <li>•Tables should be cleaned between each use.</li> <li>•ExLoyalty provided, microwaves, kettles, Fridges, crockery, eating utensils, cups etc. can be used.</li> <li>•Cleaning staff (visual) and Facilities (CCTV) to monitor that routes for canteens are followed.</li> <li>•Coffee and Vending machines can still be used maintaining social distance.</li> </ul> <p><b>Internal Working Areas</b></p> <ul style="list-style-type: none"> <li>•Wherever possible staff will all be seated facing the same way at 2 metre intervals. Face masks are mandatory when people move around the office and cXLoyalty will provide them.</li> <li>•Employees will be free to bring their own if they wish to do so but there will be masks available for everybody as long as the rule is in place.</li> <li>•Where this seating format is not practical, they will be seated at 2 metre intervals but not directly facing each other over the central desk dividers.</li> <li>•Staff will be placed into teams and will remain within these to limit interaction with other staff members therefore compartmentalising potential infection within the workforce.</li> <li>•All personnel on site including contractors and visitors will be required to follow the designated hand washing and sanitising routine frequently throughout the day.</li> <li>•Workstation areas will be supplied with anti-bacterial gel, desk wipes and paper towels. Staff will be required to wipe down their keyboard, telephone, headset, handset and every work surface they use in their personal area prior to starting work and at the end of every shift.</li> <li>•An enhanced cleaning routine has been devised and implemented. This will be carried out by the contracted cleaning operatives. They will ensure that all touchpoints such as key-pad entry points, door handles, handrails, toilet doors, toilet seats, taps, tiles and hand dryers and frequently wiped down throughout the working day.</li> <li>•In an enhanced cleaning routine has been devised and implemented. This will be carried out by the contracted cleaning operatives. They will ensure that all touchpoints such as key-pad entry points, door handles, handrails, toilet doors, toilet seats, taps, tiles and hand dryers and frequently wiped down throughout the working day.</li> <li>•Where shared use of equipment is necessary such as printers, team-leader safe and First Aid boxes it must be cleaned with anti-bacterial wipes prior to and after use. Wherever possible use must be limited on shared equipment or one person designated to the task for the duration of that shift to reduce the potential of infection.</li> <li>•Office equipment such as printers will have a demarcation placed around them to clearly mark the social distance parameter.</li> <li>•Office equipment such as printers will have a "maintain social distance" sign placed on the floor to clearly mark the social distance parameter.</li> <li>•Internal meetings (if necessary) will only be held in areas that allow social distancing to be strictly adhered to and the number of participants will be reduced. Where many people are required to be addressed, they will be divided into small groups and the meeting held over several appointment times to ensure social distancing measures are followed.</li> <li>•Meeting rooms occupancy has been restricted to ensure social distancing; signs are also in place.</li> <li>•External meetings will be held via electronic devices and video conferencing.</li> <li>•Use of stationery will be managed by each team leader and wiped done by employee before use.</li> <li>•Stationery will not be shared, and must be put away at the end of each working day in employee's plastic bag</li> </ul>	L=1, S=5, R= Low
5.2	cxLoyalty to ensure adequate supplies of soap and fresh water are always readily available and kept topped up.		L=4, S=4, R= 12 High	Facilities	YES		L=1, S=5, R= Low
5.3	cxLoyalty to provide hand sanitizer (minimum 60% alcohol based) where hand washing facilities are unavailable.		L=4, S=4, R= 12 High	Facilities	YES		L=1, S=5, R= Low
5.4	cxLoyalty to ensure that cleaners regularly clean the hand washing facilities.		L=4, S=4, R= 12 High	Facilities	YES		L=1, S=5, R= Low
5.5	cxLoyalty to provide suitable and enough rubbish bins for hand towels with regular removal and disposal.		L=4, S=4, R= 12 High	Facilities	YES		L=1, S=5, R= Low
5.6	HR to communicate to all staff to avoid touching face/eyes/nose/mouth with unwashed hands. Staff to stifle a sneeze with a tissue then throw it in the bin or by sneezing into the crook of your elbow.		L=4, S=4, R= 12 High	HR	YES		L=1, S=5, R= Low
5.7	HR to communicate that employees must not sneeze into their hands as they could become contaminated.		L=4, S=4, R= 12 High	HR	YES		L=1, S=5, R= Low
5.8	cxLoyalty to restrict the number of people using toilet facilities at any one time and use signage, such as floor markings, to ensure distance is maintained between people when queuing.		L=4, S=4, R= 12 High	Facilities	YES		L=1, S=5, R= Low
5.9	HR to communicate to employees to wash or sanitize hands before and after using the facilities.		L=4, S=4, R= 12 High	HR	YES		L=1, S=5, R= Low
5.10	cxLoyalty to enhance the cleaning regimes for toilet facilities, particularly door handles, locks and the toilet flush.		L=4, S=4, R= 12 High	Facilities	YES		L=1, S=5, R= Low
5.11	cxLoyalty to provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.		L=4, S=4, R= 12 High	Facilities	YES		L=1, S=5, R= Low
5.12	HR to communicate to employees and encourage where possible, to bring their own food. They should also be required to stay on site once they have entered it and avoid using local shops.		L=4, S=4, R= 12 High	HR	YES		L=1, S=5, R= Low
5.13	Break times should always be staggered to reduce congestion and contact.		L=4, S=4, R= 12 High	HR	YES		L=1, S=5, R= Low
5.14	Drinking water should be provided with enhanced cleaning measures of the tap mechanism introduced.		L=4, S=4, R= 12 High	Facilities	YES		L=1, S=5, R= Low
5.15	cxLoyalty to ensure that frequently clean surfaces that are touched regularly, using standard cleaning products e.g. kettles, refrigerators, microwaves.		L=4, S=4, R= 12 High	Facilities	YES		L=1, S=5, R= Low
5.16	cxLoyalty to ensure that hand cleaning facilities or hand sanitizer should be available at the entrance to any room where people eat and should be used by workers when entering and leaving the area.		L=4, S=4, R= 12 High	Facilities	YES		L=1, S=5, R= Low
5.17	cxLoyalty to ensure that 2 meters should be maintained between users, wherever possible.		L=4, S=4, R= 12 High	HR	YES		L=1, S=5, R= Low
5.18	cxLoyalty to ensure that all rubbish should be put straight in the bin and not left for someone else to clear up.		L=4, S=4, R= 12 High	HR	YES		L=1, S=5, R= Low
5.19	Tables should be cleaned between each use.		L=4, S=4, R= 12 High	Facilities	YES		L=1, S=5, R= Low
5.20	CxLoyalty provided crockery, eating utensils, cups etc. not be used.		L=4, S=4, R= 12 High	Facilities	YES		L=1, S=5, R= Low
5.22	cxLoyalty to ensure that employees will all be seated facing the same way at 2 metre intervals.		L=4, S=4, R= 12 High	Facilities	YES		L=1, S=5, R= Low
5.23	Where this seating format is not practical, they will be seated at 2 metre intervals but not directly facing each other over the central desk dividers.		L=4, S=4, R= 12 High	Facilities	YES		L=1, S=5, R= Low
5.24	cxLoyalty to ensure that staff will be placed into teams and will remain within these to limit interaction with other staff members therefore compartmentalising potential infection within the workforce.	Employees, Contractors	L=4, S=4, R= 12 High	HR	YES		L=1, S=5, R= Low
5.25	All personnel on site including contractors and visitors will be required to follow the designated hand washing and sanitising routine frequently throughout the day.	Delivery Agents and Postal Workers, Visitors, Members of the Public, Vulnerable Persons as Below:	L=4, S=4, R= 12 High	Facilities	YES		L=1, S=5, R= Low
5.26	Workstation areas will be supplied with anti-bacterial sprays, wipes and gloves. Staff will be required to wipe down their keyboard, telephone, headset, handset and every work surface they use in their personal area prior to starting work and at the end of every shift.	Elderly and age groups as determined by the Government	L=4, S=4, R= 12 High	HR	YES		L=1, S=5, R= Low
5.27	An enhanced cleaning routine must be implemented and carried out by the contracted cleaning operatives. To ensure that all touchpoints such as key-pad entry points, door handles, handrails, toilet doors, toilet seats, taps, tiles and hand dryers and frequently wiped down throughout the working day.	Auto-immunity deficient through inherent health conditions or due to treatment resulting in low immune response.	L=4, S=4, R= 12 High	Facilities	YES		L=1, S=5, R= Low
5.28	Where shared use of equipment is necessary such as printers, team-leader safe and First Aid boxes it must be cleaned with anti-bacterial wipes prior to and after use. Gloves to be worn during the use of shared equipment. Wherever possible use must be limited on shared equipment or one person designated to the task for the duration of that shift to reduce the potential of infection.		L=4, S=4, R= 12 High	HR	YES		L=1, S=5, R= Low
5.29	Office equipment such as printers will have a demarcation placed around them to clearly mark the social distance parameter.		L=4, S=4, R= 12 High	Facilities	YES		L=1, S=5, R= Low
5.30	cxLoyalty to ensure that internal meetings will only be held in areas that allow social distancing to be strictly adhered to and the number of participants will be reduced. Where a large number of people are required to be addressed, they must be divided into small groups and the meeting held over several appointment times to ensure social distancing measures are followed.		L=4, S=4, R= 12 High	HR	YES		L=1, S=5, R= Low
5.31	External meetings to be held via electronic devices and video conferencing.		L=4, S=4, R= 12 High	HR	YES		L=1, S=5, R= Low

6.00		First Aid						
Risk / Subject		Who might be harmed and how	Risk Rating Without Controls	Owner	Action	Completed?	Control Measure Details	Risk Rating With Controls
<b>Exposure of First Aiders/Employee to COVID-19 or possible lack of an individual receiving adequate First Aid treatment when required.</b>								
6.1	The primary responsibility is to preserve life and first aid should be administered if required and until the emergency services attend.	Employees, Contractors	L=4, S=4, R= 12 High	Facilities		N/A	<ul style="list-style-type: none"> <li>•The primary responsibility is to preserve life and first aid should be administered if required and until the emergency services attend unless the first aider feels at risk.</li> <li>•All first Aiders will be consulted on implementing and managing the First Aid system during the current situation to include but not limited to: <ul style="list-style-type: none"> <li>oThe provision of adequate first aid resources</li> <li>oResponse to situations requiring degrees of first aid response.</li> <li>oSelf-help first aid</li> <li>oPossible delays in emergency services response</li> <li>oEmergency plans including contact details will be kept up to date.</li> </ul> </li> </ul>	L=1, S=5, R= Low
6.2	When planning site activities, the provision of adequate first aid resources must be agreed between the relevant parties on site.	Delivery Agents and Postal Workers, Visitors, Members of the Public, Vulnerable Persons as Below:	L=4, S=4, R= 12 High	Facilities		YES		L=1, S=5, R= Low
6.3	Emergency plans including contact details should be kept up to date.		L=4, S=4, R= 12 High	Facilities		YES		L=1, S=5, R= Low
6.4	Consideration must also be given to potential delays in emergency services response, due to the current pressure on resources.		L=4, S=4, R= 12 High	Facilities		YES		L=1, S=5, R= Low
6.5	Consider preventing or rescheduling high-risk work or providing additional competent first aid or trauma resources.	Elderly and age groups as determined by the Government	L=4, S=4, R= 12 High	Facilities		YES		L=1, S=5, R= Low
6.6	A full PPE kit must be provided within the First - Aid bags at every First-Aid Station. These must be regularly checked and maintained by the H&S team. The kit must contain a face mask, a face visor, long-sleeved gown and tape to seal the sleeves. These must be sealed in a sanitized zip-lock bag and determined as "one-use" only.	Auto-immunity deficient through inherent health conditions or due to treatment resulting in low	L=4, S=4, R= 12 High	Facilities	On order	YES		L=1, S=5, R= Low
6.7	Each First Aider must wear a minimum of a facemask, visor and gloves at every response to a First-Aid call.		L=4, S=4, R= 12 High	Facilities		YES		L=1, S=5, R= Low

6.8	A facemask and gloves must be provided to all Fire Wardens. These must be sealed in sanitized zip-lock bags and provided specifically for their use.	immune response.	L=4, S=4, R= 12 High	Facilities	YES	<ul style="list-style-type: none"> <li>Consider preventing or rescuing high-risk work or providing additional competent first aid or trauma resources.</li> <li>A full PPE kit will be provided within the First – Aid bags at every First-Aid Station. These will be regularly checked and maintained by the H&amp;S team. The kit will contain a face mask, a face visor, long-sleeved gown and tape to seal the sleeves. These will be sealed in a sanitized zip-lock bag and determined as “one-use” only.</li> <li>Each First Aider will be required to wear a minimum of a facemask, visor and gloves at every response to a First-Aid call.</li> <li>A facemask and gloves will be provided to all Fire Wardens. These will be sealed in sanitized zip-lock bags and provided specifically for their use.</li> <li>In the event of evacuation due to fire these must be donned immediately upon hearing the audible fire alarm warning. Health &amp; Wellbeing: This is happening in a number of ways. Normal management routines (eg 1-1s) continue to take place. Part of this process is discussing health and wellbeing and support is provided where necessary. Additionally, the Health &amp; Wellbeing Champions have continued to provide regular updates containing relevant information to support health and wellbeing relating to Covid. We also continue to promote our EAP benefit and encourage anyone who requires extra support to reach out to HR or their line manager.</li> </ul>	L=1, S=5, R= Low
6.9	In the event of evacuation due to fire these must be donned immediately upon hearing the audible fire alarm warning.		L=4, S=4, R= 12 High	Facilities	YES		L=1, S=5, R= Low
6.10	The higher management must actively promote effective mental health and well-being awareness to all staff throughout the COVID-19 outbreak and the ensuing restrictions.		L=4, S=4, R= 12 High	HR	YES		L=1, S=5, R= Low
6.11	All management must adopt an “open-door” policy to all staff to ensure they may discuss any concerns they have around COVID-19 and must effectively assist with any anxiety they may be experiencing – particularly within the workplace.		L=4, S=4, R= 12 High	HR	YES		L=1, S=5, R= Low
6.12	Mental Health and Well -Being Around COVID-19		L=4, S=4, R= 12 High	HR	YES		<ul style="list-style-type: none"> <li>The higher management will actively promote effective mental health and well-being awareness to all staff throughout the COVID-19 outbreak and the ensuing restrictions.</li> <li>All management will adopt an “open-door” policy to all staff to ensure they may discuss any concerns they have around COVID-19 and will effectively assist with any anxiety they may be experiencing – particularly within the workplace.</li> </ul>
7	<b>Managerial/Supervisory</b>						
	<b>Subject</b>		<b>Owner</b>	<b>Action</b>	<b>Completed?</b>	<b>Details</b>	
7.1	• Ensure all staff are aware of reporting requirements and that all confirmed cases are escalated to your H&S or Line Managers.		Line managers	To be communicated to all line managers	YES	The office re-entry training clearly outlines actions to be taken in cases of employees feeling unwell and/or being confirmed as being Covid positive.	
7.2	• Information notes are to be sent out and any updates communicated in a timely manner to the workforce. This must include letting staff know about symptoms and actions the medical professionals are advising people to take.		HR		YES		
7.3	• Assessment to be reviewed every month or where significant change has occurred.		Facilities	Monthly review	YES	Facilities teams will undertake monthly reviews	
7.4	• Managers / Supervisors to monitor the arrangements to ensure that they are effective		Line managers	Weekly Mtgs	Started		
7.6	• Detail arrangements for how Management will ensure controls are implemented and managed		Line managers	Weekly Mtgs	Started		
8.0	<b>Training</b>						
	<b>Subject</b>		<b>Owner</b>	<b>Action</b>	<b>Completed?</b>	<b>Details</b>	
8.1	• Managers to be briefed in the Company specific process / procedures for Covid 19 management		HR	LM to be invited	YES		
8.2	• Operatives to be given an information document detailing risks and controls in relation to Covid 19.		HR		YES		