

## RISK ASSESSMENT

<b>Document Ref / Title:</b>	DCS-RA-COVID-19(a) – Managing Health & Safety during COVID-19 pandemic				
<b>Site / Location:</b>	All DCST sites / work areas				
<b>Environment or Task Assessed:</b>	Daisy Corporate Services (DCS) staff who continue to work within DCS managed premises				
<b>Assessment Created by:</b>	Diane Beck, Health & Safety Manager			<b>Assessment Reviewed by:</b>	Diane Beck
<b>Initial Assessment Date:</b>	15 <sup>th</sup> April 2020	<b>Review Date:</b>	22 <sup>nd</sup> July 2020	<b>Next Review Date:</b>	As needed / to suit changes in UK.Gov guidance

Identified Hazard	Who may be harmed and how?	Existing control measures	Risk Rating High/Medium/Low	Proposed / additional actions	Action by / Proposed Timescale	Action Completed Date / Initial
Decreased provision of information and instruction to persons working within or visiting DCS managed premises	<p>Employees, customers, contractors / visitors to site</p> <p>Lack of suitable and sufficient guidance and information resulting in reduced awareness of COVID-19 and the risks associated with it.</p> <p>Lack of awareness of company procedures and government guidance resulting in persons working within or visiting DCS managed premises becoming infected with COVID-19.</p>	<p>Official guidance and advice for individuals and business is available via the following authoritative websites:  <a href="https://www.gov.uk/coronavirus">https://www.gov.uk/coronavirus</a>  <a href="https://www.nhs.uk/conditions/coronavirus-covid-19/">https://www.nhs.uk/conditions/coronavirus-covid-19/</a>  <a href="https://www.hse.gov.uk/news/coronavirus.htm">https://www.hse.gov.uk/news/coronavirus.htm</a>  <a href="https://www.who.int/health-topics/coronavirus#tab=tab_1">https://www.who.int/health-topics/coronavirus#tab=tab_1</a></p> <p>The aforementioned are regularly reviewed and applicable advice adopted where necessary.</p> <p>Existing business continuity plans have been reviewed and activated where necessary. These continue to be regularly reviewed and updated to meet with business needs and to suit leading authority advice and guidance.</p> <p>Information and company updates are regularly sent to staff via internal communications.</p>	<b>LOW</b>	<p>This risk assessment to be communicated to staff by Line Managers.</p> <p>Line Managers must ensure that all staff agree to and understand the control measures set out in this risk assessment. Arising comments, suggestions or concerns should be passed on (by Line Managers) as needed to:</p> <ul style="list-style-type: none"> <li>- <a href="mailto:healthandsafety@dcs.tech">healthandsafety@dcs.tech</a></li> <li>- <a href="mailto:myhr@dcs.tech">myhr@dcs.tech</a></li> </ul>	<p>Line Managers - ASAP</p>	

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		<p>Government campaign posters are displayed in occupied work and welfare areas within business premises.</p> <p>Staff use Microsoft Teams, Skype, telephones and email to stay connected. Yammer is used as an informal platform to share information across the business.</p> <p>Where appropriate, business communications are produced in accordance with leading authority (Gov.UK, NHS, HSE, WHO etc) advice and guidance.</p>				
<p>Virus transmission for staff in the workplace or through work activities</p>	<p>Employees, customers, contractors / visitors to site</p> <p>Catching or spreading the disease via contact with infected persons or contaminated surfaces.</p>	<p>Staff have been briefed on current government led advice on staying protected.</p> <p>COVID-19 Secure in 2020 posters are displayed in all occupied DCS premises. These confirm that DCS has complied with the governments guidance on managing the risk of COVID-19 and outline the five steps taken to promote safer working together:</p> <ul style="list-style-type: none"> <li>- COVID-1 Risk Assessment</li> <li>- Cleaning, handwashing and hygiene procedures</li> <li>- Help people work from home</li> <li>- Maintain a 2m distance in the workplace</li> <li>- Management of transmission risk</li> </ul> <p>Government campaign posters are displayed in occupied work areas and welfare premises within business premises. These promote the 'Catch It, Bin It, Kill It' message, hand hygiene, social distancing and stay home when you are sick messages.</p> <p>Staff specific risk assessment has been conducted by HR to identify staff at higher risk due to known or self-declared health conditions.</p> <p>Staff have been provided with information on social distancing and how to avoid spreading the infection. Staff should continue to following <a href="#">current NHS Guidance</a>.</p>	<p><b>LOW</b></p>	<p>Review work areas and/or inspection checklists to identify any problem areas and then liaise with site staff to discuss and establish suitable and sufficient control measures.</p> <p>Advise the Health &amp; Safety Department: <a href="mailto:healthandsafety@dcs.tech">healthandsafety@dcs.tech</a> of any proposed or implemented control measures.</p>	<p>Line Managers - ASAP</p>	

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		<p><b>Hand Washing &amp; Respiratory Hygiene:</b> Staff have been instructed to follow established government guidance by regularly washing their hands with soap and water for at least 20 seconds. Staff are encouraged to following established NHS guidance: <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>Hand sanitiser is located throughout all DCS managed premises and should be used if soap and water is not easily or quickly available.</p> <p>Follow Gov.UK guidance to help prevent the spread, including:</p> <ul style="list-style-type: none"> <li>- Washing your hands more often for at least 20 seconds</li> <li>- Use a hand sanitiser if soap and water is not available</li> <li>- Avoid touching your eyes, nose, and mouth with unwashed hands</li> <li>- Avoid close contact with people who have symptoms</li> <li>- Cover your cough or sneeze with a tissue or your sleeve (not your hands), throw used tissues in a bin and wash your hands</li> <li>- Clean and disinfect frequently touched objects and surfaces</li> </ul> <p><b>Social Distancing:</b> All non-essential business meetings have been cancelled or are carried out via Microsoft Teams or Skype. Any essential business meetings are carried out observing the social distancing rule of staying at least 2m (3 steps) away from anyone you do not live with (or anyone not in your support bubble).</p> <p>Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature, new and continuous cough and loss of taste and smell.</p>		<p><b>Reception Area:</b> It is identified that Reception is a high traffic route with the majority of DCS staff, visitors / customers visiting reception to sign in and out. To ensure the safety of DCS Reception staff, erection of safety screens / protective panels is recommended.</p>	<p>Facilities Department - ASAP</p>	

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		<p>Avoid non-essential use of public transport when possible. If public transport cannot be avoided, you must use a face covering (when travelling in England).</p> <p><b>Cleaning:</b> Office / workplace cleaning (inc waste removal) is carried out by a third party cleaning company who adhere to the control measures imposed by their company / agreed by DCS Facilities Department.</p> <p>Staff have been provided with cleaning guidelines and appropriate cleaning materials. They are required to use antibacterial wipes or spray on all touch points after use eg door handles, microwave, fridge, water boilers / kettles etc. Hands should be washed with soap after using antibacterial agents.</p> <p><b>Face Masks and Gloves</b> DCS staff who continue to work within business premises have been issued with face masks and gloves. Usage is at the discretion of the individual and is not a mandatory requirement imposed by the company.</p>				
Suspected COVID-19 case whilst working within DCS managed premises	Employees, customers, contractors / visitors to site  Transmitting the disease to colleagues	<p>A member of staff who develops a high temperature or a persistent cough while at work should:</p> <ul style="list-style-type: none"> <li>- Immediately advise their line manager</li> <li>- Avoid touching anything.</li> <li>- Cough or sneeze into a tissue (or the crook of their elbow). Tissues should be immediately disposed of and hands washed.</li> <li>- Leave work and return home asap.</li> <li>- Follow NHS / Gov.UK guidance on self-isolation and not return to work until their period of self-isolation has been completed.</li> </ul> <p>Visitors and / or contractors to site who develop symptoms should be encouraged to leave site immediately and follow their own company guidance on further actions to be taken.</p>	<b>LOW</b>			

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Contact with person who has suspected COVID-19	<p>Employees, customers, contractors / visitors to site</p> <p>Catching the disease via contact with infected persons</p>	<p>Line managers should follow the procedure detailed in document <a href="#">‘Line Managers Actions (if someone develops COVID-19 symptoms)’</a></p> <p>Contact with colleagues suspected of having caught COVID-19 will be avoided wherever possible.</p> <p>Staff are reminded to maintain good levels of hand hygiene, social distancing and keep work areas and touch points clean to help avoid spread of infection.</p> <p>Where it is suspected that socially distant, brief contact has been made with a colleague / visitor (who has suspected COVID-19) within DCS premises then staff should immediately wash their hands and are reminded to avoid touching their eyes, nose or mouth if their hands are not clean.</p> <p>Where it is suspected that close, sustained contact (less than 2 metres for more than 15 minutes) has been made with a colleague / visitor (who has suspected COVID-19) then the following will be implemented:</p> <ul style="list-style-type: none"> <li>- Staff should immediately wash their hands and are reminded to avoid touching their eyes, nose or mouth if their hands are not clean.</li> <li>- Line Manager should escalate the issue immediately to a Senior Manager.</li> <li>- Details of the incident should be provided to <a href="mailto:healthandsafety@dcs.tech">healthandsafety@dcs.tech</a> as soon as possible.</li> </ul> <p>If a member of staff is contacted via the NHS Test and Trace system, they should advise their line manager and follow current <a href="#">NHS guidance</a>.</p>	<b>MEDIUM</b>			
Psychological / Staff Wellbeing	Employees	Microsoft Teams, Skype, telephones and email are used to maintain regular contact between line managers and teams.	<b>LOW</b>			

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	<p>Staff feeling isolated due to lack of communication with line managers and colleagues.</p> <p>Risk of anxiety due to lack of knowledge and/or understanding of business related issues.</p>	<p>Yammer is promoted by the business and is used by colleagues as a means of communication. WhatsApp is used as a way of communicating within smaller teams.</p> <p>Regular Internal Comms from the business and communications from line managers ensure that staff are regularly updated and informed.</p> <p>Staff are encouraged to raise concerns on workload issues or support needs to their line manager.</p> <p>Staff have full access to training via <a href="#">Daisy University</a>. Available training modules include wellbeing and mental health.</p>				
Reduced emergency provision in workplaces and sites	<p>Employees, customers, contractors / visitors to site</p> <p>Lack of emergency provision due to lower staffing levels on DCS sites.</p>	<p><b>First Aid:</b> Line managers should ensure that first aid provision is available wherever possible within teams who continue to work within DCS sites.</p> <p>Trained first aiders have been provided with COVID-19 appropriate PPE (gloves, masks and aprons) and associated guidance.</p> <p>Where first aid provision is not available due to sickness / ill health or is unavoidable due to reduced staffing numbers, line managers must inform <a href="mailto:healthandsafety@dcs.tech">healthandsafety@dcs.tech</a> asap. Remaining staff must have access to first aid kit (for minor injuries) and means of communication to ensure that the emergency services can be contacted.</p> <p>All accidents, incidents, near misses or ill health should be reported via the DCS online <a href="#">Accident Report</a> and/or to <a href="mailto:healthandsafety@dcs.tech">healthandsafety@dcs.tech</a> as soon as possible following the incident.</p> <p><b>Fire Safety:</b></p>	LOW			

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		<p>Line managers should ensure that all staff working within DCS premises are trained in fire evacuation procedures and that where possible, trained fire wardens are available.</p> <p>Staff who continue to work within DCS premises will continue to carry out site inspections to ensure that evacuation routes and fire exits are kept clear, that fire extinguishers are in position and that the fire alarm panel continues to be fully operational.</p> <p>All identified issues should be reported to line managers who will escalate areas of concern to <a href="mailto:Facilitieshelpdesk@dcs.tech">Facilitieshelpdesk@dcs.tech</a> and/or <a href="mailto:healthandsafety@dcs.tech">healthandsafety@dcs.tech</a>.</p> <p>Customers and visitors to site undergo site induction which includes relevant fire safety procedures.</p> <p><b>Security:</b> Local procedures are in place to ensure that security within DCS managed sites is maintained. Staff carry out lock up / unlock duties in conjunction with a third party security contractor. All identified issues should be reported to line managers who will escalate areas of concern to <a href="mailto:Facilitieshelpdesk@dcs.tech">Facilitieshelpdesk@dcs.tech</a>.</p> <p><b>Lone Working:</b> Lone working on DCS premises is not permitted without prior approval by line managers.</p> <p>Where a specific task or duty is performed that takes a member of staff away from the larger team, lone worker devices and/or mobiles phones are used to maintain regular contact.</p>				
Use of Display Screen Equipment (DSE)	Employees  Muscular skeletal disorders, pain, discomfort and injury due to overuse, poor posture or incorrect set up.	<p>All staff given sufficient information, instruction and training in use of display screen equipment and associated peripherals.</p> <p>Training is provided on the importance of adopting and maintaining correct posture. Work is planned to include change</p>	<b>LOW</b>			

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	Headache, eye fatigue and stress	<p>of activity and/or regular breaks. Foot rests are provided if required.</p> <p>All equipment provided by the business is adjustable. Line managers ensure that staff know how to adjust the equipment provided.</p> <p>Lighting and temperature is suitably controlled. Blinds are provided to control ambient light.</p> <p>Free eye tests are available (if required).</p>				
Access and Egress to site	<p>Employees, customers, contractors / visitors to site</p> <p>Catching the disease via contact with infected persons</p>	<p>Staff carry out lock up / unlock duties in conjunction with a third party security contractor. All identified issues should be reported to line managers who will escalate areas of concern to <a href="mailto:Facilitieshelpdesk@dcs.tech">Facilitieshelpdesk@dcs.tech</a>.</p> <p><b>Visitors to Site:</b> Site visits by DCS staff are planned by line managers and will only be conducted if essential. Emergency procedures will be checked on arrival.</p> <p>Visitors to site (customers / contractors) must complete an access request prior to attendance. If authorisation is granted, visitors will undergo site safety induction. This will be carried out by DCS staff who will maintain social distancing rules at all times.</p>	LOW			
Travel	<p>Employees</p> <p>Transmitting the disease to colleagues within other DCS sites or buildings</p>	<p>All non-essential travel is prohibited without prior authorisation from the business.</p> <p>Travel between different buildings within the same site location is prohibited unless authorisation has been granted by the business.</p>	LOW			
Manual Handling	<p>Employees, customers, contractors</p> <p>Catching the disease via contact with infected persons</p>	<p>Where possible, manual handling should be avoided. Where manual handling cannot be avoided, staff should observe and practice good manual handling techniques, use trolleys and/or split heavy loads if available.</p>	LOW			



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		<p><b>Two-Man Lifts:</b> It is widely acknowledged that there are circumstances where the 2m rule cannot be followed despite all possible steps being taken to try and maintain this. In those circumstances a risk based approach should be used to consider the following:</p> <ul style="list-style-type: none"> <li>- Is the task being done essential?</li> <li>- Is it essential that the task is done now or can it be deferred?</li> <li>- Can the task be done in a different way so that 2m distance can be maintained?</li> <li>- If yes, then this would need to be documented to show why the process has changed from usual practice (make sure your usual H&amp;S considerations are applied).</li> <li>- If no, then adapt the task to ensure physical (social) distancing is adhered to as far as possible and document this. You should also minimise the time spent at less than 2m and maximise the distance to ensure the greatest distance between people is maintained.</li> </ul> <p>Government guidance also recommends using a consistent pairing system if workers have to be in close proximity, for example, during two-person working, lifting or maintenance activities that cannot be redesigned.</p>				