

RISK ASSESSMENT

Document Ref / Title:	DCS-RA-COVID19(b) – Managing Health & Safety during COVID-19 pandemic				
Site / Location:	Customer occupied areas within Business Continuity (BC) premises / DCS staff working within occupied Customer Premises				
Environment or Task Assessed:	Daisy Corporate Services (DCS) staff who come into contact with customer employees				
Assessment Created by:	Diane Beck, Health & Safety Manager			Assessment Reviewed by:	Diane Beck
Initial Assessment Date:	20 th April 2020	Review Date:	22 nd July 2020	Next Review Date:	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 DCS employees.	<p>Employees, customers, contractors / visitors to site</p> <p>Lack of suitable and sufficient guidance and information from DCS resulting in reduced awareness of COVID-19 and the risks associated with it.</p> <p>Lack of awareness of DCS 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: https://www.gov.uk/coronavirus https://www.nhs.uk/conditions/coronavirus-covid-19/ https://www.hse.gov.uk/news/coronavirus.htm https://www.who.int/health-topics/coronavirus#tab=tab_1</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 DCS staff via internal communications.</p>	LOW	<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"> - healthandsafety@dcs.tech - myhr@dcs.tech 	Line Managers - ASAP	

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Decreased provision of information and instruction to individuals working within customer occupied premises	Lack of awareness of customer procedures resulting in individuals becoming infected with COVID-19.	<p>Government campaign posters are displayed in work and welfare areas within DCS 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>All DCS Staff will receive regular communications from DCS following the guidelines detailed above.</p> <p>Staff visiting or working within customer managed premises should also be provided with customer communications and instruction relating to the safe working practices within their premises. Where it is believed insufficient information has been provided, this issue should be reported immediately to line managers who should either request information from the customer or escalate the issue to senior managers.</p> <p>Invoking customers should receive communications and instructions from their employees regarding COVID-19 and associated risks.</p>	LOW	Where it is believed that information and/or instructions provided to customer employees is insufficient (i.e. if unsafe working practices such as lack of social distancing or inadequate hand-hygiene has been observed) then concerns should be raised with line managers. **DCS reserves the right to request information from customers relating to safety instructions provided to their employees.	Line Managers - As needed / ASAP	
Virus transmission for individuals in the workplace or through work activities	Employees, customers, contractors / visitors to site Catching or spreading the disease via contact with infected persons or contaminated surfaces.	<p>Invoking customers should follow the safety information provided by their employers at all times.</p> <p>DCS 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: - COVID-1 Risk Assessment</p>	LOW	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. Advise the Health & Safety Department: healthandsafety@dcs.tech of any	Line Managers - ASAP	

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		<ul style="list-style-type: none"> - Cleaning, handwashing and hygiene procedures - Help people work from home - Maintain a 2m distance in the workplace - Management of transmission risk <p>Within DCS managed premises, 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 DCS HR to identify staff at higher risk due to known or self-declared health conditions.</p> <p>Staff specific risk assessment has been conducted by DCS HR to identify staff at higher risk due to known or self-declared health conditions.</p> <p>All DCS Staff will adhere to the following COVID-19 safety instructions (plus any additional customer instructions which may have been stipulated / relevant to the customer premises):</p> <p>Hand Washing & Respiratory Hygiene: 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: https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</p> <p>Hand sanitiser is located throughout all DCS managed premises. Hand sanitiser is encouraged 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"> - Washing your hands more often for at least 20 seconds - Use a hand sanitiser if soap and water is not available 		<p>proposed or implemented control measures.</p> <p>Invoking customers - where it is identified that customer employees are adopting unsafe behaviours (i.e. lack of social distancing or inadequate hand-hygiene), concerns should be raised with line managers. **DCS reserves the right to challenge unsafe behaviour displayed by individual(s).</p> <p>Reception Area: It is identified that Reception is a high traffic route with the majority of DCS staff and invoked 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>Line Managers - As needed / ASAP</p> <p>Facilities Department - ASAP</p>	

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		<ul style="list-style-type: none"> - Avoid touching your eyes, nose, and mouth with unwashed hands - Avoid close contact with people who have symptoms - Cover your cough or sneeze with a tissue, then throw the tissue in a bin and wash your hands - Clean and disinfect frequently touched objects and surfaces <p>Social Distancing: 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 more than 2m / 6ft apart from anyone other than members of your own household.</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>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>Cleaning: Within DCS managed premises, office / workplace cleaning (including 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>Face Masks and Gloves</p>				

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		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.				
Suspected COVID-19 case	Employees, customers, contractors / visitors to site Transmitting the disease to colleagues	<p>A member of DCS staff who develops a high temperature or a persistent cough while at work should:</p> <ul style="list-style-type: none"> - Immediately advise their line manager - Avoid touching anything. - Cough or sneeze into a tissue (or the crook of their elbow). Tissues should be immediately disposed of and hands washed. - Leave work and return home asap. - Follow NHS / Gov.UK guidance on self-isolation and not return to work until their period of self-isolation has been completed. <p>Line managers should follow the procedure detailed in document 'Line Managers Actions (if someone develops COVID-19 symptoms)'</p> <p>Customers, 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>	LOW	Invoking customers - where it is believed that a customer employee is unwell, then this should be flagged to the appropriate customer supervisor / manager immediately. **DCS staff should escalate any perceived lack of response or action from the customer – this should be progressed via DCS line management / senior management.	Line Managers - As needed / ASAP	
Contact with person who has suspected COVID-19	Employees, customers, contractors / visitors to site Catching the disease via contact with infected persons	<p>Contact with colleagues or customers suspected of having caught COVID-19 will be avoided wherever possible.</p> <p>DCS Staff are reminded to maintain good levels of hand hygiene, social distancing and keep work areas 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</p>	MEDIUM			

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		<p>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, customer or visitor then the following will be implemented:</p> <ul style="list-style-type: none"> - Staff should immediately wash their hands and are reminded to avoid touching their eyes, nose or mouth if their hands are not clean. - Line Manager should escalate the issue immediately to a Senior Manager. - Details of the incident should be provided to healthandsafety@dcs.tech as soon as possible. <p>If a member of staff is contacted via the NHS Test and Trace system, they should advise their line manager and follow current NHS guidance.</p>				
Psychological / Staff Wellbeing	<p>DCS Employees</p> <p>DCS 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>Microsoft Teams, Skype, telephones and email are used to maintain regular contact between line managers and teams.</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 Daisy University. Available training modules include wellbeing and mental health.</p>	LOW			

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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 or customer sites.</p>	<p>First Aid: Line managers should ensure that first aid provision is available wherever possible within teams who continue to work within DCS sites.</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 healthandsafety@dcs.tech 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>Invoking customers are requested to provide their own first aiders and first aid supplies.</p> <p>DCS staff working (permanently) within customer premises – provision of first aid should continue be provided by the customer.</p> <p>DCS staff visiting customer premises to carry out works (as a contractor) 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 Accident Report as soon as possible following an incident. Areas of concern or accident related queries should be directed to healthandsafety@dcs.tech.</p> <p>Fire Safety: Invoking customers are requested to provide their own fire wardens who must ensure familiarity with local procedures / evacuation routes etc.</p> <p>Staff who continue to work within DCS premises will carry out site inspections to ensure that evacuation routes and fire exits</p>	LOW	Health & Safety Department to source and arrange distribution of COVID-19 appropriate PPE (gloves, masks and aprons) and associated guidance to trained first aiders.	Health & Safety Team - ASAP	

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		<p>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 Facilitieshelpdesk@dcs.tech and/or healthandsafety@dcs.tech.</p> <p>DCS staff working within customer premises will continue to adhere to customers own fire safety procedures.</p>				
Use of Display Screen Equipment (DSE)	<p>DCS Employees</p> <p>Muscular skeletal disorders, pain, discomfort and injury due to overuse, poor posture or incorrect set up.</p> <p>Headache, eye fatigue and stress</p>	<p>All DCS staff given sufficient information, instruction and training in use of display screen equipment and associated peripherals.</p> <p>All equipment provided by DCS is adjustable.</p> <p>Where applicable, all equipment provided by the customer should be adjustable. DCS Staff should raise any areas of concern with their line managers.</p>	LOW			