RISK ASSESSMENT – EATING MATTERS

Date of assessment: 03/09/2020

Office area: Colegate Centre - Norwich

Health & Safety Manager: Yolande/Sarah

Guidance – Offices	Already in place?	Able to introduce?	Not necessary/viable?
1.1 Managing Risk – work through these steps in order			
Increasing the frequency of handwashing and surface cleaning.	X		
Making every reasonable effort to enable working from home as a first option. Where working from home is not possible, workplaces should make every reasonable effort to comply with social distancing.	X		
Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between staff including: – increasing the frequency of hand washing and surface cleaning – keeping the activity time involved as short as possible – using screens or barriers to separate people from each other	X		

– using back-to-back or side-to-side working (rather than face-to-face) whenever possible – reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others)			
If people must work face-to-face for a sustained period with more than a small group of fixed partners, assess whether the activity can safely go ahead.	X		
1.2 Sharing your risk assessment			
You should share the results of your risk assessment with your workforce. If possible, you should consider publishing it on your website (expected of all businesses with over 50 employees).		X	
Consulting with the health and safety representative selected by a recognised trade union or, if there isn't one, a representative chosen by workers.		X	
2. Who should go to work			
Staff should work from home if at all possible. Consider who is needed to be on-site; for example: – workers in roles critical for business and operational continuity, safe facility management, or regulatory requirements and which cannot be performed remotely. – workers in critical roles which might be performed remotely, but who are unable to work remotely due to home circumstances or the unavailability of safe enabling equipment	X		
Planning for the minimum number of people needed on site to operate safely and effectively.	X		

Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.	X		
Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.	X		
Providing equipment for people to work at home safely and effectively, for example, remote access to work systems.	X		
2.1 Protecting people who are at higher risk			
Protect clinically vulnerable and clinically extremely vulnerable individuals Clinically extremely vulnerable individuals have been strongly advised not to work outside the home. Clinically vulnerable individuals, who are at higher risk of severe illness (for example, people with some pre existing conditions), have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role.	X		
Provide support for workers around mental health and wellbeing. This could include advice or telephone support.		X	
2.2 People who need to self-isolate			
Enabling workers to work from home while self-isolating if appropriate.	X		
2.3 Equality in the workplace			
Treating everyone in your workplace equally, being mindful of the particular needs of different groups of workers or individuals.	X		
Understanding and take into account the particular circumstances of those with protected characteristics.	X		

Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any measures you are considering implementing inappropriate or challenging for them.	X		
Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.	X		
Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.	X		
Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.	X		
3. Social distancing at work			
Maintain 2m social distancing wherever possible, including while arriving at and departing from work, while in work, and when travelling between sites.	X		
Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between staff including: – increasing the frequency of hand washing and surface cleaning – keeping the activity time involved as short as possible – using screens or barriers to separate people from each other – using back-to-back or side-to-side working (rather than face-to-face) whenever possible	X		

– reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others)			
3.1 Coming to work and leaving work			
Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.	X		
Providing additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible.			X
Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.			X
Reducing congestion, for example, by having more entry points to the workplace.			X
Providing more storage for workers for clothes and bags.	X		
Using markings and introducing one-way flow at entry and exit points.			X
Providing handwashing facilities, or hand sanitiser where not possible, at entry and exit points and not using touch-based security devices such as keypads.	X		
Providing alternatives to touch-based security devices such as keypads.			X
Defining process alternatives for entry/exit points where appropriate, for example, deactivating turnstiles requiring pass checks in favour of showing a pass to security personnel at a distance.			X
3.2 Moving around buildings and worksites			
Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of radios or telephones, where permitted, and cleaning them between use.	X		
Restricting access between different areas of a building or site.	X		

Reducing job and location rotation.	X		
Introducing more one-way flow through buildings.			X
Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.			X
Making sure that people with disabilities are able to access lifts.			X
Regulating use of high traffic areas including corridors, lifts turnstiles and walkways to maintain social distancing.	X		
3.3 Workplaces and workstations			
Review layouts and processes to allow people to work further apart from each other.	X		
Using floor tape or paint to mark areas to help workers keep to a 2m distance.			X
Only where it is not possible to move workstations further apart, arranging people to work side by side or facing away from each other rather than face-to-face.	X		
Only where it is not possible to move workstations further apart, using screens to separate people from each other.	X		
Managing occupancy levels to enable social distancing.	X		
Avoiding use of hot desks and spaces and, where not possible, for example, call centres or training facilities, cleaning and sanitising workstations between different occupants including shared equipment.	X		
3.4 Meetings			
Using remote working tools to avoid in-person meetings.	X		

Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.	X		
Avoiding transmission during meetings, for example avoiding sharing pens and other objects.	X		
Providing hand sanitiser in meeting rooms.	X		
Holding meetings outdoors or in well-ventilated rooms whenever possible.	X		
For areas where regular meetings take place, using floor signage to help people maintain social distancing.			X
3.5 Common areas			
Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions, staircases.	X		
Staggering break times to reduce pressure on break rooms or canteens.			X
Using safe outside areas for breaks.	X		
Creating additional space by using other parts of the workplace or building that have been freed up by remote working.	X		
Installing screens to protect staff in receptions or similar areas.	X		
Providing packaged meals or similar to avoid fully opening staff canteens.			X
Encouraging workers to bring their own food.	X		
Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.	X		

Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site.		X	
Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage.			X
Encouraging storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts.			X
4. Managing your customers, visitors and contractors			
Minimise the number of unnecessary visits to offices.	X		
4.1 Manage contacts			
Encouraging visits via remote connection/working where this is an option.	X		
Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival.	X		
Limiting the number of visitors at any one time.	X		
Limiting visitor times to a specific time window and restricting access to required visitors only.	X		
Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.		X	
Maintaining a record of all visitors if this is practical.	X		
Revising visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions.	X		
4.2 Providing and explaining available guidance			

Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage or visual aids and before arrival, for example, by phone, on the website or by email.	X		
Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors.		X	
Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.	X		
Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces.	X		
5. Cleaning the workplace			
5.1 Before reopening			
Cleaning sites and providing hand sanitiser.	X		
Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.			X
Most air conditioning systems do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.			X
Opening windows and doors frequently to encourage ventilation, where possible.	X		
5.2 Keeping the workplace clean			
Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.	X		

Frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements.	X		
Clearing workspaces and removing waste and belongings from the work area at the end of a shift.	X		
Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards.	X		
5.3 Hygiene: handwashing, sanitation facilities and toilets			
Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.	X		
Providing regular reminders and signage to maintain personal hygiene standards.	X		
Providing hand sanitiser in multiple locations in addition to washrooms.	X		
Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.	X		
Enhancing cleaning for busy areas.	X		
Providing more waste facilities and more frequent rubbish collection.	X		
Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities.	X		
5.4 Changing rooms and showers			
Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and social distancing is achieved as much as possible.			X

Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.	X		
5.5 Handling goods, merchandise and other materials, and onsite vehicles			
Cleaning procedures for goods and merchandise entering the site.			X
Cleaning procedures for vehicles.			X
Introducing greater handwashing and handwashing facilities for workers handling goods and merchandise and providing hand sanitiser where this is not practical.	X		
Regular cleaning of vehicles that workers may take home.			X
Restricting non-business deliveries, for example, personal deliveries to workers.	X		
6. Personal protective equipment (PPE) and face coverings			
Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.	X		
6.1 Face coverings			
Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off. Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers:	X		

• wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it • when wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands • change your face covering if it becomes damp or if you've touched it • continue to wash your hands regularly • change and wash your face covering daily • if the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste • practise social distancing wherever possible			
Considering whether there are enclosed spaces where social distancing is not possible and where employees come into contact with people they do not normally meet so as to require face coverings.	X		
7. Workforce management			
7.1 Shift patterns and working groups			
Change the way work is organised to create distinct groups and reduce the number of contacts each employee has.	X		
As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.	X		
Identifying areas where people directly pass things to each other, for example office supplies, and finding ways to remove direct contact, such as using drop-off points or transfer zones.	X		

7.2 Work-related travel			
7.2.1 Cars, accommodation and visits			
Minimising non-essential travel – consider remote options first.	X		
Minimising the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.			X
Cleaning shared vehicles between shifts or on handover.			X
Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.			X
7.2.2 Deliveries to other sites			
Putting in place procedures to minimise person-to-person contact during deliveries to other sites.			X
Maintaining consistent pairing where 2-person deliveries are required.			X
Minimising contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents.	X		
7.3 Communications and Training			
7.3.1 Returning to Work			
Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.	X		
Engaging with workers through existing communication routes and worker representatives to explain and agree any changes in working arrangements.	X		

Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.	X		
7.3.2 Ongoing communications and signage			
Ongoing engagement with workers (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.	X		
Awareness and focus on the importance of mental health at times of uncertainty.	X		
Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.			X
Using visual communications, for example whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.		X	
Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.		X	
8. Inbound and outbound goods			
Revising pick-up and drop-off collection points, procedures, signage and markings.			X
Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.			X
Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.	X		
Where possible and safe, having single workers load or unload vehicles.			X

Where possible, using the same pairs of people for loads where more than one is needed.			X
Enabling drivers to access welfare facilities when required, consistent with other guidance.			X
Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.			X

Signed by Health & Safety Manager, [INSERT NAME] ……Yolande Russell……………………………………………………………………..

Reviewed: 02/09/2020