

## General Risk Assessment

1. General Information					
Site				Personnel Exposed e.g. Operators, Maintenance Staff, Cleaners, contractors, Visitors.	Operators
RA No	COVID 19				Cleaners
Task/Procedure	Safe working through COVID 19 pandemic				Engineers
Assessed By	MB				Contractors
Date	Apr 2020	Revision No	0		Visitors
Reviewed Date	Ongoing	New Revision No (Only if changes made)		Delivery drivers	Changes Required after review Y/N
Reviewed By				First Aiders	

2. Specific Risk Assessments Required? (Only Use this section if Specific Risk is included in the task and requires a separate assessment to be completed)	
Risk From:	Assessment Required – Yes/No. Attach it if required
Manual Handling	
Display Screen Equipment	
Noise at Work	
COSHH	
PPE	
Other (Young persons, pregnant worker, ..)	

4. Actions Required			
Action	Timescale	Responsibility	Completed
1			
2			
3			
4			
5			
6			
Review:			

<b>Severity</b>	1	<b>Negligible</b> Dealt with by in-house first aid, etc	<b>Likelihood</b>	1	<b>Rare</b> - May occur but only in rare circumstances
	2	<b>Minor</b> Medical help needed. Treatment by medical professional/hospital outpatient, etc		2	<b>Unlikely</b> to occur but could happen (<25%)
	3	<b>Moderate</b> Significant non-permanent injury. Overnight hospitalisation (inpatient)		3	<b>Possible</b> and likely to occur at some time (25% - 50%)
	4	<b>Major</b> Extensive permanent injury (eg loss of finger/s). Extended hospitalisation		4	<b>Likely</b> to occur frequently (50% - 75%)
	5	<b>Catastrophic</b> Death. Permanent disabling injury (eg blindness, loss of hand/s, quadriplegia)		5	<b>Almost certain</b> to occur in most circumstances. (> 75%)

<b>Risk rating</b>	1-6	<b>Acceptable risk -</b> Monitor
	8-12	<b>Significant risk -</b> Implement practicable control measures
	15-25	<b>Unacceptable risk -</b> Avoid, substitute, implement measures NOW



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1 - Infection Prevention and Staff Safety	
<b>Hazard</b>	Direct threat to staff health and wellbeing from transmission of the coronavirus while at work
<b>How</b>	<p>Possible transmission of the virus to staff from other staff/visitors / contractors</p> <p>People can catch the virus from others who are infected in the following ways:</p> <ul style="list-style-type: none"> <li>• virus moves from person-to-person in droplets from the nose or mouth spread when a person with the virus coughs or exhales</li> <li>• the virus can survive for up to 72 hours out of the body on surfaces which people have coughed on, etc</li> </ul> <p>People can pick up the virus by breathing in the droplets or by touching contaminated surfaces and then touching their eyes or mouth</p>
<b>Proposed control measures</b>	<p>Forbo complies with its duty to provide a safe and healthy workplace/working conditions for staff who remain working in the workplace during the coronavirus pandemic</p> <p>Circulate coronavirus safety procedures to all staff and managers; these set out how staff should behave and the precautions they must adopt during the pandemic to keep them safe</p> <p>Managers should pass on and reinforce key Government public health messages to all staff:</p> <ul style="list-style-type: none"> <li>• cover the mouth and nose with a tissue or sleeve (not hands) when coughing or sneezing (Catch it — Bin it — Kill it)</li> <li>• put used tissues in the bin straight away</li> <li>• wash hands regularly with soap and water for at least 20 seconds; use hand sanitiser gel if soap and water are not available</li> <li>• avoid close contact with people who are unwell</li> <li>• clean and disinfect frequently touched objects and surfaces</li> <li>• do not touch face, eyes, nose or mouth if hands are not clean</li> </ul> <p>Require staff to practice effective social distancing while in and around the workplace and when travelling to and from work by:</p> <ul style="list-style-type: none"> <li>• avoiding non-essential contact with others</li> <li>• keeping a safe distance of at least 2 metres (about 3 steps) from others at all times. If the 2m rules is impractical, physical screening / separation should be considered</li> <li>• avoiding physical contact (eg hugs, handshakes, etc)</li> </ul>

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	<p>In all departments, fully implement Public Health England <i>Guidance for Employers and Businesses on Coronavirus</i>, including the following key safety precautions:</p> <ul style="list-style-type: none"> <li>• keep communication, instructions and assessments under review to ensure that a safe place of work is maintained</li> <li>• make any adjustments to the workspace/rotas/work patterns/ procedures necessary to facilitate social distancing at work</li> <li>• cancel face-to-face meetings and replace them with video conferencing/ phone conferencing, etc</li> <li>• follow Government health and travel advice</li> <li>• provide personal protective equipment (PPE) as required</li> <li>• increase environmental cleaning in the workplace; review and revise cleaning method statements and schedules and ensure cleaning staff have access to suitable detergents, disinfectants and PPE</li> <li>• cancel non-essential training and all face-to-face training/recruitment practices</li> <li>• carry out any essential training/ recruitment by using email/online E-learning wherever possible rather than bringing people together face to face</li> <li>• display appropriate public health posters around the workplace, such as <i>Cleaning and Disinfection Guidance</i> and <i>Employers and Businesses Guidance</i> provided by Public Health England</li> </ul>
<b>Action required</b>	
<b>2 - Cases of Possible Infection On-site</b>	
<b>Hazard</b>	High risk of transmission
<b>How</b>	People becoming unwell while on-site
<b>Proposed control measures</b>	<p>All surfaces that a symptomatic person has come into contact with must be cleaned and disinfected, especially objects visibly contaminated with body fluids and all potentially contaminated high-contact areas such as toilets</p> <p>Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids, can be cleaned thoroughly as normal</p> <p>Cleaning staff should use disposable cloths or paper roll and a combined detergent disinfectant solution</p> <p>Cleaning staff must wear appropriate PPE</p> <p>Waste from cleaning of areas where possible cases have been (including disposable cloths and tissues) should be “double-bagged” and tied off; it should be placed in a secure holding area for 72 hours before being disposed of in general waste</p>
<b>Action required</b>	

<b>3 - Symptomatic Employee coming to site</b>	
<b>Hazard</b>	High risk of transmission
<b>How</b>	Symptomatic person / employee coming to site and contaminating workplace and others on site
<b>Proposed control measures</b>	<p><b>Employees given advice below</b></p> <p>If you are experiencing these symptoms, follow government guidelines and stay at home for 7 days. If you live with other people, then all of you should stay at home for 14 days from the first day the first person got symptoms. If you have to stay at home together, try to keep away from each other as much as possible.</p> <p>If you live with somebody over 70, has a long-term condition or is pregnant or has a weakened immune system, try to find somewhere else to stay for 14 days.</p> <p>You do not need to contact your GP or NHS 111 unless your symptoms worsen or last for more than 7 days. The government currently advises that testing for coronavirus is not needed while staying at home.</p> <p>In Scotland, a free helpline has been set up for people who do not have symptoms but are looking for general advice: 0800 028 2816. If a member of staff becomes unwell in the workplace with coronavirus symptoms (a new, continuous cough or a high temperature) they should be sent home and advised to follow Government advice to self-isolate</p> <p><b>A member of staff or the public with confirmed COVID19 has recently been in one of our workplaces</b></p> <p>The government guidelines state:</p> <p>Closure of the workplace is not recommended.</p> <p>The management team of the office or workplace will be contacted by the Public Health England or Health Protection Scotland local Health Protection Team to discuss the case, identify people who have been in contact with them and advise on any actions or precautions that should be taken.</p> <p>A risk assessment of each setting will be undertaken by the Health Protection Team with the lead responsible person. Advice on the management of staff and members of the public will be based on this assessment.</p> <p>The Health Protection Team will also be in contact with the case directly to advise on isolation and identifying other contacts and will be in touch with any contacts of the case to provide them with appropriate advice.</p> <p>Advice on cleaning of communal areas such as offices or toilets will be given by the Health Protection Team and is outlined later in this document.</p> <p><b>An individual in the workplace has had contact with a confirmed case of COVID-19</b></p> <p>The government guidelines state:</p> <p>If a confirmed case is identified in your workplace, the local Health Protection Team will provide the relevant staff with advice.</p>

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	<p>These staff include:</p> <ul style="list-style-type: none"> <li>- any employee in close face-to-face or touching contact talking with or being coughed on for any length of time while the employee was symptomatic</li> <li>- anyone who has cleaned up any bodily fluids - close friendship groups or workgroups</li> <li>- any employee living in the same household as a confirmed case</li> </ul> <p>Contacts are not considered cases and if they are well, they are very unlikely to have spread the infection to others:</p> <ul style="list-style-type: none"> <li>- those who have had close contact will be asked to stay at home for 14 days from the last time they had contact with the confirmed case and follow the home isolation advice sheet - they will be actively followed up by the Health Protection Team</li> <li>- if they develop new symptoms or their existing symptoms worsen within their 14-day observation period they should call NHS 111 for reassessment</li> <li>- if they become unwell with cough, fever or shortness of breath they will be tested for COVID-19</li> <li>- if they are unwell at any time within their 14-day observation period and they test positive for COVID-19 they will become a confirmed case and will be treated for the infection</li> <li>- Staff who have not had close contact with the original confirmed case do not need to take any precautions and can continue to attend work.</li> </ul>
<b>Action required</b>	
<b>4 - Higher Risk Areas of the Workplace</b>	
<b>Hazard</b>	Potential enhanced risk of transmission in areas such as staff toilets and restrooms
<b>How</b>	<p>Heavily used areas of the workplace are more likely to present an infection transmission risk</p> <p>Essential for staff to wash hands regularly but also that toilets are kept clean and free of coronavirus contamination</p> <p>A number of staff going to the toilet together may compromise their ability to comply with social distancing</p> <p>Increased risk of people coughing and touching door handles, taps and toilet flush handles</p>
<b>Proposed control measures</b>	<p>Stress the need for staff to follow good hygiene practice at all times while at work (ie regular handwashing, using tissues and disposing of them appropriately, etc)</p> <p>Managers to ensure that adequate hand cleaning resources are provided; all staff toilets to be supplied with adequate supplies of hot water, liquid soap and paper towels</p> <p>Print handwashing instructions/posters and display throughout workplace, especially in toilets</p> <p>Limit numbers of staff who can use toilets at any one time to ensure social distancing.</p>

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	<p>Stagger break times to facilitate social distancing</p> <p>Place 60% or &gt; alcohol hand gels at convenient places with instructions for use</p> <p>Regular checks to ensure hand gel dispensers are not empty</p> <p>Leave doors open whenever possible to minimize need to touch handles (potential contamination source)</p> <p>Increase environmental cleaning, especially in and around toilets and restrooms and staff rooms; special attention to be paid to frequently touched surfaces such as door handles, toilet flush handles, light switches, etc</p> <p>Increase toilets/washrooms inspections to check for cleanliness/adequate stock of soap/toilet paper, etc</p>
<b>Action required</b>	
<b>5 - Staffing Levels</b>	
<b>Hazard</b>	Low staffing due to high rates of staff sickness or staff having to self-isolate themselves at home
<b>How</b>	<p>Staff may get sick with coronavirus infection</p> <p>People who have symptoms must “self-isolate” at home for 7 days from the start of symptoms to prevent them from passing the infection on and contributing to the overload on the NHS</p> <p>Those who live with others and where one person has symptoms must self-isolate as a household for 14 days from the day when the first person in the house became ill</p>
<b>Proposed control measures</b>	<p>Staff who are sick or self-isolating should phone immediately and inform their line-manager</p> <p>Make sure that communications go out that no member of staff should come to work if they are self-isolating or if they have symptoms or if they feel unwell</p> <p>Non-essential parts of the organisation can be closed down and staff reallocated to essential functions or asked to comply with the Government’s message to stay at home</p> <p>Consider possible business closures or operational adjustments if staffing reduced to unsafe levels</p>
<b>Action required</b>	
<b>6 - Vulnerable Staff</b>	
<b>Hazard</b>	Vulnerable staff and staff in high risk categories
<b>How</b>	<p>Some staff may have pre-existing medical conditions (eg chronic conditions such as diabetes or asthma) which render them more vulnerable to the dangers of coronavirus infection</p> <p>Some older staff may also be vulnerable to the effects of the virus</p> <p>Some staff may be in a “high risk” category as defined by the government (eg those who have had an organ transplant or those who are taking a medicine</p>

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	<p>which weakens their immune system) and in need of special “shielding” arrangements</p> <p>People with pre-existing conditions and older people (over 70) have been advised by the Government to be particularly stringent in complying with social distancing requirements</p> <p>People in the high-risk category have been told that for their safety they must self-isolate at home for 12 weeks; they must not leave home and are subject to special NHS “shielding” arrangements</p> <p>Pregnant women have also been advised to be extra careful and should be considered vulnerable</p>
<b>Proposed control measures</b>	<p>Ensure all vulnerable or high-risk staff are adequately protected and supported</p> <p>Managers, human resources and occupational health departments should be aware of staff who fall into vulnerable and high-risk categories so that they can ensure that they are given adequate support to enable them to comply with Government health recommendations</p> <p>No member of staff in a vulnerable or high-risk category should be expected to come to work during the crisis; they should be advised to follow Government social distancing/medical advice and stay at home</p> <p>Where it is possible or appropriate for certain vulnerable or high-risk staff to work from home this may be facilitated</p> <p>Managers should stay in touch with vulnerable or high risk staff by phone to ensure they are well and to prevent them from feeling isolated</p>
<b>Action required</b>	
<b>7 - Information</b>	
<b>Hazard</b>	Hazards caused by lack of information or inaccurate information being circulated
<b>How</b>	The crisis is not only accompanied by a large amount of official guidance, some of which needs interpretation, but also by misinformation, rumour and “fake news” or “myths”
<b>Proposed control measures</b>	<p>To ensure the safety and wellbeing of staff / visitors / contractors:</p> <ul style="list-style-type: none"> <li>• business strategies need to be based on accurate information</li> <li>• staff must be given consistent and clear messages</li> </ul> <p>UK management team to monitor official advice carefully and update all policies and procedures</p> <p>Ensure leadership teams/local managers are briefed and kept up to date</p> <p>Managers to beware fake news and discourage the circulation of misinformation</p> <p>Keep staff informed</p>
<b>Action required</b>	

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8 - Communication	
<b>Hazard</b>	Threat to effective communications
<b>How</b>	The crisis threatens communications with clients/customers/suppliers
<b>Proposed control measures</b>	<p>Revise communications strategies and plans</p> <p>Devise specific plans for how and how often to communicate with clients/customers/ suppliers / contractors</p> <p>Senior management to review all outward facing communications (eg on customer website, etc) to ensure messages are consistent, clear and reflect the customer focused and socially aware values of the organisation</p>
<b>Action required</b>	
9 - Safety and wellbeing of Staff working from home	
<b>Hazard</b>	Mental health affected by isolation or extra pressures caused by the crisis
<b>How</b>	<p>The added stress of the current situation could have a big impact on employees' mental health (whether at work or isolated at home).</p> <p>May have a mental health crisis as they no longer feel able to cope with or be in control of situation.</p>
<b>Proposed control measures</b>	<p>Can call the Employee Assistance Programme - Canada Life/ AXA PPP Healthcare on <b>0800 917 9330</b> and they are available 24/7</p> <p>Speak to HR department or your line manager</p> <p>If you're under the care of a mental health team and have a specific care plan that states who to contact when you need urgent care, follow this plan.</p> <p>Mind also provides information about how to plan for a crisis.</p> <p>Samaritans has a free to call service 24 hours a day, 365 days a year, if you want to talk to someone in confidence. Call them on 116 123.</p> <p>Find local crisis support services near you that can support you.</p> <p>You can contact NHS 111 if you need urgent care but it's not life threatening.</p> <p>In a medical emergency call 999 if you are seriously ill or injured and your life is at risk. A mental health emergency should be taken as seriously as a physical health emergency.</p>
<b>Action required</b>	

10 - First Aid	
<b>Hazard</b>	High risk of transmission
<b>How</b>	Delivering first aid to suspected / symptomatic person when on site
<b>Proposed control measures</b>	<p>The following guidance is to support first aiders, or anybody approached by an employee suspected of suffering from COVID-19.</p> <p>Try to stand two meters back from the individual at all times and avoid any close contact.</p> <p>If the individual requires immediate medical assistance dial 999 and advise the operator that COVID19 is suspected</p> <ul style="list-style-type: none"> <li>• Find a room where they can self-isolate away from others,</li> <li>• If there is no physically separate room, ask others who are not involved in providing assistance to stay at least 2 metres away from the individual</li> <li>• Ask the individual to stay at least 2 metres away from other people – the first aider should remain outside of the room</li> <li>• The individual should open a window for ventilation if they can, but otherwise touch objects and surfaces as little as possible</li> <li>• If the individual needs to go to the bathroom whilst waiting for medical assistance, they should use a separate bathroom if available</li> </ul> <p>The individual should call NHS 111 or use <a href="https://111.nhs.uk/service/covid-19">https://111.nhs.uk/service/covid-19</a> (ideally from their own phone if they have it on them - to find out what to do next)</p> <p><b>Cardiopulmonary resuscitation (CPR)</b></p> <p>Resuscitation Council UK Guidelines 2015 state “If you are untrained or unable to do rescue breaths, give chest compression-only CPR (i.e. continuous compressions at a rate of at least 100–120 min<sup>-1</sup>)”.</p> <p>Because of the heightened awareness of the possibility that the victim may have COVID-19, Resuscitation Council UK offers this advice:</p> <ul style="list-style-type: none"> <li>• Recognise cardiac arrest by looking for the absence of signs of life and the absence of normal breathing. Do not listen or feel for breathing by placing your ear and cheek close to the patient’s mouth. If you are in any doubt about confirming cardiac arrest, the default position is to start chest compressions until help arrives.</li> <li>• Make sure an ambulance is on its way. If COVID 19 is suspected, tell them when you call 999.</li> <li>• If there is a perceived risk of infection, rescuers should place a cloth/towel over the victim’s mouth and nose and attempt compression only CPR and early defibrillation until the ambulance (or advanced care team) arrives. Put hands together in the middle of the chest and push hard and fast.</li> <li>• Early use of a defibrillator significantly increases the person’s chances of survival and does not increase risk of infection.</li> <li>• If the rescuer has access to personal protective equipment (PPE) (e.g. FFP3 face mask, disposable gloves, eye protection), these should be worn.</li> <li>• After performing compression-only CPR, all rescuers should wash their hands thoroughly with soap and water; alcohol-based hand gel is a convenient alternative. They should also seek advice from the NHS 111 coronavirus advice service or medical adviser.</li> </ul> <p><b>Hand hygiene</b></p>

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	<ul style="list-style-type: none"> <li>• After contact with the individual, wash your hands thoroughly with soap and water at the earliest opportunity. Alcohol hand gel is recommended if soap and water is not available.</li> <li>• Avoid touching your mouth, eyes or nose, unless you have recently cleaned your hands after having contact with the individual.</li> </ul> <p><b>If there has been a blood or body-fluid spill</b></p> <ul style="list-style-type: none"> <li>• Keep people away from the area. Use a spill-kit if available, using the PPE in the kit or own Forbo PPE and following the instructions provided with the spill-kit. If no spill-kit is available, place paper towels/roll onto the spill, and seek further advice from emergency services when they arrive.</li> </ul> <p><b>Contacts of the unwell person</b></p> <ul style="list-style-type: none"> <li>• If anyone had direct contact with the individual and makes themselves known to you, ask them to call NHS 111 and explain what has happened.</li> </ul>
<b>Action required</b>	
<b>11 - Cyber Security</b>	
<b>Hazard</b>	Cyber-security risks
<b>How</b>	<p>Cyber-security threats often accompany a crisis, including computer viruses, phishing and scam emails and coronavirus related “ransomware”</p> <p>With the organisation and individual staff more reliant than ever on digital communications and the internet, and with more staff working from home and using a variety of digital devices, the need to ensure the security and function of our digital systems is more important than ever</p>
<b>Proposed control measures</b>	<p>Review cyber security and surveillance infrastructure and ensure that all reasonable protection is in place</p> <p>Circulate warnings to staff and managers of any credible cyber threats, especially scam emails and text messages</p> <p>Ensure that staff working from home and using remote-working systems are covered by cyber-risk protections</p> <p>Ensure any homeworking arrangements maintain standards of data protection and IT security</p> <p>Ensure that existing cyber-security systems do not interfere with the availability of critical safety information and updates relating to coronavirus</p> <p>Assess cyber risks to new supply chain connections developed during the crisis</p>
<b>Action required</b>	