

Corona Virus (Covid 19) – Operational Risk Assessment

Function, task or activity:	Multiple office based services including Anchor Hanover On Call
Workplace/service:	Bradford Office
Date of this assessment/last review:	01.09.2020
Date of next review:	15.09.2020
People consulted:	Sally Everitt – Facilities and Office Support Manager, Faye Martin - Anchor Hanover On Call Team Manager, Adil Khan – Compliance Consultant, Bob Stevens – Head of Health and Safety, Safeen Akhtar – Customer Service Advisor, Richard Woolner – Customer Service Advisor, Michael Brown – Office Support Administrator
How communicated:	The Bridge & Anchor Hanover website

What are the significant hazards?	Who might be harmed and how?	Control measures	Existing / Proposed E / P	Additional controls		
				By who?	By when?	Completed on?
Inability to maintain providing advice & guidance	All colleagues	Guidance and advice are available via the Government websites and are accessed daily.	E			01/03/2020
		Existing business continuity plans have been reviewed and activated.	E			09/03/2020
		Regular communications and status reports being shared with colleagues via The Bridge and Workplace.	E			09/03/2020
		All colleague contact details are recorded and accessible.	E			BAU
		Team(s) have capability to work from multiple sites or from	E			BAU

		<p>home.</p> <p>Team use shared calendars, skype and telephones to stay connected.</p> <p>Focus is diverted to supporting Covid-19 planning all other work is now a lower priority.</p> <p>Prioritise staff without laptops to receive them:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Set up a WhatsApp group <input type="checkbox"/> Ensure forward plans and diaries are checked to cancel non-essential activities <p>Ensure communications remain updated with means of accessing HSW advice and guidance.</p> <p>Incident team meeting weekly to discuss updates. Executive group meeting daily.</p> <p>Frequently asked questions document regarding COVID19 is published on Workplace for all colleagues to review.</p> <p>Colleagues are encouraged to speak with Managers with any concerns or questions.</p> <p>Important updates regarding Government announcements are detailed on workplace from CEO of Anchor Hanover.</p> <p>Ensure business continuity plan remains updated.</p> <p>Provide dedicated Covid-19 page on internal intranet providing up to date safety information and practices for all colleagues to access.</p>	E			BAU
			E			09/03/2020
			E			16/03/2020
			E			01/03/2020
			E			17/03/2020
			E			13/03/2020
			E			BAU
			E			09/03/2020
			E			BAU
			E			09/03/2020
Virus transmission for staff in the workplace or through work activities	All colleagues working at Bradford office	<p>Checks taken place to ensure that all measures are still in place – signage up to date, hand sanitiser still available</p> <p>Specific assessment been undertaken for those who have a self-declared health condition which could increase their risk profile.</p> <p>All staff members have been fully briefed with current advice on staying protected through the company lines of</p>	E			09/03/2020
			E			09/03/2020

		communications.	E			09/03/2020
		Posters are displayed - coughs and sneezes etiquette, hand hygiene at the entrance to the workplace and in other areas where they will be seen. 1 person at a time in the lifts.	E			01/03/2020
		Stairwell signs to remind of social distancing	E			18/05/2020
		Waste bins provided are lined with a plastic bag so that they can be emptied without contacting the contents.	E			BAU
		Staff are instructed that the emptying of bins and waste paper baskets should be followed by hand washing (Mostly On Call all other bins emptied by cleaners)	E			BAU
		Staff have been instructed to clean their hands frequently, using an alcohol-based hand sanitiser that contains at least 60-95% alcohol, or to wash their hands with soap and water for at least 20 seconds.	E			01/03/2020
		Soap and water and alcohol-based hand rubs provided in the workplace. Ensure that adequate supplies are maintained.	E			BAU
		Hand rubs are placed in multiple locations and in common areas to encourage hand hygiene.	E			12/03/2020
		Continue routine environmental cleaning.	E			BAU
		All non-essential meetings have been postponed.	E			09/03/2020
		Any colleague showing symptoms will be sent home immediately and advised to self-isolate for 10 days. If a member of their household or if they have been in contact with someone showing symptoms, they are advised to isolate for 14 days. will also have the option to work from home if well enough to do so	E			09/03/2020
		Maintain regular communications	E			BAU
		Keep staff updated and informed with current position regarding COVID19	E			09/03/2020

		Continue to limit social contact where possible (make use of technology where viable)	E			09/03/2020
		Ensure robust hygiene measures are followed (clean desks, keyboards, mouse, screen, chair including arms, etc. before and after use) and regular handwashing. Anchor Hanover On Call colleagues advised to sanitise desk before and after use due to the need to hot desk due to shift patterns	E			BAU but reminders since COVID
		If visiting another site it is essential to follow guidance on social distancing and always adopt robust hygiene measures on arrival	E			09/03/2020
		Small meeting rooms where social distancing cannot be followed are only to be used by 1 person at a time	E			12/05/2020
		Multiple entrances to the building avoiding high levels of footfall in the same location.	E			BAU
		Colleagues are working from home where possible, kit to allow this has been provided. Where this is not possible, colleagues are evenly spaced. Face masks available for those colleagues who wish to wear them. Avoidance of colleagues closely working side by side or face to face	E			23/03/2020
		Signage in place for workspaces that are not in use to adhere to social distancing guidance.	E			12/05/2020
		Screen dividers between each desk	P	Dependant on return to work date		
		Keep staff updated with HR & local procedures on reporting absences, isolation and any changes to working practices.	E			09/03/2020
		Social distancing measures adhered to in kitchens and w/c's	E			09/03/2020
		Working bubbles formed to ensure team members are working with the same individuals each day	E			14/07/2020
Psychological / Staff	All colleagues	Regular communications are established with staff by line	E			BAU

Wellbeing		<p>managers in the office and working from home.</p> <p>Shared distribution of workload regardless of roles to adapt to changing demands.</p> <p>Teams have established strong relationships and open communications and operate in a supportive culture.</p> <p>Workloads are monitored.</p> <p>Concerns on workload issues or support needs are escalated to line manager.</p> <p>Staff who are in vulnerable groups themselves or caring for others are encouraged to contact their line manager to discuss their support needs</p> <p>Colleague surveys send quarterly to obtain feedback around COVID19</p> <p>Car parking available to colleagues to reduce the need to travel on public transport</p> <p>Regular means of communicating with the team to accommodate home working</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>			<p>09/03/2020</p> <p>BAU</p> <p>BAU</p> <p>BAU</p> <p>09/03/2020</p> <p>01/05/2020</p> <p>23/03/2020</p> <p>BAU</p>
<p>Changes in Emergency provision in workplaces and sites</p> <ul style="list-style-type: none"> •First Aid •Fire safety •Security •Lone working 	All colleagues working at Bradford office	<p>Site visits are planned by line mangers and will only be conducted if essential and emergency procedures will be checked on arrival.</p> <p>Staff will ensure diary is updated and inform line manager of any changes.</p> <p>Changes to fire safety and first aid provision to mitigate reduced staff in buildings/site is reviewed on a regular basis</p> <p>PPE provided with first aid boxes for colleagues administering first aid.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>			<p>09/03/2020</p> <p>BAU</p> <p>09/03/2020</p> <p>15/06/2020</p>
Increased home working resulting & use of Display Screen Equipment (DSE) - sustaining	All colleagues	<p>All staff given sufficient information, instruction and training in use of equipment.</p> <p>All equipment is adjustable and foot rests supplied if required.</p>	<p>E</p> <p>E</p>			<p>23/03/2020</p> <p>23/03/2020</p>

musculoskeletal injuries		Free eye tests provided if required.	E			BAU
		Comfortable, adjustable seating supplied. For habitual users more detailed assessment of workstations as required by the Health and Safety (Display Screen Equipment) Regulations is needed.	E			23/03/2020
		Managers to ensure that staff know how to adjust equipment or own comfort.	E			23/03/2020
		Ensure correct workstation setup and posture prior to starting work.	E			23/03/2020
		Ensure regular work breaks to avoid injuries / strain.	E			BAU
		All colleagues asked to complete a risk assessment while working at home to ensure correct workstation setup.	E			20/07/2020
Unnecessary footfall (visitors) in the building increasing the risk of spreading the infection	Members of the public and employees working in the Bradford office	Front door to Anchor Hanover reception is locked.	E	Dependant on return to work date		06/04/2020
		All visitors must make their presence known by knocking on the door to alert reception staff, reception staff then advise that Anchor Hanover is currently closed to members of the public.	E			06/04/2020
		Delivery drivers are let into the building while maintaining a distance of 2 meters. Packages are currently not signed for by the reception team.	E			06/04/2020
		Perspex screen installation on reception	P			
		Visitor guidance information displayed.	E			21/07/2020
		Colleagues advised to avoid unnecessarily visiting the Bradford office but to follow all guidelines if they do.	E			01/04/2020
Spreading of the virus incorrect cleaning	All employees working in the Bradford office	Cleaning company continue to come in daily.	E			BAU
		Strong sanitizer is being used to clean all hard surfaces.	E			01/02/2020
		Cleaners advised of areas that are being used most often to ensure thorough cleaning is completed.	E			12/05/2020

		Cleaners are wearing relevant PPE and changing often.	E			01/04/2020
Spreading the infection with use of the company pool car	Employees using the pool car and working in the Bradford office	Only 1 colleague is using the pool car at one time. Hand gel and sanitizer is available in the pool car for colleagues to use before and after their journey	E			12/05/2020