

5th Floor Holborn Gate COVID-19 Risk Assessment

August 2020

VERSION CONTROL

Completed by:	Mark Cox	Facilities Manager	Initial completion	29th May 2020
	Tom Tolliss	HoG & Co-Sec	First review	3rd June 2020
	Mark Cox	Facilities Manager	CIBSE maintenance guidance added	5th June 2020

The Chime Group has established a policy for return to the workplace which will guide every part of the business in the gradual reopening business premises across the Group. The intention is that there will be a consistent approach which prioritises first and foremost the safety and wellbeing of our staff.



Jo Parker
CEO VCCP Business

WHAT ARE THE HAZARDS	RISK LEVEL when controls listed are in place	CONTROLS	ACTIONS REQUIRED	RESPONSIBILITY	BY WHO	COMPLETED Y/N	DATE COMPLETED
Identify and list what hazards could cause significant harm, how and to whom.	How great the chance that someone will be harmed by the hazard	Evaluate the risks and decide if existing precautions/controls are enough or more needs to be done. Consider information from all available sources [e.g. property management, service providers and contractors etc.]	Detail actions required and by whom in order to effectively mitigate the risk. Consider how these actions can be managed to ensure that they continue to provide an effective reduction in risk				

1. INFECTION CONTROL (GENERAL)

Risk of uncontrolled access by staff: - staff entering without permission - risk of too many people accessing premises.	LOW	Have staff been instructed not to enter the workplace? - Employee Need to know statement. Employees to liaise with line manager	Clear communications strategy in place outlining that our workplaces are available from 1st September. Staff are to use the available booking-in system to ensure that we do not exceed the headcount for the floor	Chime Group & VCCPB	JP	Y	August 2020
Risk of infection spread through lack of clear guidelines on the return to office procedures/ when to self-isolate.	LOW	Have instructions been provided to staff about self isolation for both them and their household if they do have COVID-19 symptoms? Have clear guidelines on applicable conditions for the return to the office/ workplace been provided?	Clarity on messaging and support for those working from home. Chime will be assessing the risk of returning to the Workplace and balancing this against the negative consequences of requiring colleagues to continue to work from home.	Chime Group & VCCPB	JP	Y	Monthly
	MEDIUM	Chime will provide training on our new routines and processes	Online via Workplace or People HR training module	VCCP Comms & P&T	P&T	Y	August 2020
	MEDIUM	Install social distancing reminder signage [common areas]	Staff are asked to give feedback and to comment on the proposed arrangements. Equally, we cannot address issues or concerns unless you raise them.	Colliers	PO	Y	18th May
Risk of confusion / misunderstanding of individual circumstances through lack of consultation.	LOW	Encourage and facilitate open and honest feedback	Consultation with colleagues and, as a first step, online questionnaires for all staff to understand the broad range of viewpoints and concerns Chime need to consider.	Comms team	P&T	Y	August 2020
Risk of confusion / misunderstanding of individual circumstances through lack of consultation.	LOW	Direct access to senior management and/ or helplines to provide support	We will further consult with colleagues on individual arrangements and requirements. We will also make available to all staff a centralised email box where concerns can be raised in complete confidence and addressed in a sensitive manner.	Comms team	P&T	Y	Monthly
Risk of infection spread through inadequate cleaning processes in the workplace.	MEDIUM	We will consider the workplace environment, and this will include social distancing arrangements, the requirement for [and availability of] cleaning, handwashing and hygiene requirements and, where appropriate [and guided by government guidelines], asking that personal protective equipment be used and adopting processes and routines to adapt to them.	Space management survey [max occupancy will be in the region of 50%]	Comms team & FM team	MC & EC	Y	August 2020

2. TRAVEL TO WORK

Risk of too many staff returning to the Workplace without adequate planning/ guidelines. Increased risk of infection for staff, households and third parties.	LOW	Staff to work from home with flexible working arrangements	Review team and agency requirements (consider critical workers initially) and maximum capacity of the office - plan for alternating team members.	VCCPB	JP	Y	Monthly
Risk of infection to staff returning to Workplace using public transport including, train, tube, bus etc.	MEDIUM	Recommendation for travel avoiding crowded transport e.g. by bike or on foot	Consideration of Cycle2Work loans. Colliers are exploring car park options to expand the current capacity. Shower access will need to be controlled.	VCCPB	P&T	Y	Monthly
	MEDIUM	Colleagues with underlying health concerns / those with vulnerable members of households should be identified and should not work outside their homes	Identification of vulnerable individuals / those with vulnerable members of household.	VCCPB	P&T	Y	Monthly
	MEDIUM	Travel should be arranged to avoid peak times (policy for flexible hours and staggering departure / arrival times)	Consistent Chime Group messaging to be adapted for agencies	VCCPB	P&T	Y	Monthly
	HIGH	On public transport colleagues should wear relevant PPE, maintain social distancing, good hygiene practices, and where necessary keep the time near others to a minimum.	Consider what PPE should be provided to staff and to whom.	VCCPB	P&T	Y	Monthly

3. ACCESS ARRANGEMENTS (COMMON AREAS)

Risk of crowding/ breach of social distancing measures in common areas.	MEDIUM	Pedestrian waiting areas outside of the building clearly identified with social distancing markers, which does not obstruct either pedestrian or vehicular access routes	Review possibility of implementing pedestrian waiting areas outside access points, providing clear guidance to people awaiting to access the building.	Colliers	PO	Y	June
	MEDIUM	Entrance doors set to open automatically or without needing to touch them where possible?	DDA compliant door is open during the normal working hours	Colliers	PO	Y	June
	MEDIUM	Additional cycle storage provided?	This has been considered and also local parking possibility information has been shared with staff and tenants.	Colliers	PO	Y	June
	MEDIUM	Have additional storage facilities been provided for workers' clothes and bags?	Staff have personal storage/ lockers for personal items	VCCPB	P&T	Y	N/A
	MEDIUM	Is access to locker rooms or changing facilities regulated?	Signage placed to remind staff of social distancing	Colliers	PO	Y	June
	MEDIUM	Cycle access maintained without contact points where possible?	Access to the cycle storage is contactless	Colliers	PO	Y	June
	MEDIUM	Access to parking areas controlled and restricted to prevent overcrowding where possible?	Access has been restricted with access via Staples Inn or entry/ exit ramp only	Colliers	PO	Y	June
	MEDIUM	One-way pedestrian routes and other social distancing measures implemented within car parking areas where possible?	Existing marking in car parking area	Colliers	PO	Y	June
	MEDIUM	Implemented booking system for deliveries to control access to vehicle circulation areas where possible?	No vehicle access to loading bay.	Colliers	PO	Y	June
Risk of infection through lack of clear responsibility, guidelines and adequate processes with regard to use of common areas by staff.	MEDIUM	Handwash facilities or hand sanitiser available at all entry and exit points?	Hand sanitiser is available at all entry and exit points	Colliers	PO	Y	June
	MEDIUM	Signage in place in shower areas and changing rooms that states the facilities must be kept free of personal items and that social distancing must be maintained?	Landlord/ Landlord's agent to provide update on this.	Colliers	PO	Y	June
	MEDIUM	Enhanced Cleaning implemented within shower facilities?	Cleaner is regularly checking and cleaning these facilities.	Colliers	PO	Y	June
	MEDIUM	Procedures implemented for courier and postal deliveries, including requesting only business post and parcels delivered?	Staff requested not to have personal items delivered to site, hand sanitiser is readily available.	Colliers	PO	Y	June

4. MAINTENANCE

Risk of infection and H&S Breach due to inadequate processes	MEDIUM	Office will reopen in accordance with CIBSE guidelines.	Review of guidelines action plan to be developed. Ref: CIBSE GUIDE: COVID-19 EMERGING FROM LOCKDOWN SAFELY RE-OCCUPYING BUILDINGS DOC	Colliers & FM team	PO & MC	Y	June
Ventilation is required in all occupied areas.	MEDIUM	Ventilation rates should not be reduced in line with reduced occupancy but maintained to mitigate any risk of airborne transmission.	Fresh air ratio should be increased to 100% and an IQI air quality audit should be undertaken. Where natural ventilation is used, the dampers and/or windows should be opened, however being mindful of comfort factors.	Colliers & FM team	PO & MC	Y	May
Water - If a building was closed or had reduced occupancy during the coronavirus outbreak, water stagnation can occur due to lack of use, increasing the risk of Legionnaires' disease.	MEDIUM	If hot and cold water outlets are used infrequently, flush them weekly to prevent water stagnation.	If you cannot do this, work with your competent service partner to ensure systems are cleaned (if required) and disinfected before the building is occupied.	Colliers & FM team	PO & MC	Y	Weekly
Heating systems	MEDIUM	Where heating systems have been isolated, annual pre-heating season service checks should be undertaken prior to restarting the system	If you cannot do this, work with your competent service partner to ensure systems are maintained	FM team	MC	Y	July
Controls & BMS	MEDIUM	All controls for equipment and machinery touch points cleaned after use where possible?	All touch point have increased cleaning regime and equipment cleaned down before and after each use.	FM team	MC	Y	N/A
Risk of infection spread through unclear guidelines for contractors accessing premises (non-cleaning staff). Has consideration been given to how need for access may be limited?	MEDIUM	Contractor RAMS consider social distancing measures and processes to control infectious disease transmission?	Contractor to submit COVID-19 specific RAMS policy with permit to work request	Colliers & FM team	PO & MC	Y	N/A
	MEDIUM	Site arrangements communicated to contractors appropriately prior to attendance (site rules etc)?	Number of contractors accessing building is regulated to prevent overcrowding?	Colliers & FM team	PO & MC	Y	N/A
	LOW	Equipment is not shared between users. Where this is not possible, it is cleaned thoroughly between users?	Equipment is cleaned before and after use	All	All	Y	N/A

5. SOCIAL DISTANCING MEASURES

Risks specifically derived from common areas/ public visiting areas within the office environment. Risk of infection of staff/ clients and other visitors by lack of clear processes and guidance, and measure implemented to maintain social distancing.	MEDIUM	Extended hours implemented to enable more flexible working arrangements for staff	Agree flexible working arrangements are in place	VCCPB	JP	Y	Monthly
	MEDIUM	Social area furniture removed or made unavailable to discourage congregation?	Safe social distance guidance to be adhered to at all times	FM team	MC	Y	Monthly
	LOW	Newspapers and magazines removed from waiting areas?	Remove	VCCPB	FoH	Y	Monthly
	MEDIUM	Occupiers encouraged to reduce visitors to the building, where possible?	Staff asked to restrict visitors where possible	VCCPB	All	Y	Monthly
	LOW	Signing in procedures amended to prevent touch points?	Disposable visitor name tags	VCCPB	FoH	Y	Monthly
	MEDIUM	Any visitors are allocated an appropriate time to attend the building to limit the number waiting within?	Signage placed on entry point	VCCPB	FoH	Y	Monthly
	LOW	Guidance for staff on inviting clients/ visitors into the Workplace?	Guidelines to be produced.	VCCPB	Comms team	Y	Monthly
	MEDIUM	Centralised Record of visitors held?	Yes via People Passage; ensure that this is used at all times following new guidelines.	VCCPB	FoH	Y	Monthly
	LOW	Guidance provided for visitors relating to measures implemented?	Colliers signage in place, VCCPB guidelines to be added when applicable	Colliers	PO	Y	May
	LOW	Security barriers manned manually, rather than using turnstiles and access control barriers?	Personal ID cards to be used at all times	Colliers	PO	Y	May
	LOW	Signage used to direct movement into lanes, if feasible, while maintaining a 2 metre distance?	Signage in place on the ground floor and lifts	Colliers	PO	Y	May
	MEDIUM	Maximum numbers identified for lifts?	Maximum of 2 persons per lift except for under sized lifts where 1 person applies	Colliers	PO	Y	May
	LOW	Hand sanitizer provided in each lift lobby?		Colliers	PO	Y	May
	LOW	Enable and encourage use of stairs instead of lifts where possible?	Security team encouraging use of stairs where possible.	Colliers	PO	Y	May
	LOW	Automatic door opening devices considered to prevent touch points on handles?	Where entrance doors are not capable of operating automatically, consider leaving them open (if security allows). If they must remain closed, ensure there is hand sanitizer within the entrance area.	Colliers	PO	Y	May
	LOW	Hand sanitiser stations provided within entrance areas and near common touch points?	Hand sanitiser provided at receptions.	Colliers & VCCPB	Colliers & FM team	Y	May
MEDIUM	Installation of barriers or screens considered where social distancing is not possible?	Installed in the ground floor reception	Colliers	PO	Y	May	

	MEDIUM	Processes in place to restrict access to prevent overcrowding within common areas?	Security team encouraging use of stairs where possible.	Colliers	PO	Y	May
Risks specifically derived from the office environment / working at desks. Risk of infection spread to staff from poor hygiene / lack of controls/ processes to minimise risk of infection.	MEDIUM	Desks will need to be more widely spaced or furniture removed to create necessary safe distancing	Introduce rota/shift patterns on banks of desks. Assign desks to individual staff and manage foot flow in walkways.	VCCPB & FM team	MC	Y	May
	LOW	One-way access routes set up within entrance areas where possible?	Entry through the south reception only	Colliers & FM team	PO & MC	Y	May
	MEDIUM	Meeting rooms to have reduced occupancy to ensure distancing	Removal of meeting room chairs and have cleaning products available for surfaces and AV controls	FM team	MC	Y	August
	LOW	One-way access routes set up within circulation areas where possible?	One-way access routes set up within stairwells where possible?	Colliers	PO	N	N/A
	LOW	Floor plans produced identifying access and circulation routes?	Spacelab CAD drawings	FM team	EC/MC	Y	May
	LOW	Pedestrian routes clearly identified and markings provided where appropriate	Survey planned for 28th May, guidance to follow.	FM team	EC/MC	Y	May

KITCHEN & BREAK-OUT AREAS

Risk of infection spread through poor planning/ lack of arrangements for high risk areas including kitchen and catering areas.	MEDIUM	Number of persons within kitchens and break-out areas identified and controlled?	Wayfinding routes identified and graphics applied	MC	CSM Live	Y	August
	MEDIUM	Break times staggered to reduce number of people in break-out areas?	Comms included VCCP Business Booklet	VCCPB	JP	Y	August
	MEDIUM	Signage displayed within kitchen areas to identify control measures in place [social distancing and handwashing]?	Graphics in place	MC	CSM Live	Y	August
	LOW	Signage displayed within kitchen and break-out areas to identify control measures in place?	Graphics in place	MC	CSM Live	Y	August
	MEDIUM	Staff encouraged to bring their own food into work pre-prepared?	Comms included VCCP Business Booklet	VCCPB	JP	Y	August
	MEDIUM	On site personnel encouraged to bring their own food into work pre-prepared?	Comms included VCCP Business Booklet	VCCPB	JP	Y	August
	Risk of infection spread through inadequate cleaning processes in high risk areas including kitchen and catering areas. Should we add in actions around cleaning here?	LOW	Hot water and soap provided within kitchen areas and stock levels are checked regularly?	Chamberlaine Cleaning to undertake daily checks	FM Team	MC	Y
MEDIUM		Use of coffee machines restricted in areas where hands cannot be washed before and after use?	Wash hand basin and soap available and next to the coffee machine	FM Team	MC	Y	August

WC AREAS

Risk of infection spread through inadequate cleaning processes / arrangements in high risk areas including WC facilities.

MEDIUM	Ventilation systems maintained regularly and systems do not reduce levels where there are low occupancy levels?	Systems are constantly monitored by Colliers engineering team	Colliers/NG Bailey	PO	Y	August
MEDIUM	Doors and windows opened to increase ventilation, where possible?	Air quality testing required post occupation	FM Team	MC	N	September
MEDIUM	Hot water and soap provided within WC areas and stock levels are checked regularly?	Monitoring of stock levels by Chamberlaine Cleaning	Chamberlaine Cleaning	Day & Evening	Y	August
MEDIUM	Reduce number of in-use sinks / urinals to encourage social distancing where possible?	Social distancing guidelines in place to remind staff	FM Team	MC	Y	August
MEDIUM	Increased cleaning regimes implemented to WC, Disabled WC areas and showers, focusing on touch points such as flush handles and taps?	Plan of action, deep cleans and daily cleaning routine scheduled	Chamberlaine Cleaning	Day & Evening	Y	August onwards
MEDIUM	Appropriate signage displayed within WC areas?	Social distancing reminders, out of use notices and number of users displayed	FM Team	MC	Y	August 2020
MEDIUM	Paper towels provided in preference to hand dryers?	Chamberlaine to provide stock and monitor levels	Chamberlaine Cleaning	Day & Evening	Y	Aug/Sep

6. CLEANING REGIMES

<p>Risk of infection spread through:</p> <ul style="list-style-type: none"> - inadequate cleaning regimen - failure to implement measures to address infection risk from materials brought into office environment - failure to ensure adequate waste storage and removal - failure to provide adequate resources - implement enhanced hygiene arrangements for staff and visitors to premises 	HIGH	Cleaning regime to be benchmarked against HSE guidelines for office environment.	Guidelines to be reviewed with cleaning provider. Enhanced cleaning regime to be agreed. Procurement of additional cleaning supplies/ materials.	FM Team & Chamberlaine Cleaning	MC	Y	August
	HIGH	Provision to be made for enhanced hygiene facilities for staff and visitors - hand sanitiser, wipes, paper hand towels.	Identification and purchase of adequate resources.	FM Team & Chamberlaine Cleaning	MC	Y	August
	HIGH	Materials should, where possible, be cleaned upon delivery to office premises. Cleaning facilities to be made available to post room staff/ deliveries. Identification of areas where this may be minimised [?]	Identification of risk areas/ resources / responsibilities.	Security and FoH Team	NS	Y	August
	HIGH	Guidelines communicated to staff for enhanced hygiene measures. Training to be delivered.	Guidelines to be prepared following government / HSE / Best practice advice. Training module to be developed and shared.	P&T	Comms Team	Y	August
	HIGH	Review of current waste storage and removal processes in place. Alterations to processes as necessary to be implemented.	Discussions with landlord and cleaning providers to establish alterations to processes required.	Colliers	PO	Y	August
	HIGH	Office environment to be reviewed to remove unnecessary items/ materials to safekeeping. Staff to limit belongings in the office. Re-state clear desk policy for effective cleaning.	Guidelines to staff to include restatement of clear desk policies. Office managers to work to clear offices on unnecessary materials.	VCCP Business Leads	Office Managers	Y	August
	HIGH	Shared equipment to be identified and either removed or facilities made available for cleaning after use.	Examples may include printers, office supplies etc. Removal or cleaning facilities to be made available. Include in guidelines for cleaning.	VCCP Business Leads	Office Managers	Y	August
	HIGH	Communication of enhanced cleaning regime and hygiene practices to staff	provision made for posters etc [see below].	VCCP Business Leads	Office Managers	Y	August

7. SIGNAGE & COMMUNICATION

Risk of infection through lack of clear guidelines to staff.	MEDIUM	CSM Live survey being undertaken 28/05/20	Graphics installed	VCCPB FM	MC	Y	August
	MEDIUM	Communications should include general safety measures and controls; <ul style="list-style-type: none"> - required ways of working - Expectations on staff, contractors, visitors; - Agency commitment and undertakings; - Reporting of concerns or safety incidents. 	Drafting of communications to be published by email, training, posters etc. Periodic review to ensure communications are up to date.	VCCPB	JP	Y	August
	MEDIUM	Consistent messaging across all comms channels; Consideration of audiences with disabilities/ language barriers (staff and visitors etc)	Check against all channels and audiences - Agency statements, Group statements, Employee and staff comms, websites, intranet etc. Agree responsibilities for updating and review.	VCCPB	JP	Y	August
	MEDIUM	Clear guidelines for raising concerns with availability of anonymous or impartial channels.	Agreement of appropriate resources/ lines of reporting. Restatement of Whistleblowing helpline.	VCCPB	P&T	Y	
	MEDIUM	Training: <ul style="list-style-type: none"> - Core return to office/ workplace guidelines to be prepared and issued; - Specialist training for key staff to be identified and agreed (e.g. IT staff, front of house staff etc.) 	Training programme to be developed and kept under review. Records maintained of training completed. Actions against staff who do not complete training ?	VCCPB	P&T	Y	
	HIGH	Agency will be required to offer guidance to staff on safe travel.	Guidance to be provided to staff on safe travel to and from work (e.g. encouraging walking, cycling and personal vehicles where possible, and social distancing and face coverings if needed on public transport).	VCCPB	JP	Y	August
	MEDIUM	Guidelines and training to include guidance/ instructions of social distancing measures.	Individual guidance on staggered start and finish times, or other altered working patterns or schedules to be issued to staff on a personal basis. Agreement on how this is to be communicated and by whom (need for appropriate record keeping and communication to management teams).	VCCPB	JP	Y	August
	MEDIUM	Communications should include guidelines on emergency processes and how these are impacted (evacuation procedures); and guidelines for specified groups (e.g. First Aiders).	Emergency evacuation processes to be reviewed alongside other impacted plans (First Aid provision etc) and changes to be communicated.	Colliers & FM team	PO	Y	July