

General Risk Assessment

Company Name: Francotyp-Postalia Ltd

Site Address: 74 Questor, Powder Mill Lane, Dartford, Kent, DA1 1EF

Risk Assessment Reference: Covid-19 Dartford Office	Date of Assessment: 11/06/2020	Risk Assessors: Nicola Walford, Jake Robinson, Tony Hopper & Katie Payne
Title: Coronavirus – Office	People Involved in Making This Assessment: Nicola Walford Operations Director, Jake Robinson Sales Support Manager & Logistics Manager, Tony Hopper Customer Support Manager & Technical Support Manager, Katie Payne QSM & EA to the Board of Directors	
Task or Process: Risks from Coronavirus in office	People at Risk: Employees & Visitors	
Date of next review: Based on Government advice that all staff can return to the office.		

Hazard (hazard and hazard description):

Uninformed staff.

Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others.

Control Measures (existing):

1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance.
2. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
3. Communication warning posters displayed throughout all premises.
4. Percentage of staff only to return to the offices and one way system, allowing for social distancing and reduce risk for contact or spread of virus.
5. Phased return into the office to allow for uninterrupted operations to the business, reduce pressure on office or building services and allow for social distancing.
6. Staggered start and finish work times will be considered or introduced to reduce large gatherings and allow for increased social distancing.
7. Thermometer testing for all staff upon first day return to the office, then random spot checks and to all employees that have a high temperature
8. Employees have access to the 24/7 confidential EAP (Employee Assistance Programme).
9. Health and safety communications available to all employees
10. Employees can raise a concerns with their line manager
11. Employees to challenge others who are not following the guidelines & raise concerns with their line manager

Hazard (hazard and hazard description):

Breakout Room - Food and drink preparation areas.
Potential risk or transfer of virus through cross contamination.

Control Measures (existing):

1. Employees instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.
2. Ensure that when spills of food or liquids occur they must to ensure that the work surfaces are left in a clean and sanitised condition.
3. Use your own drinking mugs, cups and glasses to prevent cross contamination.
4. Keep your hands out of and not to touch food and waste bins or receptacles as they may contain contaminated products, food or tissues.
5. Wash your hands thoroughly for 20 seconds before and after using these facilities.
6. Leave the microwave ovens as it should be left in a clean condition and wiped out after use left in a clean and sanitised condition.
7. Put uneaten food products in a clean, sanitised, sealed wrapper, bag or container, if they are to be stored in the communal refrigerator.
8. Wash company provided fruit before consumption.
9. Thoroughly wash crockery and cutlery after each use before putting them away.
10. Single use paper tissues rolls are provided within kitchen areas and to be disposed of correctly in waste bins provided.
11. Dishwashers are available and must be used to thoroughly clean crockery and cutlery.
12. Kitchen areas marked with signage & tape to allow for social distancing.
13. Departments and teams are to implement staggered lunch breaks.
14. Employees to make their own hot or cold drinks during the working day.
15. Employees encouraged to bring in their own prepared food and drink for lunch break.

Further Control Measures Required:

Further Control Measures Required:	Assigned To:	Due Date:
16. One employee only in the kitchen area at a time. Once used, clean area and leave in a sanitised condition.	All employees	Ongoing
17. Once the hot water urn is used, clean the tap and leave in a sanitised condition	All employees	Ongoing
18. Once the tea/coffee/sugar/ pots are used, clean and leave in a sanitised condition	All employees	Ongoing
19. Once the fridge is used, clean and leave in a sanitised condition	All employees	Ongoing
20. Once the cupboards/draws are opened/closed, clean and leave in a sanitised condition	All employees	Ongoing
21. Once the water machine is used, clean the button and leave in a sanitised condition	All employees	Ongoing
22. Once the TV Controller is used, clean and leave in a sanitised condition	All employees	Ongoing
23. Once the seating area is used, clean and leave in a sanitised condition	All employees	Ongoing

Hazard (hazard and hazard description):

Communal facilities, entrance, toilets, stairs, etc.
 Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health.

Control Measures (existing):

1. Contract cleaning services have been increased.
 Toilets and communal areas, along with workspaces, door handles are cleaned more frequently than before and the cleaning routine is to a higher specification.
2. Supplies of soap and sanitising agents are provided and regularly topped-up at all hand washing stations. NHS, Public Health and hand washing advice posters displayed.
3. Employees instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.
4. Employees made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc. and objects which are visibly contaminated with body fluids must not be touched, but reported to a manager.
5. Employees instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.
6. Employees are required to ensure that coats, scarfs and other outdoor items are stored on their own chairs & in their own area, avoiding contact with other people's personal items.
7. The men's toilet urinal will be out of use to allow for social distancing.

Further Control Measures Required:

Further Control Measures Required:	Assigned To:	Due Date:
8. Only one male in the main toilet area at a time	All employees	Ongoing
9. When queuing for the toilet, follow the 2 meter marks on the floors	All employees	Ongoing
10. Once using the toilet, clean and leave in a sanitised condition	All employees	Ongoing
11. Follow marked signage one way system & tape to allow for social distancing	All employees	Ongoing

Hazard (hazard and hazard description):

Waste.

Ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).

Control Measures (existing):

1. Contract cleaning services have been increased. Toilets and communal areas, along with workspaces, door handles are cleaned more frequently than before and the cleaning routine is to a higher specification.
2. Supplies of soap and sanitising agents are provided and regularly topped-up at all hand washing stations. NHS, Public Health and hand washing advice posters displayed.
3. Employees instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.
4. Employees made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc. and objects which are visibly contaminated with body fluids must not be touched, but reported to a manager.
5. Employees instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.
6. Employees are required to ensure that coats, scarfs and other outdoor items are stored on their own chairs & in their own area, avoiding contact with other people's personal items.
7. The men's toilet urinal will be out of use to allow for social distancing.

Further Control Measures Required:

8. All staff to empty their own bins when leaving the office and disposing of in the PPE Bins located in each office area.

Assigned To:

All employees

Due Date:

Ongoing

Hazard (hazard and hazard description):

Smoking shelters.
Inhalation of second hand tobacco smoke and or vapours from e-cigarettes may result in adverse coronavirus health effects.

Control Measures (existing):

1. Employees are advised to avoid inhaling second hand tobacco smoke and vapour emitted from cigarettes and e-cigarettes from other persons. Although there is no evidence of transmission this is a precautionary measure.

Further Control Measures Required:

Further Control Measures Required:	Assigned To:	Due Date:
2. Follow marked signage one way system & tape to allow for social distancing	All employees	Ongoing
3. Non usage of ashtray located near the shutter door at the rear of the building	All employees	Ongoing

Hazard (hazard and hazard description):

Meeting rooms.
Potential risk or transfer of virus on account of close contact with other persons.

Control Measures (existing):

1. Employees instructed that meetings in enclosed spaces such as conference and meeting rooms should only be undertaken when absolutely essential for business needs and kept as short as possible.
2. Employees using conference and meeting rooms instructed to follow Government advice and maintain a 2m separation distance.
3. Employees instructed that the same 2m distance rule must be applied to any meetings with clients or visitors or meetings held by video conferencing.
4. Employees told to avoid physical contact with visitors, such as handshakes, hugs, etc. and to give a polite explanation of this policy if required.
5. Meeting room / Breakout room capacity signage will be posted to instruct on maximum capacity for that particular meeting room.
6. Hand sanitiser is provided within the meeting for use by employees.
7. Employees to not to touch, use white boards or white board pens in meeting rooms to reduce risk of cross contamination.

Further Control Measures Required:

8. Small meeting room on lower level to remain closed and used as contamination room in the event of an employee having symptoms where they are unable to leave the building immediately due to severe ill health

Assigned To:

All employees

Due Date:

Ongoing

9. Once used the controller, pc, keyboard etc. are to be cleaned and left in a sanitised condition

All employees

Ongoing

Hazard (hazard and hazard description):

Workstations, IT and telephony equipment.

Direct contact with potentially cross contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects.

Control Measures (existing):

1. Employees are advised to ensure that their workstations, IT and telephony equipment, such as keyboards, screens, phones and headsets are cleaned and sanitised on a regular basis throughout the working day. Suitable wipes and cleaners that do not damage equipment.
2. Employees instructed that they should not use each other's IT equipment, to prevent accidental cross contamination
3. Telephone equipment is cleaned at the end of each working day by the contracted cleaning staff.
4. Employees advised not to share phones, headsets and personal mobile phones with others to prevent accidental cross contamination.
5. Employees are to only sit/work at their allocated workstation and not to hot desk or use other desk locations.
6. Any ICT equipment that is unserviceable to be reported to your line manager or reported via the service desk. No other equipment is to be used from other locations to reduce risk of cross contamination.

Further Control Measures Required:

Further Control Measures Required:	Assigned To:	Due Date:
7. Employees are advised to ensure that they use their own pens etc. and do not share with others to prevent accidental cross contamination.	All employees	Ongoing
8. Employees are required to ensure that coats, scarfs and other outdoor items are stored on their own chairs & in their own area, avoiding contact with other people's personal items.	All employees	Ongoing
9. Only one person to be at the printer at any time, once used the printer is to be cleaned and left in a sanitised condition	All employees	Ongoing
10. Opening post / deliveries gloves to be used and items sanitised	All employees	Ongoing
11. Thermometer testing for all staff upon first day return to the office, then random Spot checks and to all employees that have a high temperature.	All employees	Ongoing

Hazard (hazard and hazard description):

Close contact with others.
 Staff working on the premises may be at risk of exposure to other members of staff or visitors who are carrying coronavirus, knowingly or unknowingly.

Control Measures (existing):

1. Employees instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the 2m social distancing rule.
2. Physical contact, such as handshakes, hugs, pat on the back, etc. is to be avoided.
3. Employees are required to be environmentally aware and sit out of the immediate air flow from ventilation systems that could spread the virus. Where possible the use of such systems will be avoided.
4. Directional signage will be in place on common and floor areas to allow for social distancing.
5. One way systems are implemented (where applicable) to allow for free movement allowing social distancing. This will be denoted by signage, posters or hazard tape.
6. Office kitchen areas with only one person at a time using to allow for social distancing. Signage or tape markings will highlight this control.
7. Any visitors or contractors to sites are to sign the visitor's book using their own pen.
8. Contractors to sites will be managed and controlled by building management or office services for only essential maintenance.
9. Visitors to sites are to be limited and if possible video conferencing software to be utilised to reduce face to face contact.

Further Control Measures Required:

Further Control Measures Required:	Assigned To:	Due Date:
10. Air conditioning units have been serviced and cleaned and to remain on at all times (even when the office is closed) and set to 21 degrees	All employees	Ongoing
11. PPE provided to all staff. When walking around the building masks are to be	All employees	Ongoing

worn at all times. Maximum use of one per day.		
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Hazard (hazard and hazard description):

Vulnerable employees.

Vulnerable employees with existing health conditions are at a higher risk of contracting COVID-19, which may have a significant increased adverse effect on their health and wellbeing.

Control Measures (existing):

1. In accordance with Government guidelines employees who are in the vulnerable and high risk categories are where possible to continue to work from home.
2. Employees with family members in high risk categories have been instructed to inform their management team. Decisions on home working in accordance with Government guidelines are taken on a case by case basis.
3. Those employees who fall within the extremely vulnerable category (shielded) in accordance with Government are to continue to work from home.
4. Employees who are high risk vulnerable (but not extremely clinically vulnerable) that cannot work from home, then management should offer the option of the safest available on-site role, enabling them to stay 2 metres away from others.

Further Control Measures Required:

5. PPE provided to all staff. When walking around the building masks are to be worn at all times. Maximum use of one per day.

Assigned To:

All employees

Due Date:

Ongoing

Hazard (hazard and hazard description):

Cleaning and hygiene.

Inadequate cleaning and hygiene standards pose a risk of spreading infection by way of cross contamination from surfaces contaminated with the coronavirus.

Control Measures (existing):

1. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, building equipment buttons, switches, etc.). Contract cleaning staff resource have been increased in line with the increased cleaning regimes.
2. Suitable disinfectant cleaning products are used by the contracted cleaning staff.
3. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the buildings.
4. Line management and employees are required to report anything contaminated or spilt that requires cleaning.

Further Control Measures Required:

5. PPE provided to all staff. When walking around the building masks are to be worn at all times. Maximum use of one per day.

Assigned To:

All employees

Due Date:

Ongoing

Hazard (hazard and hazard description):

Personal hygiene.
 Poor personal hygiene standards pose a risk of passing or contracting the infection.

Control Measures (existing):

1. The importance of good personal hygiene has been explained to all employees. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean.
2. Employees instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds. Soap and hand gels are provided.
3. Employees instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container.
4. Employee instructed that disposable tissues, should be used when coughing and or sneezing. Used tissues to be bagged and put into a bin or pocketed and taken home for safe disposal.
5. Free standing hand sanitizers will be in place at access points.
6. As the alcohol based hand sanitizer falls under a COSHH item. Employees who use this to disinfect their hands are not to touch their face until the sanitizer dries out due to irritation risk if the goes into eyes.
7. If alcohol gel comes into contact with eyes then employees are to (remove glasses or contact lenses if worn) and rinse eyes with water for several minutes, then seek first aid assistance.
8. If eye irritation persists then employees to seek medical advice or assistance.
9. Employees with a diagnosed skin condition are advised not to use the alcohol hand sanitizer as this may exacerbate their condition, but to use soap and water for 20 seconds.
10. Employees to avoid inhaling the vapours from the alcohol hand sanitizer as this may cause dizziness or drowsiness.
11. Alcohol gel hand sanitizer spillages are to be cleaned up immediately with water and area dried off.

Further Control Measures Required:	Assigned To:	Due Date:
12. PPE provided to all staff. When walking around the building masks are to be	All employees	Ongoing

worn at all times. Maximum use of one per day.

Hazard (hazard and hazard description):

Legionella (biological hazard).

Exposure to legionella bacterium in water droplets could lead to ill-health in those people exposed. On return to working environment after COVID-19 leave an increased risk of biological waste would be present.

Control Measures (existing):

1. All water taps ran off before staff are to use facility, weekly. Face masks are to worn during this process.
2. Testing of water temperatures in place.
3. If hot or cold water temperature are identified as being between 20-45 degrees, which is suitable for bacterial growth specialist advice will need to be sought.

Further Control Measures Required:

4. Urn located in the Breakout room to be descaled and sanitised monthly

Assigned To:

Management Account & QSM
& EA to the Board of Directors

Due Date:

Ongoing

Hazard (hazard and hazard description):

Colds / infections.

There is a risk that any cold and or infection could be consistent with COVID-19 symptoms and there is a risk that accidental cross infection could be transmitted to other persons.

Control Measures (existing):

1. Where symptoms of a cold / infection starts at work employees are required to notify their management team immediately. Decisions to refrain from working will be made accordingly where there is a potential risk.
2. Employees who are currently self-isolating due to having tested positive for COVID 19, experiencing symptoms or have a family member who have tested positive or have symptoms are not to return to work and inform their line manager.
3. Employees are advised to isolate in accordance with Government guidelines.

Further Control Measures Required:

4. PPE provided to all staff. When walking around the building masks are to be worn at all times. Maximum use of one per day.

Assigned To:

All employees

Due Date:

Ongoing

Hazard (hazard and hazard description):

First aid provision.

Lack of first aid provision leading to injury, further injury or prolonged pain.

Control Measures (existing):

1. Trained emergency first aid at work and first aid at work employees.
2. All first aiders provided with face guards to reduce risk of cross-contamination.
3. Additional first aid equipment provided in first aid boxes to reduce risk to first aiders. CPR shields and disposable masks provided.

Further Control Measures Required:	Assigned To:	Due Date:
4. In the absence of the First Aider on site first aid equipment provided in first aid Boxes located by the QSM & EA to the Board of Directors work station	All management/Supervisors	Ongoing

Review Date:	Reviewer(s):	Comments:
11.06.2020	Nicola Walford, Jake Robinson, Tony Hopper & Katie Payne	Initial Release