

Peninsula Group Limited

The Peninsula, Victoria Place., Manchester, M4 4FB

Location: PBS Group (UK) Premises & Third Party Premises

Title : PBS Group (UK) & Third Party COVID 19 Office Risk Assessment	Date of Assessment : 02/04/2020	Risk Assessor : Mark Rowlands
Risk Assessment Reference : COVID 19 INT 01	People involved in making this assessment :	
Task/ Process : General Risk Assessment - Covid 19	People at Risk : Employees, Contractors, New and Expectant Mothers, Children & Young Persons, Clients , Visitors	

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

Control Measures:

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 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 PBS Group (UK&I) & Third Party own or lease.
4. PBS Group (UK&I) & Third Party plans and procedures have been shared and co-ordinated with our landlord on our owned or managed premises.
5. Occupancy levels have been managed to permit social distancing and reduce risk for contact or spread of virus.
6. 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.
7. Staggered start and finish work times will be considered or introduced to reduce large gatherings and allow for increased social distancing.
8. Employees across the PBS Group (UK&I) have access to the 24/7 confidential EAP (Employee Assistance Programme).
9. Health & Safety communications available to all PBS Group (UK&I) employees on Inside Peninsula, available on third party intranet and also a COVID 19 specific resource on inside H&S.
10. Employees can raise a concern with their line manager, H&S representative, contact PBS Group (UK&I) internal H&S department or complete the H&S concern form on inside peninsula.
11. E-learning in place for all employees which they will complete prior to returning to work.
12. Relevant site information booklets with guidance note issued to all employees returning to the workplace
13. Any working activities that require any form of near contact with others has been minimised with a separate risk assessment completed in relation to their role.
14. Some employees travel to work using public transport, some private cars, some cycle and some walk. All are to wash and sanitise hands upon arrival. Showers available for those that cycle and to promote cycling.

Hazard : Passenger and goods lifts The enclosed space within the lift with creates a risk of potential contamination through coughing and sneezing and contact with internal surfaces and controls.

Control Measures:

1. Lifts are subject to an increased level of regular routine cleaning and sanitising by contract cleaning staff who have been fully briefed and instructed by their own managers. .
2. Employees are encouraged to use the staircase to get to the floor on which they work, unless they have mobility problems that negates the use of the stairs. 2m distancing can be achieved on landings.
3. Employees encouraged to avoid using passenger lifts when a large amount of users are present at peak times. Peak times for start/finish and breaks times will be controlled on usage on lifts (where applicable) by the building management.
4. Employees instructed to avoid using a finger tip to press buttons; instead to use the back of the knuckle to select the appropriate floor and to wash hands as soon as soon as possible after using a lift.
5. Employees advised to face away from other users and avoid touching surfaces. Signage will be displayed on the lift floors for employees to stand.
6. A limited amount of employees will be allowed to use the lift at any one time to allow for social distancing. Maximum capacity signs will be displayed on exterior and interior of lifts.
7. Lift buttons are located on the exterior of the lifts and will be managed in the first phase by building management (where applicable) to reduce contact. 2m distancing will be observed when queuing for lifts.

Hazard : Food & Drink Preparation Areas Potential risk or transfer of virus through cross contamination

Control Measures:

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. Bins are open and will not require hand contact.
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.
7. Put half eaten 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. (when provided)
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, which will wash at a temperature of at least 60c.
12. Kitchen areas will be marked with signage or tape to allow for one person at a time for social distancing.
13. Departments and teams are to implement staggered lunch breaks.
14. Employees to make thier own hot or cold drinks during the working day.
15. Employees encouraged to bring in their own prepared food and drink for lunch breaks.
16. Any facilities used within the kitchen areas are to be wiped down using anti bacterial wipes provided.

Hazard : 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:

1. Contract cleaning services have been increased. Toilets and communal areas, along with workspaces, are cleaned more frequently than before and the cleaning routine is to a higher specification.
2. Supplies of soap and sanitising agents (free standing and bottled) are provided and regularly topped-up at all hand washing stations. NHS, Public Health and PBS Group (UK&I) 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 touch points (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 separately (where applicable) within coat cupboards avoiding contact with other people's personal items.
7. In some of PBS Group (UK&I) or third party premises certain toilet cubicles and wash sinks will be out of use to allow for social distancing.

Hazard : 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:

1. Waste bins are provided at employee desk areas and within kitchen areas.
2. Employees instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.
3. Employees instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, preferably bagged, or pocketed and taken home.
4. All waste bins and receptacles are carefully and safely emptied daily by the contracted cleaning staff.
5. Employees are required to have consideration for contracted cleaning staff with regards to discarded tissues, food, tins etc. to prevent cleaning staff being accidentally contaminated or injured

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

Control Measures:

1. Smoking shelters on PBS Group (UK&I) owned sites will be closed to reduce large gatherings.
2. 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.
3. PBS Group (UK&I) leased sites or third party premises are required to comply with the building management policy.

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

Control Measures:

1. Employees instructed that meetings in enclosed spaces such as conference and meeting rooms should only be undertaken when absolutely essential. Video conferencing is to be used where possible and meeting room use is restricted to Management level/authorisation
2. Employees using conference and meeting rooms instructed to follow Govt 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 VC Conferencing or Lifesize.
4. Employees told to avoid physical contact with clients and visitors, such as handshakes, hugs, etc; and to give a polite explanation of this policy if required.
5. Meeting room capacity signage will be posted to instruct on maximum capacity for that particular meeting room.
6. Hand sanitiser is provided within the meeting rooms 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. Projector remote control is cleaned after use. Any cups or glasses are taken out of the room.

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

Control Measures:

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 others 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, head sets 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.
7. If lockers are not provided, employees informed to bring minimal person equipment to the PBS Group (UK&I) premises and to take home any excess equipment. This is to reduce touch points and allow cleaners to clean touch points.

Hazard : Close contact Employees working on the premises may be at risk of exposure to other employees or visitors who are carrying coronavirus, knowingly or unknowingly.

Control Measures:

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 fan heaters, cooling fans and or ventilation systems that could spread the virus. Where possible the use of such systems will be avoided.
4. Plastic protection screens installed on sites to protect employees working at reception areas and in certain roles.
5. Directional signage will be in place on common and floor areas to allow for social distancing.

- 6. 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 and explained to each employee as they return to work.
- 7. Controls on access and egress to buildings at all sites across the Group (UK&I) will be in place.
- 8. Office kitchen areas with only one person at a time using to allow for social distancing. Signage or tape markings will highlight this control.
- 9. Any visitors or contractors to sites are to sign the visitors book.
- 10. Contractors to sites will be managed and controlled by building management or office services for only essential maintenance.
- 11. Visitors to PBS Group (UK&I) or third party sites are to be limited and if possible video conferencing software such as Microsoft Teams or Limesize to be utilised to reduce fact to face contact.
- 12. Employees that use public transport to commute to work are issued with a face covering as per Government Guidance.

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

Control Measures:

- 1. In accordance with Govt 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 Govt. guidelines are taken on a case by case basis.
- 3. Those employees who fall within the extremely vulnerable category (Shielded) in accordance with Govt 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 2m away from others.

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

Control Measures:

- 1. Cleaning regimes have significantly increased and the frequency of cleaning of touch points (floors, handrails, door handles, passenger lifts, 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. A colour coded cleaning system is used by cleaning staff, to prevent cross contamination of surfaces.
- 4. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the PBS Group (UK&I) or third party buildings.
- 5. Line management and employees are required to report anything contaminated or spilt that requires cleaning.

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

Control Measures:

1. The importance of good personal hygiene has been reminded 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 gels are provided.
3. Employees instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container..
4. Employees 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 santizers will be in place at access to PBS Group (UK&I) sites.
6. As the alcohol based hand sanitizer falls under a COSHH item. Employees who use this to disinfect their hands are not to touch thier face until the sanitier dries out due to irritaion 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 assitance.
8. If eye irritation persists then employees to seek medical advice or assistance.
9. Employees with a diagnosed skin condtion are advise not to use the alcohoh hand sanitizer as this may exacerbate their condition, but to use soap and water for 20 seconds.
10. Employees to to avoid inhaling the vapours from the alcohoh hand sanitizer as this may cause dizzieness or drowsiness.
11. Alcohoh gel hand sanitizer spilliages are to be cleaned up immediatly with water and area dried off.

Hazard : Cold / 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:

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 the is a potential risk.
2. Employees who are currently self isolating due to having tested postive for COVID 19, experiencing syptoms or have a family member who have tested postive or have syptoms are not to return to work and inform their line manager.
3. Employees are advised to isolate in accordance with Government guidelines.

Hazard : Emergency Evacuations Inhalation of smoke or exposure to fire leading to injury or fatality

Control Measures:

1. Trained fire wardens are in place within all PBS Group (UK&I) or third party sites.
2. Employees are to follow the emergency evacuation procedures for their relevant PBS Group (UK&I) or third party sites.
3. In an emergency, for example, an accident or fire, employees do not have to stay 2m apart as it would be unsafe to do so.
4. PEEP's (personal emeregency evacuation plans) are in place for those employees who require assitance during an emergency evacuation from all PBS Group (UK&I) or third party premises.
5. All employees are to wash or sanitise their hands at the earliest opportunity.

6. Where there is no trained fire wardens available due to working from home. Line managers are to take this responsibility and appropriate training will be provide.

Hazard : First Aid Provision Lack of first aid provsion leading to injury, further injury or prolonged pain.

Control Measures:

1. Trained emergency first aid at work and first aid at work employees at PBS Group (UK&I) sites.
2. All first aiders provided with face guards to reduce risk of cross contamination
3. Additonal first aid equipment provided in first aid boxes to reduce risk to first aiders. CPR shields, disposable aprons and disposable masks provided.

Hazard : Employee Well-being Employee mental health affected through anxiety when returning to work.

Control Measures:

1. EAP (employee assitance programme) available, line management involved in the RTW process, stress RAs in place where needed.
2. PBS Group (UK&I) employee well-being programme provides information for employee on various subject areas to support their mental and physcal well-being.
3. All PBS Group (UK&I) employees have access to the healthy advantage app that supports with a range of information and porgrammes to support mental health and physical wellbeing.
4. Line management to communicate to employees within their teams to check on wellbeing.
5. All employees have access to and can report a H&S concern via their line manager, H&S representative, complete a H&S concern form or contact direct the internal H&S team

Hazard : Contractors/Visitors Risk of external transmission of virus.

Control Measures:

1. Access to PBS Group (UK&I) premises for contractors will be controlled by building and office service management.
2. Visitors to any PBS Group (UK&I) premises is to be kepted to absolute minimum and athorised by line management.
3. Work should be conducted outside of normal operating hours, essential services only, social distancing and hygiene observed.

Documents Associated with this Risk Assessment:

Review Date : 11/06/2021

Reviewer : Mark Rowlands