



Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

This is a draft copy of a business wide Risk Assessment for dealing with the current Covid-19 situation in the workplace. This Risk Assessment has been developed with engagement from representatives from across the business.

This Risk Assessment details the risks any employee or visitor to site may face and what Kura will do to minimise the risks, being reasonably practicable. We must recognise that we cannot completely eliminate the risk of COVID-19.

Risk Assessment: Contact Centre
Assessment by: Leigh-Ann Paterson Date: 5th May 2020
Sites: Swan Street and Citypoint - Glasgow; Camberwell Way – Sunderland; Strathcona House – Forres; Caspian House – Liverpool.
Review Date: 5th June 2020 – or when: <ul style="list-style-type: none">• Legislative or regulatory changes have been introduced• Any significant changes occur within the organisation• After occurrence of incident• Updated from HSE, PHE or PHS• The UK or Scottish Government update their guidelines

Business associated hazards with the Coronavirus pandemic?	Who might be harmed	Controls Required	Additional Controls	Owner
<p>As the business rebuilds after lockdown and staff return to work, the business must ensure their safety by making premises 'COVID' secure – unsafe workplace premises raise the risk of virus transmission</p>	<p>Staff Visitors Contractors Cleaners Delivery workers Vulnerable groups – elderly, pregnant workers, those with underlying health conditions Anyone else who physically comes into contact with us in relation to running our business.</p>	<p>Hand Washing Hand washing facilities with soap and water in place. Stringent hand washing taking place. See hand washing guidance. https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</p> <p>Gel sanitisers in any area where washing facilities not readily available</p> <p>As a minimum the following hand washing protocol is to be implemented:</p> <ul style="list-style-type: none"> • Wash hands immediately on arrival in the workplace, before work commences • Wash hands prior to eating • Wash hands on returning to building after being outside for any reason (such as smoke breaks) 	<p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace. Used tissues should be disposed of via the general waste receptacle located on the operational floor.</p>	<p>Estate Services (signage)</p>

		<p>Social Distancing - Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by UK Government.</p> <p>The maximum number of people that can be based across each floor on each site has been calculated – see back to work plan.</p> <p>Staggered shift and break times for those people who cannot continue to work from home</p> <p>Note that working from home is to continue if possible – staff are only to come to the office if they cannot work from home</p> <p>Separate entrances and exits</p> <p>Toilets will hold no more than 1 people at any one time (site specific).</p>	<p>Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.</p> <p>Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. Management checks to ensure this is adhered to.</p> <p>Planning to ensure shift times are staggered to ensure no bottle neck of people approaching site at the same time</p> <p>Induction to be provided to all employees returning to the office to ensure they are fully aware of the changes to business as usual and how they need to change their behaviours.</p> <p>Cubicles will be closed off to prevent use. Only 1 cubicles in each set of facilities. The use of urinals is not permitted.</p>	<p>Resource Planning</p> <p>Estate Services</p> <p>Estate Services</p>
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		<p>Employees assigned to specific locations/floors and desks</p> <p>Reduce lift capacity to one person at any one time</p> <p>Protective screens for reception areas</p> <p>PPE to be used where F2F interaction cannot to be substituted</p> <p>Floor and wall markings to highlight 2meter SD rule Desk screens</p> <p>Limited use of photocopier</p> <p>Prohibit the use of vending machines</p> <p>Conference calls to be used instead of face to face meetings.</p> <p>Social distancing also to be adhered to in breakout and smoking area.</p>	<p>All other kit will be removed from desks to prevent unauthorised use. Useable desks will be easily identifiable by signage.</p> <p>The use of photocopies/printers is not permitted.</p>	<p>Estate Services</p> <p>Estate Services</p> <p>Estate Services</p> <p>IT</p> <p>Estate Services</p> <p>Estate Services</p>
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		<p><u>Wearing of Gloves</u></p> <p>Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p> <p>Due to the type of work carried out, it is not a requirement for gloves to be worn. Good hygiene and regular washing of hands is more important. Gloves can lead to more contamination.</p> <p><u>Facemasks</u></p> <p>Where Facemasks are a requirement for risks associated with the work undertaken the following measures will be followed.</p> <p>Where employees wish to wear facemasks in the office environment, whilst moving around they can do so. Disposable facemasks should be disposed of safely. Reusable facemasks should be retained by the</p>	<p>Staff to be reminded that wearing of gloves is not a substitute for good hand washing.</p> <p>Those being fit tested with non-disposable masks should clean the mask themselves before and immediately after the test using a suitable disinfectant cleaning wipe (check manufacturer instructions to avoid damaging the mask).</p> <p>Face coverings must be worn when traveling through the buildings and users must follow government guidelines in</p>	<p>Estate Services</p>
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		<p>user for future use until such times that they become dirty or wet when they should be maintained following the manufacture’s guidelines</p> <p><u>Temperature monitoring</u></p> <p>On entering the building each day, the temperature of all employees will be taken. Where a temperature is high (above 37.8 degrees) you will not be permitted to enter the building.</p> <p>A non-contact thermometer will be used.</p> <p><u>Symptoms of Covid-19</u></p> <p>If anyone becomes unwell with a new continuous cough or a high temperature in the workplace, they will be sent home and advised to follow the stay at home guidance. Line managers will maintain regular contact with staff members during this time.</p> <p><u>Drivers</u></p> <p>Procedures in place for Drivers to ensure adequate welfare facilities</p>	<p>relation to wearing face coverings when traveling to and from work.</p>	<p>Estate Services</p>
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		<p>available during their work, including hand sanitiser and gloves.</p> <p>Persons should not share vehicles or cars, where suitable distancing cannot be achieved.</p> <p>In line with the government guidelines on transport, where possible, people should consider walking and cycling.</p> <p><u>Mental Health</u> Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help.</p> <p>Reference - https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</p> <p><u>Meeting room and office etiquette</u></p> <p>Standards published for the use of all rooms – handwashing to take place</p>	<p>Antibacterial spray will be readily available in each room with blue roll.</p>	<p>Human Resources</p> <p>Estate Services</p>
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		<p>before entering the room and as soon as you leave the room. Any stationary used in the room to be cleaned before leaving.</p> <p>Signage on each room/office door to confirm maximum capacity to ensure 2mtr social distancing can be maintained.</p>		
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Version Control Information

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Revision History

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	Leigh-Ann Paterson	New document	Julie McIntosh	22 nd May 2020