

**International Medical Group**

**Location: United Kingdom**

<b>Title</b> : Coronavirus Risk Assessment	<b>Date of Assessment</b> : 28/07/2020	<b>Risk Assessor</b> : Jessica Ennis
<b>Risk Assessment Reference</b> : Version 2 (prior assessment 02/04/2020)	<b>People involved in making this assessment</b> : Jessica Ennis, Lianne Welsh	
<b>Task/ Process</b> : Home Office	<b>People at Risk</b> : Employees, Contractors, Vulnerable Persons	

<b>Hazard : Failure to follow Government policies</b> Will lead to the spread of coronavirus infection among our workforce and anyone they come into contact with.
<b>Control Measures:</b>
1. The Government's COVID Act and associated Regulations and Orders have set a framework to prevent the spread of the virus. We have developed procedures and arrangements to work within those rules and guidance.
2. Our arrangements and procedures are reviewed regularly in light of additional Govt. guidance as published at Gov.uk/Coronavirus.
3. We continue to operate because the service we provide falls into the Government's category of essential activities - any in office workers have been vetted for personal vulnerabilities. Visits to physical office by someone not vetted must be approved by the line manager and HR prior to any travel.
4. Where we are aware of any staff member in a risk category, member remains working remote and instructed to follow all government guidelines, including no travel to the physical office location.
5. Any staff member themselves or staff with family members in at risk categories or believe their circumstances to have changed have been instructed to inform their management team without delay. Decisions on home working or furlough in accordance with Govt. policy are taken on a case by case basis.

<b>Hazard : Uninformed workforce</b> 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.
<b>Control Measures:</b>
1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on WHO, NHS, Public Health and Government guidance and instruction. They are updated regularly to reflect any changes in the official advice and guidance.
2. All staff will complete an online training course in advance of returning to the office including hazards, risks and mitigation policies. This training includes, but is not limited to rules of social distancing and cleaning.
3. WHO, NHS and Public Health warning posters displayed at all our fixed workplaces and electronic copies are available on our Pandemic Preparedness sharepoint page.
4. We have shared with our customers, by email and or phone, the arrangements we have in place and how we would expect them to cooperate with our staff at their premises.

<b>Hazard : Contact with customers or clients</b> Risk of infection being passed from contacts or with contaminated premises and equipment.
<b>Control Measures:</b>
1. Workforce instructed to conduct all customer meetings via Zoom and phone. Where this is not possible, workforce instructed to maintain the advised 2m separation from contacts at all times, wherever possible.

2. Workforce instructed to avoid contacts who are coughing, show signs of difficulty in breathing or sweating/fever. If this occurs they are empowered to leave the premises.
3. Workforce 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.
4. Workforce instructed not to touch their eyes, nose or mouth, if their hands are not clean
5. Workforce instructed that physical contact with clients, such as handshakes, hugs, etc are not to be undertaken.

**Hazard : travel and vehicles** Risk of the spread of infection from vehicles and during travel.

**Control Measures:**

1. Public transport should be avoided when possible. Walking, biking and personal vehicles are recommended.
2. No passengers are to be carried in any vehicle being used for business purposes. If a second worker is required for any part of the work activity they will travel separately.
3. Workers who use their own vehicles have been advised to ensure that surfaces and controls are routinely sanitised.
4. When public transport can not be avoided, staff are to practice appropriate social distancing and wear a mask when social distancing is not possible, as per the government guidelines.

**Hazard : Personal hygiene** Inadequate personal hygiene poses a risk of contracting the infection and cross contaminating surfaces

**Control Measures:**

1. Workforce instructed to clean their hands frequently, using a hand sanitiser containing at least 60% alcohol, or to wash their hands with soap and water for at least 20 seconds. Sanitiser has been provided in all physical offices when on site.
2. Workforce instructed not to touch their eyes, nose or mouth.
3. Workforce instructed that a disposable tissue should be used when coughing and or sneezing then put into bag and binned or pocketed until that procedure can be followed.
4. When entering a common area, staff are to use hand sanitiser prior to entering and after exiting.
5. Staff are required to use appropriate social distancing when in common areas, and follow instructions on all signs in these areas. If social distancing is not possible, masks must be worn.

**Hazard : Food and drink** Potential for cross-infection at client premises and take away outlets.

**Control Measures:**

1. Workforce encouraged to prepare food and drink at home and carry it with them through the working day so that they can take rest breaks and at meal times so avoiding the need to visit take away outlets and potential exposure to infection.
2. Workforce instructed to politely refrain from consuming beverages and food products that are offered by clients, due to the risks associated with cross contamination.

**Hazard : Contacts on other Premises** Potential for cross-infection at client premises

**Control Measures:**

1. Workforce instructed that where any client contact may have been made or surfaces touched or handled they must sanitise their hands before getting back into their vehicle.
2. In the instance equipment must be delivered to a staff member, the delivering staff member is not to enter another staff member's house. Equipment is to be left in the driveway or doorstep and the delivery driver phones the recipient to confirm delivery.
3. Workforce instructed to maintain 2m separation distance and avoid shaking hands, hugs and other personal contacts.

**Hazard : Personal Protective Equipment** Contact with potentially cross contaminated ppe may transmit infection.

**Control Measures:**

1. No personal protective equipment is required for our line of work.
2. When social distancing is not possible, staff are to provide and wear masks.

**Hazard : Telephone and IT equipment** Contact with potentially cross contaminated equipment may transmit infection.

**Control Measures:**

1. Workers instructed to refrain from sharing their work mobile phone with other people. If they use personal phones they are advised to follow this rule.
2. Workers instructed to ensure that all IT equipment, mobile phones, that may be used on client or customer premises are cleaned/disinfected on a regular basis using the cleaning wipes and sanitisers that have been provided.
3. Workers instructed not to use customer or client computers, accessories and telephones during any site visit.

**Hazard : Smoking** Designated smoking areas may increase exposure to infection if social distancing is not practiced.

**Control Measures:**

1. Workers are reminded to comply with no smoking regulations at all times.
2. As a precautionary measure workers must practice social distancing if they are in a designated smoking area.

**Hazard : Confined Spaces** Social distancing should be observed. Recommended 2 metres

**Control Measures:**

1. Desk space will be reconfigured to take into account social distancing. Walkways may be made into a one way system where required, and clearly marked with signage. Break areas and shared spaces such as kitchen and bathrooms will have a limit on number of people using them at any one time.

**Hazard : Infection** Risk of infection to workforce if an employee displays Covid-19 symptoms

**Control Measures:**

1. Random temperature checks will be completed throughout the day using a handheld temperature reader and employee will be required to leave the premises immediately if raised temperature is discovered. Employee to then contact and follow and further instructions from local health authorities.
2. Employees to stay home if displaying symptoms

3. Staff required to check temperature each morning before commuting into the office. Temperature strips will be provided.

**Hazard : Public or Visitor Access** Risk of infection from public and visitors

**Control Measures:**

1. No visitors or members of the public to be allowed onsite without prior authorisation from management with the exception of external cleaning staff and building management.
2. All visitors must be escorted immediately to the designated area in the office and must be recorded in the Visitor Log Book.
3. Any visitors that have been approved must follow all social distancing and must complete a symptoms questionnaire upon arrival.

**Hazard : Stress (work Related)** Employees may suffer from work related stress due to returning to office environment and safety concerns

**Control Measures:**

1. Staff will be offered support if needed
2. Mental health first aiders to be trained

**Hazard : Working Alone** Employees may feel isolated.

**Control Measures:**

1. Regular zoom meetings, use of Microsoft teams and contact with managers and other members of team

**Documents Associated with this Risk Assessment:**

**Review Date :** 16/04/2021

**Reviewer :** Jessica Ennis