

Actual Experience – Covid-19 Risk Assessment

Actual Experience has 68 employees and operates from its HQ at Quay House, The Ambury, Bath, BA11UA in the 1st floor of a purpose built multi storey administration building. The building is detached, of reinforced concrete, brick, and block construction with a flat roof. The building contains 3 protected stairwells and 4 passenger lifts. The building has five final exits which disperse directly into ultimate safety.

Actual Experience occupies the first floor. The first floor is split into two areas, North and South Wing. Both wings consist of office space, meeting rooms and small kitchen areas where staff can make drinks and heat food and South Wing also includes an open plan area as a breakout space that includes dining facilities and recreational spaces. There are toilet and hand washing facilities located in the hallway that connects the two wings and this hallway also connects to the Landlord's landing area for the central building staircase and two lifts. Access and exits from both wings can be achieved by the central staircase. North Wing is also served by a secondary staircase that provides access and exit via a side door to the building and the South Wing is served by another staircase that provides an emergency exit route only.

The offices are cleaned daily by external contractors and all cleaning supplies are kept in a cupboard in the central hallway. The building is locked and alarmed from 8pm to 7am Monday to Friday and at weekends, the building also has 24 hour/7 days a week security cover.

Covid-19 Risk Assessment

Covid-19 is a type of coronavirus and is a new illness that can affect your lungs and airways. Symptoms can be mild, moderate, severe or fatal. The virus can be contracted via droplets from coughing and sneezing and can be spread via contact of commonly touched surfaces. People can pick up the virus by breathing in the droplets or by touching contaminated surfaces and then touching their eyes, mouth or nose.

This Risk Assessment will help Actual Experience deal with the current Covid-19 situation in the workplace. Actual Experience are acting on government guidance and implementing control measures as advised by the government and the HSE.

Staff are encouraged to work remotely away from the office wherever possible. When the business returns to the office after lockdown, Actual Experience will ensure that it complies with its duty to provide a safe and healthy workplace and working conditions for staff during the coronavirus pandemic.

The company shall ensure the safety of all staff by making the working environment 'Covid secure'.

Covid-19 Risk assessment

Actual Experience. Assessment carried out by: Theo Litston (Facilities Manager).

Date assessment carried out: 4th June 2020. Amended on: 8th September 2020.

No.	What are the hazards/main factors and who might be harmed?	Control measures in place:	What further action do you need to take to control the risks?	Who needs to carry out the action and by when?	Completed
1	<u>Transmission of Covid-19.</u> All employees, visitors, contractors including those associated with the landlord. Vulnerable groups including anyone with an underlying health condition, elderly or pregnant staff.	<u>Remote working & return to office</u> <ul style="list-style-type: none"> Encourage remote working wherever possible. Development of a return to office plan. Regular communication with staff members to understand their concerns about Covid-19. 	Define and share Covid Secure Policies and Procedures to all employees and managers. Provide training on how to work safely in the office. Engage with workers to agree any changes to working arrangements.	Managers and team leaders. 12/10/2020 – before staff return to the office	Covid Policies and Procedures drafted – 01/09/2020.
2		<u>Hand washing</u> <ul style="list-style-type: none"> Soap and hot water are supplied at all sinks. Disposable paper towels are provided for drying hands. Automatic hand santiser dispensers are provided at the entrances to the office or in areas where hand washing facilities aren't readily available, and employees are encouraged to use them regularly. 	Install automatic hand sanitiser and soap dispensers throughout the office and keep them well stocked.	Facilities Manager 12/10/2020 – before staff return to the office	Hand sanitisers installed – 23/07/2020. Hand soap dispensers installed – 10/09/2020

		<ul style="list-style-type: none"> • Signage instructing staff members to wash their hands and proper hand washing technique. 			
3		<p><u>Hygiene from sneezing and coughing</u></p> <ul style="list-style-type: none"> • Signage displayed to reminded people to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it. • Signage reminding people to avoid touching face, eyes, nose or mouth with unclean hands. • Tissues are available throughout the workplace. 	<p>Hygiene keys issued to employees to help open doors and use keypads without touching them.</p> <p>Microbial covers installed on common touch points such as door handles and push buttons.</p>	<p>Facilities Manager, managers and team leaders.</p> <p>12/10/2020 – before staff return to the office</p>	<p>Hygiene keys available in the office from – 12/10/2020</p> <p>Microbial covers installed - 14/09/2020</p>
4		<p><u>Cleaning & housekeeping</u></p> <ul style="list-style-type: none"> • Daily cleaning services are provided by a cleaning services contractor. • Staff are encouraged to clean up after themselves to support the cleaning staff. • Facilities have provided a stock of disinfectant sprays and disposable cleaning cloths. • A deep clean/viricidal clean of the office has been undertaken by certified cleaning contractors. 	<p>Increase cleaning service providers hours to enable more thorough daily cleaning.</p> <p>Increased level of cleaning and disinfection around touch points such as door handles, toilet flushes, push plates and buttons.</p> <p>Increase stock levels of resources to help increase usage.</p> <p>Encourage staff members to clean their own workspaces more often and thoroughly.</p> <p>Promote clear desk policies including the removal of non-essential items</p>	<p>All staff, Facilities Manager</p> <p>12/10/2020 – before staff return to the office</p>	<p>Viricidal deep clean – 07/05/2020</p> <p>New cleaning service providers start - 01/10/2020</p> <p>Clear desk policy in place – 12/10/2020</p>

			including desk toys to make cleaning and disinfecting workspaces easier. Encourage employees to bring food and utensils from home. Disposable utensils will also be provided.		
5		<p><u>Returning equipment to the office.</u></p> <ul style="list-style-type: none"> Facilities have fulfilled requests for any additional items that staff members need while they are working remotely. 	<p>All equipment returning to the office should undergo a thorough clean before being reinstated in the office. Equipment cleaning station set up at main office entrance (in front of the bookcases in North Wing). Cleaning Station to include disinfectant spray, wipes, disposable gloves, hand sanitiser and a sealed bin for refuse. All non-essential items are to remain at home for a period until a new normal is established.</p>	<p>Facilities Manager, Internal Systems all employees 12/10/2020 – before staff return to the office</p>	<p>Covid-Secure Layout and booking system created to help manage shift patterns – 27/08/2020</p> <p>Cleaning station set up – 17/09/2020</p>
6		<p><u>Social distancing</u></p> <ul style="list-style-type: none"> All staff have been working remotely since 18th March 2020. Option for remote working to continue for all employees. 	<p>Review shift patterns to minimise employees in the office at any one time and help maintain social distancing. Reducing the number of people each person comes into contact with by using fixed teams or partnering where appropriate. Introduce desk booking system to help maintain 2m social distance rules. Unused desks to be clearly marked.</p>	<p>All staff, managers and team leaders. 12/10/2020 – before staff return to the office</p>	<p>Covid-Secure Layout and booking system created to help manage shift patterns – 27/08/2020.</p>

			<p>Encourage employees to hold virtual meetings or meetings outside where possible to limit face to face interactions.</p> <p>Restrict external visitors to the office. Limit number of people in the kitchen areas at any one time.</p> <p>Staff will be reminded by social distancing guidelines including avoiding non-essential contact with others, keeping a safe distance (at least 2m) away from others wherever possible and avoiding physical contact (eg hugs, handshakes etc.).</p> <p>Appropriate signage, stickers and floor markings to denote safe distances.</p> <p>Visors provided for use by employees when social distancing at 2m cannot be maintained.</p>		<p>Instructions included within the Covid Secure policies and procedures – 01/09/2020</p> <p>Signage installed – 17/09/2020</p>
7		<p><u>Visitors to the office & deliveries</u></p> <ul style="list-style-type: none"> • Digital visitor sign-in sheet. • Only work essential deliveries to be made to the office. Restrict personal deliveries. 	<p>Restrict access to the office for all visitors and insist on remote or virtual meetings.</p> <p>Restrict non-business deliveries that require a delivery person to visit the office to deliver personal deliveries.</p>	<p>Managers and team leaders 12/10/2020 – before staff return to the office</p>	<p>Instructions included within the Covid Secure policies and procedures – 01/09/2020.</p>
8		<p><u>Symptoms of Covid-19</u></p> <ul style="list-style-type: none"> • If anyone displays symptoms of Covid-19 they will be sent home and advised to follow the guidance from the government, NHS & HSE. 	<p>Develop instructions for what to do in the circumstance.</p>	<p>All staff, managers and team leaders. 12/10/2020 – before staff</p>	<p>Instructions included within the Covid Secure policies and</p>

		<ul style="list-style-type: none"> Line managers will maintain regular contact with staff members during this time. If advised that an employee or visitor developed Covid-19 and were recently in the office, the office will be closed and a deep clean will be arranged. Any applicable test and trace guidelines will be followed and staff that may have been exposed will be asked to self-isolate. In cooperation with Future Publishing's Covid Risk Assessment, if anyone has been on site that has symptoms of Covid-19 the site will close for 72 hours and a full deep clean will take place by a specialist company. 		return to the office	procedures – 01/09/2020.
9		<u>High risk or vulnerable staff</u> <ul style="list-style-type: none"> Insist on remote working, self-isolating or shielding for any employee that is high risk or has an underlying health condition. 	Any staff in this category should not be expected to attend for work in the office.	All staff, managers and team leaders. 12/10/2020 – before staff return to the office	Covid Policies and Procedures drafted – 01/09/2020.
10		<u>Homeworking, hot desking and equipment sharing</u> <ul style="list-style-type: none"> Encourage remote working wherever possible as this reduces the risk of staff gathering in the office and spreading the virus. 	Determine the minimum number of people required in the office to operate safely and effectively with particular attention to fire marshals and first aiders.	Leadership, Facilities Manager, HR 12/10/2020 – before staff	Covid Policies and Procedures drafted – 01/09/2020.

		<ul style="list-style-type: none"> • Only essential equipment is collected from the office and only at pre-determined times to limit social contact and promote social distancing. • Hot-desking will not be permitted until after the pandemic. • Equipment should not be shared between staff – limit use of high-touch equipment including printers and whiteboards. 		return to the office	<p>Covid-Secure Layout created to illustrate safe numbers in the office – 27/08/2020.</p> <p>Additional fire marshal and first aider training booked.</p>
11		<p><u>Mental Health</u></p> <ul style="list-style-type: none"> • Covid Mini Site launched providing staff with information and assistance to help with mental health and wellbeing. • Employee Assistance Programme. • Mental Health First Aiders & Mental Health Committee. • Annual training for managers and ad-hoc training sessions. • Employee surveys and regular two way communication. • Employee support activities including remote staff socials and exercise sessions. 	Introduction of new wellness app for employees to use to help manage their mental health and wellbeing.	HR Manager and Facilities Manager. 12/10/2020 – before staff return to the office	T-Cup for mental health and Wellness launched – 01/07/20