

## Risk Assessment Form

**Number:**

**Issue No: 1**

**Issue Date:**  
20.05.2020

**Authorised : D**  
**Morrell**

<b>Task/Activity:</b>	Corona Virus/ COVID19	<b>Depot/Dept:</b>	Concierge Plaza 1821	<b>Ref No:</b>	RA.32
<b>Date Conducted &amp; By Who:</b>	Dave Morrell 09.06.2020	<b>Review Date:</b>	09.12.2020	<b>Date Reviewed:</b>	
<b>Information</b>	<p>The COVID-19 virus affects different people in different ways. COVID-19 is a respiratory disease and most infected people will develop mild to moderate symptoms and recover without requiring special treatment. People who have underlying medical conditions, problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer and older people have a higher risk of developing severe disease and death.</p> <p>Common symptoms include:</p> <ul style="list-style-type: none"> <li>• fever</li> <li>• tiredness</li> <li>• dry cough</li> <li>• a loss of, or change in, your normal sense of taste or smell (anosmia)</li> </ul> <p>Other symptoms include:</p> <ul style="list-style-type: none"> <li>• shortness of breath</li> <li>• aches and pains</li> <li>• sore throat</li> <li>• and very few people will report diarrhoea, nausea or a runny nose</li> </ul>				

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E - Employees	1 No Injury, property damage	1 Very Unlikely	Severity X Probability = <b>1 to 5</b>	<b>Low</b>	Y – acceptable risk, work can start
C - Contractors	2 Minor Injury	2 Unlikely			
V - Visitors	3 +7 Day Absence	3 Likely	Severity X Probability = <b>6 to 14</b>	<b>Med</b>	Y or N – may need further consideration
P - Public	4 Specified Injury	4 Very Likely			
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People with mild symptoms who are otherwise healthy should self-isolate and contact their medical provider or a COVID-19 information line for advice on testing and referral.

People with fever, cough or difficulty breathing should call their doctor and seek medical attention.

Coronavirus is classified as an airborne high consequence infection disease in the UK. The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

Currently, there are no specific vaccines or treatments for COVID-19.

1 <b>Hazard</b> (something with the potential to cause harm, how will it be realised and what is the potential injury?)	2 <b>At Risk</b>	Risk			6 <b>Control Measures</b>	Risk		
		3 <b>Severity</b>	4 <b>Probability</b>	5 <b>Risk</b>		7 <b>Severity</b>	8 <b>Probability</b>	9 <b>Risk</b>

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<p>Transfer of disease from being in close proximity to others infected</p> <p>Fever, flu like symptoms, persistent cough, breathing difficulties, loss of taste and/or smell, death</p>	A	5	3	15	<ul style="list-style-type: none"> <li>washing your hands with soap and water often, using an alcohol-based rub frequently and not touching your face.</li> <li>covering your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.</li> <li>putting used tissues in the bin straight away.</li> <li>avoiding close contact with people who are unwell.</li> <li>remaining more than two metres away from anyone who doesn't live in your household wherever possible.</li> <li>self-isolating if you are symptomatic.</li> <li>following 14-day household quarantine rules if someone you live with becomes symptomatic.</li> <li>understanding when and how to use PPE.</li> <li>Where practicable employees are to work remotely.</li> <li>Following government advice on social distancing including permitted contact with others, exercise and essential journeys and activities</li> <li>If someone becomes unwell in the workplace with a new, continuous cough or a high temperature, they should be sent home</li> <li>Any employee displaying symptoms of either a high temperature, a new continuous cough or other symptoms detailed above should self-isolate at home. If you live alone stay at home for 7 days. <ul style="list-style-type: none"> <li>Do not go to a GP surgery, pharmacy or hospital. You do not need to contact 111 unless you feel you cannot cope with your symptoms, your condition gets worse or if you do not get better after 7 days. For a medical emergency dial 999</li> </ul> </li> </ul>	5	1	5
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- Stay at least 2m away from other people in your home whenever possible
- Employees should not be encouraged to return to work during this time however remote working may be possible
- If you live with others and you or one of them have symptoms of coronavirus, then all household members must stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the house became ill. Anyone in the household who starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14-day isolation period
- You should remain at home until 7 days after the onset of your symptoms. After 7 days, if you feel better and no longer have a high temperature, you can return to your normal routine. If you have not had any signs of improvement and have not already sought medical advice, contact NHS 111 online. If you have no internet access, call NHS 111
- Office and buildings are closed to members of the public
- Contractors or others who are required to access work areas are to confirm they are not symptomatic, or live with anyone who is symptomatic
- Office etiquette guidance is in place
- Targeted and enhanced cleaning regimes are in place
- Once symptomatic, all surfaces that the person has come into contact with must be cleaned including;

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				<ul style="list-style-type: none"> <li>○ all surfaces and objects which are visibly contaminated with body fluids</li> <li>○ all potentially contaminated high-contact areas such as toilets, door handles, telephones</li> </ul>				
<p>Failure to apply guidance on the use of PPE</p> <p>Fever, flu like symptoms, persistent cough, breathing difficulties, loss of taste and/or smell, death</p>	A	5	3	15	<p>Details of PPE required for the task/activity/job role is detailed in the supplementary guidance notes – HSGUID.32 Concierge Plaza 1821 and COVID-19. For the purpose of this Risk Assessment PPE (COVID-19) refers to the following equipment:</p> <ul style="list-style-type: none"> <li>• Face masks – ear-loop, non- surgical</li> <li>• Disposable gloves</li> <li>• Hand sanitiser</li> <li>• Disposable coverall</li> </ul> <p>The World Health Organisation provide specific face mask guidance for both health care and non-health care settings. The following information includes the updated guidance from WHO published on the 5<sup>th</sup> June 2020 in relation to the circumstances when face masks should be worn. The WHO website provides further detail of how to make a home-made mask, fitting/wearing the mask, when the mask should be worn and how it should be washed or discarded.</p>	5	1	5

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From 15<sup>th</sup> June 2020 it is mandatory to wear a face covering in England whilst travelling on public transport.

- Wear a mask if you are taking care of a person with suspected COVID-19 infection.
- Wear a mask if you are coughing or sneezing.
- In areas with community transmission, people aged 60 years or over or those with underlying conditions should wear a medical mask in situations where physical distancing is not possible.
- In areas with community transmission, WHO advises governments should encourage the general public to wear masks where there is widespread transmission and physical distancing is difficult, such as on public transport, in shops or in other confined or crowded environments.
- Masks are effective only when used in combination with frequent hand-cleaning with alcohol-based hand rub or soap and water
- If you wear a mask, then you must know how to use it and dispose of it properly Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.

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- Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.
- To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water.

#### PPE (COVID-19) and waste disposal

- PPE and cleaning materials used and **no** contact with suspected coronavirus case. Used items can be discarded in line with normal waste disposal arrangements.
- PPE and cleaning materials used and contact with suspected coronavirus case:
  - PPE and waste items should be put in plastic rubbish bag and tied.
  - The plastic bag should then be placed in a second bag and tied.
  - The bag should be put in a suitable and secure place and marked for storage and retained for 72 hours.
  - After 72 hours (or if the resident has a negative test result during that time) the waste can be discarded in line with normal waste disposal arrangements.

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<p>Poor hygiene practices leading to transfer of viral infection.</p> <p>Fever, flu like symptoms, persistent cough, breathing difficulties, loss of taste and/or smell, death</p>	A	5	3	15	<ul style="list-style-type: none"> <li>• Employees are asked to wash hands more frequently than usual with soap and hot water for around 20 seconds particularly after coughing, sneezing and blowing your nose, or after being in public areas where people are doing so</li> <li>• Alcohol based hand rubs can also be used if convenient however hot water and soap are preferable</li> <li>• Employees are to practice good hygiene e.g. follow NHS 'catch it, kill it, bin it' guidelines</li> <li>• Used tissues should be disposed of immediately</li> <li>• Clean and disinfect regularly touched objects and surfaces using regular cleaning products</li> <li>• Hot water and cleaning products (not a bar of soap as it will harbour contamination) to be available at all times.</li> <li>• Disposable hand towels are to be available at all times</li> <li>• Operatives to wash thoroughly on a regular basis and prior eating, drinking and smoking.</li> <li>• Maintain social distancing- maintain at least 2 meters between yourself and anyone who is coughing or sneezing</li> <li>• Avoid touching eyes, mouth and nose</li> <li>• Stay informed and follow the advice given by the UK government</li> </ul>	5	1	5
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<p>People who are at increased risk of severe illness from coronavirus COVID-19)</p> <p>Fever, flu like symptoms, persistent cough, breathing difficulties, loss of taste and/or smell, death</p>	A	5	3	15	<p><b>People who are at increased risk include:</b></p> <ul style="list-style-type: none"> <li>aged 70 or older (regardless of medical conditions)</li> <li>under 70 with an underlying health condition listed below (ie anyone instructed to get a flu jab as an adult each year on medical grounds): <ul style="list-style-type: none"> <li>chronic (long-term) respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis</li> <li>chronic heart disease, such as heart failure</li> <li>chronic kidney disease</li> <li>chronic liver disease, such as hepatitis</li> <li>chronic neurological conditions, such as Parkinson’s disease, motor neurone disease, multiple sclerosis (MS), a learning disability or cerebral palsy</li> <li>diabetes</li> <li>problems with your spleen – for example, sickle cell disease or if you have had your spleen removed</li> <li>a weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets or chemotherapy</li> <li>being seriously overweight (a body mass index (BMI) of 40 or above)</li> </ul> </li> <li>those who are pregnant</li> </ul> <p><b>Clinically extremely vulnerable:</b></p> <ul style="list-style-type: none"> <li>Solid organ transplant recipients.</li> <li>People with specific cancers:</li> </ul>	5	1	5
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- people with cancer who are undergoing active chemotherapy
- people with lung cancer who are undergoing radical radiotherapy
- people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
- people having immunotherapy or other continuing antibody treatments for cancer
- people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
- people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
- People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary (COPD).
- People with rare diseases that significantly increase the risk of infections (such as severe combined immunodeficiency (SCID), homozygous sickle cell).
- People on immunosuppression therapies sufficient to significantly increase risk of infection.
- Women who are pregnant with significant heart disease, congenital or acquired.

**Control measures:**

- Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19).

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					<ul style="list-style-type: none"> <li>Communicate with customers, residents, service users and others prior to the visit or appointment to ensure all recommended measures are in place</li> <li>Where applicable UDCs added to Orchard housing management system indicates status of the tenant/household</li> <li>Individual risk assessments completed for employees who are categorised as being at increased risk prior to entering the workplace/returning to work</li> <li>Employees categorised as extremely vulnerable are unable to access the workplace at this time and, if appropriate, arrangements to work from home should be made where possible</li> <li>Work from home, where possible</li> <li>Avoid gatherings with friends and family. Follow government guidance on social distancing and wider contacts.</li> <li>Keep in touch using remote technology</li> </ul>			
Lone Working	E	5	3	15	<p>Lone working should be avoided where possible. For those colleagues who lone work, a lone working risk assessment should be completed. Staff who are required to lone work are reminded of the following:</p> <ul style="list-style-type: none"> <li>Confirm your daily work schedule with your line manager and stick to it.</li> <li>Always carry a fully charged mobile phone with emergency contact numbers including your line manager.</li> </ul>	5	1	5

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<p>Concierge duties and tasks – transfer of viral infection</p> <p>Fever, flu like symptoms, persistent cough, breathing difficulties, loss of</p>	A	5	3	15	<p>The following duties will be appropriate during this initial period for the Concierge</p> <ul style="list-style-type: none"> <li>Accepting parcels deliveries, notifying residents and storing until collected.</li> <li>Building patrols</li> <li>Taking meter reads for landlord supply</li> <li>Programming and distributing fobs to residents</li> </ul>	5	1	5

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taste and/or smell, death				<ul style="list-style-type: none"> <li>Administration Tasks</li> <li>Printing and posting letters/notices</li> <li>Answering the desk phone</li> <li>Handing out welcome packs to new residents</li> <li>Dealing with customer queries over the phone and face to face</li> <li>Assisting contractors with access to flats by giving out relevant access fobs</li> <li>Putting the lift curtain up in the lift when move ins are booked in</li> <li>Checking on repairs/system usage/defects as they are reported.</li> </ul> <p>Specific Task Guidance:</p> <ul style="list-style-type: none"> <li>Accepting Parcels – Ensuring when the resident is collecting the parcel it is placed in an appropriate place to ensure social distancing and the log book for the residents signature is also placed in an appropriate place. (with disposal gloves available when signing)</li> <li>Building Patrols / Meter Readings – Follow the above guidance at all times ensuring social distancing with particular emphasis when checking more confined or ‘blind’ areas to remain vigilant and alert when checking these areas. Make a note of these areas to ensure distancing is maintained and refer any issues to the H&amp;S team.</li> <li>Fobs – When programming and distributing fobs ensure that social distancing is maintained when residents are collecting from reception and place the fob in an appropriate collection point.</li> </ul>			
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- Desk Phone – phone to be wiped down with anti bac wipes after each shift by concierge on duty
- Customer Welcome packs – when distributing customer welcome packs ensure that social distancing is maintained when residents are collecting from reception and place the pack in an appropriate collection point.
- Contractors – When dealing with contractors ensure they practise social distancing and are reminded of their duties through the building.
- Lift curtain – When lift curtain is being operated ensure appropriate signage is displayed to ensure residents maintain safe distance and a safe social distance.
- If a Concierge is required to enter a residents' property to check on a repair/system usage or defect, then the general precautions guidance should be followed particularly hygiene and social distancing and additionally
  - The Concierge should agree a time with the resident for the visit.
  - The Concierge should explain the guidelines to their visit.
  - The resident should then agree to leave the door open at that time and remain in a separate room in the property for the entire duration of the visit
  - The Concierge will then attend to check on the issue wiping down any surface/panel they are checking on or touching before and after.

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					<ul style="list-style-type: none"> <li>○ The Concierge will then advise the resident that they have completed the check and they can leave the room when the Concierge leaves the property.</li> <li>○ Any discussion can then take place at a socially distanced place from the tenants from door to the communal area.</li> <li>○ If at any time the resident does not follow guidelines the Concierge can leave the property and advise the resident why.</li> </ul>			
<p>General precautions – transfer of viral infection</p> <p>Fever, flu like symptoms, persistent cough, breathing difficulties, loss of taste and/or smell, death</p>	A	5	3	15	<ul style="list-style-type: none"> <li>• If, prior to attending Plaza 1821 you are displaying any symptoms of COVID-19, remain at home and contact your line manager.</li> <li>• Wash your hands before leaving home and when you arrive on site if washing facilities are available. Avoid touching your nose, mouth and eyes. Wash and/or sanitise your hands whenever possible.</li> <li>• Ensure social distancing is maintained as much as possible by remaining 2 metres apart from others. If there are occasions where this cannot be achieved and colleagues are working within the vicinity of one another, they should aim to work back to back or side by side. The work area should be well ventilated where possible.</li> <li>• Concierges must communicate their movements to other staff members, advising where in the communal area they will be working/checking systems and any changes to their location.</li> <li>• Any patrols around Plaza 1821 should be done so following good hygiene practise such as cleaning hands frequently, using hand sanitiser and wiping down surfaces.</li> </ul>	5	1	5

At Risk (column 2)	Severity (column 3 and 7)	Probability (column 4 and 8)	Risk Rating (column 5 and 9)		
E - Employees	1 No Injury, property damage	1 Very Unlikely	Severity X Probability = 1 to 5	Low	Y – acceptable risk, work can start
C - Contractors	2 Minor Injury	2 Unlikely			
V - Visitors	3 +7 Day Absence	3 Likely	Severity X Probability = 6 to 14	Med	Y or N – may need further consideration
P - Public	4 Specified Injury	4 Very Likely			
A - All	5 Death	5 Virtually Certain	Severity X Probability = 15 to 25	High	N – Unacceptable risk Do not start work

### Risk Assessment Form

**Number:**

**Issue No: 1**

**Issue Date:**

**20.05.2020**

**Authorised : D  
Morrell**

- Prior to works starting, ensure all signage is displayed in appropriate locations advising residents that work is being completed and they are requested to avoid the work activities, this may be from an external contractor.
- If approached by a resident or member of the public, repeat the need to maintain at least a 2-metre distance. Colleagues are reminded that achieving social distancing in some communal areas will be challenging and if at any time they are concerned for their safety or the safety of others, work must be suspended.
- If approached by a resident expressing concerns about the works being undertaken whilst social distancing measures are in place, re-affirm all precautions are being adhered to in line with government guidance. Direct the resident to any communication that has been provided in advance of the work and how they might raise any further concerns. Avoid confrontation, suspend works if necessary.
- When receiving deliveries, ensure social distancing is maintained, wear disposable gloves and wipe down with cleaning products.
- Ensure that any area used for breaks, lunch, making drinks, toilets are cleaned and sprayed with cleaner after each use.
- Any visits by supervisors and/or H&S team members should observe all of the above precautions.
- Ensure your equipment is wiped down with sanitising wipes and is safely stored away at the end of works as per usual arrangements.
- If you come into contact with a resident who is self-isolating due to actual or suspected Coronavirus, monitor your own condition for 7 days and report any mild symptoms and self-isolate immediately.

At Risk (column 2)	Severity (column 3 and 7)	Probability (column 4 and 8)	Risk Rating (column 5 and 9)		
E - Employees	1 No Injury, property damage	1 Very Unlikely	Severity X Probability = <b>1 to 5</b>	<b>Low</b>	Y – acceptable risk, work can start
C - Contractors	2 Minor Injury	2 Unlikely			
V - Visitors	3 +7 Day Absence	3 Likely	Severity X Probability = <b>6 to 14</b>	<b>Med</b>	Y or N – may need further consideration
P - Public	4 Specified Injury	4 Very Likely			
A - All	5 Death	5 Virtually Certain	Severity X Probability = <b>15 to 25</b>	<b>High</b>	N – Unacceptable risk Do not start work

**Risk Assessment Form**

**Number:**  
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**Authorised : D**  
**Morrell**

- During this lockdown phase if you have any concerns the lockdown directive is being breached whilst you are undertaking your duties, remove yourself from the situation and contact your line manager.

**Additional Comments**

**Authorised by:**

Matthew Rothwell

**Dated:**  
19/06/2020

Prepared by:	David Morrell
Approved by:	Matthew Rothwell
Last Review date:	19/06/2020

At Risk (column 2)	Severity (column 3 and 7)	Probability (column 4 and 8)	Risk Rating (column 5 and 9)		
E - Employees	1 No Injury, property damage	1 Very Unlikely	Severity X Probability = <b>1 to 5</b>	<b>Low</b>	Y – acceptable risk, work can start
C - Contractors	2 Minor Injury	2 Unlikely			
V - Visitors	3 +7 Day Absence	3 Likely	Severity X Probability = <b>6 to 14</b>	<b>Med</b>	Y or N – may need further consideration
P - Public	4 Specified Injury	4 Very Likely			
A - All	5 Death	5 Virtually Certain	Severity X Probability = <b>15 to 25</b>	<b>High</b>	N – Unacceptable risk Do not start work