

## CARE International UK COVID-19 Office Occupancy Risk Assessment

<b>Risk Assessment completed:</b> 27 <sup>th</sup> June 2020	<b>Location:</b> CARE International UK, Camelford House, London, SE1 7TP	<b>Completed by:</b> Office Manager and Head of CEO Office	<b>Review date:</b> Under continual review
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**This risk assessment covers the risk areas where staff could contract or spread COVID -19 and the controls CIUK has put in place across key areas:**

- Protecting our staff
- Travel to and from the office
- Access points to and from the office
- Moving around the office (lifts, stairs, corridors)
- Working areas/desks
- Meetings and group working
- Common areas such as refreshment provision, toilets

The findings from the risk assessment for COVID-19 will be communicated to staff either directly or via the staff intranet, email or through staff notice boards and employees should be encouraged to consult with managers concerning any issues related to their work and the risks from COVID-19. Managers will be given support to supervise effectively

Management will continually monitor regulatory advice and developments and update the risk assessment on an ongoing basis. And monitor the assessment data available from the Office of National Statistics [ONS](#) and [Imperial College testing programme](#)

<b>What are the Hazards</b>	<b>Who might be harmed</b>
<p><b>Spread of COVID-19 Coronavirus.</b> COVID-19 is an illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. It can be passed from one person to another and symptoms can be mild, moderate, severe or fatal. The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces where it can survive for a period of time (dependent on surface type, moisture content and temperature).</p>	<p>Staff and those who work with us Consultants, Interns and Trustees Vulnerable and at-risk groups affected which can be seen to be depend on race and ethnicity, age (women over 60, Men over 55), also Pregnant workers, and those with existing underlying health conditions Visitors, Cleaners, Contractors, Delivery staff Anyone else who physically comes into contact with us in relation to our work and premises</p>

Hazard	Controls required	Further action to control the risks	Action by who	Action by When
<p><b>1. Contracting or spreading coronavirus by not washing hands or not washing them adequately</b></p>	<ul style="list-style-type: none"> <li>Stringent hand washing by staff to take place</li> <li>Water, soap and drying facilities in washrooms</li> <li>Information and posters displayed on how to wash hands properly</li> <li>Employees to wash their hands on a regular basis for 20 seconds with water and soap and ensure proper drying with disposable towels.</li> <li>Hand sanitizers provided where people can't wash their hands</li> <li>Staff encouraged to protect the skin by applying emollient cream regularly</li> <li>Staff to carry out skin checks for dryness and cracking and report any issues to Office Manager <a href="https://www.hse.gov.uk/skin/professional/health-surveillance.htm">https://www.hse.gov.uk/skin/professional/health-surveillance.htm</a></li> <li>Follow HSE guidance on <a href="#">cleaning, hygiene and hand sanitiser</a></li> </ul>	<ul style="list-style-type: none"> <li>Staff to sanitize after leaving the lifts and on entering the office.</li> <li>Posters and notices displayed with reminders to catch coughs and sneezes in tissues and avoid touching face, eyes, nose or mouth with unclean hands <a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></li> <li>Tissues and additional bins provided around the office.</li> <li>Monitoring and supervision to make sure people are following controls</li> </ul>	<p>Staff to follow guidance and procedures in Camelford House and on the staff intranet and displayed in the office.</p> <p>Facilities team will provide induction before return to the office</p> <p>Cleaning and sanitizing materials and notices to be provided by CIUK Facilities Team and contract cleaners in CARE areas.</p> <p>Camelford House Building Management provide cleaning and sanitizing materials and notices in communal areas.</p>	<p>Ongoing</p> <p>Sept 2020 ongoing</p> <p>February 2020 ongoing</p> <p>February 2020 ongoing</p>

Hazard	Controls required	Further action to control the risks	Action by who	Action by When
<p><b>2. Contracting or spreading coronavirus in common use high traffic areas in the Building:</b></p> <p><b>Corridors, toilet facilities, entry/exit points to facilities, lifts, shower rooms and other communal areas</b></p>	<ul style="list-style-type: none"> <li>• Staff to work from home where comfortable to do so</li> <li>• Staff attending the office to comply with the <b>Camelford House reoccupation Strategy Document</b> for social distancing and hygiene in communal areas and entry/exit to the building in the</li> <li>• Staff to use the stairs where possible and use the left-hand side to ensure social distancing</li> <li>• Social distancing in lifts with floor markers to indicate where people should stand and the direction to face</li> <li>• Signage in communal areas, lift waiting areas, corridors, and toilets reminding staff of 2-metre rule and floor markings showing 2-metre distance and one-way system.</li> <li>• Additional cleaning and sanitizing in communal areas and touch points such as lifts, door handles, entry/exit barriers, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Staff to do online return to work during COVID training before returning to the office.</b></li> <li>• Staff should not congregate or stop and chat in corridors, entrances to building, reception areas or other areas considered as “high traffic routes” and ensure social distancing.</li> <li>• Camelford House Reception and security staff will follow social distancing rules</li> <li>• Monitoring and supervision to ensure staff are following controls, eg following hygiene procedures, washing hands, following one-way systems</li> </ul>	<p>Staff to do online training and adhere to social distancing Rules.</p> <p>All staff to read and comply with the Camelford House reoccupation Strategy Document and follow building notices and guidance</p>	<p>June 2020</p> <p>Ongoing</p>
<p><b>2.1 Contracting or spreading coronavirus in Communal and high traffic areas within CIUK offices:</b></p> <p><b>CIUK kitchen, meeting rooms, communal room, skype booths and cloakroom and other communal areas</b></p>	<ul style="list-style-type: none"> <li>• Meetings to be held remotely via conferencing tools, eg Zoom, Skype, TEAMS instead of face to face meetings</li> <li>• The meeting rooms will be set up for social distancing of 2m with chairs isolated and staff advised of numbers.</li> <li>• Agile stand up meetings must maintain 2m distancing.</li> <li>• It is not possible to have a one-way system in the office. Staff to be diligent to ensure social distancing.</li> <li>• A maximum number of people the kitchen at one time to be communicated to staff and dining tables will be taped to indicate a distance of 2 metres.</li> <li>• Break times to be staggered to reduce number of staff in the kitchen and ensure distance of 2 metres maintained.</li> <li>• Skype booths to be avoided where possible or social distancing to be adhered to and sanitizer and wipes for staff to sanitize before and after use.</li> </ul>	<ul style="list-style-type: none"> <li>• Cloakroom closed. Staff to keep personal items at their desks, in drawers, out of the way as far as possible.</li> <li>• Staff to use equipment closest to them, eg printers and sanitize before and after use and avoid using printers in other parts of the office.</li> <li>• <b>Kitchen use</b> - No use of the kitchen sink for handwashing</li> <li>• No food preparation in the kitchen– staff to bring in own lunch where possible. No use of microwave</li> <li>• Gloves to be provided for use in the kitchen. Staff to be reminded gloves are not a substitute for handwashing</li> <li>• Staff to bring in own mugs and drinking bottles. Wash own mugs, plates and cutlery and keep at their desk or place in dishwasher.</li> <li>• Sanitizer and wipes will be provided for staff to wipe down all touch points including hot and cold drinking water dispensers, taps and fridges before and after use</li> <li>• Staff to keep surfaces such as kitchen sides and tables clear for people to sit and eat and make cleaning easier</li> <li>• Separate waste disposal units in the kitchen with guidelines for staff, cleaners and building management.</li> <li>• Staff to open windows for ventilation</li> <li>• Hygiene posters to be displayed</li> </ul>	<p>Staff to adhere to social distancing and hygiene procedures in all CIUK communal areas</p> <p>All Staff to follow guidance and procedures on staff intranet and displayed in the office CIUK communal areas (as above)</p> <p>Facilities Team to give staff inductions on reopening</p>	<p>March 2020</p> <p>Sept2020</p>

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<p><b>2.2 Contracting or spreading the virus</b></p> <p><b>CIUK Reception Visitors and Deliveries</b></p>	<ul style="list-style-type: none"> <li>Visitors attending the office are restricted. Critical contractors only will be allowed with pre-advised appointment and with prior guidance issued on office procedures.</li> <li>Visitors will not be required to sign in or staff sign for deliveries.</li> <li>Personal deliveries are not be permitted.</li> </ul>	<ul style="list-style-type: none"> <li>Staff should ensure where they may come into contact with anyone outside the organisation, social distancing is maintained at all times.</li> <li>Staff receiving a delivery will sanitize before use and wash or sanitize hands</li> <li>Stationery will be put out in Reception to avoid cupboard touch points.</li> <li>Sanitizer and wipes will be provided for touch points and equipment in Reception.</li> </ul>	<p>Staff to follow instruction and induction given before returning to the office</p>	<p>Sept 2020</p>
<p><b>2.3 Contracting or spreading the virus</b></p> <p><b>Workspace/desk seating</b></p>	<ul style="list-style-type: none"> <li>Staff to work from home where comfortable to do so</li> <li>Managers to consult with teams and consider flexible working arrangements, extended home-working or staggered work starting times to reduce numbers.</li> <li>Maximum number of staff able to be safely in the office at one time to maintain social distancing will be a maximum of 50 and that number confirmed to staff.</li> <li>Workstations/ desks to be separate where possible to ensure 2 metre space. Where not possible desks will be arranged so employees are not facing each other and sit back to back or side by side.</li> <li>Staff will sit at their own desk and there will be no hot desking in phase 3.</li> </ul>	<ul style="list-style-type: none"> <li>Planning with Staff, managers &amp; leadership team around attendance of teams and individuals</li> <li>Constant communication with all staff to ensure that rules and procedures are adhered to</li> <li>Facilities team will isolate desk and chairs not to be used to maintain social distancing.</li> <li>Where face-to-face contact is essential, this should be kept to 15 minutes or less wherever possible</li> <li>Notices and posters on social distancing.</li> <li>Staff to use online booking tool to request attendance and ensure maximum capacity is not exceeded.</li> </ul>	<p>Facilities team to provide desk plan and guidance on booking desk space for staff and information and induction on social distancing before returning to the office.</p>	<p>Sept 2020</p>
<p><b>2.4 Contracting or spreading the virus</b></p> <p><b>Travel to work</b></p>	<ul style="list-style-type: none"> <li>Staff to work from home where comfortable to do so</li> <li>Staff coming to the office to stagger their hours of work to avoid peak times.</li> <li>Staff are encouraged to travel to work alone and not to use public transport if possible and retain 2 metre distance when commuting.</li> <li>Staff to be advised to cycle or walk if possible.</li> <li>If using cycle racks, social distancing to be observed.</li> <li>Staff to be advised on how to use face coverings if using public transport and when going to shops and will be responsible for providing their own face coverings. (As long as social distancing continues to be viable in the office, masks will not be provided for staff.)</li> </ul>	<ul style="list-style-type: none"> <li>Staff should not share vehicles or cabs, where suitable distancing cannot be achieved.</li> <li>If anyone drives a vehicle on behalf of CARE a specific risk assessment will be carried out.</li> <li>For any staff member who travels overseas for work, they will be required to follow additional guidance on safety procedures and minimising transmission together with online training. A separate risk assessment will be carried out by their Manager together with the Country Office officials and travel authorised by a member of the Senior Management Team.</li> </ul>	<p>Staff to follow social distancing guidelines on travel to work.</p> <p>Instruction given at return to office induction by Facilities team.</p>	<p>Sept 2020</p>

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<b>3. Contracting or spreading coronavirus by not cleaning surfaces, equipment and workstations</b>	<p>Use guidance on <a href="#">cleaning and hygiene during the coronavirus outbreak</a></p> <ul style="list-style-type: none"> <li>• Staff to frequently clean and disinfect objects and hand contact surfaces that are touched regularly, using disinfectant and wipes provided and avoid touching their face, nose and eyes wherever possible.</li> <li>• Frequent cleaning by staff and contract cleaners including disinfecting objects and surfaces that are touched regularly particularly in areas of high use; <ul style="list-style-type: none"> <li>• work surfaces, desks and workstations</li> <li>• handles on doors, windows</li> <li>• toilets, reception, shower rooms, corridors and lifts</li> <li>• control panels for equipment, control pads and switches</li> <li>• computer keyboards, printers, touch screens, monitors and phones</li> <li>• taps, water heaters, fridges, microwaves and cupboards</li> <li>• post and goods coming in or being shipped out</li> </ul> </li> <li>• Doors which are not fire doors will be left open to avoid touching.</li> <li>• Surfaces to be kept clear to make it easier to clean and reduce the likelihood of contaminating objects</li> </ul>	<ul style="list-style-type: none"> <li>• Monitoring and supervision by managers and the facilities team to ensure staff are following controls.</li> <li>• Near-miss reporting and all staff encouraged to identify where controls cannot or are not being followed.</li> <li>• Staff to be provided with cleaning material, sanitizer and wipes for personal workspace, desk, equipment, etc.</li> <li>• Facilities team to provide information for staff on cleaning including the products to use and precautions to follow.</li> <li>• Hygiene Posters and reminders to be displayed.</li> <li>• Staff to use the equipment closest to them, eg printers and sanitize before and after use and avoid using printers in other parts of the office.</li> <li>• Additional bins for disposal of cleaning and sanitizing wipes.</li> <li>• Shared items such as pens will be removed from meeting rooms and reception.</li> <li>• Cleaning company schedule includes cleaning all desks, corridors, kitchen and communal areas, sanitisation and disinfecting and more frequent disposal of waste.</li> <li>• Cleaning products will be replenished by the cleaning contractors / facilities team as required.</li> <li>• Cleaning Company will provide the required specification of product to ensure rigorous cleaning. COSHH assessments will be available and assessed for all cleaning products.</li> <li>• Cleaners will be fully trained in procedures and protection by contractor who have provided their Covid-19 hygiene plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Camelford House Team rigorous cleaning routines</li> <li>• Facilities team to inform staff on cleaning of touch points in induction</li> <li>• CIUK Cleaning contractor will introduce more rigorous cleaning routine and a deep clean every 30 days.</li> <li>• Contract cleaning of CIUK offices will increase as more staff return to the office</li> </ul>	<p>March 2020 ongoing</p> <p>Sept 2020 ongoing</p> <p>Sept 2020 Ongoing</p> <p>Date TBA</p>

Hazard	Controls required	Further action to control the risks	Action by who	Action by When
<b>4. Mental health and wellbeing affected through isolation or anxiety about COVID-19</b>	<p>Follow HSE guidance on stress and mental health <a href="#">Further advice and support</a></p> <p>Management will promote mental health &amp; wellbeing awareness to staff during the COVID-19 outbreak and will offer whatever support they can to help</p> <ul style="list-style-type: none"> <li>• Hold regular all staff meetings/calls with people working at home to talk about any work issues, keep staff updated on what is happening so they feel involved and reassured</li> <li>• Talk openly with staff about the possibility that they may be affected by COVID-19 and tell them what to do to raise concerns or who to go to so they can talk things through</li> <li>• Discuss the issue of fatigue with employees and make sure they take regular breaks, are encouraged to take leave and set working hours to avoid long hours</li> <li>• Reference -<a href="https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/">https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</a></li> </ul>	<ul style="list-style-type: none"> <li>• Regular communication of mental health and wellbeing information</li> <li>• Managers to discuss 1:1 with all staff their work from home arrangements, patterns of work and address any concerns with HR or Facilities Team.</li> <li>• Managers and HR will discuss with Staff if they have increased levels of anxiety as a result of the pandemic or suffered personal loss as a result of it.</li> <li>• Staff are also able to contact Simply Health Advice line to talk through any support needed.</li> <li>• Additional support for those who need it through Managers, HR and Staff Reps forums.</li> <li>• Occupational health referral if personal stress and anxiety issues are identified</li> <li>• Return to the office is voluntary and gradual. Staff who are anxious will be able to test how it feels to return to the office if they wish to.</li> </ul>	<ul style="list-style-type: none"> <li>• Management, HR, Facilities Team and Staff Reps to provide regular communication and support.</li> <li>• HR wellbeing newsletters</li> <li>• Regular Staff surveys</li> <li>• Managers to review mental health and wellbeing in 1:1s</li> </ul>	<p>March 2020 ongoing</p> <p>March 2020 ongoing</p> <p>ongoing</p>

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<b>5. Musculoskeletal disorders as a result of using DSE at home for a long period of time</b>	<ul style="list-style-type: none"> <li>• Online Training provided for use of display screen equipment (DSE), at the office or at home including taking regular breaks and set up of equipment and workspace correctly.</li> <li>• All Staff complete a Work from Home Assessment form for review by the Office Manager to agree with staff member equipment needed and how to set up to work safely at home.</li> </ul>	<ul style="list-style-type: none"> <li>• Managers to discuss 1:1 with all staff their work from home arrangements and address any concerns with HR or Facilities Team.</li> <li>• Further information on how to set up a workstation is available on staff intranet.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff to complete DSE and Work from home assessments</li> <li>• Regular Staff surveys</li> <li>• Managers to review WFH arrangements in 1:1s</li> </ul>	<p>March 2020 ongoing</p>

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<b>6. Poor workplace ventilation leading to risks of coronavirus spreading</b>	<ul style="list-style-type: none"> <li>Fresh air is the preferred way of ventilating the workplace, staff to open windows and doors (that are not fire doors)</li> <li>Review use of heating ventilation and air conditioning (HVAC) systems to drawing in fresh air, rather than recirculating air</li> <li>Follow HSE guidance on <a href="#">heating ventilation and air conditioning (HVAC)</a></li> </ul>	<ul style="list-style-type: none"> <li>Staff to open windows in the office and especially in meeting rooms</li> <li>Maintain air circulation systems in line with manufacturers' recommendations and regular servicing</li> </ul>	<p>Staff to open doors and windows where safe</p> <p>Facilities team to include in staff inductions</p>	<p>Sept 2020 ongoing</p> <p>Sept 2020 ongoing</p>

Hazard	Controls required	Further action to control the risks	Action by who	Action by When
<b>7. Increased risk of infection and complications for vulnerable workers</b>	<ul style="list-style-type: none"> <li>Any staff members who may be considered vulnerable are encouraged to work from home. <a href="#">Clinically extremely vulnerable</a>, People self-isolating, Groups who may be at <a href="#">higher risk</a> of poorer outcomes <a href="#">Disparities in the risk and outcomes of COVID-19</a>. The largest disparity found was by age. Risk of dying more likely in people over 80 than those under 40, also higher risk of dying in males and those in Black, Asian and Minority Ethnic (BAME) groups. Also increased risk of dying where there are underlying health conditions including diabetes, compromised immune system, asthma, lung, or heart disease, and conditions as included above.</li> <li>If staff are unable to work from home additional measures will be introduced following an individual risk assessment</li> <li>Separate individual risk assessments will be undertaken for any employees who are under 18 years of age, Pregnant or Nursing Mothers, and other Vulnerable Workers in order to ensure social distancing at work is maintained.</li> </ul>	<ul style="list-style-type: none"> <li>Managers/HR are aware of vulnerable staff and will discuss what their personal risks are to identify any specific measures needed.</li> <li>Staff to notify Manager and HR that they fall into one of these categories</li> <li>Managers and HR will review whether staff are vulnerable when recruiting any new or temporary staff or contractors.</li> <li>Reasonable adjustments will be made to accommodate the needs of any disabled workers through a separate risk assessment without putting them at any disadvantage.</li> </ul>	<p>Managers discuss during 1:1 with staff members and share with HR as appropriate</p> <p>Staff to keep their manager or HR fully informed on any medical conditions including any underlying medical conditions which may increase the risk of catching COVID-19</p>	<p>Ongoing</p> <p>Ongoing</p>



Hazard	Controls required	Further action to control the risks	Action by who	Action by When
<b>8. Contracting or spreading the Virus within fire safety and first aid procedures</b>	<ul style="list-style-type: none"> <li>In an emergency such as a fire evacuation or accident, staff are not expected to follow the normal 2 metres apart rule as it would be considered unsafe</li> <li>There will be no fire assembly points - Staff to leave the building safely using the fire exits and keep away from the building.</li> <li>Camelford House Building Management will not operate fire drills due to not being able to maintain social distancing.</li> </ul>	<ul style="list-style-type: none"> <li>Sufficient cover of First Aiders and Fire Marshals suitably trained and aware of COVID-19 extra precautions.</li> <li>In the event of an accident and administering first-aid, first aiders shall follow normal procedures including assessing the risk from cross contamination, keeping themselves safe by using protective equipment, give early treatment and keep themselves informed and updated concerning the risk from administering first aid.</li> <li>The first aid kit will include appropriate PPE.</li> <li>If a staff member is alone in the building, they need to keep in communication with their manager and advise when they leave the building in line with the lone working policy.</li> </ul>	<p>Facilities team to ensure HSE Compliance</p> <p>Staff to follow procedures</p>	Ongoing

<u>Hazard</u>	<u>Controls required</u>	<u>Further action to control the risks</u>	<u>Action by who</u>	<u>Action by When</u>
<b>9. A case of COVID-19 suspected in the office</b>	<ul style="list-style-type: none"> <li>Only employees who are not displaying any symptoms of COVID-19 or have not been living or sharing a household with persons who may have symptoms of COVID-19 within the last 14 days will be allowed to return to work.</li> <li>Staff who have been overseas will have to observe appropriate quarantine rules and not attend the office until the quarantine period has been met and they are not showing any symptoms of COVID-19.</li> <li>Staff displaying any symptoms associated with COVID-19 will be advised to isolate for at least 10 days.</li> <li>A record will be kept of staff and contractors/visitors attending the office in order to trace anyone should someone show symptoms or become ill.</li> <li>Notices will be displayed on access points to the office warning people not to enter the building if they have any of the symptoms associated with COVID-19.</li> <li>If <b>someone develops symptoms of coronavirus in work</b> they will be sent home and advised to follow the stay at home guidance. The area where they have been working will be cordoned off and restricted. A deep clean will be immediately arranged with the cleaning contractor, to include equipment they have been using and other areas they have visited.</li> <li>The facilities team will contact the local Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. <a href="https://www.gov.uk/health-protection-team">https://www.gov.uk/health-protection-team</a></li> <li>Senior Management will inform the Charity Commission where there has been a serious incident.</li> </ul>	<ul style="list-style-type: none"> <li>Line managers will offer support to staff who are affected or have a family member affected by Covid19.</li> <li>Internal communication call tree and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast-changing situation.</li> <li>Cleaning contractor has staff suitably trained available for an immediate sanitisation</li> <li>A deep clean will be carried out before allowing any other employees in the vicinity or areas where the employee may have visited including rest rooms and toilets.</li> </ul>	<p>Staff to advise their manager and/or HR if they are displaying any symptoms associated with COVID-19.</p> <p>Facilities team will discuss procedures with Staff during induction.</p> <p>Facilities team have in place a management system for recording who is in the office each day.</p> <p>The Facilities team will contact Contract Cleaners</p> <p>The Facilities Team will contact the public health authority and Camelford House Building Management team.</p>	<p>Ongoing</p> <p>Sept 2020</p> <p>Sept 2020</p> <p>Ongoing</p>