

# Risk Assessment Documentation (July 2020)



The Office Manager and Director of People have carried out the risk assessment at Handle, which provides recruitment and payroll services, and which leases one floor within a seven story block.

## Overview of facilities

- Eighty staff work at the company. There are currently no wheelchair users. The offices contain typical office equipment and furniture. There is also a breakout social kitchen area, where drinks can be prepared and food heated, and there are toilet and washing facilities on each floor.
- The offices are cleaned every evening by general office cleaning contractors. They store the cleaning chemicals in a locked store cupboard.
- The office block was built before the year 2000, but Handle's office was refurbished in 2017.
- The landlord has surveyed the building for the presence of asbestos and has shared his findings with the tenants. Asbestos-containing materials (ASMs) were found in places where they were not likely to be damaged, worked on, or disturbed. It was therefore decided to leave them in place.
- The office block is always open and accessible. The building also has 24 hour / 7 day a week security cover.

## How was the risk assessment done?

We followed the guidance in "Five steps to risk assessment" found on the Small Business Advice section of the HSE website: [www.hse.gov.uk](http://www.hse.gov.uk)

1. To identify the hazard, we:
  - looked at office guidance found on the HSE website to learn where hazards can occur.
  - walked around the office noting things that might pose a risk
2. To assess the potential risks, we:
  - consulted with the employee rep group to learn from their knowledge and experience of areas and activities, and listen to their concerns and opinions about health and safety in the workplace;
  - talked to the office cleaning contractors, to ensure that the enhanced cleaning activities were feasible.
3. For each hazard we determine what needed to be done to control or eliminate the risk.
4. We then documented who could be harmed by the hazards and how to remedy. We gave out copies of the risk assessment to all staff and published on our website.
5. The Office Manager then ensured all action was done and recorded and will roll out communication as part of new employees' induction. This assessment will be reviewed annually or straightaway if any major changes happened in the workplace.

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What are the hazards	Who might be harmed and how	What are you already doing?	What further action is needed	Who needs to do it?	When does it need to be done by	Done?
<b>Slips and trips</b>	Staff and visitors may be injured if they trip over objects or slip on spillages.	<ul style="list-style-type: none"> <li>• Good general housekeeping.</li> <li>• All areas well lit, including stairs.</li> <li>• No trailing leads or cables.</li> <li>• Staff keep their work areas clear, eg no boxes left in walkways, coat hooks provides so no long coats hanging off backs of chairs.</li> <li>• Offices cleaned every evening</li> </ul>	Maintain	All staff and Office Manager	Ongoing	
<b>Manual handling of paper, office equipment, etc.</b>	Staff risk injuries or back pain from handling heavy / bulky objects, eg: <ul style="list-style-type: none"> <li>• Deliveries of paper</li> <li>• Water cooler refills</li> <li>• Moving Pool Table</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery straight to required store site.</li> <li>• High shelves are for light objects only.</li> <li>• Multiple people to move pool table.</li> </ul>	<ul style="list-style-type: none"> <li>• Remind staff that they should not try to lift objects that look or appear too heavy to handle.</li> <li>• Ask for help.</li> </ul>	Office Manager	At staff inductions	Ongoing
<b>Fire</b>	If trapped, staff could suffer fatal injuries from smoke inhalation / burns.	Working with landlord, fire risk assessment, see: <ul style="list-style-type: none"> <li>• <a href="http://www.fire.gov.uk/workplace+safety/">www.fire.gov.uk/workplace+safety/</a> and</li> <li>• necessary action taken</li> </ul>	<ul style="list-style-type: none"> <li>• Provide fire safety refresher training for all staff at induction.</li> <li>• Nominate more fire wardens to allow for flexible working patterns.</li> </ul>	Office Manager	At staff inductions	August 2020

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<b>Electrical</b>	Staff could get electrical shocks or burns from using faulty electrical equipment. Electrical faults can also lead to fires.	<ul style="list-style-type: none"> <li>Staff asked to report (to office manager) any defective plugs, discoloured sockets or damaged cables / equipment</li> <li>Defective equipment taken out of use safely and promptly replaced.</li> <li>Staff told not to bring in their own appliances, such as toasters, fans, hairdryers etc</li> </ul>	<ul style="list-style-type: none"> <li>Review UK House Risk Assessment – and take further action if needed.</li> </ul>	HR Director, Bus Ops Director	End June 2020	Done
			<ul style="list-style-type: none"> <li>Communicate to new employees at Induction</li> </ul>	Office Manager	Ongoing	
<b>Stress</b>	<p>Sales staff at risk if under pressure to meet targets</p> <p>All staff in times of economic downturns a result of poor management</p> <p>Homeworking staff lonely or unclear about objectives</p>	<ul style="list-style-type: none"> <li>Regular activities around mental health using external specialists</li> <li>Regular staff pulse surveys</li> <li>Training managers in spotting early signs of stress or mental health</li> <li>Providing details of counselling services for staff</li> <li>Staff have access to senior leadership team if they are feeling stressed at work</li> <li>Staff are supported on return to work after a period off with stress/anxiety</li> </ul>	<ul style="list-style-type: none"> <li>Having a clear commitment to employee wellbeing and a culture of openness</li> <li>Reminding staff they can speak confidentially to managers or supervisors if they are feeling anxious</li> <li>Make it clearer in induction</li> <li>Give managers coaching around managing remote teams</li> </ul>	HR Director	31 July 2020	Done
			<ul style="list-style-type: none"> <li>Continue to monitor anxiety around return to work</li> </ul>	All Managers	Ongoing	
<b>Home-Working</b>	All staff if not in a comfortable working environment	<ul style="list-style-type: none"> <li>Make office working available to all staff</li> <li>Provide guidance on ergonomics at home</li> <li>Survey home-working happiness and needs</li> </ul>	<ul style="list-style-type: none"> <li>Survey 6-monthly</li> </ul>	Bus Ops Director	Ongoing	

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<p><b>Pandemic / disease /coronavirus</b></p>	<p>All staff if not working in a hygienic environment</p>	<p>Social distancing:</p> <ul style="list-style-type: none"> <li>• Allow people to work from home until deemed reasonably safe to return</li> <li>• Minimise guests and visitors to the office</li> <li>• Implementing measures to encourage video conferencing/interviews</li> <li>• Staggered start and finish work times will be considered or introduced to reduce large gatherings and allow for increased social distancing.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate to all staff</li> </ul>	<p>HR Director</p>	<p>July 2020</p>	<p>Done</p>
<p><b>Pandemic / disease /coronavirus</b></p>	<p>All staff if not working in a hygienic environment</p>	<p>Communal areas:</p> <ul style="list-style-type: none"> <li>• Reviewed UK House Risk Assessment and satisfied air con and communal area cleaning plans are meeting needs</li> <li>• Main lifts to ascend to 7th Floor and back stairway to exit.</li> <li>• Markings in lifts to instruct facing away from other passengers to avoid face-to-face contact</li> <li>• Arranged increased evening contract cleaning specifically for high touch point areas and communal areas</li> <li>• Implement one-way traffic control to enter and exit building</li> <li>• External bathroom doors fixed open to minimise touch-points</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate to all staff</li> </ul>	<p>HR Director</p>	<p>July 2020</p>	<p>Done</p>

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<p><b>Pandemic / disease /coronavirus</b></p>	<p>All staff if not working in a hygienic environment</p>	<p>Food &amp; Drink Preparation:</p> <ul style="list-style-type: none"> <li>• Encouraged staff to bring in prepared food</li> <li>• Discourage use of crockery &amp; cutlery</li> <li>• Encourage dishwasher</li> <li>• Use of sanitiser and hand washing</li> <li>• Signage implemented to insist on hygienic use of hand washing and sanitiser</li> <li>• Employees to make own drinks to avoid contamination</li> <li>• Any facilities used within the kitchen areas are to be wiped down using anti-bacterial wipes provided</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate to all staff</li> </ul>	<p>HR Director</p>	<p>July 2020</p>	<p>Done</p>
<p><b>Pandemic / disease /coronavirus</b></p>	<p>All staff if not working in a hygienic environment</p>	<p>Office layout:</p> <ul style="list-style-type: none"> <li>• Re-arrangement of office usage to facilitate social distancing (particularly kitchen and break out areas)</li> <li>• Use reception area as break-out</li> <li>• Use meeting rooms for video-call booths</li> <li>• Install Hand sanitiser gel dispensers and anti-bacterial wipes throughout</li> <li>• in communal areas, above high touch facilities (printers, photocopiers, exit door, kitchen)</li> <li>• Provide materials for sanitising individuals' workstations at the end of each day</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate to all staff</li> </ul>	<p>HR Director</p>	<p>04/07/20</p>	<p>Done</p>
			<ul style="list-style-type: none"> <li>• Create internal information document and video</li> </ul>	<p>Bus Ops Director</p>	<p>July 2020</p>	
			<ul style="list-style-type: none"> <li>• Implement signage throughout the office to remind staff of hygiene measures</li> </ul>	<p>Bus Ops Director</p>	<p>04/07/20</p>	<p>Done</p>
			<ul style="list-style-type: none"> <li>• Re-arrange working stations to allow for social distancing if required</li> </ul>	<p>Office Manager</p>	<p>Ongoing from post-furlough</p>	
			<ul style="list-style-type: none"> <li>• Regular cleaning throughout the day</li> </ul>	<p>Office Manager</p>	<p>Ongoing</p>	

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<p><b>Pandemic / disease /coronavirus</b></p>	<p>All staff if not working in a hygienic environment</p>	<p>Personal responsibility for Hygiene:</p> <ul style="list-style-type: none"> <li>• Staff asked to use tissues to catch and bin any sneezes and coughs</li> <li>• Signage implemented to encourage hand-washing</li> <li>• Clear instruction on how to handle suspected cases of coronavirus</li> <li>• Clear instructions around staying away from office if displaying symptoms</li> <li>• Employees are advised to ensure that their workstations, IT and telephony equipment, such as keyboards, screens, phones and headsets are cleaned and sanitised on a regular basis throughout the working day. Suitable wipes and cleaners are provided.</li> <li>• Employees instructed that they should not use each others IT equipment, to prevent accidental cross contamination.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate to all staff</li> </ul>	<p>HR Director</p>	<p>July 2020</p>	<p>Done</p>
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