

COVID-19 RISK ASSESSMENT & ACTION PLAN



Introduction

SSEs responsibilities as your employer include implementing and overseeing the management of health and safety measures. This risk assessment has been put together as part of that. There are 4 Sections:

[Section 1](#) - the general risk assessment that will apply to all of us (maintained by health & safety co-ordinator and office management team)

[Section 2](#) - any additional risks and measures that may be specific to a team or role (maintained by the team manager(s))

[Section 3](#) - any additional risks and measures that may be specific groups where risks are higher e.g. high risk and moderate risk individuals (maintained by health & safety co-ordinator and office management team)

[Section 4](#) - any additional risks and measures that may be particular to individuals where risks are higher (maintained by the individual concerned)

Everyone is responsible for health and safety in their workplace and as such are required to review this risk assessment carefully, follow the requirements and notify any additional risks and measures that may apply.

Managers must understand how to carry out their role safely and how to maintain control measures in their workplace. We will often send out communications centrally, and managers are also tasked with relaying safety information to staff.

Employees need to understand the health and safety risks associated with their work. They need to follow any advice and instruction they receive and know not to interfere with their workplace's specific procedures. Furthermore, they must know how to carry out their work activities safely and minimise risks around the premises.

Section 1 – General Workplace

This section is a **general Risk Assessment** for dealing with the current Covid-19 situation in our workplace and will continue to be managed by the HR & Office Manager and H&S Co-ordinator.

This section is not likely to cover all scenarios and each manager should consider their team’s own unique circumstances, identifying any activities and potential sources of infection that may be specific to their team’s operation. Please see and use [Section 2](#) for this.

List of those at risk from sources of infection / Who might be harmed

- **Staff**
- **Cleaner(s)**
- **Contractors**
- **Delivery drivers & Post collectors**
- **Visitors to our premises**
- **Anyone else who physically comes in contact with SSE staff in relation to our business**
- **Age groups (% greater risk of death than 0 to 39 years):**
 - **40 – 49 years (1%)**
 - **50 –59 years (5%)**
 - **60 to 69 years (11%)**

(Source: Office for National Statistics - Deaths involving COVID-19, England and Wales: deaths occurring in April 2020)
- **Most ethnic minority groups and in particular, black males and females (nearly 2 x)** (Source: ONS)
 Note – IFS states the importance of distinguishing between different ethnic groups <https://www.ifs.org.uk/inequality/wp-content/uploads/2020/04/Are-some-ethnic-groups-more-vulnerable-to-COVID-19-than-others-IFS-Briefing-Note.pdf>
- **Men (24% greater risk of death over women.** (Source: RSPH).
 There is not enough evidence to say whether this is a result of biological differences, behavioural ones – or if there is an element of both at play.
- **Vulnerable groups (see NHS <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/whos-at-higher-risk-from-coronavirus/>)**
 - **high risk individuals (clinically extremely vulnerable) such as those who have severe asthma, anyone with a heart condition and pregnant, having cancer treatment**
 - **moderate risk individuals (clinically vulnerable) such as those with heart disease, asthma that isn’t severe, diabetes, pregnant etc.**
 - **age 70 or older**

Responsible Manager	HR & Office Manager, H&S Co-ordinator plus H&S Committee		
General risk	Spread of COVID-19		
Name of Assessor	[Hidden]	Date of assessment	19th May 2020
Signature(s)			

Potential source(s) of risk					
Infection (inability to maintain social distancing, shared surfaces, enclosed spaces, without fresh air)::	Respiratory droplets from an infected person's cough or sneeze	These droplets can land on surfaces within about 6 feet and can spread to other people after they contact these infected surfaces with their hands and subsequently touch their face.	Indirect e.g. from infected surfaces.	Close contact e.g. through hand shaking.	
Mental health / wellbeing:	Feeling isolated and remote from the rest of the team and the organisation.	Suffering from post-traumatic stress due to their own brush with COVID-19 Suffered coronavirus-related bereavements.	Suffering from 'coronaphobia' and are scared to return to work Having become accustomed to their new routine, and do not want things to return to how they were.	Personal issues during lockdown, such as domestic violence, relationship breakdown, and/or financial pressures.	Those with existing mental health related illnesses or disabilities might be particularly susceptible to COVID-19 issues.
H&S Management on Premises:	At least 2 Fire Marshals on site when premises occupied	At least 1 First Aider on site when premises occupied			

All factors identified contribute to minimizing risk and make up a collective set of measures to avoid the spread of COVID-19 at SSE.

Existing control measures					
Minimized staff at premises:	<p>Staff who can reasonably work from home to continue working from home.</p> <p>Reduced frequency of contact / exposure reduced through extensive homeworking, taking annual leave etc.</p> <p>Managing occupancy levels to enable social distancing.</p> <p>Hot desking not permitted.</p>	Business related travel eliminated.	Video conferencing being used extensively as the method of maintaining contact with colleagues and suppliers (instead of face to face meetings).	<p>Staff told to stay at home if unwell or showing any symptoms (SSP applies). If staff are well enough & can work from home staff to do that, if possible.</p> <p>If anyone becomes unwell in the workplace with a new continuous cough, high temperature (37.8C or greater), loss of taste or smell, they will be sent home and advised to follow the stay at home guidance.</p>	<p>Process in place for relevant staff to be informed of any danger of infection. Copy on H&S Noticeboard.</p> <p>If advised that a member of staff or public has developed COVID-19 and were recently on our premises, the management team of the workplace will contact the 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.</p>
Avoid close contact:	Staff instructed and reminded to practice social distancing and follow government guidelines both in the workplace and outside of it.	No hand shaking or other general close personal greetings.	Staff instructed to avoid close contact with anyone who has coronavirus-like symptoms.	Staff reminded to help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - https://www.publichealth.hscni.net/news/covid-19-coronavirus	Health advisories issued e.g. reference to websites for staff to stay informed and to inform if have any symptoms of coronavirus and are concerned.
Social Distancing when on site:	Reduced the number of persons in any work area to comply with the 2-metre (6.5 foot) recommended gap	Car parking spaces used by on-site staff on a first-come, first-served basis.	Visual distance markings implemented throughout the building. Kitchenette areas receive particular attention as the	Where staff do have to come in, they have to sit diagonally or in every other seat (when sitting side by side).	Redesigned processes to ensure social distancing in place e.g. avoiding printing where possible, printer relocated etc.

		<p>Cars to be parked to allow 2m distance between driver's doors e.g. with a gap of 1 parking space between vehicles or facing opposite directions if next to each other (so that driver's doors are distanced) etc.</p>	<p>ground floor one in particular attracts congregations of people.</p> <p>Ground floor offices, workshop and warehouses to be restricted to single file traffic only by using one-way only routes and a system of giving way to oncoming traffic.</p>		<p>Smoking area limited to 1 person.</p>
Handwashing / sanitizing:	<p>Staff instructed and frequently reminded in respect of stringent handwashing:</p> <ul style="list-style-type: none"> - Wash hands frequently with soap and water or use an alcohol-based hand sanitiser - Dry hands with disposable paper towels - Wash hands immediately upon getting home or to customer site (use hand sanitiser if soap and water is not available). 	<p>Handwashing guidance issued and posters, leaflets and other materials are available for display.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p>	<p>Sanitisation station and mandatory use on entry.</p>	<p>Hand sanitiser available in every work area and at main travel routes through a building.</p> <p>Hand sanitisers are located in areas where washing facilities not readily available e.g. Workshop and Warehouse.</p>	<p>Staff to be reminded that wearing of gloves is not a substitute for good hand washing.</p>
Catch it, bin it, kill it:	<p>Staff instructed and reminded in respect of stringent measures to:</p> <ul style="list-style-type: none"> - catch coughs and sneezes in tissues, following Catch it, Bin it, Kill it. 	<p>Tissues made available throughout the workplace / provided.</p>	<p>Guidance issued and posters, leaflets and other materials are available for display.</p> <p>https://www.gov.uk/government/publications/guidance-to-</p>		

	- cover nose and mouth with a tissue or flexed elbow when coughing or sneezing and dispose of tissues immediately after use then wash your hands or apply hand sanitiser.		employers-and-businesses-about-covid-19		
Avoiding contamination:	<p>Shared items such as mugs, cutlery and crockery removed. Each staff member to keep their items on their desk or designated area.</p> <p>Disposable wooden teaspoons and other cutlery provided. Staff to use and be responsible for their own mugs and other crockery.</p> <p>Staff instructed not to make drinks for others, collect items, wash-up on behalf of others etc.</p>	<p>Remaining hand towels removed and replaced with paper towels.</p> <p>Remaining hand towels removed and replaced with paper towels.</p>	Staff to pay particular attention to situations where they are undertaking actions where items may have passed through other people's hands and avoid. Where it cannot be avoided e.g. demo events, club building and shipping where staff must be stringent in their application of disinfecting processes.	<p>PPE must, as always be worn where required and extra precautions taken e.g. wearing a face covering every time move away from the workstation.</p> <p>An adequate supply of face coverings (FFP2, SRI masks), gloves has been provided.</p> <p>Staff to be instructed on how to remove masks and gloves carefully to reduce contamination and how to dispose of them safely.</p>	Staff instructed and reminded to: - Avoid touching face and especially mouth, eyes and nose.
Ventilation:	Reviewed ventilation systems and appropriate measures to increase this in "landlocked" areas.	Opening of windows and doors encouraged to encourage ventilation.			
Cleaning:	Deep clean undertaken.	Additional cleaning and disinfecting processes being undertaken by cleaning company. Focus on cleaning and disinfecting of surfaces that are touched	Staff to keep the workplace clean and hygienic, regularly cleaning surfaces and workstations to help prevent contamination	All staff on premises must clean / disinfect their workstation on arrival and on departure.	Implement a further deep clean action plan if a COVID-19 case arises.

		<p>regularly, particularly in areas of high use such as taps, appliance and door handles, light switches, reception area etc. using appropriate cleaning products and methods.</p> <p>Virucidal sprays used on surfaces throughout the building.</p>	<p>Virucidal sprays available to staff so that they can continuously self-clean their work areas throughout the day.</p> <p>Staff instructed to undertake frequent cleaning and disinfecting of objects and surfaces they use e.g. thermometer, fridges, microwave, printers, machines, vehicles such as pallet truck and forklift, desks, worktops etc.</p>	<p>Management checks to ensure the necessary procedures are being followed.</p>	
Commuters and Drivers:	<p>Staff to avoid public transport if possible.</p> <p>Any staff requiring use of public transport to commute to work to report to HR so that an individual risk assessment can be undertaken. This will include avoiding peak times etc.</p>	<p>Persons should not share vehicles or cabs, where suitable distancing cannot be achieved.</p>	<p>Any staff required to drive as part of their job role e.g. Sales & Demo are to avoid doing so and continuing with working from home until instructed otherwise. At that time a more specific risk assessment will be undertaken.</p>	<p>Procedures in place for Drivers to ensure adequate welfare facilities available during their work - Reference https://www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm COVID-19-guidance.</p>	
Third Parties e.g. Cleaner(s), Contractors, Delivery Drivers etc.	<p>Instructions introduced at sign in book providing clear guidance on social distancing, hygiene, PPE etc.</p>	<p>Receiving staff to remind third party of rules when they sign in e.g. one way / give way routes, social distancing, PPE, direct to sanitisation station.</p>	<p>Keeping entry and exit routes under review for visitors and contractors to minimize contact with other people.</p>		

<p>Mental Health and Wellbeing at Work and at Home:</p>	<p>H&S & HR team promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and offer whatever support they can to help.</p> <p>Providing guidance to employees on how to ensure that they are working safely.</p> <p>Regular communication of mental health information being provided and open-door policy for those who need additional support.</p> <p>Information:</p> <ul style="list-style-type: none"> • EAP - Unum LifeWorks [Hidden] • Babylon Digital GP, providing Bupxxa employees & their dependants providing access to 24/7 health advice and online GP consultations. • St John Ambulance wellbeing self-assessment tool • Family Mental Healthline for parents and carers, worried about their child's emotional wellbeing – Call: 0345 266 7938 www.mind.org.uk 	<p>Line managers maintaining regular contact with staff members during this time:</p> <ul style="list-style-type: none"> - checking in regularly with their team members to prevent feelings of isolation and loneliness and help maintain team morale - being supportive: encouraging staff to be honest about the issues they might be facing and help them to work out practical solutions to combat them - Teams calls used wherever possible (by phone is less intimate) - open and honest chat encouraged (being sensitive to privacy) - encouraging regular breaks (especially important where extra PPE is being worn!) and to remember to switch off too: not expected to work 24/7 and to take some time for exercise, fresh air, rest and relaxation - encouraging teams to share tips for coping with the current circumstances - being alert for the first signs of stress: such as erratic behaviour, or a sudden drop in performance 	<p>Flexible working hours to accommodate childcare or caring for someone who may be unwell at home.</p> <p>Line managers offering support to staff who are affected by Coronavirus or has a family member affected.</p> <p>Recognise that this is a unique situation which may cause some levels of stress and anxiety and provide information, guidance, and instruction to help support employee wellbeing.</p>	<p>Internal communication channels and cascading of messages through line managers carried out regularly to reassure and support employees.</p> <p>Keep staff up to date with latest government guidance where this impacts upon work activities.</p> <p>Companywide communication via Teams</p> <p>Updates communicated, ensuring that managers are briefed in advance to answer any questions staff ask.</p> <p>Being honest: with staff about the impacts coronavirus is having on the organisation and how they might be affected by plans.</p> <p>Admitting when we don't have all the answers: everyone is in this together.</p>
--	---	--	---	--

High Risk Individuals see Sections 3 & 4 for specifics:	Encouraged individuals to alert us to any vulnerabilities.	Specific risk assessments undertaken.	Face shields available.		
--	--	---------------------------------------	-------------------------	--	--

Retained Risk		
Infection:	Inability to maintain social distancing	1
	Shared surfaces	1
	Enclosed spaces, without fresh air	2
Mental health / wellbeing:		1
H&S Management on Premises:		1

RISK LEVEL MATRIX		Impact (potential severity of outcome)		
		Slightly Harmful (1) Minor injury requiring minimal first aid / not requiring any treatment	Harmful (2) Medical treatment required by doctor or similar	Extremely Harmful (3) Permanent disability or harm / life-threatening or fatal injury
Likelihood (probability of an incident occurring)	Unlikely (1) A rare combination of factors would be required for an incident to occur	Negligible (1 - minor risk) Low probability Minor injury	Low (2 - mild risk) Low probability Minor injury	Medium (3 - moderate risk) Low probability Substantial injury
	Possible (2) Not certain to happen but an incident may occur	Low (2 - mild risk) Moderate likelihood Minor injury	Medium (4 - moderate risk) Moderate likelihood Moderate injury	High (6 - substantial risk) Moderate likelihood Serious injury
	Likely (3) An incident probably will occur	Medium (3 - moderate risk) Highly probable Minor injury	High (6 - substantial risk) Highly probable Serious injury	Extreme (9 - intolerable risk) Highly probable Substantial injury / death

Further control measures to be considered / required with changes					
<p>Introduce Mental Health First Aiders.</p> <p>Add modules for stress awareness for employees and for Managers to Safety Media requirements. Managers should be trained to spot the first signs of mental health issues, and how to reduce and manage the stress levels of the workers in their team.</p>	<p>Use floor tape at desks to help keep workers at a 2m distance.</p> <p>One-way systems to be implemented throughout the building.</p> <p>The stairs in unit 3 used for going 'UP' and stairs in unit 2, for going 'DOWN' (staff reminded about security issues and to pay extra attention to the Unit 2 door being secure).</p>	<p>Steps taken to review work schedules including start & finish times/shift patterns, working from home etc. to reduce number of workers on site at any one time.</p>	<p>If social distancing cannot be observed, introduce face screens more widely, specialist Perspex screens introduced to avoid the spread of infection. Areas identified as high priority are where people have to walk past to get e.g. 3 desks in Logistics/Demand planning (for IT and toilet) and if Credit Manager is in, her desk (for printer) and eventually Customer Services, when they are back.</p> <p>Where there are multiple persons in the location, fire doors may be proposed open to help facilitate airflow. However, there are no areas we have identified that would benefit at this point in time.</p>	<p>Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme</p> <p>https://www.hse.gov.uk/skin/professional/health-surveillance.htm</p>	<p>Communicate with companies we deliver to/from to ensure welfare facilities will be available to our drivers. Allowing delivery drivers adequate breaks to avail of proper welfare facilities.</p> <p>Reference</p> <p>https://www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm</p> <p>COVID-19-guidance</p>

Target date / possible implementation and person(s) responsible

Be ready to implement as needs arise. Manager for area concerned responsible for driving measures to be put in place with assistance from the HR team and H&S Co-ordinator.

Section 2 onwards

These sections have been hidden for GDPR reasons. If more information is required, please contact us with your request.