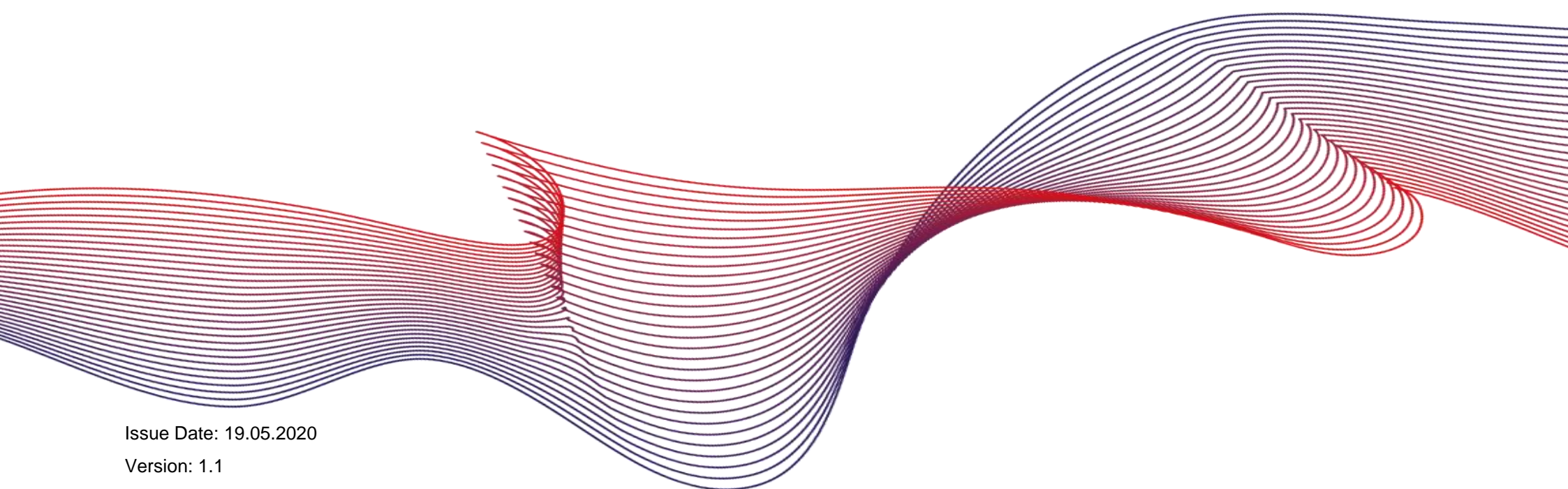


Coronavirus (COVID-19) UK Risk Assessment

Issue Date: 19.05.2020

Version: 1.1



1. Risk Assessment

COMPANY:	MS Amlin	LOCATION:	All MS Amlin locations	ASSESSMENT DATE:	19.05.2020
				REVIEW DATE:	
OPERATION:	Coronavirus (COVID-19)	COMPLETED BY	Nicola Hawkrigde Chung	REFERENCE No:	CVRA001
		APPROVED BY:	Ian Bradley		

HAZARD	RISK LEVEL	CONTROL MEASURES	NEW RISK LEVEL	NEW CONTROLS REQUIRED	TARGET DATE
<p>Outbreak of Coronavirus COVID-19</p> <p>Risk to: All persons</p>	High	<p>The coronavirus causes respiratory illness in humans, usually resulting in mild symptoms including runny nose, sore throat, cough, loss of taste/smell and fever. Some individuals experience more severe symptoms and it can lead to pneumonia, breathing difficulties and in rare cases death</p> <p>For further advice see Section 3.0 COVID-19 policy & procedures.</p>	Medium	<p>Review latest Government / Public Health Agency guidance and update as required</p> <p>Implement COVID-19 policy & procedures</p>	<p>On-going</p> <p>May 2020</p>
<p>Communications / Educate employees</p> <p>Risk of: Infection control</p> <p>Risk to: All persons</p>	High	<p>Educate employees via regular communications without causing panic.</p> <p>Develop and communicate a Coronavirus Covid-19 management plan, send emails or display posters, perform team briefs outlining the current situation and any updated Government advice.</p> <p>Promote good hand and respiratory hygiene, promoting infection control procedures.</p>	Medium	<p>Review latest Government/Public Health Agency guidance and update as required</p> <p>Posters should be displayed for “cough etiquette” hand/respiratory hygiene and signs/symptoms</p> <p>Communicate COVID-19 policy & procedures with employees. Induct employees on the precautions to take in the workplace on return</p>	<p>On-going</p> <p>May 2020</p>

<p>Travel to and from site</p> <p>Risk of: Infection</p> <p>Risk to: All persons</p>	<p>High</p>	<p>Current guidelines require employees to work from home wherever possible</p> <p>Public transport should be avoided where possible.</p> <p>Work patterns staged to avoid peak travel periods.</p> <p>Social distancing should be maintained at all times.</p> <p>Face coverings recommended for use in areas where social distancing measures may not be possible.</p> <p>Utilise COVID-19 contact tracing applications / notifications (where possible).</p>	<p>Medium</p>	<p>Review latest Government / Public Health Agency guidance and update as required</p> <p>Travel advice from the transport provider</p>	<p>On-going</p>
<p>Pedestrian movement through landlord demised area to workplace</p> <p>Risk of: Infection</p> <p>Risk to: All persons</p>	<p>High</p>	<p>Align and approve landlord reoccupation strategy and social distancing.</p> <p>Ensure adequate lift access arrangements to enforce social distancing.</p> <p>Ensure landlord enhanced cleaning regimes are in place.</p> <p>Ensure temperature monitoring arrangement is in place (where provided).</p>	<p>Medium</p>	<p>Confirm and communicate landlord social distancing and access/egress arrangement with employees.</p> <p>Comms guidance to be issued to employees to maintain social distancing standards and follow return to work plan.</p> <p>Monitor and maintain working practices and adherence to office reoccupation strategy.</p>	<p>May 2020</p> <p>May 2020</p> <p>On-going</p>

<p>Building compliance system faults</p> <p>Risk of: Inadequate maintenance of core services</p> <p>Risk to: All persons</p>	<p>Medium</p>	<p>All compliance systems have remained operational during offices being unoccupied.</p> <p>Planned preventive maintenance (PPM) has continued as per scheduled maintenance programs.</p> <p>Weekly meetings with Property Services to check operational performance of systems.</p> <p>Liaise with landlords to ensure that building compliance systems have been maintained and are operational.</p> <p>Ensure Aircon systems functionality and filtration is maintained.</p>	<p>Low</p>	<p>Pre occupation inspection to be undertaken upon notification of reoccupation.</p> <p>Min. 5 working days reoccupation notice to Property Services, to ensure office operations aligned with safe Six checklist and arrange enhanced cleaning with providers</p>	<p>On-going</p> <p>On-going</p>
<p>Employees occupation of workplace demised area</p> <p>Risk of: Infection control</p> <p>Risk to: All persons</p>	<p>High</p>	<p>Return to work plan</p> <p>Reduced office occupation Strategy, RED (25%) /AMBER (50%) /GREEN.</p> <p>Reduction of touch point locations e.g. door set to open where possible.</p> <p>Office Desk set up in line with social distancing guidance.</p> <p>Shielding measures e.g. sneeze guards applied at key customer contact areas.</p> <p>Minimise face to face/internal meetings unless you can ensure social distance.</p> <p>Utilise face coverings or masks in areas where social distancing may not be possible, (per local government guidance).</p>	<p>Medium</p>	<p>Review latest Government / Public Health Agency guidance and update as required</p> <p>Pre-approved access only allowed see section 19.0 of Policy and Process</p> <p>Ensure there is a ready supply of hot water, soap and also paper towels / hand drying facilities</p> <p>Provided hand sanitiser at all workstations and encourage regular use</p>	<p>On-going</p> <p>On-going</p> <p>On-going</p>

		<p>Communal eating areas and canteen access to be restricted. No fresh food provision to be available</p> <p>Persons should cover their mouth and nose with a tissue (not your hands) when they cough or sneeze, the used tissue should then be placed in the bin immediately.</p> <p>Persons should then wash their hands with soap and hot water for a minimum of 20 seconds.</p> <p>In addition, persons should try to avoid close contact with other people i.e. no shaking of hands etc. maintaining a 2m distance from others.</p> <p>Social distancing should be maintained at all times- Signage installed</p> <p>Use of Sanitiser stations and sanitiser bottles around the workplace.</p> <p>One-way pedestrian pathways and social distancing signage implemented where feasible.</p> <p>Office Etiquette posters to remind employees of COVID-19 management arrangements/Hygiene.</p> <p>Self-isolation for symptomatic persons or if family members are symptomatic.</p>		<p>Cushman & Wakefield Safe Six Checklist for reoccupying an office</p> <p>On-going monitoring by management</p>	
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<p>Employees member with symptoms / close contact with persons with symptoms</p> <p>Risk of: Flu-like symptoms, Pneumonia, Breathing difficulties, Death</p> <p>Risk to: All persons</p>	<p>High</p>	<p>A employees member who is experiencing symptoms similar to those present with the coronavirus (cough, sore throat, fever, loss of taste/smell, breathing difficulties, chest pain), or who has had close contact with someone experiencing these symptoms, must not come to work.</p> <p>The employee's member should contact their GP / NHS helpline to notify them of their travel, current status and to receive further advice.</p> <p>The employee member should then contact MS Amlin and update them in relation to their condition and advice they have been given and also update Workday.</p> <p>If the employee's member is advised by medical professionals to self-quarantine, they must do so, and only return to work when the incubation period is over, and symptoms have gone.</p> <p>If an employees member becomes unwell with coronavirus related symptoms whilst in the office, they must contact 0207 746 1000 and wait for a responsible person to make their way to their location and follow the COVID in the workplace process.</p>	<p>Medium</p>	<p>Review latest Government / Public Health Agency guidance and update as required</p> <p>Current Government advice requires persons who have either developed symptoms or who have been in contact with a family member who has presented with symptoms of Coronavirus Covid-19 to self-isolate, along with all members of the household for 14 days</p> <p>Ensure employees are aware of signs and symptoms</p> <p>Establish COVID symptoms process and safe room to be used for a suspected case of COVID-19 in the workplace as per policy sect 23.0.</p> <p>Enhanced first training and PPE provided.</p>	<p>On-going</p> <p>May 2020</p> <p>May 2020</p>
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<p>Persons returning from travel in a High-Risk area or abroad</p> <p>Risk of: Infection control</p> <p>Risk to: All persons, including work colleagues</p>	<p>High</p>	<p>No International travel or external visitors allowed access during initial and RED phase.</p> <p>Employees must follow Government advice if they have returned from travel to any of the “high-risk” areas or abroad (as defined by Government).</p> <p>This advice includes the requirements for the individual to “self-quarantine” if they have returned from a high-risk area within the last 14 days, even if they do not have any of the symptoms.</p> <p>The individual should liaise with their GP, call the Government helpline to notify them of their travel, current status and to receive further advice.</p> <p>The Company will also advise the individual not to return to work until after the incubation period is over and any symptoms have gone.</p>	<p>Medium</p>	<p>Review latest Government / Public Health Agency guidance and update as required.</p> <p>COVID-19 policy & procedures to be implemented and followed See Sect 28.</p>	<p>On-going</p> <p>May 2020</p>
<p>Limit work trips / no travel to high risk areas</p> <p>Risk of: Increased exposure, Infection control</p>	<p>High</p>	<p>No International travel or external visitors allowed access during initial and RED phase.</p> <p>The Government will provide advice in relation to areas where persons are advised not to travel at present. This advice is updated on a regular basis.</p> <p>MS Amlin will monitor this advice and adhere to it as required.</p>	<p>Low</p>	<p>Review latest Government / Public Health Agency guidance and update as required.</p> <p>Visitors to the premises should be reviewed, with no authorisation provided to those persons from high-risk areas, or who should be self-isolating in accordance with Government</p>	<p>On-going</p> <p>May 2020</p>

<p>Risk to: Employees member travelling, all persons</p>		<p>Consideration will also be given to work trips, with all non-essential trips reviewed and decisions made as to whether the trip will be postponed on an individual basis, taking circumstances at the time into consideration i.e. purpose of trip, area of travel, methods of travel, infection control procedures etc</p> <p>Employee's members are asked to inform their manager of any forthcoming travel plans, prior to travel, including personal travel.</p>		<p>guidance and MS Amlin self-declaration checklist</p>	
<p>Higher risk groups</p> <p>Risk of: Infection control</p> <p>Risk to: Elderly, Pregnant women, Pre-existing medical conditions</p>	<p>High</p>	<p>Consideration must be given to allowing high-risk individuals to work from home, particularly if there are coronavirus cases confirmed near the workplace.</p> <p>MS Amlin will review the situation regarding localised cases on an on-going basis and ensure good communication with all high – risk individuals.</p>	<p>Medium</p>	<p>Review latest Government / Public Health Agency guidance and update as required</p> <p>Persons within the high-risk categories, including those over the age of 70 have been advised to self-isolate for a period of 12 weeks, starting from 20th March 2020.</p>	<p>On-going</p> <p>June 2020</p>

<p>Cleaning regime adequacy</p> <p>Risk of: Infection due to inadequate cleaning</p> <p>Risk to: All persons</p>	<p>High</p>	<p>An enhanced cleaning regime is in place within the MS Amlin, with dedicated cleaning personnel in place to ensure the workplace, including welfare facilities is serviced and suitably cleaned on a regular basis.</p> <p>Ensure suppliers obtain adequate PPE for activities on site.</p> <p>Ensure competence of engaged cleaning providers in workplace.</p> <p>Review and approve landlord enhanced cleaning arrangements.</p> <p>Employees are also encouraged to self disinfect their workstations during the day, particularly after eating and returning from the toilet.</p>	<p>Medium</p>	<p>Review latest Government / Public Health Agency guidance and update as required.</p> <p>Increasing the frequency of cleaning of frequently touched communal areas, including door handles, kitchens, toilets, bin lids, light switches, handrails, keyboards, phones and desks.</p> <p>Disinfection stations should be provided within each work area with clear signage.</p> <p>A procedure for receiving and dispatching post / parcels should be implemented as per COVID-19 policy & procedures.</p> <p>Implement escalation protocols upon confirmed case notification so cleaning and isolation can be quickly undertaken.</p>	<p>On-going</p> <p>On-going</p> <p>May 2020</p> <p>May 2020</p> <p>May 2020</p>
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<p>Social distancing</p> <p>Risk of: Infection control</p> <p>Risk to: All persons</p>	<p>High</p>	<p>Persons must undertake advice from the Government with regards to social distancing when out of work.</p> <p>In addition, persons will be advised whilst at work to: Suspend meetings with external persons.</p> <p>Operate a policy of staggered lunches and breaks to reduce footfall in these areas at any one time.</p> <p>Encourage remaining a distance of 2 metres from work colleagues where possible.</p> <p>Reduce the number of persons in any one area to ensure compliance with 2 metre gap recommended by the Public Health Agency.</p> <p>Review work schedules, internal start and finish times, shift patterns, working from home etc.</p> <p>Redesign processes to ensure social distancing is in place.</p> <p>Conference calls to be used instead of face to face meetings.</p> <p>Ensure sufficient rest breaks for employees.</p> <p>Employee's welfare facilities and smoking areas to comply with social distancing requirements.</p>	<p>Medium</p>	<p>Review latest Government / Public Health Agency guidance and update as required.</p> <p>Visitors to the premises should be reviewed, with no authorisation provided to those persons from high-risk areas, or who should be self-isolating in accordance with Government guidance.</p> <p>On-going monitoring by management.</p> <p>Employees to be regularly reminded of the importance of social distancing both in work and outside of it.</p> <p>COVID-19 policy & procedures to be implemented and followed See Sect 15.</p>	<p>On-going</p> <p>May 2020</p>
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		<p>Consideration to be given to a one-way system on pedestrian walkways.</p> <p>Floor marking to promote social distancing required where employees assemble i.e. canteen, welfare facilities.</p>			
<p>Mental Health</p> <p>Risk of: Mental health issues</p> <p>Risk to: All persons</p>	High	<p>Management will promote mental health & wellbeing awareness to employees during the Coronavirus outbreak and will offer whatever support they can to help.</p>	Medium	<p>Internal communication channels and cascading of messages through line managers will be carried out to reassure and support employees.</p> <p>COVID-19 policy & procedures to be implemented and followed See Sect 22.</p> <p>Regular communication of mental health information and open-door policy for those who need additional support to be adopted by management</p>	On-going
<p>Lack of employee awareness of office reoccupation process</p> <p>Risk of: Anxiety and confusion about</p>	Medium	<p>Local management briefings/Monitoring of employee's wellbeing.</p> <p>Regular organisational communications and newsletters are issued.</p> <p>Return to Work guidance document issued.</p>	Low	<p>Reoccupation Communication notification to be sent via local entity management and communications teams prior to pre approved employees returning to work as part of Return to Work plan</p>	<p>May 2020</p> <p>May 2020</p>

returning to work Risk to: All persons		HR / Employee assistance Programs for support services.		COVID-19 policy & procedures communicated with employees	
Skin care Risk of: Skin conditions, infection control Risk to: All persons	Medium	A high level of personal hygiene and skin care must be observed by employees at all times. MS Amlin provides hand wash facilities / sanitiser. It is the responsibility of the employees to use skin care products in accordance with products safety instructions	Low	Consideration should be given to the provision of hand sanitisers in key areas i.e. adjacent to reception, entry/exit points, welfare facilities, etc On-going monitoring by management	May 2020
Building operations Risk of: Cross contamination from external parties Risk to: All persons	High	Liaise with landlords, contractors, suppliers and stakeholders to ensure that all general services are in place, operational or reinstated, with social distancing controls in place. No Fresh Food to be provided Review landlord Risk Assessments and Method Statements / Safe Operating Procedures to ensure COVID-19 controls measures are included.	Medium	Property Services, to ensure landlord office operations comply with Government guidance and that enhanced cleaning with providers is in place	On-going
3 rd party site visits Risk of: Infection Control	High	The government guidance remains working from home where possible. If you need to undertake visit to 3 rd party sites consult with your manager. Undertake pre-visit desktop assessment reducing the need for physical visits to the lowest number possible based upon priority rating.	Medium	On-going monitoring by management. PPE Provision to be reviewed in line with government guidance.	On-going

<p>Risk to: All persons undertaking inspections</p>		<p>Agree protocols prior to visit in terms of how the visit will be conducted including clarifying PPE requirements.</p> <p>Use car and not public transport where possible. If using public transport, maintain social distance as well as wearing specified PPE i.e. face mask.</p> <p>Maintain and carry a PPE travel pack of face mask, gloves, hand sanitiser, paper towels, and bag for storage of contaminated items prior to disposal.</p>			
<p>Emergency Arrangements</p> <p>Risk of: Infection Control</p> <p>Risk to: All persons</p>	High	<p>In the case of a full building evacuation, please follow the standard building evacuation process will still apply.</p> <p>Emergency evacuations will be coordinated with landlords and stakeholders. Dispersal will be preferred option so that social distancing can be maintained.</p>	Medium	<p>Property Services, to ensure landlord coordination and continual review.</p> <p>First aiders and Fire Wardens will be provided with relevant training and PPE.</p>	On-going

Key Links:

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- Public Health Authority Guidance - <https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>
- Hand Washing Guidance - <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>
- Communications - <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>
- Working in Offices - <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>
- Social Distancing Guidance for Vulnerable People - <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>
- Face coverings use - <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>
- Safer travel guidance for travellers - <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

Risk Matrix Summary Explained

The numbers in the table below are calculated thus: Severity x Likelihood = Risk.

Severity						Risk Level		
Likelihood	Minor (1)	Major (2)	Critical (3)	Fatal (4)	Multiple Fatalities (5)	Level Control Measures Suffice (Low)	Reduce The Risk As Soon As Possible (Medium)	Control Measure Should Be Applied (High)
Improbable (1)	1	2	3	4	5	Level Control Measures Suffice (Low)	Reduce The Risk As Soon As Possible (Medium)	Control Measure Should Be Applied (High)
Remote (2)	2	4	6	8	10			
Possible (3)	3	6	9	12	15			
Probable (4)	4	8	12	16	20			
Frequent (5)	5	10	15	20	25			

Likelihood

1. Improbable -not likely to be true or to happen
2. Remote -having very little connection with or relationship to
3. Possible --occurring, appearing, or done infrequently and irregularly
4. Probable -likely to happen or be the case
5. Frequent -occurring or done many times at short intervals

Severity

1. Minor -Nips, cuts, skin rash, no lost time
2. Major -Requires Professional First Aid Advise (on site)
3. Critical -Requires Professional Medical Attention, take to Hospital
4. Fatal -Fatal
5. Multiple Fatalities - Multiple Fatalities

Disclaimer

The responsibility for Health & Safety (and for carrying out risk assessments) rests with the employer, and as such it is the employer's responsibility to ensure that risk assessments are suitable, sufficient, controls implemented and are regularly updated.

It is vitally important that you check through the content of this document and ensure that:

- All hazards encountered by the organisation have been covered;
- All existing control measures documented are in place and working effectively;
- All recommendations, precautions and further control measures are implemented
- The risk assessment is approved by a member of employees and reviewed on a periodic basis.

Please contact healthandsafety@msamlin.com if you have any questions or concerns on the COVID policy or Risk Assessment