

## IMSM RISK OF CONTRACTING COVID-19 WHILE AT WORK RISK ASSESSMENT

**Assessor:** Birgit Harder / Rebekah Prince

**Job Title:** European Manager / Consultant

**Employees:** 11

**Assessment Date:** 25/06/2020

**Business Unit/Location Assessed:** IMSM / Chelmsford

**Review Date:** 25/07/2020

The Management of Health & Safety at Work Regulations 1999 places a legal duty on employers to carry out risk assessments, and to make a written record if there are more than 5 employees. COVID-19 adds a set of new hazards and risks to employees; especially when at work, and as a result this risk assessment has been carried out with the aim of identifying sensible controls to reduce the risk that employees may be exposed to. IMSM takes its duty of care to assess the risk of Covid-19 to its workforce as well as to visitors to the office, cleaners and external visiting suppliers and contractors seriously. This assessment will identify the control measures that have been put in place to reduce the risks, to protect employees and other people from the risk of coronavirus infection.

The Chelmsford office space covers one room, one kitchen and two toilets. Facilities are shared by all employees and with the other seven offices in the same building on the same floor. The communal areas include the entrance area, a hallway, a staircase, kitchen and toilets. The office is currently open from approximately 8am to 5pm Monday to Thursday and 8am to 1pm on Friday. The office is closed over the weekend and has a building intruder alarm system.

This risk assessment was carried out by following the advice on the HSE website. Other risk assessments will be carried out in conjunction to assess for other types of risk in the workplace.

Likelihood: How likely is it that the harm presented by the hazard will actually occur?	Severity: What impact or damage could the harm presented by the hazard have on a person or persons?
<b>High (3):</b> Harm is certain, or near certain, to occur <b>Medium (2):</b> Harm will often occur <b>Low (1):</b> Harm will rarely occur	<b>High (3):</b> Death or major injury can occur <b>Medium (2):</b> 7-day injury or illness can occur <b>Low (1):</b> All other injuries or illnesses can occur

**Risk rating:** Once the likelihood and severity have been determined, the risk can be calculated as highlighted below:

	Likelihood		
Severity	3	2	1
3	High	High	Medium
2	High	High	Medium
1	Low	Low	Low

No.	Significant Hazards Look only for hazards which you could reasonably expect to result in significant harm	People Affected	Risk Rating L x S = R			Control Measures e.g. physical safeguards, training, PPE etc	Residual Risk Rating L x S = R		
			L	S	R		L	S	R
1	Spread of virus from employee to employee and/or persons exposed to at work.	Employees Visitors	3	3	H	<ul style="list-style-type: none"> <li>• European Manager identifies employees who may be at risk e.g. underlying health conditions such as cancer and takes appropriate action.</li> <li>• Vulnerable employees are instructed not to come to work (they will either be furloughed or invited to work from home) and to only communicate with the European Manager via digital communications.</li> <li>• All reviews of employees roles and safety are non-discriminatory and take into consideration equality considerations and protected characteristics as defined under the Equality Act 2010, e.g. disabled/unwell employees.</li> <li>• Reasonable adjustments have been made to avoid vulnerable workers being put at any disadvantage.</li> <li>• Employee numbers have been restricted in the office at any time.</li> <li>• European Manager will refer to existing policies regarding new and expectant mothers, e.g. entitlement to suspension on full pay if suitable safe roles cannot be found (should it arise).</li> <li>• Working from home and DSE risk assessments are carried out between employee &amp; European Manager. Records are kept on file.</li> <li>• Employees have been requested not to travel to work on public transport where possible.</li> <li>• Employees have been instructed not to come to work if they feel unwell or live with a person that is unwell.</li> <li>• Employees maintain a one-metre distance from all persons in the workplace.</li> <li>• Reduced employees in separated areas in the office and shift patterns are in place to reduce employees overlap in work areas.</li> <li>• Styrene screens are put in place to divide workstations to reduce the risk of contamination.</li> </ul>	1	3	H

						<ul style="list-style-type: none"> <li>• Staggered break times are in place to prevent employees overlap e.g. when accessing toilets, entrances/exits and kitchen.</li> <li>• Disposable PPE is provided for all employees.</li> <li>• Employee work areas have been divided in the office using hazard tape and exposure minimised.</li> <li>• Screen dividers are in place to protect employees.</li> <li>• Employees will be allocated a desk area and not permitted to share any other workspaces. Desks cordoned off to reduce exposure.</li> <li>• Hot desking is prohibited.</li> <li>• All employees have been issued with disinfectant, cleaning materials and anti-bacterial hand sanitiser to prevent the spread of the virus and to keep the workplace and themselves clean.</li> <li>• Floor markings are placed in accordance with social distancing guidelines to re-enforce distancing measures message.</li> <li>• Windows (when possible) will be opened at the start of the working day and left open until the close of the business every working day by the employee working in that area to encourage natural ventilation.</li> <li>• Window handles will be disinfected before and after use.</li> <li>• Use of air conditioning is prohibited and signage will be displayed on controls to reinforce this message.</li> <li>• Staggered return to work of furloughed employees is in place.</li> <li>• Cleaning employees will wear appropriate PPE.</li> </ul>			
2	Employees may have symptoms within their household	Employees Visitors Company Family members	3	3	H	<ul style="list-style-type: none"> <li>• Employees who have family members with underlying health conditions are instructed not come into work.</li> <li>• People who have symptoms are instructed to “self-isolate” at home for 14 days from the start of symptoms to prevent them from passing the infection on &amp; contributing to the overload on the NHS.</li> <li>• Those who live with others and where one person has symptoms are instructed to self-isolate as a household for 14 days from the day when the first person in the house became ill. If anyone else in the household 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 and inform the European Manager.</li> </ul>	1	3	M

						<ul style="list-style-type: none"> <li>• Employees who are sick or self-isolating should phone immediately and inform the European Manager: on no account should they attend for work.</li> </ul>			
3	Contracting virus in the workplace e.g. from contact with infected surfaces, infected people.	Employees Visitors Employee' Families	3	3	H	<ul style="list-style-type: none"> <li>• Landlord has provided hand sanitisers at the entrance to the building and at the top of the stairs with signage instructing use.</li> <li>• Employees provided with disposable PPE (in the form of disposable nitrile gloves and disposable face masks) and advised to wear it wherever they deem there to be a risk or that they require protection e.g. when cleaning or within 2meters of a person.</li> <li>• Employees trained in correct use and disposal of PPE using WHO posters.</li> <li>• Disinfectant wipes are provided throughout the office and on every desk.</li> <li>• Sanitiser hand dispensers are available on every desk and at the entrance to the IMSM office on a wall mounted dispenser.</li> <li>• Door handles wiped at the beginning of the day, lunch times and at the end of the working day by Managers. All employees must apply sanitiser when leaving and returning to their desks.</li> <li>• All employees have been instructed to inform the European Manager immediately if any supplies are running low e.g. PPE and/or sanitiser/paper towels and she will replenish immediately.</li> <li>• All equipment will be disinfected before and after handling.</li> <li>• Employees are empowered to control and clean their own work environments and have been provided personally with all cleaning materials to cover all equipment and themselves.</li> <li>• Employees clean surfaces with combined detergent/disinfectant/alcohol solutions (with at least 60%-90% isopropyl alcohol) and masks/gloves.</li> <li>• PPE will be worn when using cleaning substances.</li> <li>• Employees carry charged mobile telephones at all times (only in emergencies are they permitted to charge their phones when at work and in this instance cables and plugs must be disinfected before and after use (*Do not spray disinfectant into plug sockets).</li> </ul>	1	3	M

						<ul style="list-style-type: none"> <li>• Employees who become ill at work are instructed to self-isolate immediately and inform the European Manager by telephone.</li> <li>• Use of stairs will be minimised and restricted to one person in the short term; as more employees return to work an etiquette policy (one person will wait for the other to use the stairs) will be implemented with only one user at a time. Disinfectant will be available at the top and bottom and each user will clean the handrails before and after use.</li> <li>• When social distancing is restricted; employees have been instructed to use back to back or side to side working (rather than face to face) wherever possible.</li> <li>• Leader board will only be used by the employee sitting adjacent to it to enforce social distancing and prevent contamination of pens.</li> <li>• Anyone who coughs or sneezes is instructed to do so into a tissue and to “catch it, bin it, kill it”. Posters/signage are displayed across site to reinforce this message.</li> <li>• Cleaning increased, especially for frequently touched objects, in and around toilets, stairwells and kitchen; special attention is paid to frequently touched surfaces such as door handles, toilet flush handles, light switches, hand rails etc</li> <li>• Foot handles on doors are being considered to avoid opening with hands.</li> <li>• Numbers of accessible desks and furniture has been reduced and socially distanced e.g. leather sofas and covered benches. Disposable covers will be considered if use is necessary.</li> <li>• Environmental cleaning in the workplace is carried out throughout the day employees and by Landlord every day.</li> <li>• Employees have access to suitable detergents, disinfectants and PPE.</li> <li>• Each employee will only use their own pens to sign in and out.</li> </ul>			
4	<p>Access to IMSM</p> <p>(may create a virus transmission risk if employees all seek</p>	Employees Contractors Company	3	3	H	<ul style="list-style-type: none"> <li>• Disinfectant hand gel/sprays are available at entrances and exits.</li> <li>• Floor markings and signage are displayed at entrances and exits.</li> <li>• Sufficient access points to the workplace are provided (so that employees do not congregate at entrances and exits).</li> <li>• Working hours and break times are staggered.</li> </ul>			

	entrance at once or are channeled through single points of entry)					<ul style="list-style-type: none"> <li>• Safe queuing systems will be established if required when all employees return to work (by use of room occupancy limits and floor markings/signage, plus front entrance etc).</li> <li>• Processes have been introduced to reduce the need for employees to move around within the workplace.</li> <li>• High traffic area usage and access is regulated as necessary.</li> </ul>			
5	Shortage of PPE due to supply chain problems presents risk of increased likelihood of contracting the virus.	Employees Visitors	3	3	H	<ul style="list-style-type: none"> <li>• Approved suppliers in place; including secondary suppliers.</li> <li>• PPE stock held on site.</li> <li>• Employees instructed in procedures to follow if disposable PPE is not available e.g. change of clothes &amp; hygiene practices to follow.</li> <li>• Employees instructed to work from home as much as possible to reduce exposure and requirement of PPE.</li> <li>• European Manager will withdraw employees from the workplace if a situation is deemed too dangerous to proceed; processes reviewed daily.</li> <li>• Use of PPE will be enforced when necessary.</li> </ul>	1	3	M
6	Employees contracting virus during travel to and from work	Employees Employees ' Families	3	3	H	<ul style="list-style-type: none"> <li>• Employees are asked to restrict public transport use in order to achieve social distancing on trains, buses, etc. In all cases non-essential travel for work purposes should be minimised</li> <li>• Employees encouraged to walk or cycle to work, or to use their own vehicle and to avoid using public transport as much as possible.</li> <li>• If public transport has to be used, Employees are instructed to maintain a minimum of two metre distance from fellow passengers.</li> <li>• Employees instructed to maintain &gt;1m distance from driver if using a taxi or bus.</li> <li>• <b>Last resort:</b> if &gt;1m distance is impossible, employees are instructed to wear a face mask, gloves and protective glasses or face shield during travel; on arrival at work, employee must wash their hands for a minimum of 20 seconds; change into work clothes, wash hands for &gt;20 seconds then commence work; process will be reversed on completing work.</li> <li>• Employees instructed to avoid close contact with people especially who show signs of being unwell and report any concerns to the European Manager immediately.</li> <li>• Employees instructed to cover their mouth and nose with a tissue or sleeve (not hands) when coughing or sneezing (Catch it — Bin</li> </ul>	2	3	H

						it — Kill it). Employees instructed to put used tissues in the bin straight away. Signage is displayed in the office to enforce this. <ul style="list-style-type: none"><li>• The option to work from home where possible is offered.</li></ul>			
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7	<p>Employees suffering from stress (Loss of employees can lead to increased workload for colleagues.</p> <p>Worry about contracting the virus. can affect employees' mental health)</p>	Employees Employee' Families	2	2	H	<ul style="list-style-type: none"> <li>• Workload planning reviewed and regularly carried out to minimise the numbers of workers needed in the office to operate safely and effectively to minimise exposure; whilst also providing adequate support from employees working from home.</li> <li>• Workloads have been spread with existing workforce to reduce stress levels. Automated systems have reduced workloads.</li> <li>• Advice, guidelines and PPE provided to reduce stress and anxiety and provide reassurance for employees.</li> <li>• European Manager communicates daily with all employees working and has an open-door policy.</li> <li>• WhatsApp messaging group includes all employees in the group and is a method used for communicating.</li> <li>• Employees are provided with telephone numbers for the European Manager for use at any time if they have any concerns.</li> <li>• Employees informed of signs of stress to look out for and European Manager monitors employees/communications daily.</li> <li>• Employees are updated with status reports.</li> <li>• Workloads are monitored to ensure individuals are not overworked e.g. covering for furloughed/sick colleagues.</li> <li>• If high workloads exist (due to furlough employees) additional employees may be requested to return to work.</li> <li>• HR department assists the European Manager to implement procedures and processes.</li> <li>• Mental health training carried out by the European Manager.</li> <li>• Mental health support is offered for anyone who requires it.</li> <li>• European Manager will stay in touch with vulnerable or extremely vulnerable employees who are staying at home by phone to ensure they are well and to prevent them from feeling isolated.</li> <li>• If required, support will be provided e.g. to obtain shopping or medicines (where they are unable to gain support from elsewhere).</li> </ul>	1	2	M
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8	Lone employees at increased risk of stress, and of being without assistance if they fall ill at work	Employees	3	3	H	<ul style="list-style-type: none"> <li>• It is rare for anyone to be working lone in the office.</li> <li>• Lone employees instructed to carry a charged mobile telephone at all times whilst at work.</li> <li>• Communications are constant throughout the day between the European Manager and any lone employees.</li> <li>• European Manager telephones lone workers at regular intervals. If no response, help will be summoned immediately.</li> <li>• Lone employees provided with regular information and updates on evolving situation and of the actions to take during pandemic.</li> <li>• If required, “Lone Worker Pro - Safety Alerts” app will be downloaded to lone employees’ telephones.</li> <li>• Lone worker risk assessment available.</li> </ul>	1	3	M
9	<p>Poor communication/ training</p> <p>(Lack of information can lead to raised stress levels, incorrect working practices, feeling of isolation)</p>	Employees	3	2	H	<ul style="list-style-type: none"> <li>• European Manager monitors government website and updates employees accordingly.</li> <li>• European Manager reinforces key Government public health messages to all employees via email, verbal, telephone or WhatsApp.</li> <li>• Government health and travel advice is instructed to be followed by all employees.</li> <li>• Employees are consulted daily and fully involved in the work strategy at all stages of the pandemic when arranging control measures.</li> <li>• Work patterns and procedures have been revised to facilitate effective infection prevention and social distancing at work.</li> <li>• Staggered start times and rest breaks have been planned and employees informed.</li> <li>• Public health posters (e.g. from the WHO) and notices are displayed in the office and on the company website/social media.</li> <li>• European Manager enforces policies stating how employees should behave and the precautions they must adopt during the pandemic to keep everyone safe.</li> </ul>	1	1	L

					<ul style="list-style-type: none"> <li>• Signage displayed and implemented internally to ensure employees/visitors practice effective social distancing while in and around the workplace.</li> <li>• Signage displayed instructing everyone not to touch face, eyes, nose or mouth if hands are not clean and reinforcing handwashing and use of anti-bacterial hand gel throughout the work period.</li> <li>• All main access/egress and use areas are cleaned and disinfected frequently including touched objects and surfaces such as desks, stair handrails, pens and anti bacterial bottles. This is a shared responsibility between the Landlord and IMSM employees.</li> <li>• Tasks activity times are reduced as much as is possible.</li> <li>• Hand towels in use are disposable or employees are instructed to use hand dryers where possible.</li> <li>• Employees are asked to use their own pens and not to share writing implements.</li> <li>• Gloves have been issued and employees are instructed to use at all times with disinfectant when handling any documentation.</li> <li>• All employees instructed to minimise contact with others and use email/telephone/text or video calling to communicate.</li> <li>• European Manager enforces it is the responsibility of everyone to remain and work safely and that she will provide all resources to enable this.</li> <li>• European Manager allocates time for daily emails/phone calls to pass on relevant information.</li> <li>• Employees provided with phone numbers of European Manager for use at any time to express concerns or to ask for help/guidance.</li> <li>• Return to work policy and guidelines to be followed are displayed in the office and have been issued to all employees.</li> <li>• WhatsApp group in place for employees to exchange information and boost morale.</li> </ul>			
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						<ul style="list-style-type: none"> <li>• All employees are aware disciplinary procedures will be immediately invoked if any employee breaches the company guidelines and/or risks the safety of themselves or others.</li> <li>• No face to face meetings will take place in the immediate future.</li> <li>• All communications will be digital e.g. via Teams, telephone/text, Whatsapp or email.</li> <li>• Employees are instructed to follow good hygiene practice at all times while at work (i.e. regular handwashing, using tissues and disposing of them appropriately, etc).</li> <li>• All non-essential training and all face-to-face training/recruitment practices are cancelled.</li> <li>• All meetings will be held on video/phone conferencing e.g. Teams.</li> <li>• Any essential training/recruitment will be carried out by email/online eLearning wherever possible rather than bringing people together face to face.</li> </ul>			
10	Meetings/messages hacked/accessed	Company Employees Contractors	3	3	H	<ul style="list-style-type: none"> <li>• WhatsApp is used for basic communications as it is encrypted.</li> <li>• Secure networks are available on IT equipment in use; to use with digital meetings e.g. Teams.</li> <li>• Arrangements are in place to help homeworkers to stay connected to the rest of the workforce as appropriate by encrypted email.</li> </ul>	1	2	M
11	Computer viruses, phishing and scam emails and coronavirus related "ransomware"	Company Employees Contractor	3	3	H	<ul style="list-style-type: none"> <li>• Cyber risks to new supply chain connections are developed during the pandemic and monitored by the European Manager.</li> <li>• Business Continuity Plan is available to all employees and employees have been instructed in what actions to take.</li> <li>• Existing cyber-security systems do not interfere with the availability of critical safety information and updates relating to coronavirus.</li> <li>• Employees working from home and using remote-working systems are covered by cyber-risk and instructed how to spot concerns.</li> </ul>	1	2	M

12	Cyber Security for employees working from home	Employees	2	2	L	<ul style="list-style-type: none"> <li>• GDPR policy issued via email and employees aware.</li> <li>• IT protection established and enforced on equipment.</li> <li>• Encrypted data on systems in use.</li> <li>• Document archiving policy available; to prevent contamination.</li> <li>• IT policy available on company intranet.</li> <li>• Warnings circulated to employees of any credible cyber threats, especially scam emails and text messages.</li> <li>• Training carried out to ensure employees are aware of risks.</li> <li>• Homeworking arrangements maintain standards of data protection and IT security on issued equipment and systems.</li> <li>• Cyber security and surveillance infrastructure is reviewed regularly to ensure all reasonable protection is in place.</li> <li>• IT department has reviewed all computer equipment and fire walls to protect workers at home having any security breaches.</li> <li>• All employees are aware to inform the European Manager immediately should they have any concerns.</li> <li>• Employees working from home and using remote-working systems are covered by cyber-risk protections, checked by IT department.</li> <li>• Employees are informed of the company IT security policies via email.</li> <li>• IT assistance and suitable home working set up arrangements have been given to relevant employees.</li> </ul>	1	2	L
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13	<p>Waste Disposal</p> <p>(With an increase of PPE in use waste collection frequencies may need to be reviewed)</p>	Employees	2	2	H	<ul style="list-style-type: none"> <li>Waste collection frequencies are monitored by the European Manager and the Landlord.</li> <li>PPE and cleaning resources are supplied.</li> <li>Each employee is responsible for their own waste disposal e.g. every employee will bag up their waste bin contents and place it in the large black sack provided; it will be tied up and taken outside and placed into the waste collection bin at the end of the work period. Each employee will replace the used bin bag with a new bag ready for the next working day.</li> <li>Any food/container waste will be required to be taken home by the employee that has consumed the food/drinks.</li> <li>Waste from cleaning of areas (including disposable cloths and tissues) will be “double-bagged” and tied off.</li> <li>Additional waste removal facilities and more frequent rubbish collections will be arranged if required.</li> </ul>	1	2	M
14	<p>Use of boardroom, kitchen and toilets / shared communal areas including water/coffee machines and stairs</p>	Employees	3	3	H	<ul style="list-style-type: none"> <li>Employees and visitors are instructed to practice effective social distancing while in and around the workplace.</li> <li>Landlord arranges daily cleaning of communal toilets and areas.</li> <li>The kitchen and toilets are only to be used by one person at a time and must be disinfected before and after use.</li> <li>Motion sensor opening waste bin available in kitchen.</li> <li>Coffee machine use is to be limited and will be disinfected before and after use; using disinfectant wipes. It will also be cleaned every night by one allocated employee thoroughly (Laurence).</li> <li>Signage displayed across site and in the kitchen/toilet areas.</li> <li>Sofa in communal area will be disinfected before and after use and actively discouraged from use.</li> <li>Boardroom/meeting room is currently prohibited from use.</li> <li>Employees instructed to use vacant/engaged slide sign on the toilet doors to show it is occupied; to ensure only one person uses the facilities at any time.</li> <li>Handwashing instructions/signage is displayed throughout workplace, especially in toilets/kitchens.</li> </ul>	1	3	L

					<ul style="list-style-type: none"> <li>• IMSM have their own allocated fridge and microwave in the kitchen area which is cleaned daily by the Manager on duty.</li> <li>• Signage is displayed to enforce no touching of face, eyes, nose or mouth.</li> <li>• Employees are instructed to bring in their own food/refreshments to work in sealed containers with cling film as an additional barrier, and crockery in a cool bag and to only use their own items when in the workplace. The same items and waste wrappers are instructed to be taken home by the employee. No items of food, drink or utensils/crockery are permitted to be left in the office.</li> <li>• Fruit and biscuits will be in individual wrappers and issued with gloves on. This will be restricted to minimise risk.</li> <li>• Employees will eat at their allocated desk or will leave the premises for lunch breaks.</li> <li>• Employees have been instructed not to make drinks or collect items for other people; but to advise them where to be able to get it themselves.</li> <li>• Employees are encouraged to leave the office during rest breaks and get fresh air but to maintain social distancing.</li> <li>• Water machines can only be used with disposable cups. Taps will be disinfected before and after use using disinfectant wipes.</li> <li>• Landlord has displayed signage in the building entrance and stairwells ensuring persons use the stairways one person at a time and use the provided anti-bacterial sanitiser and wipes.</li> <li>• Anti-bacterial hand gel/disinfectant is available at the top and bottom of stairs with instructional signage.</li> <li>• Additional cleaning is carried out before and after use on stairs.</li> <li>• All employees instructed to keep to the left on stairs.</li> <li>• High-traffic access areas in use are regulated as necessary and employees are asked to maintain office etiquette.</li> <li>• Office plants will be watered by one allocated employee (Laurence) once a week; watering can will be disinfected before &amp; after use.</li> <li>• The vacuum will be disinfected before and after use.</li> <li>• Visitors will be discouraged from attending the office and will be communicated with using digital resources e.g. Teams.</li> </ul>			
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15	Working from home	Employees	3	3	H	<ul style="list-style-type: none"> <li>• Employees have been enabled to work from home whilst self-isolating where possible; especially vulnerable persons.</li> <li>• The European Manager has planned for the minimum number of people needed in the office to operate safely and effectively.</li> <li>• The European Manager reviews all employees job roles in order to facilitate and encourage homeworking wherever appropriate.</li> <li>• Homeworking policies are reviewed to ensure that sufficient support is provided to homeworkers including mental health support.</li> <li>• Managers are monitoring the wellbeing of people who are working from home and putting in place measures to support their mental and physical health and personal security e.g. daily WhatsApp communications.</li> <li>• Enhanced IT support is provided to homeworkers to ensure the effectiveness of working arrangements and the security of information and data e.g. remote access to work systems.</li> <li>• Arrangements are in place for homeworkers to stay connected to the rest of the workforce as appropriate e.g. email/WhatsApp.</li> <li>• Washing facilities available at home – employees instructed to wash hands regularly when handling items e.g. post.</li> </ul>	1	1	L
16	Symptomatic person(s)	Employees Contractors Visitors Company Family members	3	3	H	<ul style="list-style-type: none"> <li>• If an employee becomes unwell in the workplace with coronavirus symptoms (a new, continuous cough or a high temperature) they will be sent home immediately and asked to contact a health professional and self-isolate.</li> <li>• Employees who are sick or self-isolating should phone immediately and inform the European Manager – on no account should they attend for work.</li> <li>• Communications have been issued via email to ensure no employees should come to work if they are self-isolating or if they have COVID-19 symptoms or if they feel unwell.</li> <li>• All surfaces that a symptomatic person may have come into contact with will be cleaned and disinfected, especially objects visibly contaminated with body fluids and all potentially contaminated high-contact areas such as toilets.</li> <li>• Employee temperature checks will be carried out if a concern arises; the European Manager will review this area if necessary.</li> </ul>	1	3	M

17	Handling of documents	Employees Contractors Visitors Company	2	3	H	<ul style="list-style-type: none"> <li>• Minimal documents require handling in the office.</li> <li>• 70% alcohol hand sanitiser gels are located throughout the office with instructions for use and gloves are available.</li> <li>• Digital methods will be used as much as possible.</li> <li>• Pens must not be shared, and should be disinfected regularly.</li> <li>• Only the Manager will use the printer.</li> </ul>	1	2	L
18	Business continuity plan	Employees Contractors Visitors Company	2	3	H	<ul style="list-style-type: none"> <li>• Business Continuity Plan (BCP) available and includes pandemic.</li> <li>• Employees use the business continuity policies and procedures.</li> <li>• Business recovery plan area for pandemic is utilised and under constant review.</li> <li>• Furloughed employees may be asked to return to work.</li> </ul>	1	2	L
19	Inaccurate information/ rumour and “fake news” or “myths”.  Misinterpretation/ confusion of information	Employees Contractors Visitors Company Customers	2	3	H	<ul style="list-style-type: none"> <li>• Business strategies are based on accurate information and employees are given consistent, simple and clear messages.</li> <li>• Use of official guidance from Government only is used.</li> <li>• HSE documentation and guidance from the HR department is utilised by the European Manager.</li> <li>• The European Manager is aware of fake news and discourages the circulation of misinformation e.g. from social media or use of WhatsApp memes.</li> <li>• Training is carried out for all employees and documented.</li> <li>• Signage displayed across site to reinforce requirements.</li> <li>• Online training carried out for relevant employees to spread accurate information and awareness.</li> <li>• Emails written to each employee before returning to work stating correct guidelines and processes required to be adhered to at all times for their own and others safety.</li> <li>• Risk assessment for risk of contracting Covid-19 whilst at work is displayed in the office and all employees have signed to confirm they have read and understood the contents and will adhere to the requirements.</li> </ul>	1	2	L