

|  |  |
|--|--|
| <b>HEALTH AND SAFETY RISK ASSESSMENT</b>   |  |
| Direct Life and Pension Services Ltd<br>52A Friars House, East Street, CHICHESTER, West Sussex, PO19 1JG |  |
| <b>Risk Assessment Reference:</b> Premises based – employees   | <b>Date of Assessment:</b> 12 <sup>th</sup> June 2020<br>Date of review: 18 <sup>th</sup> September 2020                             |
| <b>Risk Assessor:</b> Tina Ashby, Human Resources Manager  | <b>People Involved in Making This Assessment:</b> Robert Quayle, Chief Executive Officer and Neil McCarthy, Chief Commercial Officer |
| <b>Task or Process Assessment:</b> Risk from Coronavirus Covid-19  | <b>People at Risk:</b> Direct Life and Pension Services Ltd (DLPS) employees and visitors to DLPS premises                           |

|  |
|--|
| <b>Hazard:</b> Employees and visitors who do not comply with the procedures and arrangements we have put in place (in accordance with NHS, Public Health England and Government guidance and instruction) to ensure safe working practices, could compromise our arrangements and jeopardize the health of others. |
| <b>Existing Control Measures:</b>  |
| 1. Specific procedures and measures to reduce the risk of spreading Covid-19 have been prepared. These are based on NHS, Public Health England and Government guidance and instruction. They are reviewed regularly to reflect any changes in the official advice and guidance.                                    |

2. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
3. Posters warning of risks and providing instruction are displayed throughout the premises.
4. Our plans and procedures have been shared and co-ordinated with our Landlords and other tenants at our premises, and also with our staff Employee Consultation Forum.
5. If any employee witnesses a serious breach of the safe working practices that have been put in place, please let the management team know so that appropriate follow-up action can be taken.

| <b>Further Control Measures Required:</b> | Assigned to: | Due Date: |
|---|--------------|-----------|
|   |              |           |
|   |              |           |
|   |              |           |



**Hazard:** Visitors, contractors and maintenance staff. If visitors etc. do not comply with the procedures and arrangements we have put in place (in accordance with NHS, Public Health England and Government guidance and instruction) to ensure safe working practices, they could compromise our arrangements and jeopardize the health of others.

**Existing Control Measures:**

1. Only essential visitors, contractors and maintenance staff are permitted. All persons must sign the Visitors' Book and provide their contact details for Test and Trace purposes. They should use the DLPS PPE – a stock is held in Reception.
2. The electronic door lock to Reception will be turned on all day, ensuring visitors cannot simply walk in. On arrival outside Reception, they must knock and wait to be admitted, where they will be advised to disinfect their hands at the Hygiene Station and read the Visitor Guidance.
3. Contractors must provide copies of their own risk assessment and policy for minimising the transmission of infection. These must include details of how social distancing will be maintained. Contractors must liaise with the HR Manager to agree times when the offices will have the least numbers of staff. Contractors must use DLPS PPE unless it is not suitable for specific tasks. In this situation the Contractors' risk assessment must explain what PPE they will be using. NB: The Landlords have ensured that their contractors and maintenance staff will have suitable PPE.

| <b>Further Control Measures Required:</b> | Assigned to: | Due Date: |
|---|--------------|-----------|
|   |              |           |
|   |              |           |
|   |              |           |



**Hazard:** Travel to work. Social distancing may not always be possible and this could lead to transmission of Covid-19 to staff and other tenants.

**Existing Control Measures:**

1. Where practical staff should travel to work without using public transport, e.g. private car, bike or walking. Where this is not possible, staff should try to adjust their journey times to avoid large groups of people.
2. Staff should follow the social distancing guidance on the walking part of their journey as far as is practical.
3. Staff should provide their own PPE to use on public transport, e.g. face masks and disposable gloves for trains and buses. Emergency use of DLPS PPE for this purpose is permitted.

| <b>Further Control Measures Required:</b> | <b>Assigned to:</b> | <b>Due Date:</b> |
|---|---------------------|------------------|
|   |                     |                  |
|   |                     |                  |
|   |                     |                  |



**Hazard:** Entering Friars House. The potential risk of transfer of virus through cross contamination if social distancing is not maintained.

**Existing Control Measures:**

1. Where possible, after using their Key Fob to unlock the door on entering, staff should use their elbows to push the large door opening button located on the outside of the main front entrance to open the door. They should also follow the same procedure when exiting the main entrance.
2. Hand sanitisers are provided at the main entrance and the entrance from the underground car park.
3. At the main entrance, staff are instructed to maintain social distancing if waiting to enter. Staff should then access their floor via the stairs, ensuring social distancing spacing when following someone on the stairs and not crossing anyone on the stairs coming in the opposite direction.
4. Staff who are unable to use the stairs can use the lift – see below for guidance on lift use.
5. Staff should exit the building via the main entrance or via the exit to the underground car park (if they park there).
6. Signage reminds staff and visitors etc. to keep a distance of 2m apart.
7. A convex mirror is placed at the top of the main corridor by the disabled toilet to provide sight along the length of the corridor from Reception to Ops. Staff entering the corridor from either Reception or Ops are instructed to check this mirror to ensure no-one else is in the corridor before they enter it.

| <b>Further Control Measures Required:</b> | <b>Assigned to:</b> | <b>Due Date:</b> |
|---|---------------------|------------------|
|   |                     |                  |
|   |                     |                  |



**Hazard:** Passenger lift. The enclosed space within the lift creates a risk of potential contamination through coughing and sneezing and contact with internal surfaces and controls.

**Existing Control Measures:**

1. The lift is subject to an increased level of regular routine cleaning and sanitising by the Landlords' contract cleaning staff, who have been fully briefed and instructed by their own managers and the Landlords.
2. Lifts should only be used if it is not possible to use the stairs and then only by one person at a time.
3. Staff should avoid using a finger tip to press buttons; instead they should use the back of the knuckle to select the appropriate floor and to wash their hands as soon as possible after using the lift.

**Further Control Measures Required:**

Assigned to:

Due Date:

**Hazard:** Food and drink preparation areas. The potential risk or transfer of virus through cross contamination.

**Existing Control Measures:**

1. Only one member of staff is allowed in the first floor kitchen areas at any one time. A maximum of 4 staff are allowed in the second floor kitchen at the same time, providing they strictly adhere to the 2m social distancing rule. Staff are instructed to ensure that good hygiene standards are maintained at all times.
2. All DLPS fridges, microwaves, dishwashers, crockery and cutlery are not to be used. Staff are instructed to bring in their own refreshments (e.g. water in a bottle, hot drink ingredients.) and their own food (in a cool bag if required) and keep these on their desks/in their bags.
3. DLPS will not be providing tea, coffee, sugar or milk, due to the risk of cross contamination by touching the containers.
4. Staff may use the kettle and water machine for hot and cold water.
5. Staff are instructed to wash their hands thoroughly before using the kettle and water machine.
6. Staff are instructed to prepare drinks for themselves only.
7. Staff are instructed to ensure that when drips or spills of food or liquids occur, they clean the work surfaces and leave them in a clean and sanitised condition.
8. Staff are instructed not to touch any food that is not their own, and also not to touch waste bins or other receptacles as they may contain contaminated products, food or tissues.

9. Peddle bins are provided in the kitchen areas to avoid touching the lids with hands.

10. No tea towels are being provided. Paper towels are available.

**Further Control Measures Required:**

Assigned to:

Due Date:

**Hazard:** Office Areas. Direct contact with potentially contaminated workstations, IT or telephony equipment may cause adverse Covid-19 health effects.

**Existing Control Measures:**

1. The contract cleaning services have been increased in all DLPS offices. All work surfaces, including desks, IT equipment and chairs (i.e. chair arms and back of chairs), are being hygienically cleaned in the morning and to a higher specification, and all Government advised 'Touch Point' areas are also being cleaned in the morning.

2. Staff are instructed to clean their desks, IT equipment and chairs before starting work and periodically throughout the day. Anti-bacterial spray and anti-bacterial wipes are provided for this purpose.

3. Staff are required to report anything contaminated or spilt that requires cleaning.

4. Staff must use the hand sanitising gel located at the Hygiene Stations at the entrance to each of the office areas when entering the room. Hand sanitising gel is also available within the offices.

5. Hygiene Stations are provided at the entrance to each of the 3 office areas to provide: forehead thermometers (and instructions on how to use it), disinfectant wipes, face masks (and instructions on how to use them), hand sanitising gel, paper towels and bins for disposal of used items.

6. Staff are instructed to wash their hands as often as possible for at least 20 secs (or for the length of time it takes to sing 'Happy Birthday' twice) and, essentially, after using the toilet.

7. Staff are instructed to check their temperature on entering the office at the start of their shift/day. Additional checks can be made whenever a member of staff wishes to do so.

8. All desks have been assessed to take into account the 2m rule or 1m+ rule where 2m is not possible, with risk mitigation including but not limited to additional hygiene measures and side to side/back to back working (no face to face working). Desks not to be used have a notice on them.

9. Staff are required to ensure that coats, scarfs and other outdoor items are stored separately to avoid contact with other people's personal items. Additional coat hanging facilities have been provided for this purpose.

10. Social distancing of 2m when moving around the offices must be maintained, and a one way system for traffic around the Ops office has been established and clearly marked.

| Further Control Measures Required: | Assigned to: | Due Date: |
|------------------------------------|--------------|-----------|
|                                    |              |           |
|                                    |              |           |
|                                    |              |           |

**Hazard:** Workstations, IT and telephony equipment. Direct contact with potentially contaminated workstations, IT or telephony equipment may cause adverse Covid-19 health effects.

**Existing Control Measures:**

1. Staff are instructed to ensure that their desk, chairs, workstations and IT equipment, such as keyboards, screens, phones and headsets are cleaned and sanitised on a regular basis throughout the working day. Suitable wipes and cleaners have been provided.
2. Staff are instructed that they should not use each other's IT equipment to prevent accidental cross contamination.
3. Staff are instructed not to share phones, head sets and personal mobile phones with others to prevent accidental cross contamination.
4. IT and telephony equipment is cleaned at the start of each working day by the contracted cleaning staff.

| Further Control Measures Required: | Assigned to: | Due Date: |
|------------------------------------|--------------|-----------|
|                                    |              |           |
|                                    |              |           |
|                                    |              |           |



**Hazard:** Communal facilities, entrance, toilets, stairs etc. Risk of cross contamination from equipment and surfaces etc. that may have been touched or otherwise contaminated by Covid-19 and create a risk to health.

**Existing Control Measures:**

1. The Landlords' contract cleaning services have been increased in communal areas shared with the other tenants (e.g. toilets).
2. Suitable disinfectant cleaning products are used by the contracted cleaning staff.
3. Notices: there are notices to instruct staff/visitors to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.

|  |              |           |
|--|--------------|-----------|
| 4. Staff are required to report anything contaminated or spilt that requires cleaning. |              |           |
| <b>Further Control Measures Required:</b>  | Assigned to: | Due Date: |
|  |              |           |
|  |              |           |
|  |              |           |



**Hazard:** Waste ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).

**Existing Control Measures:**

1. Waste bins are provided in employee desk areas and peddle waste bins are provided within kitchen areas.
2. Staff are instructed not to put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.
3. Staff are instructed that disposable tissues should be used when coughing or sneezing and put directly into a waste bin, preferably bagged, or pocketed and taken home.
4. All waste bins and receptacles are carefully and safely emptied daily by the contracted cleaning staff.
5. Staff are required to have consideration for contracted cleaning staff with regards to discarded tissues, food, etc. to prevent cleaning staff being accidentally contaminated.

|   |              |           |
|---|--------------|-----------|
| <b>Further Control Measures Required:</b> | Assigned to: | Due Date: |
|   |              |           |
|   |              |           |
|   |              |           |



**Hazard:** Meeting rooms and the potential risk of transfer of virus due to close contact with other persons.

**Existing Control Measures:**

1. All the meeting rooms are closed except for the Boardroom. A notice has been placed outside the Boardroom allowing a meeting of no more than 6 people at any one time and that the 2m social distancing should be maintained where possible. This includes meetings with staff, clients or other visitors.

2. Staff are instructed that meetings the Boardroom or other enclosed spaces should only be undertaken when absolutely essential for business needs and kept as short as possible.

3. Staff are instructed to avoid physical contact with clients and visitors, such as handshakes, hugs, etc. and to give a polite explanation of this policy if required.

| Further Control Measures Required: | Assigned to: | Due Date: |
|------------------------------------|--------------|-----------|
|                                    |              |           |
|                                    |              |           |
|                                    |              |           |

**Hazard:** Close contact with staff working on the premises may be a risk of exposure to other members of staff or visitors who are carrying coronavirus, knowingly or unknowingly.

**Control Measures:**

1. Staff are instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and to follow the 2m rule.

2. Physical contact, such as handshakes, hugs etc. is to be avoided.

3. Staff are required to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans and or ventilation systems to avoid the spread of the virus. Where possible the use of such systems will be avoided and windows opened instead.

| Further Control Measures Required: | Assigned to: | Due Date: |
|------------------------------------|--------------|-----------|
|                                    |              |           |
|                                    |              |           |
|                                    |              |           |

**Hazard:** Mobile Workers. Contact with customers or clients and risk of infection being passed from contacts or with contaminated premises and equipment: risk of the spread of infection from vehicles and during travel: risk of food and drink and the potential for cross-infection at client premises and take away outlets.

**Existing Control Measures:**

1. Staff are instructed to maintain the advised 2m social distancing rule from contacts at all times. If entry to premises is required they are instructed to ask whether anyone there has been diagnosed with Covid-19 or has been required to self-isolate, and to confirm what additional safety measures have been taken as a result.



2. Staff are instructed to avoid contacts who are coughing, show signs of difficulty in breathing or sweating/fever. If this occurs they are empowered to leave the premises.
3. Staff are instructed to clean their hands frequently, using hand sanitiser or to wash their hands with soap and water for at least 20 seconds.
4. Staff are instructed not to touch their eyes, nose or mouth if their hands are not clean.
5. Staff are instructed that physical contact with clients, such as handshakes, hugs, etc. are not to be undertaken.
6. Staff are instructed to politely refrain from consuming beverages and food products that are offered by clients, due to the risks associated with cross contamination.
7. Staff are encouraged to prepare food and drink at home and carry it with them through the working day so that they can take rest breaks from driving and at meal times but avoid the need to visit take away outlets or accept food from clients, with the potential exposure to infection.
8. Where personal protective equipment is offered for use by a customer or client (e.g. face masks), it must be politely declined and only the equipment we have provided is to be used.
9. Staff are instructed not to use customer or client computers, accessories and telephones during any site visit.
10. Staff are instructed to refrain from sharing their work mobile phone with other people. If they use personal phones they are advised to follow this rule.
11. Staff are instructed to ensure that all IT equipment and mobile phones, that may be used on client or customer premises, are cleaned/disinfected on a regular basis using cleaning wipes and sanitisers.
12. Public transport will only be used where absolutely essential. Staff are instructed to avoid contact with surfaces, and to maintain social distancing and hand washing regime as per Government guidance. Currently all public transport users are required to wear face masks. Staff may use DLPS face masks for this purpose whilst on Company business. Staff may also use DLPS provided blue gloves if they wish to do so.
13. Staff who use their own vehicles have been instructed to ensure that surfaces and controls are routinely sanitised.
14. Where company vehicles are used they will be restricted to a single driver and will not be shared. No passengers are to be carried in any vehicle being used for business purposes. If a second employee is required for any part of the work activity, they will travel separately

| Further Control Measures Required: | Assigned to: | Due Date: |
|------------------------------------|--------------|-----------|
|                                    |              |           |
|                                    |              |           |



**Hazard:** Vulnerable employees. Vulnerable employees with existing health conditions, or who are pregnant, who contract Covid-19, may have a significantly increased adverse affect on their health and wellbeing.

**Existing Control Measures:**

1. In accordance with Government policy staff who are in the vulnerable and high risk categories are required to self-isolate at home. They are either working from home or are furloughed.

2. Staff with family members in the at risk categories have been instructed to inform their management team. Decisions on home working or furlough in accordance with Government policy are taken on a case by case basis.

| <b>Further Control Measures Required:</b> | Assigned to: | Due Date: |
|---|--------------|-----------|
|   |              |           |
|   |              |           |
|   |              |           |

**Hazard:** Staff who are displaying the symptoms of Covid-19 or who have been diagnosed as having Covid-19. Potential risk to themselves and of transfer of virus to other people.

**Existing Control Measures:**

1. Hygiene Stations are provided at the entrances to the DLPS offices. These include a forehead thermometer and instructions on its use. Anyone displaying a temperature of 38°C or above must ensure their line manager is informed by telling the nearest person to them, and are then go to the Acropolis Meeting Room, which is reserved as a First Aid Room. They should sit at the back of the room by the window.

2. The line manager should then inform a First Aider or other person (e.g. HR Manager), who should go to the room wearing a face mask and gloves and – without entering – ask the employee to take their temperature twice more over a period of 30 minutes.

3. The same procedure will apply if other Covid-19 symptoms appear – such as a new continuous cough.

4. If the temperature remains 38°C or above, or other symptoms persist, the employee should leave the building and go home to self-isolate. The First Aider or other suitable person will assist in making arrangements for this and will provide suitable PPE for the journey.

5. If a member of staff, who has been working in the office, is diagnosed as having Covid-19 by their GP or via NHS 111, appropriate action in accordance with the Government’s Test and Trace Guidance will be followed.

| <b>Further Control Measures Required:</b>  | Assigned to: | Due Date:  |
|--|--------------|------------|
| 1. Additional staff required to act as First Aiders to cover each shift due to possible non-availability of current First Aiders due to WFH etc. | Tina Ashby   | Mid-Oct 20 |
| 2. Training to be provided to all First Aiders.  | Tina Ashby   | Mid-Oct 20 |

**Hazard:** Fire evacuation procedures. Planned fire evacuation drills creating a situation where social distancing would be difficult to maintain.

**Existing Control Measures:**

1. At this time, planned fire evacuation drills have been suspended in order to avoid deliberately creating a situation where social distancing would be difficult to maintain.
2. If a real fire evacuation were to occur, then the preservation of life would take precedence because coming to harm due to fire would present a greater immediate risk than contracting Covid-19.
3. During a real fire evacuation, staff should use the nearest fire exit to avoid the unnecessary risk of crowding in one area, such as the main central staircase.
4. During a real fire evacuation, staff are instructed to move away from the building rather than going to the assembly point. Only Fire Wardens should go to the assembly point so that they can be informed when it is safe to return to the building.

**Further Control Measures Required:**

Assigned to:

Due Date:

1. Additional staff required to act as Fire Wardens to cover each shift due to possible non-availability of current Fire Wardens due to WFH etc.

Tina Ashby

Mid-Oct 20

2. Training to be provided to all Fire Wardens.

Tina Ashby

Mid-Oct 20

**Hazard:** Smoking shelters. Inhalation of second hand tobacco smoke and or vapours from e-cigarettes may result in adverse coronavirus health effects.

**Existing Control Measures:**

1. Smoking tobacco or e-cigarettes is not permitted within Friars House or outside within 50m (to ensure consideration for our neighbouring businesses and pedestrians).
2. Staff are advised to avoid inhaling second hand tobacco smoke and vapour emitted from cigarettes and e-cigarettes from other persons. Although there is no evidence of transmission, this is a precautionary measure.

**Further Control Measures Required:**

Assigned to:

Due Date:

|  |  |                     |                  |
|--|--|---------------------|------------------|
| <b>Hazard:</b> Deliveries. Risk of infection from contact with couriers and the items they are delivering.   |  |                     |                  |
| <b>Existing Control Measures:</b>  |  |                     |                  |
| 1. No unnecessary deliveries are permitted. This includes private deliveries (e.g. Amazon), unless related to medical/health requirements.                     |  |                     |                  |
| 2. Where deliveries are accepted, they should be left in Reception or the Post Room by the courier. Whoever receives the delivery should notify the recipient. |  |                     |                  |
| 3. Hands must be washed or sanitised after any handling of deliveries and packaging.   |  |                     |                  |
|  |  |                     |                  |
|  |  |                     |                  |
|  |  |                     |                  |
|  |  |                     |                  |
|  |  |                     |                  |
| <b>Hazard:</b>   |  |                     |                  |
| <b>Existing Control Measures:</b>  |  |                     |                  |
|  |  |                     |                  |
|  |  |                     |                  |
|  |  |                     |                  |
| <b>Further Control Measures Required:</b>  |  | <b>Assigned to:</b> | <b>Due Date:</b> |
|  |  |                     |                  |
|  |  |                     |                  |
|  |  |                     |                  |
|  |  |                     |                  |