



## COVID-19 SECURE RISK ASSESSMENT

December 2020

Version 2.2

## Relevant Guidance

Relevant Guidance	Reference
Government Guidance - Working Safely during COVID-19 in offices and contact centres	<ul style="list-style-type: none"> <li>• <a href="https://assets.publishing.service.gov.uk/media/5eb97e7686650c278d4496ea/working-safely-during-covid-19-offices-contact-centres-200812.pdf">https://assets.publishing.service.gov.uk/media/5eb97e7686650c278d4496ea/working-safely-during-covid-19-offices-contact-centres-200812.pdf</a></li> </ul>
Government Guidance - Face coverings	<ul style="list-style-type: none"> <li>• <a href="https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own">https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own</a></li> </ul>
Health and Safety Executive - First Aid	<ul style="list-style-type: none"> <li>• <a href="https://www.hse.gov.uk/coronavirus/first-aid-and-medicals/first-aid-certificate-coronavirus.htm">https://www.hse.gov.uk/coronavirus/first-aid-and-medicals/first-aid-certificate-coronavirus.htm</a></li> </ul>
Health and Safety Executive - Talking to your workers	<ul style="list-style-type: none"> <li>• <a href="https://www.hse.gov.uk/news/assets/docs/talking-with-your-workers.pdf">https://www.hse.gov.uk/news/assets/docs/talking-with-your-workers.pdf</a></li> </ul>
Government Guidance – Local COVID alert levels	<ul style="list-style-type: none"> <li>• <a href="https://www.gov.uk/guidance/local-covid-alert-levels-what-you-need-to-know">https://www.gov.uk/guidance/local-covid-alert-levels-what-you-need-to-know</a></li> </ul>
Government Guidance – Stay at Home Guidance	<ul style="list-style-type: none"> <li>• <a href="https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection">https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection</a></li> </ul>

## Definition of Residual Risk

Residual Risk	Definition
Low	<ul style="list-style-type: none"> <li>• Infection risk similar to normal low-contact activity, such as receiving shopping at home.</li> </ul>
Medium	<ul style="list-style-type: none"> <li>• Infection risk similar to normal day-to-day outdoors activity, such as shopping, dining or visiting friends.</li> </ul>
High	<ul style="list-style-type: none"> <li>• Infection risk elevated, indicating that the activity should be avoided unless that is not possible and if not, kept as short as possible.</li> </ul>

Point	Identified Risk	Risk Mitigation Measure	Residual Risk
1	Social Finance staff bringing virus into our office	<ul style="list-style-type: none"> <li>Any staff member feeling unwell in any way should not attend the office under any circumstances.</li> <li>Any staff member experiencing COVID-19 symptoms (loss of taste/smell, fever, new continuous cough) should immediately follow Government recommendations and advise HR and their line manager. This includes being tested for COVID-19 as soon as possible.</li> <li>The other risk mitigation measures to help prevent staff bringing the virus into the Social Finance office are detailed throughout this risk assessment.</li> </ul>	Medium
2	Increased risk of transmission whilst travelling on public transport to reach the office	<ul style="list-style-type: none"> <li>Avoid public transport wherever possible; walk or cycle instead.</li> <li>If using public transport is unavoidable:               <ul style="list-style-type: none"> <li>MANDATORY use of appropriate face coverings, as per regulations.</li> <li>observe current distancing regulations.</li> <li>practise dynamic risk assessment: where safety is compromised, leave the area or location.</li> </ul> </li> <li>Use hand sanitiser until there is access to a sink to wash hands.</li> <li>Wash hands with soap and water in line with current guidance on arrival at the office.</li> </ul>	High
3	Close contact in lifts	<ul style="list-style-type: none"> <li>Avoid lifts if possible and use stairs.</li> <li>Use stairs to exit the building.</li> <li>If lift use is unavoidable               <ul style="list-style-type: none"> <li>hand sanitiser should be used before and after using lifts.</li> <li>recommended use of face coverings until you reach your desk, including when using lifts.</li> <li>consider number of people in lift and waiting for the next lift to avoid close contact with others.</li> </ul> </li> </ul>	Medium
4	Crowded lift lobbies on ground and 9th floors	<ul style="list-style-type: none"> <li>A face covering should be worn in all areas of the building including the Social Finance office unless seated at an allocated desk as per government guidance found <a href="#">here</a>. If using the Manor Gym facilities, their COVID-Secure guidance (including around face coverings) takes precedence on their premises only.</li> <li>Mandatory observance of current social distancing rules.</li> <li>Practise dynamic risk assessment: where safety is compromised, leave the area or location.</li> </ul>	Medium
5	Touching door handles, lift buttons, door touch plates etc	<ul style="list-style-type: none"> <li>Increased cleaning schedule implemented by TOG on high traffic touchpoints.</li> <li>If possible, use an implement such as a key or other suitable item to select buttons on lifts, and avoid touching handles, doorplates and other high-use touchpoints directly with hands. A contactless door opening tool has been provided to all office staff for this purpose.</li> <li>Wash hands after contact with touchpoints and on arrival at the Social Finance office area. Do not touch any part of your face before doing this.</li> </ul>	Low

Point	Identified Risk	Risk Mitigation Measure	Residual Risk
6	Challenge to social distancing during an emergency evacuation	<ul style="list-style-type: none"> <li>A face covering should be worn during any evacuation as long as doing so would not delay or impede your exit from the building.</li> <li>If you are supporting someone with additional needs during an evacuation you should pay close attention to hygiene procedures afterwards.</li> <li>TOG have implemented a dispersal order in the event of an evacuation.</li> </ul>	High
7	Close contact in the Social Finance office	<ul style="list-style-type: none"> <li>Capacity restricted to 24 people per day to meet social distancing requirements through desk spacing, and staggered arrival and departure times if the projected occupancy of Social Finance office exceeds 15 and cannot be managed by normal distribution of arrival times.</li> <li>Allocation of designated pre-booked desks which is the only desk the individual should use.</li> <li>Desk plan in use to ensure no hot desking and 2 metre distance between occupied desks.</li> <li>2 metre distancing marked out in all areas of the office.</li> </ul>	Low
8	Close contact in communal areas outside of the Social Finance office	<ul style="list-style-type: none"> <li>A face covering should be worn in all areas of the building including the Social Finance office unless seated at an allocated desk as per government guidance found <a href="#">here</a>. This includes the kitchen and toilet areas. If using the Manor Gym facilities, their COVID-Secure guidance (including around face coverings) takes precedence on their premises only.</li> <li>Maintain 2 metre social distance from others where possible</li> <li>Social Finance staff are not permitted to use any indoor communal seating areas in the Tintagel House building including the shared desk space in the 9<sup>th</sup> floor corridor</li> <li>Minimise movement around the building.</li> </ul>	Medium
9	Risk of transmission through desks and communal surfaces	<ul style="list-style-type: none"> <li>Desks and surfaces will be professionally cleaned every working day.</li> <li>Suitable cleaning products with paper towels are widely available for staff to wipe down surfaces during the day.</li> <li>Office Manager will assure daily completion of the office cleaning.</li> </ul>	Low
10	Passing on virus through sharing of personal items	<ul style="list-style-type: none"> <li>All staff must only use their own items and keep them separate and away from others. This includes stationery items, personal cutlery and crockery, food, and clothing.</li> <li>All staff have been issued their own individual laptop which they should use in the office.</li> </ul>	Low
11	Social distancing compromised by proximity required to deliver First Aid	<ul style="list-style-type: none"> <li>If an SF first aider is unavailable at any time, a TOG first aider will be on site at all times.</li> <li>Anyone delivering first aid to wear a face shield, gloves and an apron.</li> <li>Try to assist from a safe distance and minimise time you are sharing breathing zone.</li> <li>If they are capable, direct patient to do things for you.</li> <li>If required, only deliver CPR via chest compressions or defibrillator (no rescue breaths).</li> <li>After providing first aid, particular attention should be given to hygiene measures.</li> </ul>	Medium

Point	Identified Risk	Risk Mitigation Measure	Residual Risk
12	Challenge to social distancing and effective hygiene management in Kitchen and associated equipment shared with other tenants	<ul style="list-style-type: none"> <li>• Social Finance staff are not permitted to use the kitchen, other than to access the water tap. An insulated bottle has been provided to all staff who are returning at this point.</li> <li>• Individually wrapped sachets of coffee, tea, milk and sugar have been provided in the Social Finance office to minimise unnecessary contact in the kitchen area.</li> <li>• Hand sanitiser is to be used prior to using the water tap and is readily available.</li> <li>• Staff are to bring in their own food and drink that does not require refrigeration in order to avoid using the kitchen; a microwave is being provided to heat food and a fridge provided for milk storage.</li> <li>• Sharing of any cutlery and crockery is prohibited.</li> </ul>	Medium
13	Close contact and increased exposure to other people during lunch or socialising with other staff	<ul style="list-style-type: none"> <li>• Restrict number of people you have lunch with - ideally only one other, and this must only be in an outdoor setting.</li> <li>• Maintain social distancing at all times and avoid crowded areas as much as possible.</li> <li>• If leaving the office, follow government guidance on meeting socially. Currently this means a maximum of six people outside only.</li> </ul>	Medium
14	Lack of ventilation in phone booths	<ul style="list-style-type: none"> <li>• Social Finance staff are not permitted to use the phone booths.</li> </ul>	Low
15	Increased risk of virus transmission in meeting rooms due to close proximity to other staff	<ul style="list-style-type: none"> <li>• Use of meeting rooms (Social Finance or Tintagel House) should be restricted with remote meetings remaining the preference.</li> <li>• Staff should consider whether they could meet outdoors instead if weather permits.</li> <li>• The small meeting room is not in use.</li> <li>• The large meeting room has a strict limit of 4 people.</li> <li>• The windows and door must be open at all times when the meeting room is not in use.</li> <li>• During meetings windows should either be open throughout (preferred) or opened periodically to allow a fresh supply of air into the room.</li> <li>• The air-conditioning should be on or set to filter the air if possible.</li> <li>• To allow time for cleaning and airing of the room between meetings, a period of time commensurate to the length of meeting will be booked out by an administrator during which the meeting room cannot be used.</li> <li>• Clear signage on the door and in the room explaining how to minimise risk when using the room.</li> <li>• All staff are responsible for the cleaning of the meeting room after use.</li> </ul>	Medium
16	Risk of transmission of virus through poor air circulation and inadequate ventilation	<ul style="list-style-type: none"> <li>• Refer to the TOG risk assessment relating to increased cleaning and maintenance of the air conditioning system.</li> <li>• All available windows should be kept open to aid circulation of fresh external air.</li> <li>• Air conditioning should be switched on at all times.</li> <li>• All doors should be kept open where possible, taking into account fire safety regulations.</li> <li>• Doors must remain open on vacating a meeting room to allow for ventilation between meetings.</li> </ul>	Low

Point	Identified Risk	Risk Mitigation Measure	Residual Risk
17	Increased use of same touch points when printing and photocopying	<ul style="list-style-type: none"> <li>Hand sanitiser to be used before touching printer.</li> <li>Antibacterial spray will be provided and should be used to wipe down touch points after using printer.</li> </ul>	Low
18	Risk of transmission through deliveries handled by various people	<ul style="list-style-type: none"> <li>No personal deliveries should be sent to Tintagel House.</li> <li>Any post/deliveries will be collected once a day and made available for collection from a socially distanced area.</li> </ul>	Low
19	Challenge with social distancing in toilet areas	<ul style="list-style-type: none"> <li>A face covering should be worn in all areas of the building including the Social Finance office unless seated at an allocated desk as per government guidance found <a href="#">here</a>. If using the Manor Gym facilities, their COVID-Secure guidance (including around face coverings) takes precedence on their premises only.</li> <li>Recommended maximum of two people in the toilet area at any one time.</li> <li>Do not queue within toilet area.</li> </ul>	Medium
20	Increased risk of exposure to infection through use of showers	<ul style="list-style-type: none"> <li>Refer to TOG Risk Assessment which covers this subject and will take precedence on these points. This can be found <a href="#">here</a>.</li> <li>Increased cleaning schedule implemented by TOG, although cleaning between each use is unlikely.</li> <li>Practise dynamic risk assessment: where safety is compromised, leave the area or location.</li> </ul>	High
21	Exposure to larger pool of people in Café, Bar and Gym areas	<ul style="list-style-type: none"> <li>Refer to TOG Risk Assessment which covers this subject and will take precedence on these points.</li> </ul>	Medium
22	Visitors attending site for meetings bringing in virus unknowingly	<ul style="list-style-type: none"> <li>All non-staff visitors to Social Finance's office are prohibited at this time. This may be revisited in future phases or as Government advice is updated.</li> </ul>	Low
23	Increased risk for vulnerable workers	<ul style="list-style-type: none"> <li>In line with current Government guidance (<a href="#">updated for Tier 2 areas</a> and <a href="#">Tier 3 Areas</a>), staff are currently being asked to work from home if they can.</li> <li>No member of staff will be required to attend the office at this time.</li> <li>Social Finance will continue to engage with all staff to understand any concerns.</li> </ul>	Low

Point	Identified Risk	Risk Mitigation Measure	Residual Risk
24	Deterioration in general health & wellbeing linked to working in the current operating environment	<ul style="list-style-type: none"> <li>All staff have line managers to discuss any health and wellbeing concerns, supported by HR/COO.</li> <li>All staff have access to Health &amp; Wellbeing Plan, and Manual of Me tools to support their wellbeing.</li> <li>All staff have access to internal Mental Health First Aiders.</li> <li>All staff have access to Mindful Employer Adviceline, providing confidential professional help and support.</li> <li>A wellbeing guide is available on the intranet.</li> </ul>	Medium
25	Risk of transmission between colleagues attending the office	<ul style="list-style-type: none"> <li>An attendance register will be kept for each day for Track and Trace purposes.</li> <li>Staff numbers in the office will be kept as low as possible and in any case below 24.</li> <li>Access to the office will be limited to two days per week only unless in exceptional circumstances.</li> <li>If anyone in the office experiences symptoms and is diagnosed with COVID-19 they should follow the following procedure:               <ul style="list-style-type: none"> <li>Following a positive test, you will be contacted by Test and Trace. Please provide contact details for Social Finance.</li> <li>If you have been in close contact with anyone within the 48 hours before symptoms started, provide names and contact details for these. For Social Finance staff, this can be through HR if you do not have contact details.</li> <li>Please notify Social Finance HR as soon as possible including details of when symptoms first started so we can notify all staff present on that day to look out for symptoms and be tested if required.</li> </ul> </li> </ul>	Medium
26	Risk Assessment becomes out of date	<ul style="list-style-type: none"> <li>Risk assessment will be reviewed weekly with changes documented and new version released where needed.</li> </ul>	Low
27	Use of SF-only microwave and fridge	<ul style="list-style-type: none"> <li>This will be kept in the Social Finance office area for only Social Finance staff to use under strict hygiene guidelines. This will only be for dairy and non-dairy milk to be stored.</li> <li>Hand sanitiser and disinfectant spray will be placed by both appliances.</li> <li>Staff will be required to either wash or sanitise hands prior to, and after use of the appliances, and wipe down any touchpoints with disinfectant spray.</li> <li>Staff to bring own crockery and cutlery to use with the microwave – use of shared crockery and cutlery is strictly prohibited.</li> <li>The office Responsible Person will clean the appliances daily.</li> </ul>	

General Notes	Comments
Risk Assessments	This risk assessment is used in conjunction with that issued by TOG. For the avoidance of doubt, where there are differences in advice between the two, this document takes precedence except where specifically mentioned above.
General Hygiene Measures	<p>Staff should adhere to the following general hygiene measures while on-site:</p> <ul style="list-style-type: none"> <li>- Wash hands on arrival to the site, and at regular intervals throughout the day, for at least 20 seconds each time with soap and water. If this is not practical, hand sanitiser has been placed on each desk and also issued to all office-based staff.</li> <li>- Catch coughs and sneezes in a tissue and dispose of tissue in a bin immediately.</li> <li>- If there is no tissue to hand, cough or sneeze into the elbow instead.</li> <li>- Wash or sanitise hands each time this happens.</li> <li>- Practise dynamic risk assessment: where safety is compromised, leave the area or location.</li> <li>- Disinfectant spray and tissue paper has been provided at each desk for regular sanitising throughout the day.</li> </ul>