

COVID-19 Return to Work Risk Assessment

The following risk assessment looks at the likelihood and impact of a variety of risks that could cause business disruption as identified in the Business Impact Analysis. Risks that could disrupt the key functions and services will be considered.

Health and Safety requirements must not be compromised. Employers have a duty to reduce risk to the lowest reasonably practicable level by taking preventative measures and work with any other employers or contractors sharing the workplace so that every ones health and safety is protected. This risk assessment will be shared with all office based individuals and the results made public. We must comply with the latest Government advice on COVID-19 at all times.

By using the risk matrices below, and the information from the business impact analysis of critical functions, the risk will be scored in terms of likelihood and impact.

Likelihood

Level	Descriptor	Likelihood over 5 years	Likelihood over 5 years
1	Negligible	>0.005%	1 in 20,000 chance
2	Rare	>0.05%	1 in 2,000 chance
3	Unlikely	>0.5%	1 in 200 chance
4	Possible	>5%	1 in 20 chance
5	Probable	>50%	1 in 2 chance

IMPACT		Negligible (1)	Rare (2)	Unlikely (3)	Possible (4)	Probable (5)
	Catastrophic (5)	5	10	15	20	25
	Significant (4)	4	8	12	16	20
	Moderate (3)	3	6	9	12	15
	Minor (2)	2	4	6	8	10
	Insignificant (1)	1	2	3	4	5

Very High
 High
 Medium
 Low

A contingency risk score will also be assigned per the table below:

Priority Rating	Descriptor
1	No risk treatment required currently but subject to ongoing risk assessment and periodic review
2	Limited risk treatment may be required. Monitor adequacy of existing generic emergency planning arrangements
3	Some additional work may be required to render the risk manageable within generic emergency plans
4	Further actions required, this may include preparation of specific emergency plans or integration into existing protocols and training
5	High priority for action and preparation of specific emergency plans. Examine possibility of measures to reduce the overall level of risk.

		Risks with no controls				Risks with controls			
Risk	What key functions / services would be impacted?	L	I	Risk Rating (L*I)	Controls currently in place	L	I	Risk Rating (L*I)	Contingency Risk Score
Psychological wellbeing	Jacobs Employees Visitors Clients Public Sub-contractors Other contractors on site	4	3	12	<p>Regular communication is in place to ensure employees are not ill-informed about returning to work safely.</p> <p>New workplace protocols/controls in place to reduce the risk of exposure to COVID-19 are documented in procedures and policies and communicated to employees through HR and Managers.</p> <p>Managers are aware of how large changes to work arrangements may cause additional work-related stress and affect their employees' mental health and wellbeing.</p> <p>Managers hold regular informal discussions with their team and look for ways to reduce causes of stress.</p> <p>Concerns on workload issues or support are escalated to line Managers.</p> <p>Managers are trained to recognise signs and symptoms that a person is working beyond their capacity to cope and deal sensitively with employees experiencing problems outside of work.</p> <p>Employees who are in vulnerable groups themselves or caring for others are encouraged to contact their line Manager to discuss their support needs.</p> <p>Employees are made aware of supportive mechanisms available to them e.g. Mental Health First Aider, HR etc. through line Managers</p>	2	2	4	3
COVID-19 transmission in the workplace	Jacobs Employees Visitors Clients Public Sub-contractors Other contractors on site	4	5	20	<p>An Inspection checklist has been undertaken to identify the control measures to consider reducing the risk of workplace infections and as a part of a proactive monitoring regime and checking that preventative and protective control measures are implemented in line with current health and safety general duties.</p> <p>Specific Individual Risk Assessments will be undertaken for those who have a self-declared health condition which could increase their risk profile.</p> <p>If job role permits high risk employees will work remotely where possible.</p>	2	2	4	3

				<p>If it is not possible for high risk employees to work remotely higher risk workers are seated where they will have more empty space around them and less populated work areas. Additional PPE is also provided.</p> <p>Some employees are requested to work remotely to facilitate social distancing in the offices.</p> <p>Employees remote working or field based working are encouraged to keep in touch through phone, email etc and Line Managers are advised to contact them a minimum of weekly by phone.</p> <p>Work has been arranged so that employees are able to maintain the government guidance for social distancing based on our industry.</p> <p>Employees are made aware of the impact of COVID-19 on their job and change in working environment.</p> <p>Employees activities are segregated to promote 2m distance where possible and 1+m if not, always in compliance with government guidance.</p> <p>Where social distancing guidelines cannot be followed in full in relation to a particular activity, consideration has been given as to whether that activity needs to continue for the business to operate.</p> <p>The activity time involved is kept as short as possible and the frequency minimised.</p> <p>Further increasing the frequency of hand washing and surface cleaning.</p> <p>The number of people each person has contact with is reduced by fixing teams or partnering so each person works only with a few others. Where shifts are in place and where possible, shifts will be maintained for a longer period so as to limit contact with different employees.</p> <p>Office seating re-configured to accommodate 2m or 1+m safe working distances and to ensure nobody is sitting directly opposite anybody else.</p> <p>Back-to-back or side-to-side working rather than face-to-face is used where possible.</p>				
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				<p>All employees issued with an in-house produced " What to Expect when you return to work" COVID Guidance document explaining social distancing, on site rules for using lifts, work café, common areas etc, in the field guidelines.</p> <p>Employees are educated on preventative care.</p> <p>Regulated use of high traffic areas such as corridors, lifts and walkways to maintain social distancing.</p> <p>Split walkways implemented with visual aids such as floor strips and signage used for maintaining 2m social distancing.</p> <p>Reduced capacity for lifts to 1 person at a time, the use of stairs encouraged.</p> <p>Signage placed in meeting rooms to advise of individual meeting room rules such as social distancing, seating configuration and opening windows.</p> <p>Posters are displayed that encourage staying home when sick, cough and sneeze etiquette.</p> <p>Alcohol hand gel has been placed at the entrances to the workplace and in other areas where they will be seen, especially by doors.</p> <p>Anti-bacterial wipes are also provided in the workplace and adequate supplies are maintained.</p> <p>Face masks available to those who choose to wear them.</p> <p>Hygiene guidance is given such as avoiding touching eyes, nose, mouth and unwashed hands, cover your cough or sneeze with a tissue and throw it away in a bin and wash your hands.</p> <p>Staff are encouraged to maintain good personal hygiene as detailed in our employee handbook.</p> <p>Employees have been instructed to clean their hands frequently, to wash their hands with soap and water for at least 20 seconds followed by the use of alcohol based hand sanitiser.</p>				
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				<p>Employees are encouraged to bring their own provisions for lunch to reduce the usage of shared amenities.</p> <p>The work café and break out area seating has been reduced to enable employees to maintain social distancing which should also be maintained whilst using shared amenities.</p> <p>Shared amenities must be wiped down with anti-bacterial wipes and disinfectant spray provided before and after use for example microwaves, hot taps, fridge doors, printers.</p> <p>Social gathering amongst employees is discouraged whilst at work.</p> <p>Reduced movement by discouraging non-essential trips within buildings for example, encouraged use of email or telephones where permitted.</p> <p>Reduced task rotation and equipment rotation.</p> <p>Employees instructed to store personal items in lockers and those without lockers to be assigned one.</p> <p>Workstations are not shared.</p> <p>Employees should not wear ties or scarves due to the risk of transmitting the virus when working in close proximity to colleagues.</p> <p>Reduced number of people in attendance at inductions or training maintaining social distancing with windows kept open where possible to assist with ventilation.</p> <p>All non-essential meetings have been changed to digital consultations with essential face-to-face meetings following government social distancing guidelines in well ventilated rooms.</p> <p>Client Managers will undertake client meetings via Skype, Facetime or Teams until it is safe to reconvene meetings at client offices. If a Client wishes to have a face to face meeting the Client Manager will maintain safe 1m+ distancing and use hand sanitiser before and after meeting. They will also use disinfectant spray and antibacterial wipes to wipe down any equipment or folders etc before placing them back into their vehicle.</p>				
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					<p>Employees discouraged from hand shaking and general close personal greetings.</p> <p>Where PPE is already utilised this is continued to do so. Support is provided to workers in using face coverings safely if they choose to wear one, This includes:</p> <ul style="list-style-type: none"> • Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it. • When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands. • Change your face covering if it becomes damp or if you've touched it. • Continue to wash your hands regularly. • Change and wash your face covering daily. • If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste. • Practise social distancing wherever possible. <p>The government's publications are monitored regularly for the latest details on guidance and advice.</p>				
COVID-19 transmission in the workplace	Jacobs Field Agents	4	5	20	<p>All Agents to undertake the "CIVEA COVID Safety" EA training video before they return to work.</p> <p>All Agents to follow and work according to the "CIVEA COVID Safety" training video and guidance.</p> <p>All Agents to undertake refresher Vulnerability Training so fully versed in dealing with COVID in the community and in accordance with individual client guidelines.</p> <p>All Agents to follow the guidance given in the training video regarding the use of PPE and how to remove and dispose of it safely.</p> <p>All Agents will be provided with following PPE:</p> <ul style="list-style-type: none"> - antibacterial wipes - disinfectant cleaning spray - hand sanitizer - face masks - nitrile gloves - bin liners 	2	2	4	3

					<p>Vulnerable Agents to be provided with visors, if desirable, as well as face masks for increased self- protection.</p> <p>Extremely vulnerable and some vulnerable Agents to cease undertaking any Trainer activities.</p> <p>Agents are not to enter residential premises under any circumstances.</p> <p>Agents must ensure they cease action where a debtor advises they have COVID-19 symptoms.</p> <p>Compulsory hand sanitising before entering vehicle and upon leaving vehicle on each visit.</p> <p>Compulsory wearing of nitrile gloves and face mask when leaving vehicle and walking to visit premises.</p> <p>Compulsory use of antibacterial wipes and disinfectant spray for cleaning vehicle each morning and evening.</p> <p>All used PPE to be disposed of in bin liner in vehicle which is to be discarded each night and a fresh one used each day.</p> <p>Agents instructed to communicate with each other by phone and only when necessary meeting in person and maintaining a safe 1m+ distance.</p> <p>Agents told to remain in self-isolation if showing symptoms as per government guidance.</p> <p>Agents encouraged to bring their own lunches and snacks to reduce the need to visit public amenities.</p> <p>Agents to use disinfectant spray and antibacterial wipes to wipe down any equipment/folders etc before placing them back in their vehicle.</p>				
Increase risk to Employees undergoing 1:1 training	Jacobs Contact Centre Agents & Field Agents	5	5	25	Start dates are staggered for new starters so that the correct social distancing can be maintained within the Contact Centre Training Office during initial induction and training.	2	2	4	3

					<p>Workstations have been set up so that employees can sit 1m+ apart and Trainers and their Trainees can view the same screen using Team Viewer.</p> <p>Remote listening has been set up so Trainer and Trainee can listen to the same calls and also communicate with each other through separate headphones therefore maintaining safe social distancing.</p> <p>Where any system training is required this will be done via Team Viewer so that social distancing can be maintained.</p> <p>Field Agents Trainees and Trainers must wear a face mask when travelling in the vehicle together and a visor for increased protection is optional.</p> <p>Field Agents Trainees and Trainers are encouraged to carry out discussion training outside of the vehicle maintaining social distancing but being mindful of GDPR and data protection.</p> <p>When Trainees visit the office they will be at workstations where employees can sit 1m+ apart and Trainers and their Trainees can view the same screen using Team Viewer.</p> <p>Trainees and Trainers also have remote listening through separate headphones where they can listen to the same calls whilst maintaining social distancing.</p>				
Travelling to work	Jacobs Employees Visitors Sub-contractors Other contractors on site	2	5	10	<p>Workers advised to avoid public transport where possible and to use alternatives, cycling, walking etc</p> <p>Parking has not been restricted but employees advised to ensure social distancing is maintained when entering and exiting parked vehicle. This will regularly be reviewed.</p> <p>Sub-contractors have designated parking spaces available away from employees spaces.</p>	1	3	3	3
Driving at work	Jacobs Field Agents & Client Managers	2	5	10	<p>The number of people travelling together in one vehicle is minimised, using fixed travelling partners, increasing ventilation when possible and avoiding sitting face-to-face.</p> <p>Where any vehicles are swapped i.e. for services, new vehicle deliveries, employees will first ensure vehicle is thoroughly disinfected.</p>	1	3	3	3

					Where employees are required to stay away from home, overnight accommodation will be checked to ensure it is meeting social distancing guidelines.				
Deliveries and Entry and Exit of building	Jacobs Employees Visitors Sub-contractors Other contractors on site	4	5	20	<p>Staggered entrance and exiting of the building is to be undertaken so to maintain social distancing.</p> <p>Access and exit from the building for visitors will be logged by Senior Admin Officer only or the same alternative designated person in his absence.</p> <p>Access to the offices is restricted to visitors and contractors and their visits will be confined to strictly defined areas, unnecessary movements around the offices will be avoided.</p> <p>Hand sanitisers are available at every entrance, exit, office and on main travel routes.</p> <p>Advisory hand washing signage displayed throughout the offices especially at entrances and exits and where people congregate.</p> <p>Signs displayed will be reviewed and replaced as necessary.</p> <p>Collaborative working conducted with other tenants in number 4 will ensure consistency across common entrance and exit areas including stairs and lifts.</p> <p>Employees instructed not to receive personal deliveries to work to minimise contamination and interaction with third parties outside the office environment.</p> <p>Designated person to receive deliveries and 2 designated people to dispatch items to recipient to reduce contact.</p> <p>Contractors reason to be onsite kept to 'necessary only' to minimise risk and social distancing guidance training carried out with them prior to working on site.</p> <p>Only designated employees to deal with visitors/contractors and to issue visitors questionnaire for completion before allowing access. If access granted then visitor/contractor to follow guidance in questionnaire in order to reduce contact.</p>	2	3	6	3

Cleaning and hygiene measures	Jacobs Employees Visitors Public Clients Sub-contractors Other contractors on site	5	5	25	<p>A deep clean of the offices before the majority of employees return has been performed.</p> <p>All hand contact points will be cleaned on a frequent basis throughout the day including door handles, light switches, furniture, handrails, equipment, desks, phones, flush plates, taps, dispensers, toilets, break out areas, shared amenities</p> <p>Where blinds are used one person per bank of desks is responsible for operating them so as to minimise contamination.</p> <p>Fitted carpets and mats will be hoovered each night and all hard floors disinfected.</p> <p>Employees have been issued with cleaning products i.e. each bank of desks have their own disinfectant spray and anti bac wipes so that they can disinfect their working area each night before they go home and throughout the day.</p> <p>Employees waste bins are lined with a plastic bin liner so that they can be emptied without touching the contents. Cleaners are advised that the emptying of waste bins should be followed by hand washing.</p> <p>Shared equipment has disinfectant spray and anti-bacterial wipes with it so the operator can clean the touch points before and after use.</p> <p>In accordance with safe usage employees have been issued with the COSHH risk assessment due to the increased use of PPE and disinfectant sprays which are normally kept under lock and key. Product Data Sheets are also available upon demand and in the event of an emergency.</p> <p>Cleaners have been issued a PPE (face masks, nitrile gloves, disposable aprons), a new set of cleaning guidelines and daily checklist to ensure that cleaning is carried out in accordance with risk assessed requirements.</p>	2	2	4	2
Inspections	Jacobs Employees Visitors Public Clients Sub-contractors Other contractors on site	3	4	12	<p>HR are responsible for undertaking daily inspection of all offices to ensure signage and floor markings are displayed clearly, hand sanitisers are filled and anti-bacterial wipes and disinfectant spray are available where they should be.</p> <p>Managers have been issued with a "Manager Responsibilities" checklist so they can ensure the control measures are being adopted, with authorisation to challenge any behaviours demonstrated which don't comply with our guidance.</p>	1	2	2	2

Increased risk to Employees and Candidates undertaking recruitment activities	All Employees Public	5	5	25	Until further notice all interviews will be undertaken by video calls i.e. Skype, Teams, Facetime etc so as to remove the risk.	1	1	1	1
Someone entering the workplace with COVID-19	Jacobs Employees Visitors Clients Public Sub-contractors Other contractors on site	4	5	20	<p>Request that companies who regularly attend our premises provide their health and safety policy/arrangements or RAMS (risk assessment and method statement) regarding COVID-19 including 'COVID-19 secure' assurance notice.</p> <p>Work with supply chain to ensure that they're adopting good practices to prevent the spread of COVID-19 to discuss arrangements and control measures.</p> <p>Employees are made aware of COVID-19 symptoms via training and visual aids such as posters in key locations.</p> <p>Anybody visiting site will be informed that they are not to enter if they're experiencing COVID-19 symptoms and will be advised to self-isolate in line with government recommendations. See current guidance for people who have symptoms and those who live with others who have symptoms.</p> <p>Employees will be informed to self-isolate if they have a person living in the same household or if they've been in contact with someone displaying COVID-19 symptoms.</p>	2	3	6	2