

Bournecoast Limited

26 Southbourne Grove, Bournemouth, BH6 3RA

Location: Southbourne Office

Title : Coronavirus Risk Assessment - OFFICE	Date of Assessment : 14/05/2020	Risk Assessor : Veronica Strongman
Risk Assessment Reference : CV RA Office	People involved in making this assessment : Veronica Strongman	
Task/ Process : Risk Assess Office to enable office to open (Coronavirus Pandemic)	People at Risk : Employees, Contractors, Members of the Public	

Hazard : Employed staff Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within government guidelines on essential working could compromise our arrangements and jeopardise the health of others.

Control Measures:

1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated 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. Communication warning posters displayed throughout all premises.
4. Percentage of staff only to return to the offices, allowing for social distancing and reduce risk for contact or spread of virus.
5. Phased return into the office to allow for uninterrupted operations to the business, reduce pressure on office or building services and allow for social distancing.
6. Staggered start and finish work times will be considered or introduced to reduce large gatherings and allow for increased social distancing.
7. Health & Safety communications available to all employees <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>
8. Employees can raise concerns with their line manager

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

Control Measures:

1. Lifts at managed properties are the responsibility of the Management Company to clean and enforce social distancing. Lifts should be subject to an increased level of regular routine cleaning and sanitising by contract cleaning staff who have been fully briefed and instructed by their own managers.
2. Employees are encouraged to use the staircase to get to the floor of the flat they are attending, unless they have mobility problems that negates the use of the stairs.
3. Employees encouraged to avoid using passenger lifts when a large amount of users are present at peak times. Peak times and other times will be controlled on usage on lifts (where applicable) by the building management.
4. Employees instructed to avoid using a finger tip to press buttons; instead to use the back of the knuckle to select the appropriate floor and to wash hands as soon as soon as possible after using a lift.
5. Employees advised to face away from other users and avoid touching surfaces.
6. There are no lifts at the Bournecoast Office.

Hazard : Food & Drink Preparation Areas Potential risk or transfer of virus through cross contamination

Control Measures:

1. Employees instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.
2. Ensure that when spills of food or liquids occur they must ensure that the work surfaces are left in a clean and sanitized condition.
3. Use your own drinking mugs, cups and glasses to prevent cross contamination.
4. Keep your hands out of and not to touch food and waste bins or receptacles as they may contain contaminated products, food or tissues.
5. Wash your hands thoroughly for 20 seconds before and after using these facilities. <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>
6. Leave the microwave oven as it should be left in a clean condition and wiped out after use.
7. Put uneaten food products in a clean, sanitised, sealed wrapper, bag or container, if they are to be stored in the communal refrigerator.
8. Thoroughly wash crockery and cutlery after each use before putting them away.
9. Single use paper tissues rolls are provided within kitchen areas and to be disposed of correctly in waste bins provided. <https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/>
10. Kitchen areas will be marked with signage to allow for social distancing. Only one person in the kitchen at a time.
11. Departments and teams are to implement staggered lunch breaks.
12. Employees to make their own hot or cold drinks during the working day.
13. Employees encouraged to bring in their own prepared food and drink for lunch breaks.
14. Staff requested to wipe down all areas in the kitchen they have touched with antibacterial wipes or spray provided after use.

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

Control Measures:

1. Contract cleaning services have been increased. Toilets and communal areas, along with workspaces, are cleaned more frequently than before and the cleaning routine is to a higher specification.
2. Supplies of soap and sanitising agents are provided and regularly topped-up at all hand washing stations. NHS, Public Health and hand washing advice posters displayed.
3. Employees instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.
4. Employees made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc.) and objects which are visibly contaminated with body fluids must not be touched, but reported to a manager.
5. Employees instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.
6. Employees are required to ensure that coats, scarfs and other outdoor items are stored separately (where applicable) on coat hooks or at their desk avoiding contact with other people's personal items.
7. Staff requested to wipe down all areas they have touched with antibacterial wipes or spray provided after use.

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).

Control Measures:

1. Waste bins are provided at employee desk areas and within kitchen areas.
2. Employees instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.
3. Employees instructed that disposable tissues should be used when coughing and 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 by the contracted cleaning staff.
5. Employees are required to have consideration for contracted cleaning staff with regards to discarded tissues, food, tins etc. to prevent cleaning staff being accidentally contaminated or injured.
6. All bins have bin liners in them so rubbish can be discarded safely.

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

Control Measures:

1. Employees 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.
2. Ensure 2 metre social distancing is maintained in smoking area.

Hazard : Meeting rooms Potential risk or transfer of virus on account of close contact with other persons.

Control Measures:

1. Employees instructed that meetings in enclosed spaces such as conference and meeting rooms should only be undertaken when absolutely essential for business needs and kept as short as possible.
2. Employees using conference and meeting rooms instructed to follow Govt advice and maintain a 2m separation distance.
3. Employees instructed that the same 2m distance rule must be applied to any meetings with clients or visitors or meetings held by video conferencing.
4. Employees told to avoid physical contact with clients and visitors, such as handshakes, hugs, etc; and to give a polite explanation of this policy if required.
5. Meeting room capacity signage will be posted to instruct on maximum capacity for that particular meeting room.
6. Hand sanitiser is provided within the meeting room for use by employees.
7. Employees not to touch, use white boards or white board pens or other stationary and equipment in meeting rooms to reduce risk of cross contamination.
8. Staff requested to wipe down all areas in the meeting room they have touched with antibacterial wipes or spray provided after use.

Hazard : Workstations, IT and telephony equipment Direct contact with potentially cross contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects.

Control Measures:

1. Employees are advised to ensure that their workstations, IT and telephony equipment, such as keyboards, screens, phones and headsets are cleaned and sanitized on a regular basis throughout the working day. Use suitable wipes and cleaners that do not damage equipment.
2. Employees instructed that they should not use each others IT equipment, to prevent accidental cross contamination
3. Telephone equipment is cleaned regularly by the contracted cleaning staff. Individual staff should wipe down their own equipment at the end of each day with suitable wipes that are provided.
4. Employees advised not to share phones, headsets and personal mobile phones with others to prevent accidental cross contamination.
5. Employees are to only sit/work at their allocated workstation and not to hot desk or use other desk locations.
6. Any ICT equipment that is unserviceable to be reported to your line manager or reported via the service desk. No other equipment is to be used from other locations to reduce risk of cross contamination.
7. A communal desk is provided at the front of the office to enable staff to deal with clients who come into the office. This is to prevent clients coming beyond the reception area into the main office at any time. After each use this desk must be wiped down fully with antibacterial wipes provided.
8. No communal stationary is to be used at the communal desk. If stationary such as pens or calculators etc are required, use your own from your desk.
9. Stationary and desk equipment such as pens should not be shared. Please only use your own supply on your desk. Customers/clients will be asked to use their own pens.
10. Use of photocopier will be monitored – no chats around the photocopier – staff to clean immediately after use
11. Use of franking machine must be monitored – no chats around this area – staff requested clean immediately after use. Limited to one person allocated to use where possible.
12. All desks have been rearranged to ensure they are 2 meters apart.

Hazard : Close contact Employees working on the premises may be at risk of exposure to other employees or visitors who are carrying coronavirus, knowingly or unknowingly

Control Measures:

1. Employees instructed to avoid close face-to-face contact or touching others, and follow the 2m social distancing rule.
<https://www.hse.gov.uk/news/social-distancing-coronavirus.htm> <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>
2. Physical contact, such as handshakes, hugs, pat on the back, etc. is to be avoided.
3. Employees are required to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans and or ventilation systems that could spread the virus. Where possible the use of such systems will be avoided.
4. Glass protection screens installed at front of office to protect employees working at reception areas and in certain roles. Only staff are permitted beyond the glass screens into the main office unless it is for essential maintenance work.
5. Directional signage will be in place on common and floor areas to allow for social distancing.
6. One way systems are implemented (where applicable) to allow for free movement allowing social distancing. This will be denoted by signage, posters or hazard tape.
7. Office kitchen areas with only one person at a time using to allow for social distancing. Signage will highlight this control.
8. Contractors to sites will be managed and controlled by management team for essential maintenance only.
9. Visitors to sites are to be limited and if possible video conferencing software to be utilised to reduce face to face contact.
10. Only one household group permitted in reception area at a time. Household groups to be kept as small as possible, ideally only one person where possible.

11. Staff to be reminded on a DAILY BASIS of the importance of social distancing both in the workplace and outside of it via signage and reminders at morning meetings.

12. Management checks to ensure social distancing is adhered to. Office Manager to oversee this

Hazard : Vulnerable employees Vulnerable employees with existing health conditions are at a higher risk of contracting COVID-19, which may have a significant increased adverse affect on their health and wellbeing.

Control Measures:

1. In accordance with Govt guidelines employees who are in the vulnerable and high risk categories are where possible to continue to work from home.

2. Employees with family members in high risk categories have been instructed to inform their management team. Decisions on home working in accordance with Govt.guidelines are taken on a case by case basis.

3. Those employees who fall within the extremely vulnerable category (Shielded) in accordance with Govt are to continue to work from home.

4. Employees who are high risk vulnerable (but not extremely clinically vulnerable) that cannot work from home, then management should offer the option of the safest available on-site role, enabling them to stay 2 meters away from others.

Hazard : Cleaning and hygiene Inadequate cleaning & hygiene standards pose a risk of spreading infection by way of cross-contamination from surfaces contaminated with the coronavirus.

Control Measures:

1. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, passenger lifts, building equipment buttons, switches, etc). Contract cleaning staff resource have been increased in line with the increased cleaning regimes.

2. Suitable disinfectant cleaning products are used by the contracted cleaning staff.

3. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the building.

4. Line management and employees are required to report anything contaminated or spilt that requires cleaning.

5. Full Office deep clean to be carried out before staff return to the office.

6. Specific to High Use Areas (Toilet, Kitchen Area & Around desks) - staff are requested to wipe down these areas regularly with wipes or sprays provided, particularly after each use in communal areas such as the kitchen and toilet, and on and around their desk at the end of each day.

Hazard : Personal hygiene Poor personal hygiene standards pose a risk of passing or contracting the infection.

Control Measures:

1. The importance of good personal hygiene has been explained to all employees.

2. Employees instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds and drying with disposable towels. Also the avoidance of touching eyes, nose or mouth, if their hands are not clean.

3. Employees instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container.

4. Employee instructed that disposable tissues, should be used when coughing and or sneezing. Used tissues to be bagged and put into a bin or pocketed and taken home for safe disposal.

5. Free standing hand sanitizers will be in place at access points.
6. As the alcohol based hand sanitizer falls under a COSHH item. Employees who use this to disinfect their hands are not to touch their face until the sanitizer dries out due to irritation risk if it goes into eyes.
7. If alcohol gel comes into contact with eyes then employees are to (remove glasses or contact lenses if worn) and rinse eyes with water for several minutes, then seek first aid assistance.
8. If eye irritation persists then employees to seek medical advice or assistance.
9. Employees with a diagnosed skin condition are advised not to use the alcohol hand sanitizer as this may exacerbate their condition, but to use soap and water for 20 seconds.
10. Employees to avoid inhaling the vapours from the alcohol hand sanitizer as this may cause dizziness or drowsiness.
11. Alcohol gel hand sanitizer spillages are to be cleaned up immediately with water and area dried off.
12. Wearing of Gloves Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.
13. Staff to be reminded that wearing of gloves is not a substitute for good hand washing. Gloves MUST be worn when conducting valuations, viewings, check-ins, check-outs and all other business conducted outside the office. Gloves to be supplied.
14. To minimise the risk of transmission of COVID-19 the Government has stated that they do not want to deplete resources, and therefore recommend "Face Covering" rather than just masks. Reference <https://www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm>
15. Face covering MUST be worn when conducting valuations, viewings, check-ins, check-outs and all other business conducted outside the office.

Hazard : Cold / Infections There is a risk that any cold and or infection could be consistent with COVID-19 symptoms and there is a risk that accidental cross infection could be transmitted to other persons.

Control Measures:

1. Where symptoms of a cold/infection starts at work employees are required to notify their management team immediately. Decisions to refrain from working will be made accordingly where there is a potential risk.
2. Employees who are currently self isolating due to having tested positive for COVID 19, experiencing symptoms or have a family member who have tested positive or have symptoms are not to return to work and inform their line manager.
3. Employees are advised to isolate in accordance with Government guidelines.

Hazard : Emergency Evacuations Inhalation of smoke or exposure to fire leading to injury or fatality

Control Measures:

1. Employees are to follow the emergency evacuation procedures for their relevant location.
2. In an emergency, for example, an accident or fire, employees do not have to stay 2m apart as it would be unsafe to do so.
3. PEEP's (personal emergency evacuation plans) are in place for those employees who require assistance during an emergency evacuation from the premises.
4. All employees are to wash or sanitise their hands at the earliest opportunity.

Hazard : First Aid Provision Lack of first aid provision leading to injury, further injury or prolonged pain.

Control Measures:

1. Additional first aid equipment provided in first aid boxes to reduce risk to first aiders. Disposable masks provided.

Hazard : Confined Spaces Some rooms in the office are not big enough to allow 2 metre social distancing.

Control Measures:

1. These areas will be marked as access for one person at a time only.
2. These areas should be fully wiped down with antibacterial wipes or spray after use.

Hazard : Public or Visitor Access Visitors entering the office increase the risk of the spread of coronavirus into the work space.

Control Measures:

1. Screens and boards have been placed across the front of the office to prevent visitors or the public entering the main office.
2. The screened off reception area at the front of the office will be wiped down with antibacterial wipes or spray regularly.
3. Only one household will be allowed access to the reception area at any one time. A 2 metre queue system will be set up outside the office door if there is more than one household wanting access to the office at the same time
4. Key collections and document signing will be arranged via DocuSign and an external key collection box where possible to avoid the need for visitors and the public entering the office whenever possible.
5. Customer Service Team to REQUEST COVID-19 POLICIES FROM CONTRACTORS & OTHER STAKEHOLDERS and ensure they are using the correct PPE when attending the office or managed properties.

Hazard : Workplace Transport Bournecoast has two pool cars where more than one person uses the car - this increases the risk of coronavirus being spread.

Control Measures:

1. Only one person to use the pool car at a time.
2. Pool cars to be fully wiped down with antibacterial wipes or spray after each use by the member of staff using the car, particularly the steering wheel, door handles, gear stick, etc . Wipes and sprays will be provided.
3. Staff will be asked to use their own vehicles where possible and claim for petrol usage through payroll to reduce the number of people using the pool cars.
4. Procedures in place for Drivers to ensure adequate welfare facilities available during their work - <https://www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm>

Hazard : Working Alone Working alone may effect communication between staff and have mental health effects.

Control Measures:

1. There will be regular communication of mental health information and open door policy for those who need additional support. Reference - <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/> <https://www.hse.gov.uk/stress/>

2. Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help.
3. All staff have access to the office manager and directors for one to one meetings whenever they are needed.
4. Each team has a communal email inbox and messaging system on Bournecoast to keep the whole team fully up to date with current issues and systems.
5. A Whats App group has been set up for the whole team as an extra form of communication.
6. Morning meetings are held everyday Monday to Friday for the whole team via video call.

Hazard : Outside Office Protocol Activities that are required to take place outside the office may increase the risk of infection and spread of infection. Ensure that you adhere to health & safety guidelines and the Covid-19 Protocol.

Control Measures:

1. The Health Protection (Coronavirus, Restrictions) (England) (Amendment) (No. 2) Regulations 2020 Letting Agents, Estate Agents, are permitted to: to undertake any of the following activities in connection with the purchase, sale, letting or rental of a residential property:
2. Viewing/New Property protocol to be followed: Wear gloves and face mask, arrive early and wipe down all surfaces that are touched eg door handles, open all doors, wipe down all surfaces at the end of appointment, adhere to 2m social distancing, dispose of gloves correctly
3. Ask whether any party is showing symptoms or has been asked to self-isolate before going ahead with any viewing, or visits to offices.
4. Operate an appointment system for visits to other offices and when conducting viewings or new property appointments.
5. Strongly encourage clients to view properties virtually in the first instance and then only physically inspect properties which they have a strong interest in.
6. Do not drive clients to appointments.
7. All parties should wash their hands with soap and water (or hand sanitiser if not available) immediately after entering the properties, with internal doors opened and surfaces having been wiped down before they enter.
8. Ensure that any keys are appropriately cleaned before and after use.
9. Do not conduct viewings in properties where tenants are symptomatic or self-isolating, or where it has been determined that they are clinically extremely vulnerable and are shielding.
10. Any visits to a property must be made in accordance with government's guidelines on working in other people's homes and social distancing.
11. Wait outside while viewings are completed, or in different parts of a house if it's large enough.
12. Viewings and new property appointments should be carried out on empty properties where possible and further negotiations/discussions to take place by phone or email at a later date rather than in person.
13. Advise potential tenants they will not be allowed to touch surfaces at the property, including doorknobs.
14. Only two people will be able to attend viewings – children and other members of a family will not be able to come.
15. (i) visiting estate or letting agents,; (ii) viewing residential properties to look for a property to buy or rent; (iii) preparing a residential property to move in; (iv) moving home; (v) visiting a residential property to undertake any activities required for the rental or sale of that property

Documents Associated with this Risk Assessment:

Review Date : 14/05/2021

Reviewer : Veronica Strongman