



Federation Support Centre

Generic Risk Assessment - Covid-19 and re-population plan for residents

*please note this is a supplementary risk assessment in addition to the Support Centre Generic Risk Assessment and as such it may not cover all scenarios and it is the responsibility of each business / department to consider their own unique circumstances and amend the risk assessment accordingly

*Risk Assessment is under constant review and will be amended / updated accordingly

What are the hazards?	Who might be harmed	Controls Required	Additional Controls	Action by who?	Action by when?
Poor communication could negatively impact controls put in place for COVID-19	Residents, Visitors, Agency Workers, Contractors	<p>1. Communication - Objective: To ensure that everyone understands the measures that have been put in place for COVID-19</p> <p>The Co-op will continue to provide clear, consistent and regular communication to improve understanding and consistency of ways of working.</p> <p>Engage with residents, visitors through existing communication routes to explain and agree any changes in working arrangements.</p>		Head of Federation / Facilities / Management	June 2020 and ongoing
Poor cleaning/hygiene increasing the risk of transmission	Residents, Visitors, Agency Workers, Contractors	<p>2. Hygiene: handwashing, sanitation facilities and toilets – Objective: To help everyone keep good hygiene through the working day</p> <p>The Co-op will use signs and posters to build awareness of good handwashing technique, the need to increase</p>		Facilities	June 2020 and ongoing

		<p>handwashing frequency, to remind residents, visitors to avoid touching their face and to cough or sneeze into a tissue which is binned safely, or into their arm if a tissue is not available.</p> <p>The Co-op will, wherever possible provide hand sanitiser in multiple locations in addition to washrooms providing it can be obtained.</p> <p>The Co-op will set clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.</p> <p>Enhanced cleaning will be in place for busy areas.</p> <p>Where possible, the Co-op will provide more waste facilities and more frequent rubbish collection.</p> <p>Where possible the Co-op will provide paper towels as an alternative to hand dryers in handwashing facilities.</p>			
Risks associated with COVID-19 not controlled		<p>3. Entering and leaving a Co-op Premises – Objective: To maintain social distancing wherever possible, on arrival and departure.</p> <p>Consider, staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.</p> <p>Where the building layout allows – reduce congestion, for example, by having more entry points to the workplace.</p>		Facilities / Line Manager / Individuals	June 2020 and Ongoing

		<p>Where possible, and if necessary provide more storage for residents, visitors for clothes and bags.</p> <p>The Co-op will provide clear guidance on social distancing and hygiene to people on arrival, for example by using signage, visual aids. You may choose to notify individuals prior to returning to the building.</p> <p>Where possible the Co-op will use markings and introduce one-way flow at entry and exit points.</p>			
Risks associated with COVID-19 not controlled	Residents, visitors, agency workers, contractors, visitors	<p>4. Moving around buildings – Objective: To maintain social distancing wherever possible while people travel through the workplace.</p> <p>The Co-op has a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures.</p> <p>You will need to follow all the signage, floor marking and guidance on social distancing whilst on site, especially in areas where queueing and one-way systems may be in place, and you are responsible for making sure you always keep 2m apart from other residents, visitors etc.</p>	The Co-op will work with others sharing the workplace so that everybody's health and safety is protected.	Line Management / Individuals / Facilities	June 2020 and ongoing
Risks associated with COVID-19 not controlled Risks associated with COVID-19 not controlled		<p>5. Workplaces and workstations – Objective: To maintain social distancing between individuals when they are at their workstations.</p> <p>The Co-op will review layouts and processes with BC co-ordinators to allow people to work further apart from each other.</p> <p>In our Corporate sites, wherever possible the use of floor tape or paint to mark areas to help residents, visitors keep to a 2m distance will be applied.</p>		Facilities Facilities / BC Co-ordinators	June 2020 May 2020

Risks associated with COVID-19 not controlled		<p>Where it is not possible to move workstations further apart, consideration will be given to arranging residents, visitors to work side by side or facing away from each other rather than face-to-face.</p> <p>Facilities will manage and monitor occupancy levels to enable social distancing.</p> <p>It is important that before you begin to set up your working area you wash your hands and clean down your allotted desk using the sanitiser provided in the area. You also need to make sure you leave the area clear and you are expected to clean down the work area after you've packed away your equipment at the end of your visit</p> <p>All hot desks should be labelled, and any 'unusable' desks taped off to indicate they must not be used</p> <p>Make sure that all hot desk and meeting areas are included as part of the daily cleaning routines and monthly preventative sprays</p> <p>Make sure all hot desks are de-cluttered and supplied with sanitisation products.</p>		<p>Facilities / Line Management / Individuals</p> <p>Facilities</p> <p>Mitie</p>	June 2020 and ongoing
	Residents, Visitors, Agency Workers, Contractors	<p>6. Using Meeting Rooms – Objective: to maintain social distancing and control the risks relating to COVID-19</p> <ul style="list-style-type: none"> • All meeting rooms will display the maximum number of occupants allowed • Desks will be labelled, and any 'unusable' desks taped off to indicate they must not be used • Meeting areas will be included as part of the daily cleaning routines and monthly preventative sprays • Meeting areas will be de-cluttered and supplied with sanitisation products 		Facilities	June 2020 and ongoing

		<p>Use of meeting rooms</p> <p>To support us, we ask that you comply with any rules put in place to keep you and others safe, including the use of our meeting rooms:</p> <ul style="list-style-type: none"> • The number of meeting attendees not to exceed the maximum number permitted in your designated room • Sanitiser will be available to clean your hands and wipe down your work area both before you begin your meeting and after you have packed up and plan to leave • Visitors will be expected to follow any local rules posted in these communal areas • No changes should be made to the seating plan to comply with social distancing guidelines • Only use personal equipment once in the room. This means that there should be no sharing of any dry wipe pens or other items that in the past may have been shared <p>What you need to do</p> <ul style="list-style-type: none"> • Please wipe down your desk space before and after use • Please do not share any work equipment this includes dry wipe pens • Only one person to be in control of any media/video handsets • Please keep the room in the same layout as shown below • Please minimise movement and only use the closest facilities 		Residents / Visitors	June 2020 and ongoing
		<p>7. Common areas – Objective: to maintain social distancing and control the risks relating to COVID-19</p> <p>The Co-op will work collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions, staircases.</p>		Person in Control / Facilities / Line Management / Individuals	June 2020 and ongoing

<p>Poor cleaning / hygiene increases the risk of transmission</p>	<p>Residents, Visitors, Agency Workers, Contractors</p>	<p>8. Keeping the workplace clean – Objective: To keep the workplace clean and prevent transmission by touching contaminated surfaces.</p> <p>The Co-op will carry out frequent cleaning of work areas and equipment as required or will provide antibacterial surface wipes to enable colleague to self-clean.</p> <p>The Co-op will carry out the necessary frequency cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards.</p> <p>Residents, visitors are asked to keep their workspaces clear and remove any personal waste and belongings from the work area at the end of the day. Wherever possible and practical the limiting or restriction of use of high-touch items and equipment, for example, printers or whiteboards will be encouraged.</p>		<p>Facilities</p> <p>Residents, visitors and line management</p>	<p>June 2020 and ongoing</p>
<p>Social distancing not adhered to increasing risk of transmission</p>	<p>Residents, Visitors, Agency Workers, Contractors</p>	<p>9.Lifts – Objective: to Objective to maintain social distancing and control the risks relating to COVID-19</p> <p>The Co-op will aim to reduce the maximum occupancy for lifts, provide and encourage the use of stairs wherever possible.</p> <p>The Co-op will make sure that people with disabilities are able to access lifts.</p> <p>Wherever possible the Co-op will regulate the use of high traffic areas including corridors, lifts turnstiles and walkways to maintain social distancing.</p>		<p>Facilities</p>	<p>June 2020 and ongoing</p>

<p>Repopulation and social distancing are not controlled / maintained increasing the risk of infection</p>	<p>Residents, Visitors, Agency Workers, Contractors</p>	<p>10.Coffee Shop / Food Offerings: Objective to maintain social distancing and control the risks relating to COVID-19</p> <p>Where possible, practical - consider encouraging residents, visitors to use safe outside areas for breaks.</p> <p>Consider alternative options with regards providing food, e.g. consider providing packaged meals or similar to avoid fully opening staff canteens.</p> <p>Consider encouraging residents, visitors to bring their own food.</p> <p>Seating and tables will be reconfigured to maintain spacing and reduce face-to-face interactions. Where restaurants and kitchen areas are in use residents, visitors must follow any local rules.</p>		<p>Line Management</p> <p>Facilities</p> <p>Line Management</p> <p>Facilities Residents / Visitors</p>	<p>June 2020 and ongoing</p>
<p>Social Distancing not managed in the event of an emergency</p>	<p>First Aiders, Evacuation Wardens, Residents, Visitors</p>	<p>11.Accidents, security and other incidents – Objective: To prioritise safety during incidents.</p> <p>In an emergency, for example, an incident or fire, people may not be able to stay 2m apart if it would be unsafe, therefore it is considered acceptable in these circumstances.</p> <p>First aiders will follow the guidance on the intranet with regards treating a patient.</p>		<p>All</p> <p>Evacuation Wardens / Facilities</p> <p>First Aiders</p>	<p>June 2020 and ongoing</p>
<p>Poor cleaning/hygiene increasing the risk of transmission</p>	<p>Residents, Visitors, Agency Workers, Contractors</p>	<p>12.Changing rooms and showers – Objective: To minimise the risk of transmission in changing rooms and showers.</p> <p>Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and</p>		<p>Facilities / 3rd party contractors</p>	<p>June 2020 and ongoing</p>

		<p>changing rooms to ensure they are kept clean and clear of personal items and social distancing is achieved as much as possible.</p> <p>Introduce enhanced cleaning of all facilities regularly during the day and at the end of the day.</p>			
Failure to reduce the spread of droplets may spread the virus	Residents, Visitors, Agency Workers, Contractors	<p>13.Face Coverings – Objective: May help reduce the spread of respiratory droplets in enclosed spaces</p> <p>Wearing a face covering is optional. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off.</p> <p>The advice for those who choose to use face coverings 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 • Continue to wash your hands regularly • Dispose of in the closed bins <p>For more information please follow the guidance provided by the GOV.UK</p>		Residents, visitors	June 2020 and ongoing
Poor hygiene increasing the risk of transmission	Residents, Visitors, Agency Workers, Contractors	<p>14.IT Equipment – Objective: To reduce the likelihood of transmission</p> <p>For those returning to the office – people are encouraged not to share equipment and work from the same desk.</p>		Person in Control of Premises /	June 2020 and ongoing

		With regards cleaning – equipment will be cleaned as per the cleaning schedule and antibacterial wipes will be provided wherever possible to enable individuals to clean desk phones, keyboards etc.		Line Management / Individuals	
Potential for handling letters / packages increasing the risk of transmission	Residents, Visitors, Agency Workers, Contractors	<p>15. Inbound and outbound goods – Objective: To maintain social distancing and avoid surface transmission when goods enter and leave the site.</p> <p>The virus probably won't survive the time it takes for mail or other shipped items to be delivered. The highest risk comes from the person delivering them.</p> <p>The Public Health Authorities have advised people delivering or receiving packages, letters etc are at a very low risk of contracting the new coronavirus. The advice is that these types of viruses don't survive long on objects, such as letters or packages.</p> <p>In terms of what residents should do: -</p> <ul style="list-style-type: none"> • limit contact with delivery people as much as possible • If possible, leave packages for a few hours before handling • Wash hands after handling mail or a package 		Facilities / Management on site	June 2020 and ongoing