

RISK ASSESSMENT



Covid -19 - Offices and Contact Centres

Introduction			
Company name:	Experian	Location:	All UK&I Sites
Assessor name:	Hilary Coupe	Signature:	H.Coupe
Date completed/Reviewed:	19th July 2021	Date for review:	This assessment should be reviewed weekly, or sooner if Government guidance changes.
Scope of assesement:	This assessment covers activities in office and contact centre settings as well as those working from home. It focuses on the required control measures to prevent the spread of Coronavirus (Covid-19).		
Hazard Description:	Hazard description: Coronavirus (Covid-19) is an infectious disease caused by a newly discovered coronavirus. The Covid-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes.		
Details of whom may be harmed:	Staff Vulnerable groups – elderly, pregnant workers, those with existing underlying health conditions Visitors to our premises Support Service Staff e.g. Cleaners, engineers Contractors / 3rd Party Partners Anyone else who physically comes in contact with you in relation to the activities stated below.		

Activity	Required control measure	Inplace - Yes/no/NA	Actions outstanding	Complete Signature
Travel to work	Staff should continue to work from home if they wish.	Yes		HC
	Individuals should use own vehicles and travel alone where possible.	Yes		HC
	If workers have no option but to share transport, journeys should be shared with the same individuals and minimum number of people possible.	Yes		HC
	Good ventilation (i.e. keeping windows open and facing away from each other may help to reduce the risk of transmission during travel. Avoid the use of air conditioning.	Yes		HC
	The Vehicle should be cleaned regularly using gloves and standard cleaning products, with particular emphasis on handles and other areas where passengers may touch.	N/A		HC
Site Access and Egress	Hand sanitiser stations to be provided at each access point.	Yes		HC
	Workers encouraged to wash their hands for 20 seconds on arrival and departure from site.	Yes		HC
	Signage/floor markings to be used to ensure social distancing is maintained for those queuing to access and leave site.	Yes		HC
	Face coverings should be worn in the common areas.	Yes		HC
	Start and finish times to be staggered to reduce congestion.	Yes		HC
	Contactless sign in and out systems to be used where possible.	Yes		HC
Workstations	Workstations to be set up to ensure social distancing measures are applied.	Yes		HC
	Screens to be erected between workstations where social distancing isn't possible.	Yes		HC
	Workstations to be arranged so that staff do not face each other.	Yes		HC
	Sharing of handsfree headsets is not permitted. Every employee should have their own. These should be cleaned after every use.	Yes		HC
Moving Around the office	Pedestrian routes to be kept clear to allow social distancing.	Yes		HC
	Signage or other markings to re-inforce social distancing.	Yes		HC
	Tasks to be pre-planned to minimise the need for moving around the office. Eg, ensure all materials required for your days' work are at your work area.	N/A		HC
	Stairs should be used in preference to lifts or hoists.	Yes		HC

Toilet facilities	Ensure there is no queuing outside toilets	Yes		HC
	Workers should use the same facilities while at work	Yes		HC
	Wash or sanitise hands before and after using the facilities.	Yes		HC
	Enhance the cleaning regimes for toilet facilities, particularly door handles, locks and the toilet flush.	Yes		HC
	Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.	Yes		HC
Food preparation and rest areas	Advise employees to bring their own food where possible.	Yes		HC
	Break times should always be staggered to reduce congestion and contact.	N/A		HC
	Hand cleaning facilities or hand sanitiser should be available at the entrance to any room where people eat and should be used by workers when entering and leaving the area.	Yes		HC
	All rubbish should be put straight in the bin and not left for someone else to clear up.	Yes		HC
	Tables should be cleaned between each use using determined cleaning products.	Yes		HC
	Disposable crockery, eating utensils, cups etc. should be used and disposed of straight away.	Yes		HC
Meetings	Only if absolutely necessary meeting should participants attend.	Yes		HC
	Attendees should be at least two metres apart from each other.	Yes		HC
	Rooms should be well ventilated/windows opened to allow fresh air circulation.	Yes		HC
	Hold meetings via virtual means where possible.	Yes		HC
	Guidance on washing hands for 20 seconds on arrival and departure from meetings.	Yes		HC
Deliveries	All deliveries must be pre-planned	Yes		HC
	If possible, remove contact based signing in procedures.	Yes		HC
	Where possible, delivery drivers must stay in their vehicles.	Yes		HC
	Where drivers are required to exit their vehicle, they should wash or sanitise their hands before handling any materials.	Yes		HC
	Single workers to load and unload where it is safe to do so.	Yes		HC
Contractors	Contractors must only attend the premises to complete critical/emergency works.	Yes		HC
	Contractors to be briefed on rules in place before attending site. This should be via virtual means or telephone.	Yes		HC
	Contractors must provide a risk assessment/safe system of work.	Yes		HC
	Contact with contractors to be kept to a minimum. All office staff and contractors to adhere to social distancing measures.	Yes		HC
Training	Briefings and training should take place detailing the contents of this risk assessment and any safe systems of work.	Yes		HC
	Numbers attending training should be kept as low as possible.	Yes		HC
	Wash hands for 20 seconds before and after attending staff briefings or training. Home workers to attend briefings and training via virtual means where possible.	Yes		HC
	Signage and posters to be displayed to remind staff of control measures.	Yes		HC
First aid	Review first aid need assessment to take into account lower staff numbers and available first aiders.	Yes		HC
	Emergency plans including contact details should be kept up to date.	Yes		HC
	Consideration must be given to potential delays in emergency services response, due to the current pressure on resources.	Yes		HC
Fire arrangements	Review of current fire risk assessment to be undertaken.	Yes		HC
	Alternative arrangements to be put in place where there is a shortage of trained fire marshals.	Yes		HC
	PEEP plans should be done for Vulnerable groups which can't stay at home.	Yes		HC
Vulnerable groups – elderly, pregnant workers, those with existing underlying health conditions	Measures should be put in place to ensure vulnerable workers follow social distancing measures stringently.	Yes		HC

Health conditions	Enhanced cleaning of lifts for those who cannot use stairs.	Yes		HC
Illness and suspected Coronavirus cases	If a worker develops a high temperature, a persistent cough or any other known symptoms while at work, they should: <ul style="list-style-type: none"> • Ensure their manager and Access HR are informed immediately • Return home immediately • Avoid touching anything • Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow. 	Yes		HC
	An isolated area should be established for workers to wait in if they fall ill and can't go home immediately.	Yes		HC
	Any area where a worker has been when falling ill should be deep cleaned before it can be re-occupied.	Yes		HC
	Workers must self-isolate in line with Government guidelines if they or someone in their household is showing symptoms.	Yes		HC
Cleaning	Enhanced cleaning will take place throughout the site and in particular, communal areas. This will include cleaning of taps and washing facilities, toilet flush handles and seats, door handles and push plates, hand rails, photocopiers, printers, telephones and office equipment.	Yes		HC
	All areas used for eating will be thoroughly cleaned at the end of each break and shift, including chairs, door handles, coffee machines and vending machines.	Yes		HC
	Workstations to be cleaned regularly.	Yes		HC
	Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day.	Yes		HC
Confirmation				
By Signing this form, the management confirms that this assessment is true reflection of the hazards and that the health, safety and welfare arrangements specified in the assessment will be implemented.				
Reviewed By:	Zaid Furreedan	Role:	Head of Real Estate UK&I and EMEA	