

Covid-19 Risk Assessment: One Stop Working in the Office.



Scope		Commentary
Areas Included / Not Included	Included: All offices under control of One Stop Stores	<p>Our approach to managing risk throughout the COVID19 response is aligned with our organisational commitment that "Nothing is more important than the safety of our customers and colleagues". Our focus has been to align with the developing guidelines from Public Health England, the devolved governments and the Department for Business, Energy & Industrial Strategy (BEIS). The control measures in place will be subject to ongoing assurance activities and are supported by detailed Instruction, Information, Training and Supervision. Our controls centre around the principles of maintaining Social Distancing and good hygiene standards for our customers and colleagues. In line with our safety management system and our duty as an employer, the aim has been to reduce workplace risk to the lowest reasonably practicable level. We have achieved this by implementing preventative measures to minimise any potential residual risk based on the scientific guidance and advice available as the situation develops. Colleague representatives have been consulted on this risk assessment.</p> <p>Excluded: Third party cleaning arrangements</p>
Format	One Stop Stores Ltd	
Last Reviewed and Updated	25.09.20	

Activity	Hazard	People at Risk	Controls	Assurance	Relevant Training / Supporting Information
Planning to return to the office	Spread of Covid-19 from person to person if people are not aware of the required behaviour	Colleagues	<ul style="list-style-type: none"> Not all colleagues are required to return to the office at this time Colleagues reminded to stay at home if they have symptoms or to isolate if they have been in contact with symptoms or if they live with someone who is displaying the symptoms of Covid-19 Vulnerable colleagues reminded not to return to working in the office unless agreed by their Line Manager Colleagues are to complete the 'Keeping you safe as you return to the office' training module prior to returning to the office. Contains guidance on control measures in place in the office. Completed training able to be tracked centrally Colleagues able to work from home advised to do so from 23 September 2020 Line Managers will ensure the number of colleagues attending each day remains within the permitted capacity (up to 40% occupancy) to allow 2m social distancing to be maintained. 	<ul style="list-style-type: none"> Report to review the completion of the training module 	<ul style="list-style-type: none"> Working in the SSC Office Guidelines - updated August 2020 Office Working Message from Jonny Working in the office training module
Travel to the office	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain 2m social distancing guidelines	Colleagues and bus driver	<ul style="list-style-type: none"> Colleagues should only use public transport where necessary and must wear a face mask. Colleagues are instructed not to car share unless they live in the same household. 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Working in the SSC Office Guidelines - updated August 2020 Office Working Message from Jonny Working in the office training module
Car/Bike Parking arrangements	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain 2m social distancing guidelines	Colleagues	<ul style="list-style-type: none"> Car parking capacity is managed in line with each phased of the return to the office process, whilst enabling colleagues to adhere to the 2m social distancing guideline Working from home encouraged to avoid all colleagues coming into the office unless necessary Limited number of colleagues naturally able to stagger their start and end times, or to wait for other colleagues to leave their vehicles first to reduce congestion and pedestrian traffic in the car parks and on pavements 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> Working in the SSC Office Guidelines - updated August 2020 Office Working Message from Jonny Working in the office training module
Entering the office environment	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain 2m social distancing guidelines	Colleagues / visitors	<ul style="list-style-type: none"> Provision of Alcohol Hand Gel station at every entrance (to reduce introduction/prevalence of Covid-19), with signage. Daily cleaning and disinfection (as outlined in Cleaning schedule) in place of all regular touch points (e.g. door handles / lift buttons, taps, etc.) Provision of signage reminding colleagues to wash their hands regularly Weekly documented audits to ensure cleaning regime is adhered to Masks and gloves provided in reception areas for colleagues and visitors who wish to use them Perspex screens installed at manned reception desks Colleagues permitted to only work in their own building Signage displayed at office entrances to highlight non-return of colleagues/visitors who have symptoms of Covid-19 Colleagues naturally stagger their start and end times, reducing congestion 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> Working in the SSC Office Guidelines - updated August 2020 Office Working Message from Jonny Working in the office training module Cleaning schedule Handwashing poster campaign Guidelines for using masks and gloves
Using the lift, meeting rooms and break out areas	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain 2m social distancing guidelines	Colleagues / visitors	<ul style="list-style-type: none"> Signage displayed instructing one person per lift Meeting rooms, break out areas and prayer rooms limited to reduced occupancy levels as specified in the phased return communication- all surplus chairs removed, signage displayed Daily cleaning and disinfection (as outlined in the Cleaning schedule) in place of all regular touch points (e.g. door handles / lift buttons, taps, etc.) Room booking system switched on Default to use of Microsoft Teams/Conference calls for meetings Weekly checks to ensure cleaning regime is adhered to Alcohol Hand Gel and cleaning equipment is available across all floor areas for use in communal areas 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> Working in the SSC Office Guidelines - updated August 2020 Office Working Message from Jonny Working in the office training module Cleaning schedule Handwashing poster campaign

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Walking to and from your workstation / meeting rooms	Not being able to adhere to the 2m social distancing guidelines	Colleagues / visitors	<ul style="list-style-type: none"> One-way flow system introduced inside office buildings to avoid colleagues walking past each other (where practicable) and signage/floor markings displayed One-way flow includes the use of staircases Signage displayed regarding the 2m social distancing guidelines 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> Working in the SSC Office Guidelines – updated August 2020 Office Working Message from Jonny Working in the office training module Handwashing poster campaign
Sitting at your workstation	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain 2m social distancing guidelines	Colleagues	<ul style="list-style-type: none"> Each desk highlighted by a 'tick' or 'cross' signage identifying which desks can be used. All desks with a 'cross' have been taken out of use to allow colleagues to maintain distance from each other whilst sitting at a work station Number of colleagues in the offices limited by function (as agreed with line managers) Strict clear desk policy in place every night. Cleaning and disinfection of all work surfaces at end of each working day (including desks, mouse, keyboard etc) - signage displayed in each 'tick' desk showing when it was last cleaned. If unable to be cleaned due to the desk still being occupied, it will be completed first thing the following morning Cleaning Team complete daily a desk/hygiene check, which is reviewed weekly by the senior facilities supervisor Provision of cleaning wipes to encourage colleagues to clean their own areas too and provision of Alcohol Hand Gel. 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> Working in the SSC Office Guidelines Office Working Message from Jonny Working in the office training module Cleaning schedule Handwashing poster campaign
Using communal areas such as toilets, kitchen areas, restaurants	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain 2m social distancing guidelines	Colleagues, contract cleaners	<ul style="list-style-type: none"> Signage displayed for toilet washbasins, urinals and hand dryers as applicable ('tick' and 'cross') Regular cleaning and disinfection of all surfaces by cleaning team paying particular attention to touch points e.g. door handles, fridge handles, taps (as per Cleaning Schedule) Alcohol hand gel and cleaning equipment is available across all floor areas for use in communal areas and to further disinfect hands after contact with further communal touch points e.g. fridges, taps Hand washing signage in place 2m distance floor signage in place in applicable areas and where queueing is frequent 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> Working in the SSC Office Guidelines – updated August 2020 Office Working Message from Jonny Working in the office training module Cleaning schedule Handwashing poster campaign
Using shared equipment (e.g. screens, chairs, photocopier machine, stationery)	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain 2m social distancing guidelines	Colleagues, contract cleaners	<ul style="list-style-type: none"> Regular cleaning and disinfection of all surfaces by cleaning team paying particular attention to common touch points such as buttons, handles. Provision of alcohol hand gel for colleagues to further disinfect their hands after using such items Hand washing signage in place Reminders to stay at least 2m away from another colleague Alcohol hand gel and cleaning equipment is available across all floor areas for use in communal areas 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> Working in the SSC Office Guidelines – updated August 2020 Office Working Message from Jonny Working in the office training module Cleaning schedule Handwashing poster campaign
Colleague catering facilities	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain 2m social distancing guidelines	Colleagues, contract catering colleagues	<ul style="list-style-type: none"> Cutlery available at tea points - to be washed in the dishwashers Re-open Colleague Café open from 6th July 2020 Seating areas arranged to allow colleagues to remain 2m apart Queue markers in place to remind colleagues of the 2m rule Break times staggered to manage flow and avoid congestion Designated catering colleague manages entry and exit Contactless payments in place Perspex screens installed at till point Colleagues order food at start of service and collect at end Grab and go options available at peak times includes pre-packed salads, boxed meals, sandwiches and drinks Plates and cutlery available for colleagues intending to eat within the canteen area – to be washed the dishwasher All other items served in takeaway boxes with disposable cutlery Only the serving assistant handles cutlery and napkins Condiments in sachet format only Colleagues have access to gloves and face masks 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> Working in the SSC Office Guidelines – updated August 2020 Office Working Message from Jonny Working in the office training module
Post room operations	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain 2m social distancing guidelines	Colleagues and visitors	<ul style="list-style-type: none"> Social distancing signage displayed Delivery methods changed - recipients no longer sign for post Cleaning of post trolleys after each use Cleaning schedule in place 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> N/A
PPM activity by maintenance colleagues	Reduction in frequency of maintenance visits for PPM activities	Colleagues, visitors, contractors	<ul style="list-style-type: none"> All planned preventative maintenance regimes have continued as per the schedule and statutory requirements 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> N/A
Third parties delivering to and working in the office environment	Spread of Covid-19 through presence and survival of the virus on hand touch points and not	Colleagues, visitors, contractors	<ul style="list-style-type: none"> Communication regarding social distancing measures has been communicated to all Third parties including NIC, PHS, Royal Mail Communication of One Stop policy relating to anyone showing signs of infection or has been in contact with infected household members. 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> N/A

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	being able to maintain 2m social distancing guidelines		<ul style="list-style-type: none"> Operational updates held with Cleaning and Facilities teams to review current situation and take any required actions Action points from Operational meetings produced and retained 		
Working from home	Working with display screen equipment at home	Colleagues	<ul style="list-style-type: none"> Guidance available to assist with setting up work areas at home safely 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Guide to working from home
Emergency Arrangements	In sufficient resource due to absence to manage fire Safety and first Aid Provisions	Colleagues, visitors, contractors	<ul style="list-style-type: none"> Office rota developed identifying designated colleagues for fire safety and first aid along with emergency contact information Fire Assembly point information reviewed and communicated DC Fire Marshal and First Aid provisions apply Monday-Friday after 4pm, weekends and bank holidays 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> SSC key safety information