

## GENERIC EXAMPLE RISK ASSESSMENT

Site:	Contact Centres at The Arc – Clowne Bolsover Shirebrook The Hub – South Normanton				Assessment No:	COVID - 001				Initial Assessment Date:	10/06/2020					
Task:	Operation of Contact Centres within Bolsover District Council				Original assessor:	Ian Clay				Date of Next Review:	10/08/2020					
Groups at Risk:	Employees		X	Building Occupants		X	Contractors			Members of the Public		X	Overall Risk Rating	Medium		
Hazards		Risk Rating			Control Measures									Residual Risk		
		S	L	RR										S	L	RR
PLEASE READ THIS RISK ASSESSMENT WITH ANY OTHER JOB SPECIFIC RISK ASSESSMENTS AND SAFE SYSTEMS OF WORK																
This risk assessment covers all contact centres. Specific hazards at each contacts are also addressed within.																
Dealing with the public – Spread of the Virus		6	4	24	<ul style="list-style-type: none"><li>Staff and public separated by a Perspex screen</li><li>Member of staff out front to have face mask, face shield as added protection</li><li>Only 1 person at Payment Kiosk and 1 person at enquires. 1 person waiting</li><li>1 person allowed for support</li><li>Screen between staff and public</li><li>Tenant requested to wear face covering provided</li><li>Sanitizer and clear instruction on its use at the counter and payment machine</li><li>Public encouraged to use all sanitisers prior to being dealt with.</li><li>Clear floor markings and signage for public.</li><li>Member of staff can assist at payment machine whilst maintaining 2 meters social distance. They will also wear one use disposable gloves</li><li>Refer to safe system of work</li><li>Staff can reserve the right to withdraw help if they feel their safety is threatened. Report this to a manager immediately.</li><li>Only use desk fans if absolutely necessary. Small USB fans are preferred to large desk fans</li></ul>									6	1	6

**FOLLOW ALL RECOMMENDED HYGEINE INSTRUCTIONS – WASH YOUR HANDS FREQUENTLY WITH SOAP AND WATER FOR AT LEAST 20 SECONDS, SANITISE YOUR HANDS REGULARLY, WASH YOUR HANDS BEFORE AND AFTER GOING TO THE TOILET, WASH YOUR HANDS BEFORE AND AFTER EATING OR DRINKING.**

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Staff showing symptoms of virus and attending work	6	4	24	<ul style="list-style-type: none"> <li>• Clear guidance on what to do if employee showing symptoms</li> <li>• Guidance published to all staff</li> <li>• Track and Trace to be followed if required</li> </ul>	6	1	6
Office space not allowing for social distancing heightening the risk of contracting COVID-19	6	4	24	<ul style="list-style-type: none"> <li>• Continue with working from home if at all possible</li> <li>• Office space re-organisation to take place where possible</li> <li>• Reduce number of staff working within the office by home working on a rota system</li> <li>• Stagger working hours/days</li> <li>• Demarcation of distancing if required by visible means</li> <li>• Physical barriers for separation if needed</li> <li>• Persons sharing desks need to stick to clear cleaning and sanitizing protocols.</li> <li>• Use meeting rooms as offices.</li> <li>• Record all office users and length of time for tracking if needed.</li> <li>• Room to be kept ventilated at all time to remove old air and replace. Avoid re-circulated air.</li> <li>• Consider the use of face masks whilst in office</li> <li>• Constant communication and consultation</li> <li>• Enforce the rules</li> </ul>	6	2	12
Dealing with paperwork – Spread of the virus	6	4	24	<ul style="list-style-type: none"> <li>• Any paperwork handled by the tenant to be handled with disposable gloves by the staff member.</li> <li>• Paperwork can be handled with one use disposable gloves if required.</li> </ul>	6	1	6
Anti-social behaviour of customers	3	3	9	<ul style="list-style-type: none"> <li>• Staff member to remove themselves from the area and retreat to a place of safety and report the incident immediately. This may see a suspension of the service.</li> <li>• Possibility to employ security at entrance to building</li> <li>• All incidents to be logged on the SHE accident/incident reporting system</li> </ul>	3	1	3

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<b>Use of kitchens</b>	6	4	24	<ul style="list-style-type: none"> <li>• 1 person in kitchen at a time with clear access and egress</li> <li>• Kitchen to be cleaned down after each use</li> <li>• Is it possible to have refreshment stations safely within the office</li> <li>• Place signs on external doors showing kitchen in use or not</li> <li>• Fridges to be taken out of use. Cool bags/boxes to be used for milk and food etc.</li> <li>• Employees to have their own cutlery or the use of one use utensils</li> <li>• Room to be kept ventilated at all time to remove old air and replace. Avoid re-circulated air</li> <li>• Clear and constant communication and consultation with all staff and trade unions throughout the process.</li> <li>• Enforce the rules</li> </ul>	6	1	6
<b>Use of canteens etc.</b>	6	4	24	<ul style="list-style-type: none"> <li>• Consider closing all canteens and communal eating areas</li> <li>• Temporarily eat at desks/desk area if possible</li> <li>• Limit users of canteen at all times. .</li> <li>• Remove tables and chairs to ensure social distancing and over crowding</li> <li>• Each area to be fully cleared and cleaned after use</li> <li>• All waste to be taken away by the user to be disposed of in their bin.</li> <li>• Room to be kept ventilated at all time to remove old air and replace. Avoid re-circulated air</li> </ul>	6	1	6
<b>Use of staff toilet facilities (IF BDC Controlled)</b>	6	4	24	<ul style="list-style-type: none"> <li>• Cease the use of urinals - possible tape off to help with social distancing.</li> <li>• Review if facilities can be used by 1 person at a time. Include opening disabled facilities for all to use</li> <li>• Place vacant and engaged signs on the outside of the toilets</li> <li>• 24/7 ventilation must take place (even at weekends etc.). Review any timers and amend. Avoid open windows.</li> <li>• Ensure toilet lids are fully closed prior to flushing.</li> <li>• Cleaning products available within all toilets.</li> </ul>	6	1	6

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Anxiety and stress	3	3	9	<ul style="list-style-type: none"><li>Any return to work to be sensitively managed</li><li>Generic stress risk assessment to be completed for all teams</li><li>Individual risk assessments offered to staff and encouragement to complete</li><li>Managers to consider all assessments and put in place control measures including counselling if needed.</li><li>Clear and constant communication and consultation with all staff and trade unions throughout the process.</li><li>Teams managed throughout the process when back at work</li><li>Staff stress and anxiety kept under constant review</li></ul>	3	2	6
Site specific risks							
Bolsover Contact Centre – public toilets	6	3	18	<ul style="list-style-type: none"><li>Consideration to take the customer toilet out of use</li><li></li></ul>	6	1	6
				<ul style="list-style-type: none"><li>Report any misuse immediately</li><li>Access is restricted to customers only. Not the public.</li></ul>	6	2	12
				<ul style="list-style-type: none"><li></li></ul>			
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### USEFUL LINKS

**Clinically extremely vulnerable people** - <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

**Clinically vulnerable people** - <https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others/full-guidance-on-staying-at-home-and-away-from-others>

**HSE Guidance for Offices and Contact Centres** – <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

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### RISK RATINGS:

**H = High**   **M = Medium**   **L = Low**

		LIKELIHOOD					
SEVERITY		CERTAIN (6)	VERY LIKELY (5)	LIKELY (4)	MAY HAPPEN (3)	UNLIKELY (2)	VERY UNLIKELY (1)
MULTIPLE DEATH	(6)	36	30	24	18	12	6
SINGLE DEATH	(5)	30	25	20	15	10	5
MAJOR INJURY	(4)	24	20	16	12	8	4
LOST TIME INCIDENT	(3)	16	15	12	9	6	3
MINOR INCIDENT	(2)	12	10	8	6	4	2
DELAY ONLY	(1)	6	5	4	3	2	1

### ASSESSMENT INFORMATION

#### APPROVAL OF LINE MANAGER

SIGNED		DATE	10.6.20	POSITION	Customer Service Manager
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#### APPROVAL OF TRADE UNION

SIGNED		DATE		TRADE UNION	
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### ADDITIONAL CONTROL MEASURES DEEMED NECESSARY TO REDUCE OVERALL RISK BELOW MEDIUM (IF APPLICABLE)

Hazard	Additional Control Measures	Agreed by Line Manager	Target Date	Completed

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### ASSESSMENT REVIEW

REVIEW	DATE	ASSESSMENT STILL SUITABLE	REVIEW CARRIED OUT BY	POSITION
1 <sup>ST</sup> REVIEW				
2 <sup>nd</sup> REVIEW				
3 <sup>rd</sup> REVIEW				
4 <sup>th</sup> REVIEW				
5 <sup>th</sup> REVIEW				
6 <sup>th</sup> REVIEW				

### THE RISK LEVELS HAVE BEEN REDUCED AS LOW AS IS REASONABLY PRACTICABLE

SIGNED		DATE		POSITION	
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