

COVID-19 Travel Counsellors Workplace Health & Safety Risk Assessment

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| Assessor | Kate Simcox - Group Health & Safety Manager |
| Assessment Date | 15.11.2021 |
| Version | 1.8 |
| Review Date | 3 rd January 2022 |
| Business Type | Office |
| Location | Venus, No. 1 Old Park Lane, Trafford City, Manchester M41 7HA |

Latest status

Given the material change to government guidance in the summer, the risk assessment is now in a new format and notes any significant health and safety risks.

The government's most recent publication of the working safely guidance no longer includes content on social distancing.

The 3 main areas to continue to manage to the risk of COVID-19 infection are: ventilation; reducing contact between people (particularly face-to-face); and use of face coverings in enclosed and crowded spaces.


Contamination from surfaces is now considered to be lower risk, however cleaning and hygiene measures remain key control measures.

Risk assessment

| Workplace hazards associated with the risk of COVID-19 | Persons at risk | Current control measures | Further / revised control measures | Latest actions completed by | Date of completion |
|--|--|---|--|-----------------------------|--------------------|
| Building facilities and communal areas | | | | | |
| The building is managed by Peel Land and Property Group (Peel). Peel are responsible for all the common areas of the building. | All building users | <ul style="list-style-type: none"> Continue to work collaboratively with Peel to ensure the ongoing health and safety of our colleagues and other individuals attending Travel Counsellor's offices. | <ul style="list-style-type: none"> Review Peel's latest COVID-19 risk assessment. | KS | 02.11.21 |
| Reception area | | | | | |
| Risk to reception staff through interfacing with visitors entering the premises. Also risk of transmission for those visiting. | Colleagues Visitors Contractors | <ul style="list-style-type: none"> Reception to be opened for use - new control measures required. | <ul style="list-style-type: none"> Perspex screens to be fitted to the two reception desks. The Visitor process to be managed by the Welcome Host. Visitors are advised of the COVID protocols via the Visitor Form completed 48hours prior to the visit. | KS | 30.09.21 |
| Number of staff in the office | | | | | |
| Greater risk of COVID-19 transmission when higher volumes of colleagues attend the office. | Colleagues Cleaning contractors Peel personnel Visitors | <ul style="list-style-type: none"> Hybrid working policy. Colleagues reminded to maintain distance and respect other colleagues' personal space. Hand sanitisers available by the main entry doors, in desk areas and communal areas. Prominent hygiene signage displayed to remind colleagues to practise effective self-hygiene. | <ul style="list-style-type: none"> Yellow lanyards to be available for colleagues who wish to make other colleagues aware of their preference to visibly and clearly practise social distancing. Review of the current fresh air capacity allowance of the building's ventilation system to ensure it meets the optimal capacity for the number of people per area/floor space. Servicing of air conditioning system. | KS | 22.09.21 |
| Seating | | | | | |
| Office layout can contribute to the risk of COVID-19 transmission. | Colleagues | <ul style="list-style-type: none"> All colleagues allocated desks and managed within each department. No hot desking will be permitted. Clear desk policy. Seating layouts in line with current government guidance and face to face seating to be within current EU and WHO guidance on social distancing. Desk use to be reduced via hybrid working. | | | |

| Workplace hazards associated with the risk of COVID-19 | Persons at risk | Current control measures | Further / revised control measures | Latest actions completed by | Date of completion |
|--|------------------------|--|--|-----------------------------|--------------------|
| Meeting rooms | | | | | |
| Risk of COVID-19 transmission in an enclosed space. | Colleagues Visitors | <ul style="list-style-type: none"> Capacity managed via appropriate signage prominently displayed on meeting room doors. 2m marked distancing restrictions on seating. Contamination from surfaces is now considered to be lower risk, however cleaning and hygiene measures remain the key control measure with a clean as you go policy in place. | <ul style="list-style-type: none"> Removal of marked 2m restrictions on seating. Ventilation review and servicing as above. | KS | 22.09.21 |
| TCTV studio & office | | | | | |
| Risk of COVID-19 transmission as a high capacity room with camera equipment and studio audience. | Colleagues Visitors | <ul style="list-style-type: none"> Capacity managed via appropriate signage prominently displayed on studio and office door Contamination from surfaces is now considered to be lower risk, however cleaning and hygiene measures remain the key control measure with a clean as you go policy in place. | <ul style="list-style-type: none"> Ventilation review and servicing as above. | KS | 22.09.21 |
| Communal break out areas | | | | | |
| High volume area with communal touch points so greater risk of virus transmission. | Colleagues | <ul style="list-style-type: none"> Adjustments to the seating in the hub areas in line with new government guidance on back to back and side by side seating. Communal food and crockery / cutlery not available for use. Contamination from surfaces and belongings is now considered to be lower risk, however cleaning and hygiene measures remain the key control measure with a clean as you go policy in place. | <ul style="list-style-type: none"> Additional seating to be included to enable a more usable area. The hub areas are used voluntarily and on average around 30 minutes at a time reducing periods of time of face to face contact. Communal food and crockery / cutlery to be available for use on the basis of lower risk of contamination. | KS | 17.09.21 |

| Workplace hazards associated with the risk of COVID-19 | Persons at risk | Current control measures | Further / revised control measures | Latest actions completed by | Date of completion |
|---|--|--|---|-----------------------------|--------------------|
| Risk of virus transmission as smaller semi-enclosed spaces with communal touch points. Risk of virus transmission whilst providing IT support. | Colleagues | <ul style="list-style-type: none"> Build area and server room capacity managed via appropriate signage prominently displayed on studio and office door. Contamination from surfaces is now considered to be lower risk, however cleaning and hygiene measures remain the key control measure with a clean as you go policy in place. IT service desk team to wear face masks at their discretion. | | | |
| Office cleaning | | | | | |
| Risk of virus transmission from various high contact surfaces and objects around the office. | Colleagues Cleaning contractors Visitors | <ul style="list-style-type: none"> Cleaning provided throughout the day by cleaning contractors. Risk assessment in place. Continued monitoring of any reported issues. | <ul style="list-style-type: none"> Review latest risk assessment. | KS | 13.08.21 |
| Travel to the office | | | | | |
| Risk of virus transmission via public transport. | Colleagues | <ul style="list-style-type: none"> Colleagues directed to the government's safe travel advice. | | | |
| Cases of COVID-19 | | | | | |
| Risk of transmission in the office if someone has COVID-19 or has been a close contact with someone who tests positive for COVID-19. | Colleagues Cleaning contractors Peel personnel Visitors | <ul style="list-style-type: none"> Internal policies covering required colleague actions in relation to cases of COVID-19 and outbreak management in place. | <ul style="list-style-type: none"> Review of documentation and procedures. | KS | 15.11.21 |
| Vulnerable employees | | | | | |
| The health risks faced by these colleagues require individual consideration. | Colleagues | <ul style="list-style-type: none"> Individual requirements are appropriately and confidentially managed by the people team in line with government guidance. | | | |



Steve Byrne
CEO