

COVID-19 Travel Counsellors Workplace Health & Safety Risk Assessment

Assessors	<ul style="list-style-type: none"> • Sarah Lynch – Group General Counsel & Company Secretary • Kate Simcox - Group Health & Safety Manager • Eve Gardner - Colleague Experience Partner (previous assessor: Laura Herbert, Head of Talent)
Assessment Date	18 th June 2021
Version	1.6
Review Date	5 th July 2021
Business Type	Office
Location	Venus, No. 1 Old Park Lane, Trafford City, Manchester M41 7HA

Latest status

The government’s ruling to ‘stay at home’ ended on 29th March 2021, however many restrictions will remain in place. Government advice remains focused on where we can work from home, we should continue to do so, and Travel Counsellors supports this. However, given the challenges currently facing the travel industry with the implementation of the new ‘traffic light’ system certain key operational roles are attending the office to support business operations. The office also remains open for those colleagues who wish to attend for wellbeing or other personal reasons. COVID-19 safe protocols are in place.

Risk assessment

Workplace hazards associated with the spread of COVID-19	People at risk	Control measures to be implemented (new control measures in red)	Date completed	Action completed by
Building facilities and communal areas				
<p>The building is managed by Peel Land and Property Group (“Peel”). Peel are responsible for all the common areas of the building including entrance reception, lifts, WC’s, showers, staircases, communal walkways. They also control all the mechanical and engineering systems within the building. Peel have carried out their own separate COVID-19 risk assessment in respect of the areas for which they are responsible.</p> <p>Travel Counsellors is responsible for its own office space on the 3rd, 4th and 5th floors of Venus.</p>	All building users	<ul style="list-style-type: none"> - Review Peel’s latest COVID-19 risk assessment and provide input. - Continue to work collaboratively with Peel to ensure the ongoing health and safety of our colleagues and other individuals attending Travel Counsellor’s offices. - A copy of Peel’s COVID-19 risk assessment is attached at Appendix 1. - From 05/11 all colleagues entering the building will be required to wear masks in communal areas. 	<p>Latest risk assessment reviewed 26.03.2021</p> <p>Colleagues instructed 04.11.20</p>	KS
Reception area				
Risk to reception staff through interfacing with visitors entering the premises. Also risk of transmission for those visiting and / or waiting in the reception area.	N/A during Phase 1	<ul style="list-style-type: none"> - TC Reception to remain closed. - All business deliveries to be made to the main building reception and Peel control measures apply. - No personal deliveries will be permitted. - No external visitors to the office will be permitted unless for exceptional circumstances and will be advised of the COVID protocols pre-arrival 	24.03.21	KS

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Number of staff in the office				
Risk if there are too many people in the office and social distancing cannot be maintained.	<ul style="list-style-type: none"> - Colleagues - Cleaning contractors - Peel staff & contractors 	<ul style="list-style-type: none"> - Hybrid working policy is in place and volumes further managed as per seating arrangements below. - Use of passes to access the building is monitored daily by the People team. - Flexible start and finish time policy already in place. Colleagues able to start work up to 10.00 a.m. and finish from 3.00 p.m. onwards which will stagger numbers. - Additional flexible working permitted with colleagues able to work part of the day in the office and part at home. 	18.06.21	EG & KS
Seating				
Current desk layout does not maintain social distancing.	<ul style="list-style-type: none"> - Colleagues 	<ul style="list-style-type: none"> - All colleagues to be allocated desks. - The number of desks on each bank to be reduced to allow colleagues a 2 metre distance from others seated. - No hot desking will be permitted. - Clear desk policy to be enforced. No personal belongings to be kept in the office other than in desk drawers. - Due to the more limited space in the desk areas, colleagues to be instructed not to approach others at their desks and to store belongings under their desks. - Managers to be allocated designated desk areas for which they are responsible. - Each desk to be numbered or lettered and allocated a colour. - Managers are responsible for ensuring that only those on a desk with the same colour attend the office on the same day. - Desk plans to be available to colleagues via an internal Colleague Hub. 	24.03.21	EG & KS

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Movement around the office				
Risk of virus transmission if social distancing cannot be maintained whilst moving around the office.	<ul style="list-style-type: none"> - Colleagues - Cleaning contractors - Peel staff & contractors 	<ul style="list-style-type: none"> - Due to the layout of the office it was not possible to introduce one-way systems. - Risk managed by: (i) reduced numbers in the office; (ii) appropriate social distancing signage displayed prominently in higher traffic areas; and (iii) colleagues to be instructed to keep movement to a minimum, move quickly through the walkways, and to maintain social distancing at all times. - All floors to be open. 	24.03.21	KS
Meeting rooms				
Current layout does not maintain social distancing, and regular touchpoints pose risk of virus transmission.	<ul style="list-style-type: none"> - Colleagues 	<ul style="list-style-type: none"> - All meeting rooms to be open for use. - Must be used for: (i) essential meetings; and (ii) with absolutely necessary participants. - Seating to be re-organised and marked in fixed positions to maintain 2 metre social distancing between seats. - Maximum number of meeting attendees to be limited, and appropriate signage is prominently displayed to mark maximum occupancy. - Social distancing and hygiene signage to be displayed prominently. - 'Clean as you go' system to be implemented. - Hand sanitiser to be available. 	24.03.21	KS
TCTV studio & office				
High capacity room with camera equipment and studio audience. Poses social distancing and virus transmission risks.	<ul style="list-style-type: none"> - Colleagues 	<ul style="list-style-type: none"> - TV studio to be open. - Only five people are permitted in the studio at any one time - All camera equipment must be set up in advance. - Only one person to access the studio equipment and use the office at any one time. - Social distancing and hygiene signage to be displayed prominently. - 'Clean as you go' system to be implemented. - Hand sanitiser to be available. 	15.04.21	KS

Workplace hazards associated with the spread of COVID-19	People at risk	Control measures to be implemented (new control measures in red)	Date completed	Action completed by
Office equipment and storage areas				
Cloakrooms and items such as printers are high touch areas where the risk of virus transmission will be greater.	- Colleagues	<ul style="list-style-type: none"> - Items marked as 'out of use' where necessary e.g. cloakrooms - Colleagues to be instructed to limit use of printers to essential use only. - 'Clean as you go' system to be implemented on high touch areas. - Hand sanitiser to be available. 	31.07.20	SL
Communal break out areas				
Current layout does not maintain social distancing. Communal areas are also high touch areas where the risk of virus transmission will be greater.	- Colleagues	<ul style="list-style-type: none"> - Existing furniture to be re-organised / removed to maintain 2 metre social distancing from others seated. - Markings on the floor and accompanying signage to limit users in high volume areas such as kitchen sides and cupboards. - Kitchen crockery and cutlery to not be available for use. No communal milk or other similar items to be provided. - Social distancing and hygiene signage to be displayed prominently. - 'Clean as you go' system to be implemented. - Hand sanitiser to be available in each area. - Vending machines are in use. 	15.04.21	KS
Communal team areas				
Risk of virus transmission if social distancing cannot be maintained. Communal areas are also high touch areas where the risk of virus transmission will be greater.	- Colleagues	<ul style="list-style-type: none"> - Covers the IT build area and server room. - Maximum number of concurrent users to be limited, and appropriate signage to be prominently displayed to mark maximum occupancy. - Hygiene signage to be displayed prominently. - 'Clean as you go' system to be implemented. - Hand sanitiser to be available. 	26.06.20	SL & LH
Technology Service Desk				
Risk of virus transmission if social distancing cannot be maintained whilst providing IT support. Non-remote fixing of equipment poses a risk of virus transmission.	- Colleagues	<ul style="list-style-type: none"> - Remote support to be provided as a default. - If hardware support is required, it should be pre-arranged and social distancing is to be maintained at all times. - At desk support will be kept to a minimum. - IT team to clean equipment before and after use. 	26.06.20	SL

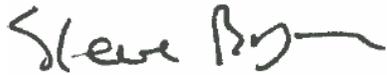
Workplace hazards associated with the spread of COVID-19	People at risk	Control measures to be implemented (new control measures in red)	Date completed	Action completed by
Office cleaning				
There are various high contact surfaces and objects around the office and so the frequency of office cleaning needs to be reviewed in order to reduce the risks of virus transmission.	<ul style="list-style-type: none"> - Colleagues - Cleaning contractors 	<ul style="list-style-type: none"> - Member of cleaning staff on site 9.30 a.m. to 8 p.m. each day to provide ongoing cleaning, particularly targeting high contact areas. - Appropriate cleaning products and methods to be used including anti-viral products. - A full office clean (including desks, keyboards etc.) to take place each evening. - Cleaning contractors to be instructed to maintain 2 metre social distancing. - Emergency cleaning arrangements to be put in place in the event someone within the office show symptoms of COVID-19. 	24.03.21	EG
Personal hygiene and cleaning				
There are various high contact surfaces and objects around the office. Colleagues need to follow appropriate personal hygiene procedures. Additionally, surfaces need to be wiped down regularly to reduce the risks of virus transmission.	<ul style="list-style-type: none"> - Colleagues - Cleaning contractors - Peel staff & contractors 	<ul style="list-style-type: none"> - Hand sanitisers to be available by the main entry doors, in desk areas and communal areas. - Prominent hygiene signage to be displayed to remind colleagues to practise effective self-hygiene. - Appropriate cleaning materials to be provided so that colleagues can frequently clean their workstations during the day. - Colleagues to be instructed to follow the 'clean as you go' system in communal areas and when using communal office equipment / storage areas. 	31.07.20	SL
Travel to the office				
It is recognised that at this time colleagues may have concerns about their commute if using public transport and may look at alternative methods of travel.	<ul style="list-style-type: none"> - Colleagues 	<ul style="list-style-type: none"> - Flexible start and finish time policy already in place with colleagues able to start work up to 10.00 a.m. and finish from 3.00 p.m. onwards. - Colleagues to be directed to the government's safe travel advice. - Sufficient parking will be available due to the reduced number of colleagues in the office. 	26.06.20	LH

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Symptoms of COVID-19				
<p>Risk of transmission if someone comes to work ill or becomes unwell in the office.</p>	<ul style="list-style-type: none"> - Colleagues - Cleaning contractors - Peel staff & contractors 	<ul style="list-style-type: none"> - Colleagues to be instructed not to come into / leave the office if showing any of the symptoms of COVID-19 as identified by government / NHS guidance. - Also applies those who live in a household or are in a support bubble with someone who has symptoms of COVID-19 and those who are advised to self-isolate as part of the government’s test and trace service. - Individuals will not be allowed to return to the office until after the self-isolation period has ended. - Government guidance will be closely monitored and the control measures updated accordingly. - Emergency deep cleaning to take place in areas visited by the individual showing symptoms. - Peel must be informed. - Affected colleagues who have been in close contact with any suspected or confirmed case of COVID-19 are to be informed and government guidance regarding self-isolation complied with. Data protection obligations must also be complied with. - Colleagues should be enabled to work from home whilst self-isolating where sick leave is not required. - In the event of a COVID 19 outbreak, the People team have been nominated the single point of contact for reporting to Public Health England (PHE). 	<p>24.03.21</p>	<p>KS</p>
Vulnerable employees				
<p>Two categories of colleagues need additional consideration to protect them against the risk of virus transmission- clinically extremely vulnerable individuals and clinically vulnerable individuals.</p>	<ul style="list-style-type: none"> - Colleagues 	<ul style="list-style-type: none"> - Steps to be taken to identify these colleagues. - Colleagues to continue to work at home in order to remain protected. - Steps to be taken to understand who lives with extremely vulnerable individuals and to assess their needs. 	<p>26.06.20</p>	<p>LH</p>

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Colleague wellbeing				
Risk to colleague wellbeing due to homeworking for a sustained period of time.	- Colleagues	<ul style="list-style-type: none"> - Procedures for keeping in contact with colleagues working Remotely are to be reviewed. - All colleagues are to be made aware of the causes of stress in the current climate and how to avoid them. - The resources available to provide help and support to colleagues are to be reviewed and colleagues appropriately signposted to them. - Individual risk assessments to be carried out for those colleagues particularly struggling with their mental health. - Managers to have regular one to one meetings with their team where a key focus is on health, safety and well-being. - Appropriate training to be provided to managers so that they can recognise the signs and appropriately respond to colleague concerns. 	26.06.20	LH
Colleague communications				
Risk if colleagues are not aware of what action they are expected to take to reduce the risks of COVID-19 and how to conduct themselves when in the office.	- Colleagues	<ul style="list-style-type: none"> - Colleagues to be provided with guidance on returning to site so that they are aware and understand the new procedures to protect against COVID-19. - Colleagues to be kept updated regarding changes to any procedures using the various Travel Counsellors communications resources as appropriate (including TCTV, email communications and the text alert system). The same channels are to be used for regularly reinforcing the message regarding health and safety. - Ensure that colleagues are aware that social distancing does not need to be maintained in the case of an emergency e.g. accident or fire 	26.06.20	SL & LH

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Ongoing compliance monitoring				
Risk if on-site behaviour is not appropriately monitored and managed.	<ul style="list-style-type: none"> - Colleagues - Cleaning contractors - Peel staff & contractors 	<ul style="list-style-type: none"> - Compliance with COVID-19 procedures to be mandatory and failure to comply may be a disciplinary offence. - Process to be implemented for colleagues to flag concerns where they believe health and safety measures may not be working or are not being observed. - Responsibility designed to the Head of Talent and the Group General Counsel and Company Secretary to investigate the concerns. 	26.06.20	SL & LH

Signed by:



Steve Byrne

CEO

APPENDIX 1- Peel COVID-19 risk assessment



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Venus December 20