

COVID-19 Travel Counsellors Workplace Health & Safety Risk Assessment

Assessors	Sarah Lynch – Group General Counsel & Company Secretary Kate Simcox - Group Health & Safety Manager Eve Gardner - Colleague Experience Partner (previous assessor: Laura Herbert, Head of People)
Assessment Date	23 rd July 2021
Version	1.7
Review Date	20 th August 2021
Business Type	Office
Location	Venus, No. 1 Old Park Lane, Trafford City, Manchester M41 7HA

Latest status

The government is no longer instructing everyone to work from home if they can. The government recently published the working safely guidance and Travel Counsellors are supporting the government’s expectation and recommendation for a gradual return to the workplace over the summer months. We continue to monitor the position as it evolves.

All changes to the control measures in the risk assessment are highlighted in red. Note that the workplace hazards column has been updated to reflect the latest government guidance including the removal of references to social distancing.

Risk assessment

Workplace hazards associated with the risk of COVID-19	People at risk	Control measures to be implemented	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 most recent risk assessment is attached at Appendix 1. - From 05/11 all colleagues entering the building will be required to wear masks in communal areas. - From Monday 19 July, PEEL distributed an update to their guidelines. A copy is to be made available on the Colleague Hub. 	<p>Latest risk assessment reviewed 26.03.2021</p> <p>Colleagues instructed 04.11.20</p> <p>Colleagues updated 23.07.21</p>	KS & EG
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	<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

Workplace hazards associated with the risk of COVID-19	People at risk	Control measures to be implemented (new control measures in red)	Date completed	Action completed by
Number of staff in the office				
Greater risk of COVID-19 transmission when higher volumes of colleagues attend the office.	<ul style="list-style-type: none"> - Colleagues - Cleaning contractors - Peel staff & contractors 	<ul style="list-style-type: none"> - Hybrid working policy is in place. - Use of passes to access the building to be 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. - Gradual return to the office to be supported over the summer months in line with government guidance in order to monitor and control COVID-19 risk. Volumes to no longer be controlled via the seating arrangements, see below. Additional flexible working to be removed. 	23.07.21	KS & EG
Seating				
Office layout can contribute to the risk of COVID-19 transmission.	Colleagues	<ul style="list-style-type: none"> - All colleagues to be allocated desks. - 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 to store belongings under their desks. - Managers to be allocated designated desk areas for which they are responsible. - Desk plans to be available to colleagues via an internal Colleague Hub. - Measures around social distancing to be changed in line with revised government guidance. Number of desks on each bank to continue to be reduced as a cautionary measure where reasonably practicable. Where this is not possible seating layouts to be 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 and gradual return. 	23.07.21	KS & EG

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Movement around the office				
Risk of COVID-19 transmission whilst moving around the office.	<ul style="list-style-type: none"> - Colleagues - Cleaning contractors - Peel staff & contractors 	<ul style="list-style-type: none"> - Risk managed by: (i) reduced numbers in the office; and (ii) appropriate signage displayed prominently in higher traffic areas. - All floors to be open. - Measures around social distancing to be changed in line with revised government guidance. Colleagues to be reminded to maintain distance and respect other colleagues' personal space with the advice that 2m (6ft) still remains the most effective way to reduce transmission in preventing close contact with an infected person. 	23.07.21	KS & EG
Meeting rooms				
Risk of COVID-19 transmission in an enclosed space with frequent touchpoints.	Colleagues	<ul style="list-style-type: none"> - All meeting rooms to be open for use. - Seating to be re-organised and marked in fixed positions to maintain 2 metre distancing between seats. - Maximum number of meeting attendees to be limited, and appropriate signage is prominently displayed to mark maximum occupancy. - COVID-19 H&S signage to be displayed prominently. - 'Clean as you go' system to be implemented. - Hand sanitiser to be available. - 2m seating arrangements to remain in place. Colleagues to no longer be advised to use rooms for essential meetings only. 	23.07.21	KS & EG

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TCTV studio & office				
Risk of COVID-19 transmission as high capacity room with camera equipment and studio audience.	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. - COVID-19 H&S signage to be displayed prominently. - 'Clean as you go' system to be implemented. - Hand sanitiser to be available. 	15.04.21	KS
Office equipment and storage areas				
Cloakrooms and items such as printers are high touch areas where the risk of COVID-19 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

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Communal break out areas				
High volume area with communal touch points so greater risk of virus transmission.	- Colleagues	<ul style="list-style-type: none"> - 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. - COVID-19 H&S 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. - Measures around social distancing to be changed in line with the revised government guidance. Colleagues to be reminded to maintain distance and respect other colleagues’ personal space with the advice that 2m (6ft) still remains the most effective way to reduce transmission in preventing close contact with an infected person. Seating layout to be in line with current government guidance on limiting face to face contact with seating marked in fixed positions. 	23.07.21	KS & EG
Communal team areas				
Risk of virus transmission as smaller spaces with communal touch points.	- 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

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Technology Service Desk				
Risk of virus transmission whilst providing IT support.	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. - At desk support will be kept to a minimum. - IT team to clean equipment before and after use. <p style="color: red;">Colleagues to be reminded to maintain distance by the TSD team.</p>	23.07.21	EG
Office cleaning				
Risk of virus transmission from various high contact surfaces and objects around the office.	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. - Emergency cleaning arrangements to be put in place in the event someone within the office show symptoms of COVID-19. <p style="color: red;">Cleaning contractors to be advised of the continued company requirement to maintain distancing.</p>	22.03.21	KS
Personal hygiene and cleaning				
Risk of virus transmission from various high contact surfaces and objects around the office.	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				

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Risk of virus transmission via public transport.	- 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
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.	<ul style="list-style-type: none"> - Colleagues - Cleaning contractors - Peel staff & contractors 	<p style="color: red;">This entire section has been updated to reflect the latest government guidance.</p> <ul style="list-style-type: none"> - Colleagues to be advised of the symptoms of COVID-19 as per the NHS guidance. - Colleagues to be directed to the government guidance on ensuring workers self-isolate where necessary. Colleagues to be instructed not to come into the office if any elements of the guidance apply to them and to follow what is required of them by the government and advise the People team. - Emergency deep cleaning to take place in areas visited by the individual showing symptoms. - Peel must be informed. - In the event of a COVID 19 outbreak, the People team to be nominated as the single point of contact for reporting to Public Health England (PHE). - Colleagues to be enabled to work from home whilst self- isolating where sick leave is not required. - Colleagues to be encouraged to use test and trace, take regular lateral flow tests and to take their temperature before travelling to the office. - Managers to be informed of any foreign travel and colleagues instructed not to attend the office during any quarantine period. 	23.07.21	KS & EG
Vulnerable employees				

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Two categories of colleagues need additional consideration to protect them against the risk of virus transmission- clinically extremely vulnerable individuals and clinically vulnerable individuals.	- Colleagues	<p>This entire section has been updated to reflect the latest government guidance.</p> <ul style="list-style-type: none"> - Affected individuals to be consulted regarding a return to the office. Individual wishes to be respected by managers and a cautious approach supported. 	23.07.21	EG
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

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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. 	26.06.20	SL & LH
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 People 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: