

COVID-19 Travel Counsellors Workplace Health & Safety Risk Assessment

Assessors	Laura Herbert – Head of Talent Sarah Lynch – Group General Counsel & Company Secretary
Assessment Date	31st July 2020
Scope	Phase 2
Version	1.1
Review Date	24 th August 2020
Business Type	Office
Location	Venus, No. 1 Old Park Lane, Trafford City, Manchester M41 7HA

General approach

Travel Counsellors is taking a staged approach to the return to the office.

Phase 1 ran from 1st July to 31st July 2020. Phase 2 will run from 3rd August with a planned phase 3 from September onwards. Given the constantly evolving situation, the timings are approximations and may be subject to change.

In Phase 2 attendance in the office will continue to be on a voluntary basis and is simply an extension of Phase 1 with all floors open for use.

The scope of Phase 3 will be determined closer to the time.

Risk assessment

A comprehensive risk assessment will be performed prior to the start of each Phase. This risk assessment applies to Phase 2.

Workplace hazards associated with the spread 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 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. 	15.06.20 as per Phase 1	LH
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"> - Reception to remain closed in Phase 2. - No external visitors to the office will be permitted. - All business deliveries to be made to the main building reception and Peel control measures apply. - No personal deliveries will be permitted. 	N/A	N/A
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"> - All floors will be open. - A maximum of 117 colleagues will be authorised to work in the office during Phase 2 with daily attendance numbers anticipated to be significantly lower. - Flexible start and finish time policy already in place. Colleagues able to start work up to 9.30 a.m. and finish from 3.30 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. 	31.07.20	SL

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		<ul style="list-style-type: none"> - Use of passes to access the building is monitored daily by the People team. 		
Seating				
Current desk layout does not maintain social distancing.	<ul style="list-style-type: none"> - Colleagues 	<ul style="list-style-type: none"> - Each desk will be numbered and allocated to an individual colleague by the People Team. No hot desking will be permitted. - The number of desks on each bank to be reduced to allow colleagues a 2 metre distance from others seated. - Signage will mark desks which are out of use. - 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. 	31.07.20	SL
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. 	31.07.20	SL
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 only 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 to be 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. 	31.07.20	SL

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TCTV studio & office				
High capacity room with camera equipment and studio audience. Poses social distancing and virus transmission risks.	- Colleagues	<ul style="list-style-type: none"> - Only two people to be permitted in the studio at any one time with no audience. - All camera equipment must be set up in advance. - Only one designated person can access studio equipment and use the office. - Social distancing and hygiene signage to be displayed prominently. - 'Clean as you go' system to be implemented. - Hand sanitiser to be available. 	29.06.20 as per Phase 1	LH
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 be removed and not available for use. Vending machines to be out of 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. 	26.06.20 as per Phase 1	SL & LH
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. 	26.06.20 as per Phase 1	SL & LH

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		<ul style="list-style-type: none"> - Hand sanitiser to be available. 		
Technology Service Desk				
<p>Risk of virus transmission if social distancing cannot be maintained whilst providing IT support. Noon-remote fixing of equipment poses a risk of virus transmission.</p>	<ul style="list-style-type: none"> - 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. 	<p>26.06.20 as per Phase 1</p>	<p>RP</p>
Office cleaning				
<p>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.</p>	<ul style="list-style-type: none"> - Colleagues - Cleaning contractors 	<ul style="list-style-type: none"> - Deep clean of the office to take place prior to re-entering the building. - Member of cleaning staff on site 8 a.m. to 5 p.m. each day to provide ongoing cleaning targeting high contact areas in particular. - 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 using 3 cleaning operatives. - Cleaning contractors to be instructed to maintain 2 metre social distancing. - Cleaning schedule to be recorded. - Emergency cleaning arrangements to be put in place in the event someone within the office show symptoms of COVID-19. 	<p>31.07.20</p>	<p>SL</p>
Personal hygiene and cleaning				
<p>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.</p>	<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, meeting rooms 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. 	<p>31.07.20</p>	<p>SL</p>

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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.	- Colleagues	<ul style="list-style-type: none"> - Flexible start and finish time policy already in place with colleagues able to start work up to 9.30 a.m. and finish from 3.30 p.m. onwards. - Colleagues to be directed to the government's safe travel advice. - Increased parking will be available due to the reduced number of colleagues in the office. 	26.06.20 as per Phase 1	LH
Business travel				
Business travel poses a risk of virus transmission where public transport is used and also wider exposure to third parties.	N/A during Phase 1	- No business travel to take place during Phase 2- no essential travel required.	N/A	N/A
Symptoms of COVID-19				
Risk of transmission if someone comes to work ill or becomes unwell in the office.	<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. 	31.07.20	SL

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Vulnerable employees				
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	<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. 	26.06.20 as per Phase 1	LH
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 as per Phase 1	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 as per Phase 1	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 will 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 as per Phase 1	SL & LH
Review of risk assessment				
This risk assessment needs to be kept under close review to reflect changes in government guidance, learnings following implementation, and new risks which arise as general knowledge of COVID-19 increases.	<ul style="list-style-type: none"> - Colleagues - Cleaning contractors - Peel staff & contractors 	<ul style="list-style-type: none"> - Reviews to take place fortnightly, or as required depending on future government guidance / announcements. - Responsibility designed to the Head of Talent and the Group General Counsel and Company Secretary. 	26.06.20 as per Phase 1	SL & LH

Signed by:


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Steve Byrne

CEO

APPENDIX 1- Peel COVID-19 risk assessment



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