

Risk assessment

Company name: Image+ Ltd

Date of next review: 8th January 2021

Date assessment was carried out: 18th December 2020

Risk Rating Matrix (RR)	Likelihood (L)		
Severity (S)	Certain or near certain to occur (High)	Reasonably likely to occur (Medium)	Unlikely to occur (Low)
Fatality; major injury or illness causing long term disability (High)	HIGH (H)	HIGH (H)	MEDIUM (M)
Injury or illness causing short term disability (Medium)	HIGH (H)	MEDIUM (M)	LOW (L)
Other injury or illness (Low)	MEDIUM (M)	LOW (L)	LOW (L)

What are the hazards?	Who might be harmed and how?	Controls in place	L	S	RR	Adequately controlled?
Stress	All staff could be affected by factors such as Uncertainty, Worry of Job Loss, Financial issues etc.	<ul style="list-style-type: none"> Make sure that staff know that they can talk to their manager about any issues or concerns that they have including feeling unwell or worry of job loss. Let staff work from home where possible. All employees have received training in the controls required to be followed to reduce the risk of transmission 	M	M	M	Yes

What are the hazards?	Who might be harmed and how?	Controls in place	L	S	RR	Adequately controlled?
Covid-19 (Protection)	Employees & Visitors	<ul style="list-style-type: none"> • All employees have received training in the controls required to be followed to reduce the risk of transmission • Employees have been reminded of the importance of additional handwashing • Handwashing areas are stocked with soap and paper towels (bin provided for disposal) • Handwashing posters are on display at all wash hand units • All employees are aware of the requirements with regards to not coming into work if any symptoms of COVID-19 and the fact that they will be sent home from work if they are suspected of showing any symptoms in accordance with Government Guidance • If an employee becomes unwell with COVID-19 symptoms they will be sent home and told to contact the NHS (111) immediately. Sanitizing of their work area and any touch points will be carried out immediately. • Cleaning schedules have been increased to daily with more regular in house cleaning of touch points such as door handles • Employees are responsible for cleaning their keyboards, laptops, telephones, drawer pedestal (touch points) and desk-tops that they use with the antibacterial wipes provided. • End of day procedures now include additional sanitizing routines • External waste storage bin handles are wiped with sanitizing wipes after use followed by employee hand washing. • Protection screens have been installed at reception areas • The Coronavirus Staying Safe Poster is on display at the entrance to the premises • Visitors are only permitted by appointment 	M	M	M	yes

What are the hazards?	Who might be harmed and how?	Controls in place	L	S	RR	Adequately controlled?
		<ul style="list-style-type: none"> • All visitors must be logged in and out of the premises • We have staggered starting and finishing times to enable employees to travel at less busy times • Turnstiles and keypads have been disabled where possible to reduce the number of touch points • Where fire doors are kept open a suitable door hold open device has been used which operates with the fire alarm • All hot desking arrangements have been removed • Our health and safety noticeboard is updated regularly with COVID-19 information • Staff are asked to inform their employer if they are Vulnerable or Clinically Vulnerable or if they occupy the same households as Clinical Extremely Vulnerable people so that working arrangements can be agreed • All employees will receive a new induction into working controls on return to working on the premises. 				

What are the hazards?	Who might be harmed and how?	Controls in place	L	S	RR	Adequately controlled?
<p>Covid-19 (Social Distancing)</p>	<p>Employees & Visitors</p>	<ul style="list-style-type: none"> • 2M Social distancing markers around the office • Perspex screens have been installed between computers where employees work facing each other and at sides where a 2M distance cannot be maintained • Where screens are not possible employees work side by side or back to back with the same employees occupying the same workstation at all times. • Where possible some employees are continuing to work from home or are working a shared office attendance rota (part time in office/part time working from home – see next point). • A rota has been prepared to stagger attendance of employees in the office. • Employee break times are staggered so no more than 2 people in rest area at any one time – this enables 2M distance to be maintained. Cleaning schedules have been increased to include after use cleaning. • An outdoor seating area has been provided for employees • Employees are encouraged to bring their food with them rather than leaving site during the working day • DSE Workstation assessments have been reviewed or recompleted to take into account any changes • Visitor information signage is clearly available on entry to the Office and hand sanitiser is available • Where possible all meetings where attendance is not essential will be held using video conferencing 	<p>M</p>	<p>M</p>	<p>M</p>	<p>yes</p>

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		<ul style="list-style-type: none"> Where meetings are essential social distancing will be maintained, hand sanitiser will be available and delegates will be expected to bring their own personal stationery Rooms where meetings are held are well ventilated and sanitised after use The wearing of face coverings is not felt to be necessary in our working environment however should an employee choose to wear a face covering this is a matter of personal choice. Employees wearing face coverings should adhere to Government Guidance on personal hygiene (see site specific arrangements) 				
Covid-19 (Home Working/wellbeing General wellbeing)	Employees	<ul style="list-style-type: none"> We ensure that our employees who continue to work from home have the resources that they require We have carried out a separate home working and wellbeing risk assessment with our home workers We keep in touch with our home workers by video conferencing and other media and communications We provide internal and external support and resources for all employees Line Managers have been trained in identifying and supporting individual wellbeing. 				
Using public transport to get to work	Staff and visitors to the office could be at higher risk if using public transport as they are mixing with more people.	<ul style="list-style-type: none"> Staff are encouraged to use alternatives to get to work such as walking or cycling where possible. 	M	M	M	Yes
Covid-19	Employees,	<ul style="list-style-type: none"> Delivery drivers deliver to the main reception area only (there is no external access) 	L	M	L	yes

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(Deliveries of stationery/other goods and Post)	Visitors & the delivery driver	<ul style="list-style-type: none"> • Delivery drivers are offered the opportunity to use sanitizer or hand wash • Delivery drivers do not leave paperwork – the delivery is agreed and the driver signs electronically on behalf of the business • Manual handling risk assessments have been reviewed to ensure they cover movement of deliveries from the reception area. • Post is delivered/collected at the same time each day with a collection/dispatch point being clearly marked • Hand delivery of postage to the office by visitors is discouraged and customers and others are requested to use an electronic, postal or delivery service 				
Covid-19 (Dealing with emergencies)	Employees	<ul style="list-style-type: none"> • In an emergency, such as a fire, accident or break-in, there is no requirement to stay 2M apart if it would be unsafe to do so • Anyone involved in close contact following an emergency will be advised to take particular care with regards to handwashing and sanitisation following the incident. • Our fire risk assessment has been reviewed and updated to ensure fire arrangements and procedures are adequate • Our first aid needs assessment has been reviewed to ensure arrangements are adequate as a result of the employee attendance rota. 	L	M	L	yes
Covid-19 (building and equipment maintenance)	Employees & Contractors	<ul style="list-style-type: none"> • All maintenance will be carried out by appointment only • Where possible maintenance will be carried out when the office is closed or when the fewest number of people are in the office • Contractors are have been assessed for their competence and evidence provided. • All contractors have provided their COVID-19 RAMS 	L	M	L	yes

What are the hazards?	Who might be harmed and how?	Controls in place	L	S	RR	Adequately controlled?
		<ul style="list-style-type: none"> Where possible all annual servicing such as air conditioning, water, gas and electrical will be carried out prior to the office re-opening The accessible areas where contractors work was carried out will be sanitised following completion of their work Where shower facilities are provided these have been included in the increased cleaning schedule Contractors will be provided with information on the controls in place and additional controls required prior to arrival or where this is not possible, on arrival at the premises 				
COVID-19 (Someone infected entering the workplace)	Staff and visitors to the office could be at risk of catching the virus from infected people entering the workplace.	<ul style="list-style-type: none"> Regular cleaning throughout the day of hotspots that are touched regularly. An information poster highlighting the symptoms and the risk of COVID-19 is placed on entry/sign in point. Symptomatic individuals will not be allowed entry. Clear signage throughout the office. Seats that are out of use due to social distancing labels with a out of use sticker, so they are not used. COVID-19 information posters are placed in designated locations within the workplace (toilets, notice boards etc.) for all employees & visitors. Best practice Hygiene requirements (handwashing etc.) are being enforced and included in all inductions. Employees have been instructed to wash their hands frequently for at least 20 seconds duration. No handshaking. Employees are reminded daily to only come to work if they are fit and well and to remain at home if they or anyone in their household or support bubble is self-isolating. 	M	M	M	Yes

What are the hazards?	Who might be harmed and how?	Controls in place	L	S	RR	Adequately controlled?
		<ul style="list-style-type: none"> • Only essential visitors are permitted on Office until further notice. • Regular cleaning of acrylic screens. • Give staff and visitors the option to wear a clean face covering at work. • Staff and visitor temperatures taken on arrival. • Back to back and side to side working rather than face to face. Acrylic screens have been installed between desks to support this. • Clear floor markings for 1-2 m social distancing. • Visitor questionnaire filled in on arrival to the office by Annabel or Ela or person leading the meeting. 				
COVID-19 (Someone becomes ill in the workplace)	Staff and visitors who cough and sneeze could spread the virus throughout the office.	<ul style="list-style-type: none"> • UK, Scottish, Northern Ireland or Welsh Government guidance to be followed. • A designated safe area has been identified away from other staff. Persons showing signs of COVID-19 infection will be removed from the workplace to the designated area, away from other staff and sent home with support if required. • The person will be advised to follow NHS Online Guidance regarding self- isolation, arranging for a COVID 19 test and following the Test and Trace protocols for England and Northern Ireland, Test and Protect for Scotland and Test, Trace, Protect for Wales. 	M	M	M	Yes

What are the hazards?	Who might be harmed and how?	Controls in place	L	S	RR	Adequately controlled?
		<ul style="list-style-type: none"> • If the person is a visitor their organisation will be informed. • The workplace will be decontaminated following governmental guidance. • Best practice Hygiene requirements (handwashing etc.) are being enforced and included in all inductions. Employees have been instructed to wash their hands frequently for at least 20 seconds duration. No handshaking. • This information has been passed onto all employees. 				
<p>Some areas of the workplace may present a higher risk than others such as staff toilets, staff rooms and seating areas.</p>	<p>Heavily used areas such as toilets are more likely to present a transmission risk. Staff and visitors using the facilities are at risk of spreading and catching the COVID-19 virus In these areas.</p>	<ul style="list-style-type: none"> • Stress the importance of good hygiene from staff at all times. – this includes hand washing, using tissues when sneezing & coughing, clean desks etc • Ensuring that adequate hand washing facilities are provided such as hot water, soap and antibacterial gel. • Printing out posters to display instructions such as hand washing to remind staff. • Staggering breaks to ensure that kitchen areas and toilets are not overloaded, and social distancing is followed. • 60% alcohol hand gel placed in areas where doors must be touched, such as outside toilets. 	M	M	M	Yes
<p>COVID-19 (Vulnerable employees)</p>	<p>Employees with underlying health conditions. Reduced</p>	<ul style="list-style-type: none"> • UK, Scottish, Northern Ireland or Welsh Government guidance to be followed. • Employees have been instructed to self-isolate if they have had either a high temperature (37.8 centigrade or greater) or a continuous dry cough or a loss of, or 	M	M	M	Yes

What are the hazards?	Who might be harmed and how?	Controls in place	L	S	RR	Adequately controlled?
	immunity, pregnancy, over 70, etc.	<p>change to, your sense of smell or taste in the last 14 days – there have been no instances of these to date.</p> <ul style="list-style-type: none"> Any vulnerable employees are required to work from home. Where home working is not possible arrangements are made to isolate employee at work. Pregnant workers may be asked to commence maternity leave early if practicable. The company will arrange for meetings with clients/customers by video or audio conferencing where possible. 				
COVID-19 (Employees who have contracted COVID-19)	Employees, visitors, members of the Public, Family members (Contracting COVID-19 in workplace)	<ul style="list-style-type: none"> If NHS 111/online or a GP determines an employee has contracted COVID-19 they will be treated as off sick as per normal company sickness policy. Colleagues who have had contact with a symptomatic employee will be made aware of the symptoms and advised to follow NHS Online Guidance regarding self- isolation, arranging for a COVID 19 test and following the Test and Trace protocols for England and Northern Ireland, Test and Protect for Scotland and Test, Trace and Protect for Wales. The workplace will be decontaminated following governmental guidance. 	M	M	M	Yes
COVID-19 (Presenteeism. Symptomatic or exposed employees)	Employees, members of the Public, Family members (Employees who are symptomatic or have been in	<ul style="list-style-type: none"> UK, Scottish, Northern Ireland or Welsh Government guidance to be followed. Employees are advised to follow NHS Guidance online. Symptomatic employees will be instructed to go home. 	M	M	M	Yes

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remaining in workplace.)	contact with someone with COVID-19 but continue to work despite being unwell)	<ul style="list-style-type: none"> • Colleagues who have had contact with a symptomatic employee will be made aware of the symptoms and advised to follow NHS Guidance online, or guidance for Scotland and Wales as applicable. • Employees are reminded to isolate (stay at home) and follow UK, Scottish, Welsh or Northern Ireland guidance if they have been contacted by government contact tracing. • As a last resort, if we decide to suspend an employee this will be on full pay unless the employee's specific contract provides a right to suspend without full pay for this reason. Such as suspension will not be considered a medical suspension. 				
COVID-19 (Self-Isolation and wellbeing)	Employees (Employees not aware of the need to or how self-isolate. Wellbeing/Loneliness issues from self-isolation)	<ul style="list-style-type: none"> • NHS 111 online provides advice on when to self-isolate and access to an online interactive and personal checklist (Stay at Home Advice) see also Scottish and Welsh advice when the work is in these Nations. • A homeworkers risk assessment – either general or specific depending on risk levels will be completed. • Managers are to ensure that all employees now required to work from home have the necessary equipment to do their jobs safely. • Managers and colleagues are advised to keep in regular contact with home workers, with frequent individual and team calls utilising skype, zoom, teams etc. • This information has been passed onto all employees. 	M	M	M	Yes
COVID-19 (Travelling abroad)	Employees & visitors	<ul style="list-style-type: none"> • UK Government, Scottish Government, Northern Ireland Government or Welsh Government guidance to be followed. 	M	M	M	Yes

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	(A person catches COVID-19 due to travelling abroad)	<ul style="list-style-type: none"> • FCO provides Foreign Travel advice for travellers. • CIPD provides advice for travellers returning to work from affected areas. • We do not insist on employees travelling to work to an area with a higher risk of COVID-19. • Employees are granted permission to cancel at short notice any pre-booked annual leave to an affected area i.e. no pressure to travel to affected destinations. 				
Crisis management - business continuity hazards caused by the pandemic emergency	The COVID-19 pandemic threatens business if the business cannot deliver.	<ul style="list-style-type: none"> • Can access servers remotely • Communicate message to staff that if you feel unwell stay at home and get tested. 	M	M	M	Yes

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/

Additional Site Specific Arrangements

Personal Hygiene for those employees wearing face coverings:

- wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it
- when wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands
- change your face covering if it becomes damp or if you've touched it
- continue to wash your hands regularly
- change and wash your face covering daily
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste
- practise social distancing wherever possible

You can make [face-coverings at home](#)

Risk Assessment References – Notes

- HSE Workplace health, safety and welfare Workplace (Health, Safety and Welfare) Regulations 1992
- The Management of Health and Safety at work Regulations 1999
- HSE Managing the Causes of Work Related Stress HSG218 2007
- [Staying Safe Poster](#)
- [Government Guidance for Offices and Contact Centres](#)
- [Well Being Support](#)
- [Government Guidance on Coronavirus](#)
- The completed "Staying COVID-19 Secure in 2020" notice (England only) is posted at the entrance to our premises.