

## Working in an SLH office for the 'New Normal'

- As we come out of the lockdown and return to the workplace we need to look again at H&S.
- Our work lives are going to be different to normal, we will have a 'new normal'.
- As with anything new there will be new things to learn and new ways to do them.
- And there are new risks, SLH must protect you from those risks and train you to avoid them.
- In the new normal there will be a lot fewer of us coming into the offices and when we do, we will need to follow new behaviors, you may not be coming to the office you used to, you will not be sitting and working where you used to and you will not have the same colleagues around you.
- To prevent the spread of the Covid 19 virus we will need to;
  - Maintain social distance from colleagues at all times, at least 2m. This is a strict rule you or they may have the virus without showing symptoms, the virus can 'shed' for up to 2 weeks before symptoms show.
  - Be stringent with hand and forearm washing, if you touch something you didn't clean or bring from home then wash or sanitize your hands, e.g. cups, handles, parcels and letters, taps, bins.
  - No more than two people in a meeting (socially distant) and for as short a time as possible (additional method statement on file)
  - One out one in for welfare facilities (kitchens and toilets) as far as possible, when you return from the toilet sanitize again. The toilet facilities at some of our offices are communal with other businesses and this is an additional route of exposure. Be additionally alert when using toilets and hand arm sanitize as you leave toilets and as you return to the office. You may consider using PPE for additional re-assurance, but this should be safely removed once you are back to the office as prolonged wearing of PPE can harbor the virus, increasing potential contamination.
- The office will look and work differently, we will guide this with signage and an initial induction, e.g. one-way routes, enter and leave by different doors, hand sanitize facilities. This signage and changed layout will be extensive and compliance is mandatory, staff that do not follow the guidance put their colleagues at risk and they may be required to withdraw from the office environment.
- You will only attend the office by agreement with a manager, you may not pop in for that thing you might need. Office attendance will be for specific tasks that cannot be conducted whilst working from home. It is accepted that some staff will need the additional ICT resources available at the offices for their work and also for their physical and mental wellbeing, as we extend the availability of work stations these needs will be able to be accommodated, however you must identify these to your manager so that they are arranged whilst maintaining a safe office. Do not help yourself to a desk without manager consent. Your Manager will conduct a pre-attendance induction briefing with you before you attend the office.
- Your attendance to the office will be for the shortest practical period for your assigned tasks.
- When a day and time period for your attendance is agreed, you will book a desk on the MS bookings app (each available desk will be numbered), initially we will limit these to 5-10 desks only, you must sit/work where you are booked.
- On your first attendance you will complete a self-guided induction, this must be recorded as complete by you to your manager (email acknowledgement) no induction – no attendance.

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1	1	2	3	4	5
L/ /S	1	2	3	4	5

# SLH Covid 19-Risk Assessment-Staff in an SLH Office



ACTIVITY	PERSON AT RISK	SIGNIFICANT HAZARDS	RISK*			RISK CONTROL MEASURES	RESIDUAL RISK**		
			L	S	DR		L	S	DR
Coming to a familiar office that is not familiar	All Staff that work in an SLH office	The SLH offices will be familiar but the risks have changed. There are risks of contamination from contact with the Covid 19 virus	5	3	15	<ul style="list-style-type: none"> <li>Staff may only work in an SLH office for specific tasks by agreement from a manager.</li> <li>Staff must have an induction to the new working methods in the offices. Initial inductions will be via a video call following a briefing sheet, and short film, at first office attendance a self-guided induction form will be followed, and acknowledgements sent by email to H&amp;S Manager.</li> <li>Staff must work to published method statements. Managers must ensure staff receive these and record an acknowledgement by staff.</li> <li>Staff must book a workstation on Microsoft Teams Bookings prior to their agreed attendance.</li> <li>Staff must observe social distancing measures at all times (+2m).</li> <li>Staff must observe hygiene rules and cleans hands as frequently as possible.</li> <li>Staff must not congregate in welfare facilities.</li> <li>Staff must keep person to person interactions as brief as possible even at social distance.</li> <li>Staff must adhere to all local signage and instruction.</li> <li>Staff must leave the office environment when they can continue to work from home.</li> <li>Staff must leave the office environment immediately if instructed to do so by a manager.</li> <li>Any staff that have any symptoms of Covid 19 as identified by UK Gov. must not attend a SLH office</li> </ul>	5	1	5
Getting around in general	All Staff	The office is a new/unfamiliar environment now. Slips, trips and falls may lead to personal injuries	4	3	12	<ul style="list-style-type: none"> <li>Be Alert, remember you are not in the place you remember, and some new risks exist.</li> <li>Staff must be aware of the new environment and traffic routes. Observe the rules and the signage at all times, you don't know better this time.</li> <li>Staff must be aware whilst moving around the office. Where they're going, who else they might affect, what they come into contact with.</li> <li>Maintain social distance, don't rush, SLH wants safe healthy staff first and productivity later.</li> </ul>	1	3	3

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Action in the event of a fire	All Staff	Failure to carry out the required actions in the event of a fire may lead to serious injuries or loss of life Lack of experience may lead to poor decision making during an emergency	2	5	10	<ul style="list-style-type: none"> <li>Employees to be trained/inducted in the action to be taken in the event of a fire or on hearing the alarm.</li> <li>Instruction to emphasise that an employee's role in a fire emergency is to leave the building and they may not use fire extinguishers unless they have been trained.</li> </ul>	1	4	4
Leaving a secure place, home. Contracting Covid 19 from a person not of your own household	All staff that change from working from home or Furlough	Developing a reaction to the Covid 19 virus that leads to a significant illness resulting in hospitalisation and potential end of life	3	5	15	<ul style="list-style-type: none"> <li>Be Alert, consider each part of the time spent away from home and each potential interaction with other people.</li> <li>Maintain strict social distance (+2m) from others at all times.</li> <li>Wash hands and forearms thoroughly for at least 20 seconds as soon and as often as you are able</li> <li>Consider others and the risk you may pose to them without knowing</li> </ul>	1	5	5
Leaving a secure place, home. Contracting Covid 19 from contact with surfaces and articles handled by others e.g. door furniture	All staff that change from working from home or Furlough	Developing a reaction to the Covid 19 virus that leads to a significant illness resulting in hospitalisation and potential end of life	3	5	15	<ul style="list-style-type: none"> <li>Be Prepared, have PPE, have the ability to sanitise with soap or detergent based products. Consider; detergent based anti-bacterial wipes, a flask of warm soapy water and a personal towel, several pairs of disposable gloves, a scarf, buff or snood or several disposable masks,</li> <li>Do not share vehicles or use a vehicle that is not normally only used by you or your household until it is sanitised. Once in a vehicle that is known to be clean consider it a safe place and reserve PPE use for higher risk activity.</li> <li>Consider PPE for actions like fuelling vehicles, entering other buildings.</li> <li>Use contactless payment methods and avoid handling cash.</li> <li>Wash your hands and forearms for at least 20 seconds before leaving home or any other clean safe place and wash them again when you arrive at a clean safe place,</li> <li>Wash your hands after any welfare activity such as preparing refreshments or using the toilet, and after moving through a building.</li> </ul>	1	5	5

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Meeting clients or others for interviews or reception duties	All Staff that work in an SLH office	Catching Covid 19 and developing a reaction to the virus that leads to a significant illness resulting in hospitalisation and potential end of life	3	5	15	<ul style="list-style-type: none"> <li>Be Intelligent, the primary mitigation for this activity is to find another way. Meetings in offices and other spaces must be avoided and new methods and technological solutions must be explored.</li> <li>Face to face meeting within SLH offices may only happen when all other alternatives have been attempted and only under the following conditions;                             <ul style="list-style-type: none"> <li>any visit to an SLH office by a client or other person must be a minimum no. of people (1 only).</li> <li>consider that the visiting person may have contracted the virus but is not yet showing symptoms.</li> <li>ensure that you have the resources for a visit by a member of the public consider sanitising surfaces before and after their visit.</li> <li>maintain social distance(+2m) at all times, use re-assurance PPE</li> </ul> </li> </ul>	1	5	5
Meeting staff from other organisations during work activities.	All Staff that work in an SLH office	Catching Covid 19 and developing a reaction to the virus that leads to a significant illness resulting in hospitalisation and potential end of life	3	5	15	<ul style="list-style-type: none"> <li>Be Intelligent, the primary mitigation for this activity is to find another way. Meetings in offices and other spaces must be avoided and new methods and technological solutions must be explored.</li> <li>Be Alert, any visit to an SLH office by a person from another organisation should be by a minimum no. of people (1 only). Do not over congregate in restricted areas</li> <li>Be Aware, consider that the visiting person may have contracted the virus but is not yet showing symptoms.</li> <li>Be Prepared, ensure that you have the resources for a visit by a member of another organisation (have you booked a room) consider sanitising surfaces before and after their visit.</li> <li>Be Distant, maintain social distance(+2m) at all times, from all other people. Do not fall into familiar social niceties, do not shake hands and do not make drinks for others. Offer the facilities for them to arrange their own refreshments.</li> <li>Be Considerate, do not cause an unmeant contamination in others, you may have the virus without showing symptoms</li> </ul>	1	5	5

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LIKELIHOOD (L) = Frequent (5) - Probable (4) - Occasional (3) - Improbable (2) - Remote (1)  
 SEVERITY (S) = Catastrophic (5) - Major (4) - Reportable (3) - Serious (2) - Minor (1) Degree of Risk (DR) = LIKELIHOOD x SEVERITY  
 \* Numbers used are for illustrative purposes only. \*\* Residual risk is the level of risk that remains after suitable and sufficient control measures are introduced.

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