

Covid-19 Risk Assessment

Stroma Maidstone Office



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Introduction

Stroma is committed to ensuring the continued service to all clients and the safety of its employees.

This Risk Assessment for the Maidstone office has been developed in accordance with the UK Government's "Working safely during COVID-19 in offices and contact centres" guidance. It has been written with consultation of our employees and documents the control measures that have been put in place to manage Covid-19 and social distancing.

A copy of this risk assessment is made available on the Stroma website: www.stroma.com and has been made available to all employees by email and published on the Staff Intranet. Stroma will also display the Government's "Staying COVID-19 Secure in 2020" notice in the office to evidence that we have followed this process.

It is very important that all employees read this document before returning to work and that they are aware of the control measures applicable to their office environment. If at any time an employee feels unsafe, they must report this to their Line Manager or the Health & Safety department by emailing healthandsafety@stroma.com or by calling Mark Rollins-Mann, Group Head of Quality and Health & Safety on 07891291114.

The following sections document the control measures to be applied by Stroma against the requirements specified in the Governments guidance.

1.0 Managing Risk

Objective: To reduce the risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.

Control measures applied to meet the objective:

- Reduction made to staffing number of those who are asked to work in the office. Home working still the preferred method and for those who return, suitable control measures are to be applied as detailed in this risk assessment.
- Anyone feeling unwell is to stay at home and not come into the office. Anyone taking ill whilst in the office is to return home.
- The workplace will have in place control measures in place and apply 2 meters where practicable and 1 meter with risk mitigation such as partitions and divisions.
- Antibacterial wipes, sanitising cleaning solution and disposable cloths/ blue roll is provided for surfaces to be wipes down. Specific details are contained within this risk assessment.
- New partitions and dividers have been used to separate out work areas.
- Back to back staggered seating is used.
- Teams and departments have been segregated as much as possible to reduce the cross of over employees.
- Employees are encouraged to not raise their voice in the office. Where music is played in the office, this must be kept to a low level so as to discourage employees to sing out loud due to the risk of possible transmission through aerosol transmission.
- No large group face to face activities are to take place, with these undertaken using electronic means such as Microsoft Teams, WebEx etc.
- In the event of any localised lockdown restrictions being applied, Stroma will consider closing the offices and reverting to all employees in the area working from home or by applying additional control measures in the office, such as mandatory PPE, limited numbers, increased segregation.

Additional control measures to be considered:

- Consider bringing in the cleaners for additional cleaning during the day.

Risk Rating	Likelihood	1	Consequence	4	Total	4
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2.0 Who Should Go to Work

Objective: Employers should ensure workplaces are safe whilst also enabling working from home.

Control measures applied to meet the objective:

- Only employees who undertake business critical roles or where they cannot easily fulfil their roles at home, as well as not being in a 'vulnerable category', will be considered to return to the office.
- The minimum number of employees to open the office has been determined at 1.
- The maximum number of employees that can work in the office has been determined as 13 based on the 2 metres social distancing guidance being effectively applied throughout the office.
- Those employees who will remain working from home will continue regular communication with their Line Managers. This is to ensure they are kept up to date so they are still included as part of the wider team and business. This is a continuation of the current processes applied by Stroma during the current lockdown phase.
- Advice about their health and wellbeing is continuously provided to all employees who are working from home. Regular internal communications are issued, signposting to internal advice on the Staff Intranet or to external sources such as the Everyday Advice Line or the Mental Health Foundation. The safety and wellbeing of all employees is also a constant message carried through each of the CEO employee briefings.
- For those working from home, DSE workstation will be given to ensure everyone's individual situation is as suitable as possible for a prolonged period of home working. These are reviewed and action taken when additional advice or equipment needs to be provided. At this time there are more employees working from home than ever before and Stroma will continue with the assessment process.
- Stroma have enabled employees to work from home where their role allows, by providing IT equipment such as laptops and mobile phones, as well as VPN access so employees can access databases, records and information required to carry out their work effectively.
- RingCentral phone system is in place to allow employees to use their laptops as telephones, with office switchboards diverted to this service for business continuity.
- IT support is being provided to all employees working from home, with remote support access managed through TeamViewer and additional equipment posted to the employees.
- For those considered to return to the office, this will be discussed on an individual level to understand any concerns they may have or personal circumstances that may affect this return.

Additional control measures to be considered:

No additional control measures at this time.

Risk Rating	Likelihood	1	Consequence	4	Total	4
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2.1 Protecting People Who are at Higher Risk

Objective: To support those who are at a higher risk of infection and/or an adverse outcome if infected

Control measures applied to meet the objective:

- Advice is continuously being provided to all employees who are working from home about their health and wellbeing. Regular internal communications are issued, signposting to internal advice on the Staff Intranet or to external sources such as the Everyday Advice Line or the Mental Health Foundation. The safety and wellbeing of all employees is also a constant message given in the CEO employee briefings.
- Stroma have assessed those employees who are classified as 'clinically extremely vulnerable' and 'clinically vulnerable', and maintains an active register for such employees.
- Those employees classified as 'clinically extremely vulnerable' will not be asked to return to the office at this time unless it is fundamental to their job or for health & wellbeing requirements.. They will continue to work from home to reduce their level of risk of exposure to Covid-19 and Stroma will continue to review this in line with the latest Government advice.

- Where a clinically extremely vulnerable person returns to the office, Stroma will ensure this is conducted in the safest possible way, ensuring 2 meters social distancing is applied or 1 meter plus additional controls, such as wearing a face mask.
- Those employees classified as 'clinically vulnerable' who are at higher risk of severe illness will also continue to work from home to reduce their level of risk of exposure to Covid-19 and Stroma will continue to review this in line with the latest Government advice.
- Those employees classified as 'clinically vulnerable', but not extremely clinically vulnerable and cannot work from home, will be assessed by their Line Manager for office work they can do. The first priority is to assess them suitable for any home working, where this is not possible they will be assigned work with the lowest possible risk. This will be working with at least 2 metres social distancing being applied or 1 meter plus additional control measures such as screen or wearing a face mask..
- Stroma will also assess those with protected characteristics, including, for example, expectant mothers to ensure the correct regulations are provided for any alternative roles offered. This will always be undertaken in consultation between the employee and HR. The employees maternity risk assessment will be re-visited to account for any control measures to be applied in this instance.
- As part of the office opening, all employees being considered to return to the office will be asked to complete an employee questionnaire. This will give employees the opportunity to raise any concerns they may have and to bring to our attention any symptoms, personal circumstances (childcare or family member caring duties) or illnesses that they have not previously informed us about. The responses received will be taken into consideration when determining suitability to return and the role to be undertaken.
- Stroma will use the information from Public Health England concerning the groups of people may be at more risk of being infected and/or an adverse outcome if infected. Where this is identified, the extent of their role the level of risk will be assessed to ensure they are not put at any unnecessary risk.

Additional control measures to be considered:

No additional control measures at this time.

Risk Rating	Likelihood	1	Consequence	4	Total	4
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2.2 People Who need to Self-isolate

Objective: To make sure individuals who are advised to stay at home under existing government guidance to stop infection spreading do not physically come to work. This includes individuals who have symptoms of COVID-19, those who live in a household or are in a support bubble with someone who has symptoms and those who are advised to self-isolate as part of the government's test and trace service.

Control measures applied to meet the objective:

- Please refer to Section 2.1 for those classified as vulnerable.
- For those employees who are self-isolating due to displaying Covid-19 related symptoms or living in a household with someone that is displaying symptoms, they will not be considered for working in the office until at least 10 days from when symptoms started. For those employees required to self-isolate due to a family member suffering from Covid-19 symptoms or having come into contact with someone who has tested positive, they will be assessed for working from home based on the role undertaken. A plan will then be agreed with that individual on what to do next with consultation with HR where applicable. Stroma requires all employees to follow the Governments advice on Test and Trace in order to protect themselves, colleagues and family members. We also recommend that employees download and use the Governments Test and Trace App on their mobile phones when this is available. This will be an invaluable tool if an employee comes into contact with someone who tests positive for Covid-19 or to identify those people an employee has come into contact with in they themselves were to contract Covid-19.

Additional control measures to be considered:

No additional control measures at this time.

Risk Rating	Likelihood	1	Consequence	4	Total	4
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2.3 Equality in the Workplace

Objective: To make sure that nobody is discriminated against.						
Control measures applied to meet the objective:						
<ul style="list-style-type: none"> • Stroma will assess all individual needs and make provision for anyone who has special requirements. Whether this is for individuals who have protected characteristics, for example expectant mothers, or an employee who has childcare or family caring commitments. • Stroma's HR department retains personal records for all employees, this includes those who are vulnerable and have specific medical conditions, as well as any personal circumstances that need to be considered when assessing their role. • All communications are sanctioned by Senior Management which includes the HR Director. This ensures that the communications are appropriate to the situation and covers all employees, including those who have protected characteristics. • Stroma will assess the risks for those with who have protected characteristics to ensure all possible risk management is undertaken and that they are not exposed to risks unnecessarily. For example new and expectant mothers are subject to an ongoing risk management programme and this will be further updated to reflect the risks that Covid-19 provides. • Stroma will ensure that by making reasonable adjustments, it avoids disabled workers being put at a disadvantage. Any changes will be taken under consultation for the employee and HR, to ensure we are being fair and open in managing the risks to their health. 						
Additional control measures to be considered:						
No additional control measures at this time.						
Risk Rating	Likelihood	1	Consequence	4	Total	4

2.4 Ventilation

Objective: To use ventilation to mitigate the transmission risk of COVID 19.						
Control measures applied to meet the objective:						
<ul style="list-style-type: none"> • Ventilation will be managed in the office by use of the installed air conditioning units and/ or opening available windows/ doors to allow fresh air into the office. • Desk fans are permitted to be used to improve air circulation provided there is a good ventilation. • The Air conditioning units are permitted to be used to allow for sufficient ventilation throughout the office. • Air conditioning units will be subject to regular servicing and this will be conducted in accordance with the current agreed schedule. Approved contractors appointed to carry out this work do so in accordance with the requirements detailed in Section 4.1. 						
Additional control measures to be considered:						
<ul style="list-style-type: none"> • Consider installing ceiling fans or air conditioning in areas of the building where they aren't currently installed. 						
Risk Rating	Likelihood	2	Consequence	4	Total	8

3.0 Social Distance at Work

Objective: Ensuring workers maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable), wherever possible, including arriving at and departing from work, while in work and when travelling between sites.

Control measures applied to meet the objective:

- Stroma ensures that laminated signage is provided throughout the office to ensure employees are aware of the need for 2 meters social distancing.
- Where this is not possible, screen, dividers and barriers are used to allow a greater separation. Mask and disposable gloves are provided in the office for employees to wear if they feel safer doing so, or they can bring their own from home. Guidance to the safe wearing and disposal has been provided to all employees and is displayed on the H&S notice board in the office.
- Staffing numbers working in the office is being controlled and allowing for a greater separation to prevent cross over in working areas and duties.
- Staff and end times are being monitored to ensure a more flexible approach.
- Stroma continue to monitor the control measures implement and further action will be taken where required. This could involve limiting the numbers further or even closing the office if safety becomes an issue.

Additional control measures to be considered:

No additional control measures at this time.

Risk Rating	Likelihood	1	Consequence	4	Total	4
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3.1 Coming to Work and Leaving Work

Objective: To maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival.

Control measures applied to meet the objective:

- As part of the planned opening of the office, it has been agreed that employees will be asked to adhere to a staggered arrival and departure times to reduce crowding into and out of the building and the impact it could have on those with protected characteristics. There will be one entrance and then a separate exit being used, therefore managing the flow of employees through the office, please refer to Appendix A for the office floor plan. Based on the staggered times and that there will be a limited number of employees working in the office, please refer to Section 2.0, the use of the separate doors for entry and exit is manageable and safe. In the event that the office was to be used by more employees this would be reviewed again and additional provision considered.
All employees will be given a specific arrival time and they will be expected to manage social distancing upon on arrival. Signs will be displayed to alert all employees to the restrictions, as well as a copy of this risk assessment issued to them.
- For those who run or walk to work, they will be given additional time upon arrival to ensure they are ready to work, for example the need to change clothes or take refreshments. Additional time in the evening will be given to allow them to get home safely, for example leaving before it gets dark or early if the weather is severe.
- Employees are advised to travel to work on their own and where possible to avoid using public transport. Where public transport is required to be used, employees will be issued with the Public Transport Toolbox Talk which advises them on safety precautions to take. Stroma will provide employees who use public transport with face masks, hand sanitiser and disposable gloves if required. Stroma will monitor this in line with Government advice.
- Existing office car parking spaces are to be used, with the 2 metres social distancing rules applied. Employees are advised not to congregate in the car park to avoid contact with others. Within the pre-opening Employee Questionnaire, employees are asked to inform us of any concerns they have with travelling to work and this can be taken into consideration when determining if they should work from home or in the office.
- Employees are asked to only bring personal belongings to work that are absolutely necessary. All items brought in must be kept in the assigned desk drawers, where not

- possible they should be kept under or next to the desk being used.
- To allow for a clear one-way route when entering and exiting the office laminated signs will signify the correct route to follow when entering and exiting the building, along with hazard tape markings on the floors as an additional guide. The floor plan will be displayed in the office entrance, Health & Safety Notice Board and discussed as part of the induction process provided to all employees before the office is opened. Please refer to Appendix A for a copy of the office floor plan.
- Hand sanitiser will be provided at the office entrance and exit for all employees to use. Laminated signage will be displayed to alert all employees to use this. Handwash is also provided in all the 3 office toilets and it is encouraged that this is used at regular intervals. Hand and general hygiene laminated signage is also displayed in the toilets and on the Health & Safety Notice Board.
- Every employee will have their temperature checked every day on arrival at the office to ensure they do not have a raised temperature which could be an indicator of Covid-19. If someone has a temperature of 37.8C or greater they will not be allowed to work in the office and will have to return home.
- If someone starts to feel unwell during the day, they will also have their temperature checked and will be sent home if their temperature is 37.8C or greater.
- A record of tests completed will be maintained to evidence all employees that have been checked and this record will be held in the Health & Safety Management System.
- Employees must not wear the same clothing into the office or on-site unless it has been fully washed and dried. This includes coats, jackets, gloves, scarfs etc.

Additional control measures to be considered:

- Provide bike racks for those employees who cycle to work.
- Provide plastic storage boxes for each desk, so employees can put their personal items in.

Risk Rating	Likelihood	2	Consequence	4	Total	8
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3.2 Moving Around Buildings and Worksites

Objective: To maintain social distancing wherever possible while people travel through the workplace.

Control measures applied to meet the objective:

- We require each individual to set themselves up for the day with everything they need to undertake their role, thus removing the need to walk around the office and compromise social distancing.
- To communicate between departments or colleagues, employees are asked to use methods such as Microsoft Teams, telephone, email, text etc. rather than physically walking to see someone and talk to them face to face. Contact is to be kept to an absolute minimum. All touch devices, such as telephones will be subject to a nightly cleaning and a sanitising regime by the office cleaners.
- For the specific roles being undertaken, these will be carried out by the same employees. There will be no requirement for employees to work in multiple areas of the office undertaking different roles. This means we can control the level of exposure employees have with their colleagues and work areas.
- As documented in Section 3.1, an office route plan around has been created and is clearly marked in the office and in the office floor plan in Appendix A.
- Where those with disabilities are asked to work in the office, they will be assigned a suitable desk. All wellbeing facilities are accessible.
- The office toilet areas is expected to be the only high traffic area. Hazard tape and laminated signage will be used to alert employees to the hazard and anyone using the toilets will be expected to check that the route is clear. A waiting area will be marked at the entrance to the toilets and this is identified on the office floor plan in Appendix A. It is important that all employees follow this to prevent the crossover of employees using toilet area so social distancing can be enforced.
- No handshaking or bodily contact is to take place to reduce personal contact.

Additional control measures to be considered:

- Implement a review programme to ensure the requirements are being fully adhered to and if any changes are required.

Risk Rating	Likelihood	2	Consequence	4	Total	8
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3.3 Workplaces and Workstations

Objective: To maintain social distancing between individuals when they are at their workstations.
Control measures applied to meet the objective:

- A review of the layout has been undertaken to ensure that there is sufficient space to allow employees to work and move around the office with 2 metres social distancing.
- Hazard tape and laminated signage have been used to signify the routes to be followed when walking around the office. This has been detailed in the office floor plan provided in Appendix A and displayed on the offices Health & Safety Notice Board.
- Employees will be assigned a number desks and this desk must only be used by that employee.
- Minimum and maximum occupancy levels in the office have been assessed and documented in Section 2.0. These levels must be adhered to at all times and the office cannot be used by other employees that have not been authorised to do so. In this instance, the unauthorised employee must contact their Line Manager and request access based on an immediate need.
- Hot desking is not to take place in the office, with employees only permitted to use the desk they are assigned to. Items on desks must be kept to a minimum to allow for the cleaners to give the desks a thorough and sanitised clean each evening.
- Desks that are not to be used will be marked with hazard tape to ensure social distancing is not compromised. For the desks not being used, only telephones, keyboards, monitors, mouse and stands are permitted to be kept on them. The desks to be used are shown in the office floor plan in Appendix A.
- Close working is not permitted in the office and alternative methods of communication should be used, for example having electronic conversations using Microsoft Teams, IT looking at issued remotely using TeamViewer or carry out wiring checks outside of occupied hours.
- Close working is unavoidable in emergency situations, where someone needs to be in close proximity when applying first aid or as part of an emergency evacuation. In these instances, gloves, face masks and visors are available for applicable employees to use. Please refer to Section 3.6 for further details.

Additional control measures to be considered:

- Assess the introduction of providing screens between desks to further protect employees.

Risk Rating	Likelihood	2	Consequence	4	Total	8
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3.4 Meetings

Objective: To reduce transmission due to face-to-face meetings and maintain social distancing in meetings.
Control measures applied to meet the objective:

- No face to face meetings with external third parties or employees who are not working in the office are to take place in the office to avoid face to face contact.
- Where possible, all meetings should be conducted using remote means such as, Microsoft Teams, Facetime, Zoom, Ring Central, Skype etc.
- For those employees working in the office, internal face to face meetings with office colleagues should be avoided where possible, with the above remote means used. Even though a colleague may be in the office with another colleague, it is safer to conduct the meeting remotely.
- Where an internal face to face meeting is absolutely necessary, for example as part of a

safety induction, the 2 metres social distancing rule must be applied. The meeting should take place in an open-air environment outside the office, in a safe area where the weather conditions allow this to happen.

- The office meeting room can be used as a backup location; however, the windows and/ or door must be kept open to allow for sufficient ventilation of the room.
- The maximum number of people that can use the meeting room safely has been set at 3. Hazard tape has been used to signify the seats to be used, green tape has been used on desks to identify the working area to allow for sufficient social distancing and all spare chairs have been removed.
- Hand sanitiser has been provided inside the office and employees are asked to use this on entry and when leaving.
- When conducting a meeting it is important to avoid sharing items such as pens, tablets, remote controls, paper etc to reduce transmission. Items taken into meetings should be kept to an absolute minimum and must remain the property of the individual.
- No food should be consumed during a meeting. Drinks are permissible; however, cups and glasses used must be removed by the employee once the meeting has ended.
- Projectors can be used by one individual and must be wiped, along with the remote control, after use.
- Antibacterial wipes and disposable gloves have also been provided to ensure all surfaces are cleaned by an appointed employee once the meeting has ended. The meeting room will also be fully cleaned and sanitised each evening by the cleaners.

Additional control measures to be considered:

- Review alternative space not being used in the building or grounds to mark up a safe meeting area as an alternative to using the office meeting room.

Risk Rating	Likelihood	1	Consequence	4	Total	4
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3.5 Common Areas

Objective: To maintain social distancing while using common areas.

Control measures applied to meet the objective:

- The office is only occupied by Stroma employees and has no common areas shared with other parties. Due to the proximity of the office to other neighbouring offices, the car park is a potential risk. Employees are advised to only use the designated Stroma car parking spaces and not to go near neighbouring offices to ensure the required level of social distancing.
- An assessment of the office space has been undertaken with designated areas used to provide sufficient safe working areas. This will continue to be assessed based on the number of employees that will be working in the office and there is a potential for more space to be opened if this can be done so in a controlled and safe manner.
- Employees should continue to take their appointed breaks based on their working time in the office. These are to be conducted on a planned staggered shift basis to avoid multiple people congregating at any one time and therefore compromising social distancing.
- Employees can use outside spaces for their breaks as long as they apply 2 metres social distancing.
- Smoking breaks remain unchanged and must be carried out at the appointed smoking area. Depending on the size of the smoking area, a restriction of one smoker at any one time may be applied to ensure social distancing.
- The office does not have a canteen; however, it does have a kitchen area. The kitchen is able to be used by one employee at a time and for the making of hot drinks only. This means that no food can be made or stored in the office. A toolbox talk has been created and issued to all employees that provides details about using the kitchen.
- Employees are not permitted to have kettles or other heating devices at their desk.
- Employees can bring their own drinks in a flask and food in an appropriate container into the office, these must be kept at their desk and consumed in the office.
- Stroma encourages all employees to remain in the office to reduce their exposure with other parties. Where this is not possible, under agreement with their Line Manager, they can leave the office within the agreed times. Whilst outside the office, they must maintain

social distancing and on return they should wash their hands and use the hand sanitiser provided. If they feel they have been exposed to anyone with Covid-19 or have not been able to maintain social distancing, they should inform their Line Manager before coming back into the office, where they will be asked to return to work from home for at least 72 hours or longer if symptoms develop.

- There are no common seating areas being used at this time, employees will be sat at their desks in the protected working area.
- Concurrent usage areas will include the office toilets, with no other facilities provided or needed in the office. Please refer to Section 5.3 for further details.
- As documented in Section 3.1 employees are required to only bring with them essential personal items to carry out their work.

Additional control measures to be considered:

- Consider providing outdoor seating for those requiring to take their breaks outside.
- Review unused office space to determine if this can be safely opened up for additional breakout space.
- Consider providing prepacked lunches and/ or snacks for employees.

Risk Rating	Likelihood	1	Consequence	4	Total	4
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3.6 Accidents, Security and Other Incidents

Objective: To prioritise safety during incidents.

Control measures applied to meet the objective:

- Stroma's existing Health & Safety Policy and Policy Notes for Accidents, Incidents & Near-Misses, First Aid and Emergency Evacuation Plan remains in effect.
- In the event of an emergency occurring in the office, employees do not have to stay 2 metres apart if it would be unsafe to do so.
- In the event of the fire alarm sounding, all employees will be expected to leave the building via the nearest emergency exit. During the emergency evacuation there is no requirement to adhere to the route markings or to observe the one-way system, just to simply use the nearest and safest emergency exit. All employees must then convene at the designated meeting point, applying 2 metres social distancing where possible to remain safe, i.e. not putting themselves in danger by standing in the road for example.
- No control measures that have been put in place in the office will impact on the fire safety of the building or conflict with the current fire risk assessment.
- When there are no first aiders in the office, appointed persons are in place that will arrange for the emergency services to be contacted.
- When providing assistance to others, for example giving first aid, a face mask, face visor and nitrile disposable gloves are to be worn. One of each of these items is provided with the office first aid kit. The first aider will be required to wash their hands and use hand sanitiser immediately after administering first aid. Provision of hand wash is made in all office toilets and hand sanitiser at designated points in the building.
- First aiders can administer basic first aid in line with their training; however, no CPR is to be given. The first aider will ask someone to call 999 if required whilst they deal with the emergency until the paramedics arrive.
- An assessment of those employees working in the office has been undertaken to ensure first aiders and fire wardens are in place. Details of those fulfilling these roles will be displayed in the office and communicated to all employees.
- If someone becomes ill during their time in the office and starts to display symptoms of Covid-19, they will have their temperature checked using the infra-red device available in the office and asked to leave the office immediately and return home to self-isolate. They will not be permitted back in the office until they are symptom free.

Additional control measures to be considered:

No additional control measures at this time.

Risk Rating	Likelihood	1	Consequence	4	Total	4
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4.0 Managing your Customers, Visitors and Contractors

4.1 Manage Contacts

Objective: To minimise the number of unnecessary visits to offices.

Control measures applied to meet the objective:

- No visitors (family members, friends or clients) are to be allowed access to the office during the period of restricted opening. This is to ensure that the maximum number of personnel in the office can be controlled to ensure effective social distancing.
- Any visitors requiring contact with an employee should undertake meetings using remote means, such as Microsoft Teams, Telephone, Email, Zoom etc.
- It is important that maintenance work of installed systems, such as fire and security alarm systems, is still carried out to ensure the continued safety of all employees and our compliance with Health & Safety Regulations. All works of this nature must be carried out by appointment by approved contractors when there are no employees in the office.
- All contractors will receive an induction upon arrival and will have their temperature taken using our infra-red thermometer and the results recorded. During their time in the office, they will be assigned a host who will be on hand to induct them and ensure their own social distancing. Their time in the office will be kept to an absolute minimum to carry out the task.
- A visitors log will be kept for the attendance of all approved contractors. This will be kept electronically on the Staff Intranet and the host will be expected to record their details. This removes the need for the current paper based visitors book to be completed. There will therefore be no requirement for approved contractors to sign in and out, the host will maintain online records to ensure they know who is currently in or has been in the office, with no physical visitors book in place.
- Approved contractors will be expected to submit their own Risk Assessment and Method Statement prior to the works commencing. This will be reviewed to ensure it references Covid-19 control measures.
- No additional works will be carried out at a Stroma office for the foreseeable future.

Additional control measures to be considered:

No additional control measures at this time.

Risk Rating	Likelihood	1	Consequence	4	Total	4
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4.2 Providing and Explaining Available Guidance

Objective: To make sure people understand what they need to do to maintain safety.

Control measures applied to meet the objective:

- The office will include the following laminated signage:
 - Governments Staying Covid-19 Secure Poster.
 - Use of hand sanitiser.
 - Frequent hand washing.
 - Avoid contact with each other.
 - Avoid touching your face.
 - Cough or sneeze into the crease of your elbow or tissue.
 - Copy of this risk assessment including office floor plan.
- Additional laminated signage is displayed throughout the office to ensure continued awareness of the requirements.
- Stroma will continue to monitor the guidance provided by the Government and we will amend our signage appropriately.
- The office will also be displaying the Governments latest Covid Alert Level on the office Health & Safety Notice Board, using the colour coded 1 to 5 levels. This will be updated in line with any changes in the Governments advice to ensure all employees are aware of the risks both inside and outside of work.
- Where employees are appointed as hosts or undertaking specific duties, they will receive the required training from their Line Manager or appointed person. This will provide a clear explanation of the duties expected and the safety measures to be taken. A record of

<p>completed training will be retained in the Health & Safety Management System.</p> <ul style="list-style-type: none"> • No visitors are permitted as stated in Section 4.1 and all approved contractors can use the main office door as they will be working with no employees present. • As part of the employees consultation, a copy of this risk assessment and all associated documents will be issued prior to the office opening. This provides all employees the opportunity to raise any questions or concerns. • An induction video will be made and issued to all employees that will be required to work in the office. The induction video sets out the requirements of working on the premises and provides clear instructions on the control measures applied. All employees issued with the induction video will be asked to complete an online declaration, to confirm that they will work in accordance with the control measures and Covid-19 risk assessment. • Please refer to Section 3.5 that provides details on guidance of common areas. • Where required, approved contractors wearing face coverings will be required to remove them for the purposes of identification to be allowed entry to the Stroma office or if requested to do so by the police. • No information provided externally constitutes a security risk. Current only the Covid-19 Secure Poster is displayed containing the name and contact telephone number of the Stroma Group Head of Quality and Health & Safety, for which they are in agreement with. 						
Additional control measures to be considered:						
No additional control measures at this time.						
Risk Rating	Likelihood	1	Consequence	4	Total	4

5.0 Cleaning the Workplace

5.1 Before Reopening

<p>Objective: To make sure that any site or location that has been closed or partially operated is clean and ready to restart, including:</p> <ul style="list-style-type: none"> • An assessment for all sites, or parts of sites, that have been closed, before restarting work. • Carrying out cleaning procedures and providing hand sanitiser before restarting work. 						
Control measures applied to meet the objective:						
<ul style="list-style-type: none"> • Cleaning is to take place under agreement with the appointed cleaning contractor. • Prior to the office opening, the cleaners will carry out a thorough clean and sanitisation of all office areas. This will ensure that the office is as clean as possible prior to first use, regardless of whether an area is being used or not. • During the preopening clean, a selection of windows will be opened to allow for suitable ventilation and to air the office. This will be also be undertaken at the start of each day for when the office is open. • Desk fans and portable fan heaters will not be permitted to be used; this is to prevent Covid-19 droplets being spread around the office. • The Air conditioning units are permitted to be used; with the fan speed set to low, this is to reduce the chances of Covid-19 droplets being spread around the office. • Air conditioning units will be subject to regular servicing and this will be conducted in accordance with the current agreed schedule. Approved contractors appointed to carry out this work do so in accordance with the requirements detailed in Section 4.1. • Prior to opening the office, a legionella check will be completed and will include: <ol style="list-style-type: none"> 1. Flushing all toilets 5 times. 2. All hot and cold taps are to be run off for 5 minutes to flush them through. 3. Legionella temperature checks to be taken and recorded in the Health & Safety Management System. 						
Additional control measures to be considered:						
No additional control measures at this time.						
Risk Rating	Likelihood	2	Consequence	4	Total	8

5.2 Keeping the Workplace Clean

Objective: To keep the workplace clean and prevent transmission by touching contaminated surfaces.

Control measures applied to meet the objective:

- The cleaners will carry out a standard daily cleaning programme, with the addition of sanitising the offices contact services. This includes doors, telephones, stair rails, contact keypads, desk, keyboard etc. and will ensure the office is as clean and sanitised as possible for the safety of all employees.
- Ideally cleaning is to be undertaken when there are no other employees in the office so as to reduce the risk to Stroma employees and cleaners.
- Each employee has their own personal waste bin under their desk and this is to be used to dispose of their own waste, including any PPE (face masks or disposable gloves) and antibacterial wipes. These items can be disposed of in the general waste bins due to the limited use in office. Additional bins will be introduced where the usage increases to ensure they can be disposed of efficiently without risking cross contamination.
- To assist and protect the cleaners, all employees will be expected to tie up the rubbish bags in their desk bins and dispose of these in the outside bins each night. This is to ensure that the cleaners are not exposed to any items in the bins, such as tissues or wipes that may contain Covid-19 traces.
- Antibacterial wipes are provided at points in the office and can be used by employees to wipe surfaces that have been touched, such as door handles, locks etc.
- Disposable gloves are also provided at points in the office and can be used by all employees where required. Laminated signage and guidance has been provided on the correct use and disposal of the gloves.
- The office will be operating paperless as much as possible, therefore photocopying scanning, printing and laminating is only permitted where it has to be done. This is to ensure that social distancing can be applied by not having employees walking across the office and removing paper from being on contact surfaces. Antibacterial wipes will be provided next to the copier so that surfaces can be wiped before use, with hand sanitiser provided nearby to use.
- Whiteboards and flipcharts in the office are not to be used, reducing the need for employees to touch multiple surfaces and pens. Information shown on boards should be emailed to colleagues and other electronic means used.
- In the event there is a case of Covid-19 in the office, the office will be closed with immediate effect until a thorough and sanitised clean has been undertaken by the office cleaners. If they do not have the capability of doing this, a third-party deep clean company will be appointed. Employees will not be permitted to return to the office until this cleaning process has taken place and 72 hours has passed since the deep clean.

Additional control measures to be considered:

- Increasing the cleaning regime to at least twice a day.
- Increase the number of waste bins for PPE items only.

Risk Rating	Likelihood	2	Consequence	4	Total	8
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5.3 Hygiene – Handwashing, Sanitation Facilities and Toilets

Objective: To help everyone keep good hygiene through the working day.

Control measures applied to meet the objective:

- As detailed in Section 4.2, the office will display clear laminated signage on best practices for the following:
 - Use of hand sanitiser.
 - Frequent hand washing.
 - Avoid contact with each other.
 - Avoid touching your face.
 - Cough or sneeze into the crease of your elbow or tissue.
- Information concerning these mandatory requirements is also provided to all employees through the Staff Intranet and in Group wide communications.
- For all employees returning to the office, they have been issued with a copy of the advice

<p>to remind them of the requirements and this will be reissued once a month as a reminder. It will also be discussed as part of the return to office induction that all employees will undertake.</p> <ul style="list-style-type: none"> • It is important that toilets are used by one person at a time. All toilets being used are designed for single occupancy and these are identified in the floor plans in Appendix A. If a toilet is not locked but in use, the second person must not enter and wait for it to be free. • Employees can use hand dryers/ paper towels available in the toilets based on the single occupancy usage. • Due to the number of contact surfaces in the toilets, antibacterial wipes will be provided for employees to use on entry and exit. • Management must ensure that the toilets are checked regularly to ensure they are kept clean and that rubbish bins do not overflow. • Stroma will ensure that all toilets are cleaned and sanitised by the cleaners each evening and that sufficient supplies of hand wash is available. 						
Additional control measures to be considered:						
<ul style="list-style-type: none"> • Install automatic hand soap and sanitiser dispensers. • Install pedal bins to employees to put their rubbish in. 						
Risk Rating	Likelihood	2	Consequence	4	Total	8

5.4 Changing Rooms and Showers

Objective: To minimise the risk of transmission in changing rooms and showers.						
Control measures applied to meet the objective:						
<ul style="list-style-type: none"> • This office does not have any showers or changing rooms; therefore no control measures are required. 						
Additional control measures to be considered:						
No additional control measures at this time.						
Risk Rating	Likelihood	NA	Consequence	NA	Total	NA

5.5 Handling Goods, Merchandise and Other Materials, and Onsite Vehicles

Objective: To reduce transmission through contact with objects that come into the workplace and vehicles at the worksite.						
Control measures applied to meet the objective:						
<ul style="list-style-type: none"> • Employees must not arrange for any personal deliveries to be sent to the office. • Signage will be displayed on the office entry door to instruct delivery drivers of the process to be followed. • For office item deliveries, this will be contactless, with the delivery left by the delivery person at the office entry door. The delivery is then to be collected by the intended person and not taken into an occupied area of the office. • Antibacterial wipes are provided so the package can be wiped and the wipes must be disposed of in nearest rubbish bin. • As much packaging as possible must be removed and disposed of as soon as possible and then the item stored appropriately. • Once the process has been completed, the Stroma employee must wash their hands and use the hand sanitiser provided. • Stroma employees can refuse to take delivery of a package where they feel their safety is being compromised. 						
Additional control measures to be considered:						
No additional control measures at this time.						
Risk Rating	Likelihood	1	Consequence	4	Total	4

6.0 Personal Protective Equipment (PPE) and face coverings

The wearing of PPE (Masks) is to be undertaken in accordance with the latest Government advice, which currently states that the role of PPE in providing additional protection is extremely limited. At this time the wearing of face masks is not a mandatory requirement when working in a Stroma office; however, it is mandatory when using any form of public transport. Stroma have made available a mask for each employee to use if they feel this is required. Where 2 meters social distancing cannot be maintained, Stroma may ask employees to wear a face mask for their own protection.

Face masks are not a replacement for other control measures and will be worn in conjunction with the controls referenced in this risk assessment, such as using fixed work teams, no close working, hand and surface cleaning.

Disposable gloves are also provided in the office and can be used by employees if required as an additional level of protection.

For those employees working on-site, PPE face masks and disposable gloves have been provided and are to be worn in accordance with the specific Risk Assessment and Method Statement. If wearing this PPE is not mandatory, the employee can decide to wear them if they feel that their safety is being compromised, for example where social distancing cannot be maintained.

When wearing a face mask, it is important that employees wash and sanitise their hand before putting it on and before and after taking it off. The mask must be worn in accordance with the manufacturer's guidance and disposed of safely. It is very important that no PPE is shared with another employee and if the PPE item is no longer fit for purpose it is disposed of in the nearest rubbish bin immediately. The latest Government advice for wearing face coverings is as follows:

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and before 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.
- Practice social distancing wherever possible.

For further details on wearing face masks and any exclusions for their use please visit the Government's website <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#face-coverings>.

7.0 Workforce Management

7.1 Shift Patterns and Working Groups

7.1.1 Shift Patterns and Working Groups

Objective: To change the way work is organised to create distinct groups and reduce the number of contacts each employee has.

Control measures applied to meet the objective:

- Those employees working in the office will be separated to ensure sufficient social distancing. This is indicated in the floor plans in Appendix A.
- Where possible, these employees will be working in teams/ departments and will be the same each day, therefore avoiding contact with too many other employees.
- Employees will have their start and end times staggered to avoid groups arriving or leaving at the same time, therefore effective social distancing can be applied.
- Each employee is to ensure that they have everything they need in order to be self-sufficient, removing the need to borrow and share items with other employees. Where this is unavoidable, a safe transfer zone has been created on each floor. This transfer zone will also be used when deliveries are received for a specific employee or letters in the post. These items cannot be handed to the individual and have to be transferred in safe and

controlled manner.

The transfer zone will be located away from occupied areas, so that when it is being used effective social distancing can be applied, it is also shown in the office floor plan in Appendix A.

Any item needing to be provided to another employee must follow this process:

1. Take the item to the transfer zone ensuring social distancing is applied.
 2. Using the antibacterial wipes provided, wipe the item all over and then the area where the item is to be placed in the transfer zone.
 3. Return to your desk ensuring social distancing is applied.
 4. Email your colleague advising them that the item is located in the transfer zone.
 5. The recipient then comes to the transfer zone ensuring social distancing is applied.
 6. Collect the item and return it to your desk ensuring social distancing is applied.
 7. This process must then be repeated when returning the item or for any new items.
- Stroma will assist with the Governments Test and Trace service by keeping records of employees that have worked in each open office. The office temperature checks will be the means of these records being kept and these will be retained for a minimum of 21 days in the event of a Covid-19 outbreak and them needing to be used. Stroma will make this information available upon request and will assist in contacting employees.

Additional control measures to be considered:

No additional control measures at this time.

Risk Rating	Likelihood	1	Consequence	4	Total	4
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7.1.2 Outbreaks in the Workplace

Objective: : To provide guidance in an event of a COVID 19 outbreak in the workplace

Control measures applied to meet the objective:

- In the event of a confirmed tested case of Covid-19 in the Stroma office, the following appointed Single Point of Contact (SPOC) must be informed:
 - Mark Rollins-Mann – Group Head of Quality and Health & Safety

The SPOC will take the lead on notifying Public Health Teams.
- The SPOC will then inform the following business representatives who have employees working in this office:
 - Andy Parkin – Director of Energy Certification.
 - Calum Malcolm – IT Director.
 - John Prydderch – Group Marketing
 - Richard Dean – Group Chief Financial Officer.
 - Jonathan Galle – HR Director
- If there is more than once case of Covid-19 confirmed from this office, the SPOC will contact the local PHE health protection team to report the suspected outbreak. Further details can be found here: <https://www.gov.uk/health-protection-team>.
- Stroma and SPOC will co-operate with the PHE health protection team in sharing information of infected employees and who they have come into contact with. Stroma and the SPOC will follow the instructions provided by the PHE health protection team concerning the outbreak management process.

7.2 Work-related Travel

7.2.1 Cars, Accommodation and Visits

Objective: To avoid unnecessary work travel and keep people safe when they do need to travel between locations.

Control measures applied to meet the objective:

- As detailed in Sections 2.0 & 2.1, the first requirement is for employees to work from home, therefore removing the need for non-essential travel. All meetings are completed remotely, therefore removing the need for travel, please refer to Section 3.4 for further details.

<ul style="list-style-type: none"> As detailed in Section 3.1, employees who have to use public transport will not be asked to return to work in the office. It is also not permitted for employees to car share to ensure social distancing is applied. For those employees who return to a Stroma office where they have to use public transport, a face mask must be worn in accordance with the latest Government advice. Stroma will provide employees with face masks, along with hand sanitiser and disposable gloves where required. Where sharing a vehicle cannot be avoid, employees should travel with fixed partners, increase ventilation in the vehicle when possible through opening windows and avoid sitting face to face. 						
Additional control measures to be considered:						
No additional control measures at this time.						
Risk Rating	Likelihood	1	Consequence	4	Total	4

7.2.2 Deliveries to Other Sites

Objective: To help workers delivering to other sites such as branches, or suppliers' or customers' premises to maintain social distancing and hygiene practices.						
Control measures applied to meet the objective:						
<ul style="list-style-type: none"> Based on the activities undertaken, no deliveries are made to other sites. 						
Additional control measures to be considered:						
No additional control measures at this time.						
Risk Rating	Likelihood	NA	Consequence	NA	Total	NA

7.3 Communications and Training

7.3.1 Returning to Work

Objective: To make sure all workers understand COVID-19 related safety procedures.						
Control measures applied to meet the objective:						
<ul style="list-style-type: none"> Employees have been and will continue to receive regular clear and consistent communications from Stroma concerning the work they undertake. Please refer to Section 2.0 for further details of the actions to be taken by Line Managers in keeping in contact with their employees. Any changes made are agreed with employees using existing communication routes. This includes Health & Safety Committee Meetings, Senior Management Team Meetings, Group Newsletter and Divisional Communications. Toolbox talks have been created concerning the new processes that are outlined in this risk assessment. An employee induction video has been created that will be issued to all employees prior to their first day in the office. The issued toolbox talk(s) and the induction video requires each employee to reply to confirm they have read, understand and agree to work in adherence to the requirements. All records of training undertaken will be retained in the Stroma Health & Safety Management System. All training requirements will be reviewed on a monthly basis to ensure that any changes to working practices are updated and amended training issued to all applicable employees. 						
Additional control measures to be considered:						
No additional control measures at this time.						
Risk Rating	Likelihood	1	Consequence	4	Total	4

7.3.2 Ongoing Communications and Signage

Objective: To make sure all workers are kept up to date with how safety measures are being implemented or updated.						
Control measures applied to meet the objective:						
<ul style="list-style-type: none"> • Please refer to Section 2.0 for details on how Stroma are managing mental health and the information and services that are provided to all employees. • Simple and clear signage will be used throughout the office to provide messages and guidance to all employees. Throughout this risk assessment, reference to the signage being used has been included. • All signage used in the office will be laminated so it can be wiped clean as part of the nightly cleaning regime. • The office will not be using flip charts or whiteboards so as many contact surfaces can be removed. These have been removed from the office or hazard tape has been used to signify them not to be used. • Electronic communication, e.g. email, Whatsapp, text etc. will be used to inform employees of any changes to office working practices. • On arrival at the Stroma office, all employees are asked to familiarise themselves with the Health & Safety Notice Board that is located in the office. 						
Additional control measures to be considered:						
No additional control measures at this time.						
Risk Rating	Likelihood	1	Consequence	4	Total	4

8.0 Inbound and Outbound Goods

Objective: To maintain social distancing and avoid surface transmission when goods enter and leave the site.						
Control measures applied to meet the objective:						
<ul style="list-style-type: none"> • No outbound goods are dispatched from this office. • Posting letters and documents is to be avoided where possible, for example PDF them and email to the recipient or use Dropbox. Where items need to be posted they will be franked by an assigned person and taken by them to the nearest post box. Disposable gloves are provided for them to wear whilst doing this and they must wash their hands and use hand sanitiser on returning to the office. • Where additional stock is required, for example paper, this to be approved by a Line Manager and if possible additional supplies sourced from a local office. Where a delivery has to be made, the process documented in Section 7.2.2 is to be applied. • Delivery drivers are permitted to use the welfare toilet facilities at the office. When they make this requirement known to an employee, they must be accompanied by an appointed host who will adopt the following process: <ol style="list-style-type: none"> 1. Delivery driver to wait outside until the host is available. 2. Host to ask the driver if they are suffering from any symptoms of Covid-19. If they are, then they will not be permitted into the building. If they are not, then they will be allowed in. 3. Host will bring them into the office and their temperature will be checked. If they are exceeding the 37.8C they will not be permitted entry to the rest of the office and escorted back out of the office immediately. 4. Hand sanitiser must also be used in the office. 5. If under 37.8C they will be escorted along the designated route to the welfare facilities. 6. The host will wait near the welfare facilities and escort the delivery person out of the building, using the provided hand sanitiser as they leave. 7. Host to then wash their hands and use hand sanitiser. 						
Additional control measures to be considered:						
No additional control measures at this time.						
Risk Rating	Likelihood	1	Consequence	4	Total	4

9.0 Risk Ratings

The following risk definitions are used for each control measure:

Definitions	L = Likelihood of the Risk Accruing / C = Consequence of the Risk Accruing / R = Likelihood x Consequence				
	1-2 (No action)	3-6 (Monitor)	8-12 (Action)	15-16 (Urgent Action)	20-25 (Stop)

10.0 Additional Control Measures

The following are additional control measures that have been implemented in the office to further protect our employees.

10.1 Health & Safety Checks

Stroma's standard Health & Safety checks must be carried out during the time the office is open, this includes the reporting of any near-misses, incidents or accidents that may occur. This relates to Covid-19 breaches or general incidents that may occur and this is completed using the appropriate forms on the Staff Intranet.

10.1.1 Fire

Fire alarms are required to be checked on a weekly basis and recorded in the usual way.

10.1.2 Legionella

Legionella monthly checks are required to be undertaken and recorded in the Health & Safety Management System.

10.1.3 Office Systems

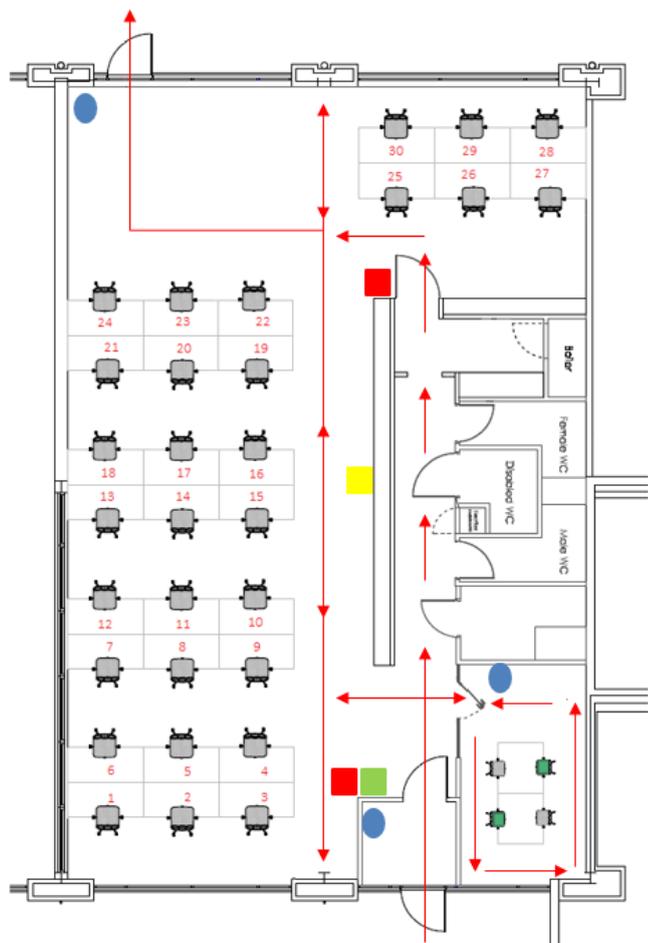
It is important that before the office opens each morning a visual check is completed to ensure that all signage and control measures put in place are still fit for purpose. This role will be undertaken by an appointed person. On a weekly basis they will need to complete an online checklist when walking around the office. This will include:

- Checking that all signage is still correctly displayed.
- Is hazard tape still stuck to the floor and not creating a trip hazard?
- Is a supply of antibacterial wipes at each appointed location?
- Are face masks, face visors and disposable gloves with each first aid box?
- Are all desks, chairs and whiteboards not being used still marked with hazard tape?
- Opening all applicable internal doors and applying fire door stops.
- Opening a sufficient number of windows to create adequate ventilation.
- Checking the hand sanitiser points still have solution in them.
- All rubbish bins have been emptied from the day before.
- Ensuring restricted areas are not accessible.
- Evidence that the office has been cleaned from the previous day.
- Clear desk policy is being adhered to and there is not a buildup of items on employees desks.
- Meeting room chairs are in the designated area and desk space clearly marked.
- Sufficient supplies of bottled water are in place.

The appointed person will complete this check and report any issues to their Line Manager or an appointed member of the Senior Management Team. They will then take the appropriate action required.

In addition to the above appointed person checks, Senior Management attending the office during this period will also be expected to carry out periodic checks of the office to ensure all control measures are being applied. Discussions can then be held on additional controls or amendments that are needed.

Appendix A – Office Floor Plans



Key:

-  Entry & Exit Route
-  Waiting area
-  Transfer Zone
-  Temperature Checks
-  Hand Sanitiser