

# DELUXE UK OFFICES COVID-19 RISK ASSESSMENT 2022 v1



This risk assessment has been created to assess the changing workplace environment created by the Covid-19 virus outbreak. This Risk Assessment is to be used in conjunction with existing work place risk assessments and other policies and procedures produced in response to the pandemic.

<b>Completed By:</b>	<b>Facilities</b>	<b>Reviewed By:</b>	<b>Deluxe Legal and Facilities</b>
<b>Date Created:</b>	<b>14<sup>th</sup> January 2022</b>	<b>Next Review:</b>	<b>1<sup>st</sup> April 2022 or as and when necessary</b>
<b>Document Changes:</b>	<b>Includes UK Government 'Plan B' updates and new numbering to reflect year Now includes former Éclair Theatrical Services buildings in Argyll Street and Uxbridge</b>		

What are the hazards?	Who might be harmed	Controls Required	Additional Controls	Action by who?	Action by when?	Done
Spread of Covid-19 virus	<p>This Risk Assessment covers anyone attending Deluxe UK facilities and includes:</p> <ul style="list-style-type: none"> <li>• All members of staff</li> <li>• Visiting clients</li> <li>• Contractors</li> <li>• Cleaning operatives</li> <li>• Security guards</li> <li>• Suppliers</li> <li>• Couriers</li> <li>• Any other individual authorised to enter a Deluxe facility.</li> <li>• 2022 v1 Update to now include former Éclair Theatrical Services offices in Argyll Street &amp; Uxbridge</li> </ul>	<p><b>Hygiene (all sites)</b></p> <p>People on site are reminded that the most effective mitigation against transmission of the Covid-19 virus is through the regular washing of hands with soap &amp; water</p> <p><b>Hand Washing (all sites)</b></p> <p>Hand washing facilities with soap and water are provided.</p> <p>Hand sanitiser is available throughout the facility and at the main reception desk.</p>	<p>Posters showing the correct method of hand washing are displayed by sinks and throughout the facility. Further guidance can be found at: <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p> <p>Everyone is reminded to catch coughs and sneeze into tissues – Follow 'Catch it, Bin it, Kill it' and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.</p> <p>To help inform individuals on site about the risks of spreading COVID-19 posters, leaflets and other materials are on display throughout the building.</p>	<b>Facilities</b>	<b>March 2020</b>	<b>Yes</b>



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		<p><b>Building Cleaning</b></p> <p>The onsite cleaning team frequently clean the facilities with particular focus on touch points using cleaning products capable of killing viruses &amp; bacteria.</p> <p>Deluxe uses contracted cleaners Personal Touch Cleaning Services (“PTCS”). PTCS follow Government guidelines with the products that they use which pass all the necessary standards: EN 1276, 13704, 14476, 14675 and they are manufactured in the UK under ISO 9001, 14001 and 18001. PTCS have partnered with Citation who provide best in class continuous online training for their business of over 600 staff.</p>	<p>Automatic hand sanitiser dispensers installed at key points in the building</p> <p>Touch points such as kitchens, bathrooms, door handles and handrails are cleaned a minimum of 4 times each day.</p> <p>Desks in use are cleaned and disinfected daily, but staff are also instructed through the use of posters to clean their own workstations at the start and end of their day as well. Cleaning wipes are available for desk cleaning and further supplies can be obtained from the Facilities team.</p> <p>If an individual is diagnosed with Covid-19 or is suspected as coming in close contact with someone who is confirmed as having Covid-19 HR and Facilities together with the line manager (if applicable) of the individual in question will confirm the locations the impacted individual has spent time and facilities will arrange</p>	<p><b>Facilities/ PTCS (Cleaning provider)</b></p>	<p><b>March 2020</b></p>	<p><b>Yes</b></p>



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			immediate cleaning of the affected areas.			
		<p><b>Social Distancing</b></p> <p>It is advised that everyone on site maintains a minimum of 2m separation between themselves and others wherever possible.</p>	<p>Signs and floor markings have been placed throughout all buildings to help everyone maintain a safe distance wherever possible.</p> <p>Individuals are encouraged to adhere to social distancing capacity in meeting rooms and where this is not possible, all participants must wear face masks.</p> <p>Individuals are encouraged to adhere to social distancing capacity in meeting rooms and where this is not possible, all participants must wear face masks.</p> <p>Social distanced capacity is 1 individual per small meeting room. Occupation limits on the larger meeting rooms shown via signs on doors.</p> <p>Remote working will continue for many staff to reduce occupancy within facilities.</p>	<b>Management &amp; Staff</b>	<b>Updated July 2021</b>	<b>Yes</b>
		<p><b>PPE/RPE</b></p> <p>PPE/RPE (Personal Protective Equipment/Respiratory Protective</p>	The use of face masks by all individuals in facilities is required in	<b>Facilities</b>	<b>Updated July 2021</b>	<b>Yes</b>



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		<p>Equipment) in the form of disposable face masks and gloves is provided for individuals in the facilities.</p>	<p>all common areas and circulation spaces.</p> <p>Hand sanitizer is available at various points around the facility. Gloves and masks are available from Reception. Security will ask individuals to use hand sanitiser prior to accessing gloves or masks.</p> <p>Used disposable face masks should be disposed of in the correct waste bins that are located in the Reception areas.</p> <p>Cascading of messages is regularly done via internal communication channels to all during staff updates and through line managers to reassure and support staff in a fast changing situation.</p>			
		<p><b>Screening of individuals</b></p> <p><b>Staff: (all sites unless specified)</b></p> <p>Staff have been asked to self-screen every morning before they leave home. If they are experiencing any of the Covid 19 symptoms or have been in contact with anyone exhibiting symptoms over the past 10 days then they should stay at home, inform their line manager and contact the NHS testing services. Staff must</p>	<p>Managers will receive HR briefings to support them in their role during the pandemic. This will include support for their team members who are impacted by the virus either directly or via a family member. Signposting to further support will also be given.</p>	<p><b>HOD's &amp; HR</b></p>	<p><b>March 2020</b></p>	<p><b>Yes</b></p>





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		distancing, cleaning, Covid-19 controls and floorplans with social distanced seating and flow routes.	back to the Workplace Planning Project team.			
		<p><b>Catering areas/kitchen equipment (site specifics detailed)</b></p> <p>Facility catering has been paused for the foreseeable future. Hot drinks and snacks will be available at the Buzz Bar. Staff should bring in their own food. Some vending facilities are available where payment can be made contactless. Kitchenettes are treated as a touch point and cleaned 4 times daily.</p>	<p>Closure of the canteen for the foreseeable future.</p> <p>Dering Street tea point is available for use but due to its small size we advise one person at a time in this area. Warning notices are placed outside the tea point informing all personnel about the advised occupancy limit.</p>	<b>Facilities</b>	<b>Updated July 2021</b>	<b>Yes</b>
		<p><b>Isolation Area (Deluxe House)</b></p> <p>The quarantine area in Deluxe House for individuals who are showing symptoms or fail the temp test is the medical room on the ground floor, admin wing (or if unavailable, such other room as determined by the Head of Facilities).</p>		<b>Facilities</b>	<b>Updated July 2021</b>	<b>Yes</b>
		<p><b>Working from Home</b></p> <p>Following the UK government announcement on 8<sup>th</sup> Dec 2021 that England will move to Plan B, from 13<sup>th</sup> December 2021 all staff should work from home if they can.</p>	The working from home policy and supporting information for staff includes information and advice on how to make the home working environment safe, comfortable and productive – following guidelines	<b>HR</b>	<b>July 2020</b>	<b>Ongoing</b>



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		<p>With remote working going on longer than originally expected, a working from home policy has been distributed to staff giving guidelines on security, health and safety and expectations of home workers from a business perspective.</p> <p><b>Mental Health</b></p> <p>Management will promote mental health &amp; wellbeing awareness to staff throughout the ongoing pandemic and will offer whatever support they can to help.</p>	<p>provided by institutions such as the HSE.</p> <p>Deluxe Remote Access Technical Architecture for Business Continuity, produced in March 2020 provides staff guidance on their responsibility for work content and equipment at home including digital and physical security measures which must be followed.</p> <p>Regular communication of mental health information and support via EAP: Health Assured, Deluxe’s 24 hour helpline and portal for anyone requiring mental health and wellbeing support. Deluxe My Wellness and Connect programmes will reach out via email to give staff ideas and opportunities to connect virtually.</p>	<p><b>HR</b></p>	<p><b>Updated July 2021</b></p>	<p><b>Ongoing</b></p>
		<p><b>Travel (All Sites)</b></p> <p>Staff are (i) reminded of government facial covering expectations on all public transport and (ii) to follow facial covering requirements specific to the carrier.</p>	<p>All staff asked to wash hands immediately on entering the office and to only attend the office if necessary for work and approved by their Manager.</p> <p>Staff asked to change their facial covering if possible (i.e. if using a</p>	<p><b>HR</b></p>	<p><b>Updated July 2021</b></p>	<p><b>Yes</b></p>



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			disposable face covering acceptance for the individual) on entering the building after using public transport.			
		<p><b>High Risk Individuals (All Sites)</b></p> <p>For a member of staff who may fall into a category deemed 'high risk' such as having an underlying health condition or restricted mobility which could place them at increased risk while in the building this is to be made clear to their line manager and HR so that further action can be taken if necessary.</p>	All staff have been asked to inform their managers if they are aware of any conditions which make them more vulnerable to Covid-19 so that this can be taken into account as part of the business' Covid-19 planning.	<b>HOD &amp; HR</b>	<b>June 2020</b>	<b>Yes</b>
		<p><b>Gym Facility (Deluxe House)</b></p> <p>The gym will be re-opened at the facility due to government restrictions being lifted.</p>	Separate Risk Assessment prepared.	<b>Facilities</b>	<b>April 2021</b>	<b>Yes</b>