

DELUXE UK OFFICES COVID-19 RISK ASSESSMENT v5.4



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.

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| Completed By: | Facilities | Reviewed By: | Deluxe Legal and Facilities |
| Date Created: | 1st July 2020 | Next Review: | 8 April 2021 or as and when necessary |
| Document Changes: | 3rd March 2021 - Addition of risks & controls for the former Sundog office at Units 427 – 428 The Printworks, Bristol | | |

| What are the hazards? | Who might be harmed | Controls Required | Additional Controls | Action by who? | Action by when? | Done |
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| Spread of Covid-19 virus | <p>This Risk Assessment covers anyone attending Deluxe UK facilities and includes:</p> <ul style="list-style-type: none"> • All members of staff • Visiting client • Contractors • Cleaning operatives • Security guards • Suppliers • Couriers • Any other individual authorised to enter a Deluxe site. | <p>Hygiene (all sites)</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 & water</p> <p>Hand Washing (all sites)</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: https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</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 re on display throughout the building.</p> | Facilities | March 2020 | Yes |



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| | | <p>Building Cleaning</p> <p>The onsite cleaning team frequently clean the facilities with particular focus on touch points using cleaning products capable of killing viruses & 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 needed, a deep clean of an area following a suspected or confirmed case of Covid-19 would involve a specialist team of personnel with bio hazard suits attending the cordoned off area, fully cleaning all surfaces including walls, ceilings and doors and all objects including furniture, IT equipment, blinds etc. and the area would be sealed off for 72 hours after cleaning (or such time period deemed safe).</p> | <p>Facilities/ PTCS (Cleaning provider)</p> | <p>March 2020</p> | <p>Yes</p> |
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| | | <p>Social Distancing</p> <p>It is specified that everyone on site maintains a minimum of 2m separation between themselves and others. Operations within the facility have been reviewed to ensure sufficient space to maintain social distancing.</p> <p>These include: Reviewing of floor plans and previous occupancy levels. Ensuring any staff returning to work have had their workspace assessed so it does not breach occupancy limits. Social distancing also to be adhered to when individuals are moving outside their normal areas of work such as kitchen, bathrooms and external smoking areas.</p> | <p>Where staff can work from home, they must. However, when staff do access the building, they must do so while adhering to prescribed policies. Signs and floor markings have been placed throughout all buildings to help everyone maintain a safe distance and usable seating marked clearly.</p> <p>Where possible stairwells have been made one way to reduce path crossing in narrow spaces.</p> <p>Individuals encouraged to avoid face to face meetings where possible.</p> <p>Limitation of 1 individual occupancy in small meeting rooms which are unable to allow minimum safe distancing. Occupation limits on the larger meeting rooms shown via signs on doors.</p> <p>Removal of items such as chairs, tables etc. to reduce occupation density.</p> <p>Remote working has been enabled for as many teams as possible. Under-utilised parts of any buildings can be used in the future if needed to create the necessary spacing for more staff.</p> | <p>Management & Staff</p> | <p>March 2020</p> | <p>Yes</p> |
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| | | | <p>3. They work in an enclosed area if possible and if not, at a good distance away from other colleagues/visitors</p> <p>Reception, Security and Facilities staff will be informed in advance when individuals with facial covering exemptions are due on site to avoid any unnecessary questioning.</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>Screening of individuals coming on site</p> <p>Staff: (all sites unless specified)</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 14 days then they should stay at home, inform their line manager and contact the NHS testing services. Staff must answer screening questions prior to entering a facility.</p> <p>Visitors/Contractors: (all sites)</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>In addition to the screening process, visitors and contractors are provided with a document outlining the Deluxe</p> | <p>HOD's & HR</p> <p>Facilities</p> | <p>March 2020</p> <p>June 2020</p> | <p>Yes</p> <p>Yes</p> |



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| | <p>Contactless registration for non-staff using the Envoy system has been set up and all non-staff will answer screening questions as part of this pre-registration before they arrive on site or enter the facility.</p> <p>Temperature Screening (all sites)</p> <p>All individuals entering the building will be subject to a temperature check. Face mask and face shield PPE will be worn by those carrying out the temperature check.</p> | <p>Covid-19 building access policy, which includes instructions on social distancing, facial covering policy and the expectations Deluxe places on them in allowing them access to the site.</p> <p>Any individual whose temperature check shows a consistent temperature of 37.8°C or above after 2 tests (with a 5-minute wait between tests outside) will not be allowed to enter the facility.</p> | <p>Facilities/ Security</p> | <p>June 2020</p> | <p>Yes</p> |
| | <p>Communications (all sites / units as specified)</p> <p>All staff before returning to work in a Deluxe facility will be asked to complete a training video to ensure they are familiar with new measures implemented to reduce the risk of Covid-19 and to make clear the part that staff are asked to play to protect themselves and others.</p> <p>All staff have been issued a Facility briefing pack alternatively briefed via video conferencing with specific information on what to expect when returning to work in specific offices, including information about social</p> | <p>Health and Safety reps have been recruited from across the business to provide a consultative forum for information to be passed to staff and for feedback and queries to come back to the Workplace Planning Project team.</p> | <p>HR/ Business Op's</p> | <p>June 2020</p> | <p>Yes</p> |



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| | | distancing, cleaning, Covid-19 controls and floorplans with social distanced seating and flow routes. | | | | |
| | | <p>Catering areas/kitchen equipment (site specifics detailed)</p> <p>Onsite catering and hospitality services have been paused for the foreseeable future. Staff are required to 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 coffee bar and canteen for the foreseeable future. Deluxe House kitchen areas are available due to lack of available food outlets in vicinity with 1 individual max occupancy (signs to support).</p> <p>Dering Street tea point is available for use but due to its small size is limited to single occupancy. Warning notices are placed outside the tea point informing all personnel about the occupancy limit</p> | Facilities | May 2020 | Yes |
| | | <p>Isolation Area (Deluxe House)</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.</p> | | Facilities | June 2020 | Yes |
| | | <p>Working from Home</p> <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</p> | <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</p> | HR | July 2020 | Ongoing |



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| | <p>expectations of home workers from a business perspective.</p> <p>Mental Health</p> <p>Management will promote mental health & wellbeing awareness to staff during the Covid-19 outbreak 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 our 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> | HR | April 2020 | Ongoing |
| | <p>Travel (All Sites)</p> <p>Staff advised to avoid public transport where possible and reminded of government facial covering rules on all public transport.</p> | <p>All staff asked to wash hands immediately on entering the office and to only attend the office if absolutely necessary for work or approved by their Manager.</p> <p>Staff asked to change their facial covering if possible (i.e. if using a disposable face covering acceptance for the individual) on entering the building after using public transport.</p> | HR | May 2020 | Yes |



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| | | <p>High Risk Individuals (All Sites)</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> | <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.</p> | <p>HOD & HR</p> | <p>June 2020</p> | <p>Yes</p> |
| | | <p>Gym Facility (Deluxe House)</p> <p>Following the changes in government guidelines that came into force on 26th December, the gym in Deluxe House is closed until further notice.</p> | <p>Notices informing staff that the gym is closed have been placed in the gym on the booking forms removed from reception</p> | <p>Facilities</p> | <p>Dec 2020</p> | <p>Yes</p> |
| | | <p>The Bristol Facility (the former Sundog office)</p> <p>This facility is currently unoccupied and is in the process of being returned to the landlord (expected return date is summer 2021). There is no intention to resume operations in this office.</p> <p>Prior to any visit by any individual, the current Covid screening questions must be answered.</p> | <p>As this facility is currently unoccupied, no routine cleaning being carried out.</p> <p>Following each visit to this facility, the employee in attendance will be responsible for cleaning any touch points within the office.</p> <p>Facemasks are required to be worn by all individuals attending the office.</p> | <p>Sundog Personnel</p> | <p>Feb 2020</p> | <p>Yes</p> |