

DELUXE UK OFFICES COVID-19 RISK ASSESSMENT V4



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. Please note that Deluxe operations in Salford are based in serviced offices as part of the Media City complex which has its own cleaning service and Risk Assessment for the wider building and shared areas.

Completed By:	Facilities	Reviewed By:	Deluxe Legal
Date Created:	Reviewed 1st July 2020	Review Before:	31st July 2020
Document Changes:	Updated to reflect additional measures added over May, June and July.		

What are the hazards?	Who might be harmed	Controls Required	Additional Controls	Action by who?	Action by when?	Done
Spread of Covid-19 virus	This Risk Assessment covers anyone attending Deluxe UK offices and includes: <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><u>Personal Hygiene (all sites)</u></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>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>	Facilities	March - 20	Yes
		<p><u>Hand Washing (all sites)</u></p> <ul style="list-style-type: none"> • Hand washing facilities with soap and water are provided. • Hand sanitiser is available throughout the facility and at the main reception desk. 	<p>Everyone is reminded to catch coughs and sneeze into tissues – Follow ‘<i>Catch it, Bin it, Kill it</i>’ 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>	Facilities	March -20	Yes



		<p><u>Building Cleaning</u></p> <p>The onsite cleaning team frequently clean the buildings 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>Salford office is a service office rental based in MediaCity who contract cleaners for all areas directly. Deluxe has reviewed and is satisfied with their Risk Assessment on this matter.</p> <p><u>Social Distancing (all sites)</u></p> <p>It is recommended that everyone on site maintains a minimum of 2m separation between themselves and others. In spite of the Government relaxing to 1m+ mitigations</p>	<p>Automatic hand sanitiser dispensers installed at key points in the building.</p> <p>Touch points such as kitchens, bathrooms, door handles and hand rails are cleaned a minimum of 4 times each day.</p> <p>Desks in use are cleaned and disinfected daily, but we ask staff to also clean their own workstations at the start and end of their day as well and provide wipes to do so.</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> <ul style="list-style-type: none"> • Staff are encouraged to work from home, however when staff do access the building, they must do so while adhering to prescribed policies. Signs and floor markings have been made throughout all buildings to help 	<p>Facilities/PTCS Cleaning contractors (142, Dering, Deluxe House)</p> <p>Management & Staff</p>	<p>March - 20</p> <p>May - 20</p>	<p>Yes</p> <p>Yes</p>
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		<p>Deluxe will wherever possible retain the 2m rule.</p> <p>Operations within the building have been reviewed to ensure sufficient space to maintain social distancing. These include:</p> <ul style="list-style-type: none"> • 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. <p>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><u>PPE/RPE (all sites)</u></p> <p>PPE/RPE (Personal Protective Equipment/Respiratory Protective Equipment) in the form of disposable face masks and gloves is provided for individuals onsite.</p>	<p>everyone maintain a safe distance and usable seating marked clearly.</p> <ul style="list-style-type: none"> • Where possible stairwells have been made one way to reduce path crossing in narrow spaces. • Staff encouraged to avoid face to face meetings where possible. • 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. • Removal of items such as chairs, tables etc. to reduce occupation density. • 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>The use of face masks by all individuals on site is mandatory.</p> <p>Hand sanitizer is available for use before gloves or masks are taken from Reception. Security to 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>Facilities</p>	<p>May - 20</p>	<p>Yes</p>
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		<p><u>Screening of individuals coming on site</u></p> <p><u>Staff: (all sites unless specified)</u></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.</p> <p><u>Visitors/Contractors: (all sites)</u></p> <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>Those using fabric masks should ensure they are washed daily and follow the Deluxe Facial covering policy guidelines.</p> <p>Cascading of messages is regularly done via internal communication channels, MD/Head of Operations (Creative) to all during staff updates and through line managers to reassure and support staff in a fast changing situation.</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 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>HOD's & HR</p> <p>HR</p> <p>Facilities</p>	<p>Mar – 20</p> <p>July - 20</p> <p>June - 20</p>	<p>On-going</p> <p>On-going</p> <p>Yes</p>
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		<p><u>Temperature Screening (all sites)</u></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>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 – 20</p>	<p>Yes</p>
		<p><u>Communications (all sites / units as specified)</u></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 distancing, cleaning, Covid-19 controls and floorplans with social distanced seating and flow routes.</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 Ops</p>	<p>June 20</p>	<p>Yes</p>
		<p><u>Catering areas/kitchen equipment (site specifics detailed)</u></p> <p>Onsite catering and hospitality services have been paused for the foreseeable future. Staff are required to bring in their own food. Some</p>	<ul style="list-style-type: none"> • Closure of the coffee bar and canteen for the foreseeable future (Deluxe House). • Deluxe House and Salford kitchen areas are available due to lack of available food 	<p>Facilities</p>	<p>May 20</p>	<p>Yes</p>



		<p>vending facilities are available where payment can be made contactless.</p> <p>Kitchenettes are treated as a touch point and cleaned 4 times daily.</p> <p><u>Isolation Area (Deluxe House and 142)</u></p> <p>Cab Office at 142 to be used as the quarantine room if individual needs to be isolated because of symptoms/temp test failure.</p> <p>Quarantine area in Deluxe House for individuals who are showing symptoms or fail the temp test.</p> <p><u>Working from Home</u></p> <p>With remote working going on longer than originally expected, a new global working from home policy will be produced to support staff working remotely.</p> <p>Staff must be given guidelines on working at home and maintaining required levels of content and equipment security.</p>	<p>outlets in vicinity with 1 individual max occupancy (signs to support).</p> <ul style="list-style-type: none"> • 142 – restricted to water machines only. Toasters, fridges, microwaves are not to be used until further notice. Signage in kitchen & coffee bar stating this. • Dering Street is still unoccupied by staff at present. <p>The working from home policy and supporting information for staff will include information and advice on how to make the home working environment safe, comfortable and productive – following guidelines provided by institutions such as the HSE.</p>	<p>Facilities</p> <p>HR</p>	<p>June 20</p> <p>July 20</p>	<p>Yes</p> <p>On-going</p>
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		<p><u>Mental Health</u></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>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>	<p>IT</p> <p>HR</p>	<p>April 20</p> <p>April 20</p>	<p>Yes</p> <p>Yes</p>
	Travel (all sites)	Staff advised to avoid public transport where possible and reminded of Government facial covering rules on all public transport.	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.	HR	May 20	Yes
	High Risk Individuals (all sites)	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.	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.	HOD & HR	June 20	Yes



	<p>Specialist areas (142)</p>	<p><u>Theatres, grading / online editing and client suites</u></p> <p>Access card for theatres to be made in advance and left for visitor to retrieve by themselves.</p> <p>Reducing staff and visitor shared spaces.</p> <p>Cleaning of suites between bookings.</p> <p><u>Scanning Department</u></p> <p>The staffing of the film scanning department is rotational.</p> <p>Only one staff member working in the area on one shift.</p>	<p>Swipe cards are disinfected before being handed out and on retrieval from visitors.</p> <p>Audio Operator to control session remotely from recording artist where possible.</p> <p>Pull-out baffle screen to be used to help shield recording artist in Studio 1.</p> <p>Minimum of 30 mins gap between audio sessions to allow for sanitisation cleaning of studio surfaces and door handles.</p> <p>Audio microphones & sensitive equipment to be sanitised by Audio Operator after every session.</p> <p>Disposable headphone covers and lapel microphone mounts to be used.</p> <p>Cleaning team performing department clean at the start and end of each shift period.</p> <p>Scanning Operator cleans Scanity (scanner) equipment with antibacterial wipes at the end of their shift.</p> <p>Separate keyboards and mice for each operator.</p>	<p>Facilities, Cleaning</p> <p>Facilities, Cleaning and Staff.</p>	<p>June 20</p> <p>June 20</p>	<p>Yes</p> <p>Yes</p>
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		<p>Nitrile gloves are provided for the Scanning Operators in their area. These are worn when powering down the scanner and removing or connecting keyboards and mice.</p> <p>Due to the nature of handling film, cotton gloves are provided for use for those tasks.</p> <p>Negative cans wiped with antibacterial wipes on arrival in building (via Despatch team) before arriving in department.</p>	<p>Gloves are worn by the operator through the shift while handling cans, negative, scanners and all equipment.</p> <p>Negative cans wiped again, by Scanning Operator, before they are collected from the department for storage or to be despatched offsite.</p>			
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