



MDDUS COVID-19 Risk Assessment

Background

This risk assessment has been developed to evaluate and control the risk COVID-19 presents to all MDDUS staff and any visitors, contractors and service providers to whom MDDUS owe a duty of care while on their premises. The assessment takes account of guidance from both HSE and the UK Government, specifically the Government guidance 'Working safely during COVID-19 in offices and contact centres' and the Government's '5 steps to working safely'.

Current Operational Arrangements

MDDUS operations have been successfully adapted to allow all our staff members to work almost entirely from home during this pandemic. The only exceptions involve a small number of essential tasks that require attendance at MDDUS offices, such as building security and safety, post and occasional ICT support. Access to MDDUS offices is strictly limited to named individuals required for these tasks.

This version of the risk assessment takes account of current company-wide home working arrangements and the small number of staff members and essential service providers attending MDDUS offices when required. It will be reviewed and amended to account for any changes in the Company's working arrangements.

Engagement and Oversight

During this time the Company is committed to, as far as is reasonably practical, taking the necessary additional measures to provide and maintain a safe and healthy working environment for its staff and any visitors, contractors or the public who may be affected by what we do. The MDDUS Board receive regular updates relating to the Company's response to the COVID-19 pandemic, including its impact on staff and the approach adopted to protect them. The Executive Committee (ExCom) are actively engaged in monitoring and adapting operations to ensure safety is not compromised. The ExCom receive regular updates and contribute to business decisions in the current environment.

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Staff Consultation

MDDUS staff have been consulted during the drafting of this risk assessment, and have had an opportunity to comment and contribute to the content; staff will continue to be consulted as and when operations are progressively moved back to MDDUS offices.

Approach

This Risk Assessment has been drafted in accordance with the widely accepted 5-step approach as follows:

STEP 1 IDENTIFY THE HAZARDS	Identify the safety hazards <i>e.g. working alone</i> Identify the health hazards <i>e.g. contracting COVID-19 from a colleague</i>
STEP 2 IDENTIFY PEOPLE AT RISK	People in and around the premises People who are especially at risk <i>either due to their own health concerns, or due to working in the office environment</i>
STEP 3 EVALUATE, REMOVE, REDUCE AND PROTECT FROM THE RISK	Is the level of risk generated by the hazard acceptable or does it need to be reduced? Risk = Likelihood x Consequence Evaluate the hazards Remove or mitigate the hazards Remove or mitigate the risks to people
STEP 4 RECORD, PLAN, INFORM, INSTRUCT AND TRAIN	Record significant findings and actions taken Prepare an action plan based on the findings Inform and instruct relevant people Cooperate and coordinate with others Provide training
STEP 5 REVIEW	Keep assessment under review Revise and implement changes where necessary

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Risk Assessment Review

This risk assessment is reviewed:

- i. on a weekly basis to ensure controls remain relevant and effective;
- ii. to take account of emerging advice and guidance from both UK and Scottish Governments;
- iii. when MDDUS move towards a gradual increase in office occupancy, following moderation of lockdown measures.

The Corporate Services Manager is responsible for reviewing the risk assessment, making it available to staff and ensuring it is published on the MDDUS web site each time revisions are made. The Risk Assessment is a standing item on the ExCom agenda, with all revisions being highlighted to senior staff.

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Assessment date: 11 June 2020
Version: 0.3

Completed by: Johanne Roberts
Corporate Services Manager

Revision History

Version	Date	Completed by	Revision Comments
0.1	01/04/20	Johanne Roberts	Initial assessment
0.2	19/05/20	Johanne Roberts	To account for UK Govt guidance published 13.05.20 & 19.05.20
0.3	11/06/20	Johanne Roberts	Updated following consultation with staff

Staff Consultation

Date	Consultation Method	Outcome/s
18/05/20	Electronic survey distributed to all staff to ascertain their current homeworking arrangements and additional needs or issues including wellbeing	Responses to survey being reviewed to identify additional support required, including any DSE needs
28/05/20	COVID-19 Risk Assessment (RA) and outcomes of homeworking survey communicated and discussed at company-wide Management Forum. Risk Assessment to be discussed with all staff via their line manager and feedback from consultation recorded	RA reviewed and amended to account for staff feedback

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Risk Matrix

Risk = Likelihood x Consequence

		CONSEQUENCE		
		Minor	Moderate	Severe
LIKELIHOOD	Improbable			
	Possible			
	Probable			

Likelihood

- 1. Improbable - not likely to occur
- 2. Possible - might occur
- 3. Probable - likely to occur in most circumstances

Consequence

- 1. Minor - minor illness or injury
- 2. Moderate - non-permanent illness or injury
- 3. Severe - severe injury or illness, actual or potential fatality

RISK		
Low	Moderate	High

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HAZARD	PERSONS @ RISK	RISK	CONTROL/S	RESIDUAL RISK
Attendance and movement of persons on site, increasing risk of transmission of virus	All staff, visitors, contractors, service providers		<ul style="list-style-type: none"> • Shut down of MDDUS offices and all staff set up with the capability to work from home • Only a minimum number of named staff, contractors and service providers permitted on site when required, to maintain building and service provision • Staff working from home may only attend site for an essential purpose by prior arrangement and for no longer than necessary • Ensure clinically vulnerable and extremely clinically vulnerable staff are working from home and following government advice relating to shielding • Contractors and service providers will only attend site by prior arrangement • Provision of car parking for those having to attend site to avoid public transport 	
Lone working at home, presenting risks relating to safety and mental health	Staff working at home alone		<ul style="list-style-type: none"> • Company-specific home working guidance, including H&S advice, published for staff and updated when required • Staff required to complete a questionnaire relating to home working arrangements to identify where further support is needed • Regular communication through all levels of organisation • Advice provided to Managers regarding managing staff remotely including increased requirement for communication and clear understanding of work requirements 	

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			<ul style="list-style-type: none"> • Regular advice provided relating to mental health and wellbeing, including increased online presence of mental health first aiders • Employee Assistance Programme (EAP) highlighted and contact details provided to all staff 	
Occupational stress brought about by sudden and prolonged period of home working and anxiety about returning to work	All staff, acknowledging that some will have caring responsibilities while trying to work at home		<ul style="list-style-type: none"> • Company-specific home working guidance published for staff and updated when required • Advice and resources provided to managers regarding managing staff remotely, including talking about stress • Regular communication through all levels of the organisation • Regular advice provided relating to mental health and wellbeing, including increased online presence of mental health first aiders • Support towards more flexible working, such as change of working hours, to accommodate caring responsibilities while working at home • Provision of suitable and adequate IT support to enable effective working • EAP highlighted and contact details provided to all staff • Communication and consultation with all staff relating to return to work 	
Home working staff member is involved in an accident (e.g. slips, trips, falls) during work time	All staff		<ul style="list-style-type: none"> • Advice on health and safety while working at home made available to all staff • Staff required to complete a questionnaire relating to home working arrangements to identify where further support is needed 	

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			<ul style="list-style-type: none"> Reminder re. accident reporting procedure issued 	
Working environment and work equipment present risks to home workers e.g. musculoskeletal issues, discomfort through lack of light, unsafe electrics in home	All staff		<ul style="list-style-type: none"> Guidance relating to posture, workstation arrangements and work environment (light, electrical safety etc) communicated and made available to all staff Staff required to complete questionnaire to facilitate assessment of home work station Additional DSE equipment provided to staff or taken from office 	
The small number of individuals who can still attend site may transmit virus	Named staff, contractors and service providers on site		<ul style="list-style-type: none"> Maintain a 2m distance at all times Use of signs and markings as a reminder of controls in place Mark reception area to maintain social distancing around entrance and reception desk Named staff to work in separate work areas Stagger days of attendance as well as arrival and departure times Hand sanitiser available at entrances and used by all attendees Guidance provided for use of toilets Obtain revised risk assessments & method statements (RAMS) from contractors/ service providers Provide visitors, service providers etc. with social distancing and safety practices on site 	
The small number of individuals attending site cannot keep 2m apart	Named staff, contractors and service providers on site		<ul style="list-style-type: none"> Consider if activity is absolutely essential for the business to continue operating Keep activity time as short as possible – no more than 15 minutes 	

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			<ul style="list-style-type: none"> • Work back to back or side to side, rather than face to face 	
Lone working on site presents increased risk to health if an accident occurs or the lone worker falls ill	Named staff, contractors and service providers on site		<ul style="list-style-type: none"> • Senior Facilities Coordinator (SFC) on Glasgow site at all times others are present • Services Assistant may only attend London site when building security staff are present • 'Checking-in' procedures in place for lone workers 	
Individual on site experiences symptoms of coronavirus	Named staff, contractors and service providers on site		<ul style="list-style-type: none"> • Individual on site should go home immediately and self-isolate in line with government guidance • If a member of staff, individual should contact manager and not return to workplace • Isolation and immediate deep clean of work area, including controlled measures for disposal of waste • Observation of hand washing/ hygiene procedures • Record maintained by HR of those who are isolating or develop symptoms at work • Consideration of whether transmission could be work related in the event that it should be reported under Reporting of Injuries, Diseases & Dangerous Occurrences Regs (RIDDOR) • Risk assessment and work activities reviewed to ensure sufficient controls in place 	
Insufficient cleaning and hygiene leads to increase in surface contamination	Named staff, contractors and service providers attending site		<ul style="list-style-type: none"> • Development of cleaning, handwashing and hygiene procedure, which includes: <ul style="list-style-type: none"> ○ Increase frequency of hand washing, hand sanitisation and surface cleaning 	

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			<ul style="list-style-type: none"> ○ Hand sanitiser positioned throughout office ○ Use of signs as a reminder to practice good hygiene ○ Increased cleaning of objects and surfaces touched regularly – schedule has been produced ○ Restricted use of passenger lift ○ Increased waste management ○ Visitor attendance books should only be completed by Senior Facilities Coordinator ○ Staff choosing to wear face masks will be supported and guidance on safe use provided 	
Exposure while cleaning areas where coronavirus may be present	Cleaning contractors and staff members carrying out regular cleaning of surfaces, goods etc.		<ul style="list-style-type: none"> ● Risk assessment received from cleaning contractor, agreed and monitored to ensure controls are followed ● Appropriate products used in line with Control of Substances Hazardous to Health (COSHH) assessment ● Disposable cleaning materials, e.g. cloths used as much as possible ● Appropriate PPE provided for cleaning ● Increase frequency of handwashing and use of hand sanitiser ● Staff advised to wash clothing after work 	
Goods being delivered to and handled on site	Named staff, contractors and service providers on site		<ul style="list-style-type: none"> ● Greater hand washing and use of hand sanitiser ● Deliveries to adhere to social distancing ○ Social distancing arrangements communicated to regular suppliers ● Cleaning of goods delivered where appropriate 	

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Communal areas and shared equipment used on site may increase risk of transmission	Named staff, contractors and service providers on site		<ul style="list-style-type: none"> • Regular cleaning of common areas and touch points, including kitchens, toilets, door plates and handles • Restricted use of office facilities – one person permitted in kitchens, toilets, staff rest areas • Procedures reviewed for use of shared equipment e.g. printers and franking machines 	
Meetings that are required to take place on site increase risk of transmission	Named staff and visitors		<ul style="list-style-type: none"> • Meetings to take place only if absolutely essential; remote meetings should be carried out wherever possible • Liaison with Corporate Services Manager required prior to meeting to ensure safety controls in place • Meetings will be held in well ventilated rooms • Clean room and equipment before and after use • Tables and floors marked for 2m separation • No objects to be shared • Consider possibility of outdoor meeting 	
Emergency incident occurs on site while staff, contractor etc. are in attendance	Named staff, contractors and service providers on site		<ul style="list-style-type: none"> • Do not have to comply with social distancing during an emergency • Those assisting during an emergency must carry out stringent hygiene control afterwards 	
Unsafe work practices brought about through staff misunderstanding of COVID-19 safety procedures or not being up to date with procedures being implemented	All staff		<ul style="list-style-type: none"> • Information, instruction and training provided to staff • Staff consulted on risks, controls and work practices • Staff communication on a regular basis on changes to hazards and controls 	

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			<ul style="list-style-type: none"> • Training and awareness raising through sharing of resources, posters/ signs, announcements and briefings 	
Communal spaces shared with other organisations at London site increases risk of transmission	Named staff attending London office		<ul style="list-style-type: none"> • Communication and cooperation with building managing agent and other tenants regarding use of communal areas • Office Manager attending weekly virtual tenant meetings regarding return to the office • Communicate communal area controls to staff when they are available, including: <ul style="list-style-type: none"> ○ Increased cleaning arrangements ○ Handwashing facilities ○ Use of passenger lift ○ Use of locker space and shower areas ○ Any plans relating to staggered use of entrance/ exit 	
Business travel may present risk of virus transmission	Staff engaging in business travel		<ul style="list-style-type: none"> • Business travel to be confined to a minimum; in exceptional circumstances only 	