



# **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 and Scottish Governments.

## **Current Operational Arrangements**

MDDUS operations have been successfully adapted to allow our staff members to work almost entirely from home during this pandemic.

This version of the risk assessment takes account of the UK and Scottish Governments' easing of legal coronavirus restrictions. It will be reviewed and amended to account for any changes in the Company's working arrangements or any further changes imposed by either Government.

## **Engagement and Oversight**

During this time the Company is committed to, as far as is reasonably practical, taking the necessary 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.

## **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 part of COVID-19 risk assessment reviews.

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### Approach

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

<b>STEP 1 IDENTIFY THE HAZARDS</b>	Identify the safety hazards <i>e.g. working alone</i> Identify the health hazards <i>e.g. contracting COVID-19 from a colleague</i>
<b>STEP 2 IDENTIFY PEOPLE AT RISK</b>	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>
<b>STEP 3 EVALUATE, REMOVE, REDUCE AND PROTECT FROM THE RISK</b>	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
<b>STEP 4 RECORD, PLAN, INFORM, INSTRUCT AND TRAIN</b>	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
<b>STEP 5 REVIEW</b>	Keep assessment under review Revise and implement changes where necessary

### 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 and the Health and Safety Executive;
- iii. as both UK and Scottish Government review, amend and/or remove their Covid-19 restrictions and guidance.

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:** 13 August 2020  
**Version:** 0.5

**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
0.4	13/08/20	Johanne Roberts	Updated to take account of staff gradually returning to office for business need or personal reasons
0.5	20/08/21	Johanne Roberts	Updated to take account of restrictions easing across the UK

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### 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
13/08/20	Electronic surveys distributed to all staff to ascertain their thoughts and opinions about, and personal circumstances relating to, returning to work in the office	RA reviewed and amended to account for staff feedback and plans for staff to gradually return to the office for business or personal reasons
30/06/21 08/07/21 13/07/21  05/08/21  12/08/21	'All staff' call Management Forum discussion CEO blog following UK Govt announcement re. easing of restrictions CEO blog following Scottish Govt announcement re. easing of restrictions Management Forum discussion	RA reviewed and amended in light of easing/ removal of Government restrictions and to take account of refreshed UK and Scottish Government guidance

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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
Increased attendance and movement of all staff and other persons on site due to the easing of Government restrictions/ gradual opening of offices, increasing risk of transmission of virus	All staff, visitors, contractors, service providers		<ul style="list-style-type: none"> <li>Staff remain set up with the capability to work from home</li> <li>Hybrid working arrangements in place</li> <li>Offices operating at reduced capacity</li> <li>Staff may only attend site by prior arrangement</li> <li>'At risk' staff will have individual risk assessments carried out with their line manager to determine appropriate safety measures</li> <li>Visitors, contractors and service providers will only attend site by prior arrangement and must be given visitor guidance</li> <li>Maximise provision of car parking at Glasgow office for those attending site to reduce need for public transport.</li> <li>Staff advised not to 'car pool'</li> <li>Revisit and refresh staff training and guidance in relation to coronavirus safety measures</li> </ul>	
A further wave or localised increase in transmission leads to lockdown in Glasgow and/or London	Staff, contractors, visitors and service providers attending offices		<ul style="list-style-type: none"> <li>Revert to arrangements in place during lockdown</li> </ul>	
Lone working at home, presenting risks relating to safety and mental health	Staff working at home alone		<ul style="list-style-type: none"> <li>Company-specific home working guidance, including H&amp;S advice, published for staff and updated when required</li> <li>Staff required to complete a questionnaire relating to home working arrangements to identify where further support is needed</li> <li>Regular communication through all levels of organisation</li> <li>Advice provided to Managers regarding managing staff remotely including</li> </ul>	

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			<p>increased requirement for communication and clear understanding of work requirements</p> <ul style="list-style-type: none"> <li>• Regular advice provided relating to mental health and wellbeing, including increased online presence of mental health first aiders</li> <li>• Employee Assistance Programme (EAP) highlighted and contact details provided to all staff</li> </ul>	
Occupational stress brought about by prolonged period of home working and anxiety about returning to the office	All staff		<ul style="list-style-type: none"> <li>• Regular surveys to ascertain opinions and thoughts relating to home working and returning to work in the office</li> <li>• Company-specific home working guidance published for staff and updated when required</li> <li>• Advice and resources provided to managers regarding managing staff remotely, including talking about stress</li> <li>• Regular communication through all levels of the organisation</li> <li>• Regular advice provided relating to mental health and wellbeing, including increased online presence of mental health first aiders</li> <li>• Support towards more flexible working</li> <li>• Provision of suitable and adequate IT support to enable effective working</li> <li>• EAP highlighted and contact details provided to all staff</li> <li>• Communication and consultation with all staff relating to return to office</li> <li>• Training, guidance and induction for those returning to the office</li> </ul>	
Home working staff member is involved in an accident (e.g.	All staff		<ul style="list-style-type: none"> <li>• All staff required to complete mandatory health and safety training</li> </ul>	

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slips, trips, falls) during work time			<ul style="list-style-type: none"> <li>• Advice on health and safety while working at home made available to all staff</li> <li>• Staff required to complete a questionnaire relating to home working arrangements to identify where further support is needed</li> <li>• Reminder re. accident reporting procedure issued</li> </ul>	
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"> <li>• Guidance relating to posture, workstation arrangements and work environment (light, electrical safety etc.) communicated and made available to all staff</li> <li>• Staff required to complete questionnaire to facilitate assessment of home work station</li> <li>• Additional DSE equipment made available to staff</li> </ul>	
Individuals attending site may transmit virus	Staff, visitors, contractors and service providers on site		<ul style="list-style-type: none"> <li>• Staff not to attend site if they have COVID-19 symptoms and encouraged to take a PCR test</li> <li>• Staff encouraged to obtain and use lateral flow tests and if positive, isolate and take a PCR test</li> <li>• Raise awareness of symptoms and testing through staff training, guidance and posters within offices</li> <li>• Maintain a safe distance at all times</li> <li>• Use of face coverings when moving around office</li> <li>• Use of signs and markings as a reminder of controls in place</li> <li>• Installation of perspex screens at reception in Glasgow office</li> <li>• Mark reception area to maintain social distancing around entrance and reception desk in Glasgow office</li> </ul>	



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			<ul style="list-style-type: none"> <li>• Staff allocated work areas and strongly encouraged to remain within them</li> <li>• Pre-arrange days of attendance to ensure offices are not overcrowded</li> <li>• Hand sanitiser available at entrances and throughout offices, especially near to 'touch point' areas</li> <li>• Guidance provided for use of toilets</li> <li>• Obtain revised risk assessments &amp; method statements (RAMS) from contractors/ service providers</li> <li>• Provide visitors, service providers etc. with social distancing and safety practices on site</li> <li>•</li> </ul>	
Individuals on site cannot maintain a safe distance	Staff, contractors, visitors and service providers on site		<ul style="list-style-type: none"> <li>• Encourage staff to obtain and use lateral flow tests and if positive, isolate and take a PCR test</li> <li>• Consider if activity is absolutely essential for the business to continue operating</li> <li>• Keep activity time as short as possible – no more than 15 minutes</li> <li>• Work back to back or side to side, rather than face to face</li> <li>• Use a face covering</li> </ul>	
Residual virus remains due to poor ventilation	Staff, contractors, visitors and service providers on site		<ul style="list-style-type: none"> <li>• Maximise supply of fresh air in all areas by: <ul style="list-style-type: none"> <li>○ Maintaining mechanical ventilation systems</li> <li>○ Fully or partially opening windows, air vents and (non fire) doors to improve natural ventilation</li> <li>○ Where air conditioning is being used, ensuring natural ventilation (as above) is also present to minimise air recirculation</li> </ul> </li> </ul>	

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			<ul style="list-style-type: none"> <li>Ensuring electric fans and desk fans cannot be used</li> <li>Considering use of carbon dioxide monitors to determine poorly ventilated spaces</li> </ul>	
Lone working on site presents increased risk to health if an accident occurs or the lone worker falls ill	Staff, contractors, visitors and service providers on site		<ul style="list-style-type: none"> <li>Services Assistant may only attend London site when building security staff are present</li> <li>'Checking-in' procedures in place for lone workers</li> </ul>	
Individual on site experiences symptoms of coronavirus OR it becomes apparent through track & trace/ protect that someone who attended site tested positive for COVID-19	Staff, contractors, visitors and service providers on site		<p>Individual/s on site should go home immediately, self-isolate and arrange a PCR test</p> <ul style="list-style-type: none"> <li>Follow government guidance in relation to track and trace/ protect</li> <li>If a member of staff, individual should contact manager and not return to workplace</li> <li>Check attendance records for others who have been on site and communicate in line with government guidance</li> <li>Isolation and immediate deep clean of work area, including controlled measures for disposal of waste</li> <li>Observation of hand washing/ hygiene procedures</li> <li>Record maintained by HR of those who are isolating, develop symptoms at work or test positive for coronavirus</li> <li>Consideration of whether transmission could be work related in the event that it should be reported to the appropriate bodies.</li> <li>Risk assessment and work activities reviewed to ensure sufficient controls in place</li> </ul>	

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Insufficient cleaning and hygiene leads to increased risk of surface contamination	Staff, contractors, visitors and service providers attending site		<ul style="list-style-type: none"> <li>• Development of cleaning, handwashing and hygiene procedure, which includes:               <ul style="list-style-type: none"> <li>○ Increase frequency of hand washing, hand sanitisation and surface cleaning</li> <li>○ Hand sanitiser positioned throughout office</li> <li>○ Use of signs as a reminder to practice good hygiene</li> <li>○ Increased cleaning of objects and surfaces touched regularly</li> <li>○ 'Hot Spot' stickers used to identify object/surfaces used regularly and to indicate need for increased cleaning and use of hand sanitiser/ hand washing</li> <li>○ Restricted use of passenger lift</li> <li>○ Increased waste management</li> <li>○ Visitor attendance books should only be completed by reception staff</li> <li>○ Use of face coverings when moving around the office</li> </ul> </li> </ul>	
Exposure while cleaning areas of the office where coronavirus may be present	Cleaning contractors and staff members carrying out regular cleaning of surfaces, goods etc.		<ul style="list-style-type: none"> <li>• Risk assessment, including cleaning specification, received from cleaning contractor, agreed and monitored to ensure controls are followed</li> <li>• Appropriate products used in line with Control of Substances Hazardous to Health (COSHH) assessment</li> <li>• Disposable cleaning materials, e.g. cloths used as much as possible</li> <li>• Appropriate PPE provided for cleaning</li> <li>• Increase frequency of handwashing and use of hand sanitiser</li> <li>• Staff advised to wash clothing after work</li> </ul>	
Goods being delivered to, or picked up, from site	Staff, contractors and service providers on site		<ul style="list-style-type: none"> <li>• Designated drop off space for deliveries</li> <li>• Greater hand washing and use of hand sanitiser</li> </ul>	

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			<ul style="list-style-type: none"> <li>• Deliveries should be made while maintaining a safe distance</li> <li>• Cleaning of goods delivered where appropriate</li> </ul>	
Communal areas and shared equipment used on site may increase risk of transmission	Staff, contractors and service providers on site		<ul style="list-style-type: none"> <li>• Regular cleaning of common areas and touch points, including kitchens, toilets, door plates and handles</li> <li>• Use of 'Hot Spot' stickers to identify common touch points</li> <li>• Cleaning materials provided in communal areas</li> <li>• Restricted use of office facilities – restricted numbers permitted in kitchens, toilets, staff rest areas</li> <li>• Individual roles and procedures reviewed for use of shared equipment e.g. printers and franking machines</li> </ul>	
Meetings that are required to take place on site increase risk of transmission	Staff and visitors		<ul style="list-style-type: none"> <li>• Liaison with Corporate Services Manager required prior to meeting to ensure safety controls in place</li> <li>• Meetings will be held in well ventilated rooms</li> <li>• Clean room and equipment before and after use</li> <li>• Maintain a safe distance while in meeting room</li> <li>• No objects to be shared</li> <li>• Consider possibility of outdoor meeting</li> </ul>	
Emergency incident occurs on site while staff, contractor etc. are in attendance	Staff, contractors, visitors and service providers on site		<ul style="list-style-type: none"> <li>• It may not be possible to maintain a safe distance while an emergency is ongoing</li> <li>• Those assisting during an emergency must carry out stringent hygiene control afterwards</li> <li>• First aid needs assessment reviewed</li> <li>• First aiders and fire wardens provided with additional guidance</li> </ul>	

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			<ul style="list-style-type: none"> <li>• First aid equipment updated to include additional PPE</li> <li>• Ensure all first aid staff and fire wardens understand new procedures</li> <li>• Update emergency evacuation procedures and communicate to relevant parties</li> </ul>	
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"> <li>• Information, instruction and training provided to staff, including:               <ul style="list-style-type: none"> <li>○ Pre-return online training, with test to ensure participant understanding</li> <li>○ Comprehensive guidance on safety measures and behaviour for both sites requiring sign off once read</li> <li>○ On site induction with manager on the first day of return to office</li> <li>○ Training and guidance provided in relation to wearing a face covering, travelling to and from work, safer business travel, first aiders and fire wardens, what to do if you have symptoms or test positive</li> <li>○ Training, advice and guidance provided to line managers in relation to supporting staff returning to office environment</li> </ul> </li> <li>• Staff consulted on risks, controls and work practices</li> <li>• Staff communication on a regular basis on changes to hazards and controls</li> <li>• Training and awareness raising through sharing of resources, posters/ signs, announcements and briefings</li> </ul>	
Communal spaces shared with other organisations at London site increases risk of transmission	Staff, visitors, contractors and suppliers attending London office		<ul style="list-style-type: none"> <li>• Communication and cooperation with building managing agent and other tenants regarding use of communal areas</li> <li>• Office Manager attending virtual tenant meetings regarding return to the office</li> </ul>	

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			<ul style="list-style-type: none"> <li>• Communicate communal area controls to staff including:               <ul style="list-style-type: none"> <li>○ Increased cleaning arrangements</li> <li>○ Handwashing facilities</li> <li>○ Use of passenger lift</li> <li>○ Use of locker space and shower areas</li> <li>○</li> </ul> </li> </ul>	
Business travel and attendance at external events or meetings etc. may present risk of virus transmission	Staff		<ul style="list-style-type: none"> <li>• Business travel to be confined to a minimum</li> <li>• Travel should be booked through the Company's preferred vendor to ensure hotels adhere to government guidance and journeys can be traced</li> <li>• Provide staff with guidance in relation to business travel</li> <li>• All Covid guidance provided by travel providers and venues must be followed</li> </ul>	