

PUBLIC



COVID-19 Group Risk Assessment – Return To Normal Operations (England Lockdown 2)

7.0

AUTHOR

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1.0 Version Control

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2.0 Document Revision History

Version Control Note: All documents in development are indicated by minor versions i.e. 0.1; 0.2 etc. The first version of a document to be approved for release is given major version 1.0. Upon review the first version of a revised document is given the designation 1.1, the second 1.2 etc. until the revised version is approved, whereupon it becomes version 2.0. The system continues in numerical order each time a document is reviewed and approved.

Version Number	Date	Author Title	Status	Comment/Reason for Issue
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1.0	15/06/2020	David Office	Review	No Changes Made
1.0	15/06/2020	David Office	Released	Risk Assessment Released
1.1	29/06/2020	David Office	Updated	Incorporate Government guidance published 24-06-2020 and feedback from Winn Group Board of Directors
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2.0	01/07/2020	David Office	Released	Risk Assessment Released
2.1	15/07/2020	David Office	Updated	Incorporate Government guidance published 24-06-2020 Move Review Dates from Fortnightly to Monthly, or upon major guidance change by HM Government.
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3.1	10/08/2020	David Office	Updated	Risks reviewed; additional risks added for North East Clinic facilities and Face to Face appointments
4.0	14/08/2020	David Office	Approved	Approved by C Birkett/I Scanlan
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4.1	09/09/2020	David Office	Updated	Risks reviewed; updated to reflect return of furlough workers between 15/09/2020 and 01/11/2020
5.0	09/09/2020	David Office	Approved	Approved by C Birkett/I Scanlan
5.0	09/09/2020	David Office	Released	Risk Assessment Released
5.1	25/09/2020	David Office	Updated	Risks reviewed; added further mitigating actions
6.0	25/09/2020	David Office	Approved	Approved by C Birkett/I Scanlan
6.0	25/09/2020	David Office	Released	Risk Assessment Released
6.0	15/10/2020	David Office	Review	Risk Assessment Review – No Changes
6.1	05/11/2020	David Office	Updated	Risks reviewed; updated mitigating actions for end of furlough and England Lockdown 2
7.0	05/11/2020	David Office	Approved	Approved by C Birkett/I Scanlan
7.0	05/11/2020	David Office	Released	Risk Assessment Released

2.1 Document Status

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4.0 Introduction

Current international public health activity is aimed at reducing the spread of the currently circulating novel coronavirus, which causes COVID-19 infection. This coronavirus is a novel agent whereby there is no immunity in the world's population to the infection. The two main methods of preventing the spread of infection are hygiene measures and social distancing.

This risk assessment has been produced to identify all controls in place at Winn Group to manage the risks, in as far as is reasonably practical, presented by COVID-19.

Control measures specified to reduce risk are based on current guidance from the UK Government.

5.0 Objectives, Aim & Scope

5.1 Objectives

This risk assessment affirms Winn Group's commitment to have in place control measures that ensure that Winn Group employees can go about their duties in a safe and secure environment.

5.2 Aim

The aim of this document is to define the requirements for physical and environmental controls that will be applied to mitigate the risks presented by COVID-19 in the workplace.

5.3 Scope

This policy applies to

- All employees of Winn Group and associated subsidiaries, contractors, volunteers, vendors and partners;
- All Winn Group premises.

6.0 Risk Ratings

Risk ratings are calculated by considering the likelihood of an event occurring in conjunction with the Consequence should that event occur.

6.1 Determine The Magnitude Of Risk

Magnitude of risk is calculated as **Likelihood + Consequence** where:

Likelihood	Description
5	Almost Certain
4	Likely
3	Possible
2	Unlikely
1	Rare

Consequence	Description
5	Catastrophic
4	Major
3	Moderate
2	Minor
1	Insignificant

6.2 Risk Score Matrix

Winn Group utilise the following risk score matrix to determine the risk rating (the magnitude of risk):

		Consequence					
		Insignificant	Minor	Moderate	Major	Catastrophic	
		1	2	3	4	5	
Likelihood	Almost Certain	5	6	7	8	9	10
	Likely	4	5	6	7	8	9
	Possible	3	4	5	6	7	8
	Unlikely	2	3	4	5	6	7
	Rare	1	2	3	4	5	6

6.3 Risk Rating

Once the Risk rating is determined the following actions are required to address the risk:

Rating	Risk Category	Description
2 – 4	Low Risk	Manage risk with routine procedures
5	Medium Risk	Specific Manager responsibility to reduce risk
6 – 7	High Risk	Requires Senior Management attention to plan to reduce the risk
8 – 10	Extreme Risk	Detailed action plan required to reduce the risk immediately

7.0 COVID-19 – Risk Register

Key: L – Likelihood; C – Consequence; R – Risk Rating.

Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
COVID-19 Infection	Person infected with COVID-19 enters a Winn Group Site	David Office	01/06/2020	3	5	8	<ul style="list-style-type: none"> All staff have now returned from Furlough across Winn Group, with headcount at 322 employees; Consideration by the board of directors in light of England Lockdown 2 has resulted in the following employee logistics: <ul style="list-style-type: none"> 100 employees home working; 158 employees attending Office; 64 employees split home working/Office. Employees attending the office cannot work effectively from home, for one or more of the following reasons: <ul style="list-style-type: none"> job role is office based; home workstation configuration unsuitable; infrastructure constraints. Staggered shift times implemented, with Employees starting/finishing work over a two hour period; Employees who feel unwell before the start of their shift are to stay at home; Employee screening for COVID-19 Symptoms on arrival at Winn Group buildings, including temperature check; 	2	5	7	Ongoing

Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
							<ul style="list-style-type: none"> Employees encouraged to download and use the NHS Covid-19 App on their mobile device; Separate entrance and exit routes implemented at all Winn Group Sites; One way systems clearly marked out at all Winn Group Sites; Hand Sanitiser available at entrances at all Winn Group Sites; Individual hand sanitiser bottles issued to be carried by Winn Group Employees for use throughout working day; Communication to all employees prior to return to office start date to define the conduct expected at all times on Winn Group Sites. 				

Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
Employee Symptomatic of COVID-19	Employee attends work as normal, however displays symptoms upon arrival to the office, or symptoms develop over the course of the working day.	David Office	01/06/2020	3	5	8	<ul style="list-style-type: none"> Employees who feel unwell before the start of their shift are to stay at home; Employees who feel unwell at work are to notify the appropriate line manager or contact a first aider by telephone; HR & Department Heads are aware of policy and procedures to be invoked should a person display COVID-19 symptoms; 	2	5	7	Ongoing

							<ul style="list-style-type: none"> • Suspected infected employee is to either leave the Winn Group Office immediately and travel home, or arrange transport home once isolated within the designated room within the Winn Group building; • Employees who are suspected or proven to have COVID-19 must have their workstation area Deep Cleaned and the immediate area cordoned off for 72 hours. 			
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Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
COVID-19 Hygiene Control	Risk of poor hand and respiratory hygiene control may lead to an increase in surface contamination	David Office	01/06/2020	4	5	9	<ul style="list-style-type: none"> • Deep cleaning of all Winn Group premises prior to reopening undertaken; • Cleaning regime frequency increased throughout all Winn Group premises; • Workspaces cleared of rubbish frequently. Waste removed frequently; • Removal of in/out trays to reduce the risk of surface contamination; • Employees to work at their allocated desk, with no hot desking allowed; • Increased signage installed to build awareness of good handwashing technique, increased handwashing frequency and the catch it – bin it – kill it process; • Employees required to hand sanitise on arrival at Winn Group premises; 	2	5	7	Ongoing

							<ul style="list-style-type: none"> Individual hand sanitiser bottles issued to be carried by Winn Group Employees for use throughout working day; Doors to remain open to reduce the number of touch points within the building. Specific doors to remain closed if they pose a security risk; Swipe cards installed on printers to minimise contact when retrieving hard copy documents; Strict adherence by employees to Winn Group Clear Desk Policy. 			
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Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
COVID-19 HVAC	Risk that HVAC systems across Winn Group premises reduce ventilation levels, thus increasing the risk of contracting COVID-19	David Office	01/06/2020	3	4	7	<ul style="list-style-type: none"> Air Conditioning fully serviced before return of staff to Winn Group offices commences; Air conditioning deep cleaned and disinfected before return of staff to Winn Group offices commences; Slow release Biocide tablets fitted to all air conditioning units to maintain unit cleanliness; Advice provided by Air Conditioning supplier on the correct operation of the systems installed at Winn Group premises, including the opening of windows as/when required. 	2	3	5	Ongoing

Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
COVID-19 Office Capacity	Increased attendance of employees within Winn Group Offices increases the risk of COVID-19 transmission	David Office	01/06/2020	3	5	8	<ul style="list-style-type: none"> All staff have now returned from Furlough across Winn Group, with headcount at 322 employees; Consideration by the board of directors in light of England Lockdown 2 has resulted in the following employee logistics: <ul style="list-style-type: none"> 100 employees home working; 158 employees attending Office; 64 employees split home working/Office. Employees attending the office cannot work effectively from home, for one or more of the following reasons: <ul style="list-style-type: none"> job role is office based; home workstation configuration unsuitable; infrastructure constraints. Controlled Movement of People Throughout the Workplace; Separate entrance and exit routes in all Winn Group Sites; One way systems clearly marked in all Winn Group Sites with waiting areas and passing places defined to maintain social distancing; Emergency Plans Updated & Communicated; 	3	5	8	Ongoing

														<ul style="list-style-type: none"> No-access areas defined within Winn Group buildings where social distancing cannot be maintained due to the risk of overcrowding/pinch points. 			
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Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
COVID-19 Social Distancing cannot be achieved	Social distancing guidelines cannot be met leading to increased risk of transmission of COVID-19 due to employees being in close proximity to each other	David Office	01/06/2020	3	5	8	<ul style="list-style-type: none"> Investigate whether task can be undertaken to maintain social distancing; Employees to be in their own departmental "bubble"; Time spent by employees inside the 2m social distance to be minimised to the departmental "bubble"; Employees will work in a in a zig-zag fashion in the first instance to maintain social distancing. Where this is unachievable, face to face or side by side seating may be utilised at no less than 1.5m distance across all Winn Group Offices Reducing movement by discouraging non-essential trips within Winn Group buildings, encouraging use of telephone and Microsoft Teams in lieu of physical inter-department "bubble" visits; Managing use of high traffic areas and corridors to maintain social distancing Saxon House lift will be turned off as the size is not suitable to maintain Social 	3	4	7	Ongoing

							Distancing with a capacity of greater than one occupant; • Employees will be evaluated for any disability that requires use of the lift.				
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Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
Person Infected with COVID-19 requires first aid	Person infected with COVID-19 requires first aid	David Office	01/06/2020	1	5	6	<ul style="list-style-type: none"> First Aiders, where possible to avoid working in close proximity (less than 2m) with an injured party or others; Where appropriate, first aider to provide guidance and support for injured persons to self-administer first aid for their injury; Injured person and first aider follow hand washing/sanitisation guidance before and after dealing with the injury; Where close proximity is unavoidable, first aiders must wear gloves and masks. Face shields are available if required. 	1	5	6	Ongoing

Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
COVID-19 PPE	Employee uses PPE incorrectly or believes the role of PPE provides additional protection to COVID-19, increasing the probability of contracting the virus	David Office	01/06/2020	3	5	8	<ul style="list-style-type: none"> Masks and Gloves will be available to employees It is at the discretion of the individual employee whether or not they choose to take a mask/gloves to wear; Donning and Doffing procedures to be made publicised to ensure the correct procedures followed for safety; Employees to be made aware that the role of PPE in providing additional protection is extremely limited; 	2	5	7	Ongoing

						<ul style="list-style-type: none"> Support employees in using face coverings safely if they choose to wear one. 			
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Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
COVID-19 Inbound and Outbound Post/Goods	Handling post items and parcels/goods may lead to employees coming into contact with contaminated surfaces that may lead to contraction of COVID-19	David Office	01/06/2020	3	4	7	Good Hand Washing/Hygiene procedures observed before and after handling post/parcels; Non-essential and personal deliveries to Winn Group sites are currently not permitted.	2	4	6	Ongoing

Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
COVID-19 Commuting	Social distancing guidelines cannot be met leading to increased risk of transmission of COVID-19 due to employees commuting to work using public transport or sharing a vehicle being in close proximity with others	David Office	01/06/2020	3	5	8	<ul style="list-style-type: none"> Car sharing by employees of Winn Group is discouraged; Walking and Cycling by employees of Winn Group encouraged; Use of Public transport by employees of Winn Group is discouraged; Employee Shift start time staggered to travel outside of peak periods; 	2	5	7	Ongoing

Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
COVID-19 Vulnerable persons	Increase in risk of COVID-19 contraction with employees defined as Vulnerable or Extremely Vulnerable, as defined by HM Government guidance)	David Office	01/06/2020	2	5	7	<ul style="list-style-type: none"> Extremely Vulnerable employees have been identified by Winn Group and are forbidden to attend site, but can work from home where possible; Vulnerable employees have been identified by Winn Group and should work from home where possible. Those vulnerable employees that must attend Winn Group premises must strictly adhere to the 2m social distancing guidance; Employees that are living with someone who is Extremely Vulnerable have been identified and should work from home where possible, but can attend work. 	2	5	7	Ongoing

Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
COVID-19 Common Areas	Increased risk of COVID-19 in common areas, including Kitchens, Canteens, Refreshment areas, Restrooms and Shower facilities due to the increased frequency of employees	David Office	01/06/2020	4	5	9	<ul style="list-style-type: none"> Access to Toilet Facilities at Winn Group sites controlled to ensure social distancing; Canteen Facilities Suspended to minimise touch point contact and breakdown of social distancing; Cleaning materials provided for employees to clean common areas after they have been used; Shower Facilities are available for employees to use, with clear guidance on cleaning after use and clear of all personal items; Enhanced cleaning of shower facilities three times per day along with cleaning after each use; Employees allowed to eat at desks; Employees encouraged to bring own cold food; Water machines to be cleaned down after each use; Increased cleaning frequency of the office; Regular cleaning of common areas and touch points. 	3	5	8	Ongoing

Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
COVID-19 Visitors and Contractors	Visitors or contractors in attendance at Winn Group Offices increase the potential of introducing COVID-19 to the premises	David Office	01/06/2020	4	5	9	<ul style="list-style-type: none"> All visitors to Winn Group premises suspended until further notice, with the exception of Face to Face Appointments at North East Clinic (refer to separate Risk); General public “Walk-ins” to Winn Group premises to be processed as quickly and efficiently as possible; General public to follow hand sanitisation and use gloves/mask procedure whilst on Winn Group premises; Contractors allowed on site by prior appointment only; Contractors to follow hand sanitisation and use gloves/masks whilst on Winn Group premises; Visitor Records maintained to record those who have attended site should the need of contact tracing arise; Meetings are encouraged to be held using video conferencing or telephone conferencing facilities; Contractor maintenance visits postponed or arranged for out of hours to minimise contact with employees; Physiotherapy and Medico-Legal appointments to be conducted via Video 	2	5	7	Ongoing

							<p>Conference. Remote clinical triage of patient to assess if treatment can be delivered remotely or clinically reason that the benefit of a Face to Face appointment will outweigh the risk;</p> <ul style="list-style-type: none"> Furloughed Employees are prohibited attending Winn Group premises unless prior notification of attendance is authorised. 			
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Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
COVID-19 Internal Meetings	Meetings within Winn Group Offices increases the risk of COVID-19 transmission due to the concentration of individuals in a confined meeting space	David Office	01/06/2020	4	5	9	<ul style="list-style-type: none"> Any meetings are encouraged to be carried out remotely using video conferencing or telephone conferencing facilities; If meetings are to be physically held, these must be held in well ventilated locations; Meeting rooms within Winn Group premises that cannot achieve social distancing due to size/layout have been suspended from use; No sharing of equipment permitted between participants of internal meetings; Social distancing to be maintained with the use of marking tape. IT Department employees support to be delivered remotely. If the issue requires physical intervention at the employee desk this will be undertaken out of hours to resolve IT Issues 	2	5	7	Ongoing

Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
COVID-19 Unable To Fulfil Statutory Requirements	Risk of COVID-19 infection having a detrimental effect on the statutory requirements defined in UK Law	David Office	01/06/2020	1	5	6	<ul style="list-style-type: none"> Ensure Statutory First Aid Requirement of one first aider to every fifty employees is fulfilled; Ensure that one fire warden for every department/floor within all Winn Group Offices; Ensure that lone working within any Winn Group Offices is mitigated by having enough employees on site at all times. 	1	5	6	Ongoing

Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
COVID-19 Communications & Training	Risk that employees are not kept up to date with how safety measures are being implemented and updated, resulting in the employee not understanding COVID-19 safety procedures on return to the office	David Office	01/06/2020	3	4	7	<ul style="list-style-type: none"> Ongoing engagement with all employees; Staff nominated representatives involved in working environment changes; A minimum fortnightly COVID-19 update to all employees published by Winn Group Board of Directors; Development of policies and procedures to ensure employees are aware of how to conduct themselves before return to the office. 	2	3	5	Ongoing

Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
COVID-19 North East Clinic Face to Face (F2F) appointments	Risk that a Client infected with COVID-19 enters the North East Clinic for Medico Legal, rehabilitation or weight management programme services that involves a Face to Face (F2F) appointment between Client and Healthcare professional	David Office	10/08/2020	4	5	9	<ul style="list-style-type: none"> • Remote clinical triage of patient to assess if treatment can be delivered remotely or clinically reason that the benefit of a F2F appointment will outweigh the risk; • Waiting area adapted to ensure patients are socially distanced, with a maximum of four (4) clients in the waiting area at any one time; • All healthcare professionals trained in infection control procedures; • Patient screening for COVID-19 Symptoms prior to attending clinic; • Patient screening for COVID-19 Symptoms on arrival for appointment at clinic, including temperature check; • Visitor Records maintained to record those who have attended clinic should the need of contact tracing arise; • Remove all non-essential items from waiting rooms; • Procedure implemented for cleaning clinic rooms after each F2F appointment; • Mandatory use of relevant PPE by the healthcare professional suitable for the clinic activities undertaken; 	2	5	7	Ongoing

Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
							<ul style="list-style-type: none"> • Face covering to be worn by patient being treated (unless exemption applies); • Consultation rooms marked to maintain 2m social distance between healthcare professional and patient; • Reduced appointment slots to allow for cleaning and changing of PPE between patients; • Waterproof wipe clean pillowcases used during treatment where necessary, cover with bed roll and clean / disinfect after use; • Clinical waste bin in every clinic room to be used to dispose of PPE and bed roll; • Contract in place for removal of PPE waste via orange clinical waste stream. 				

Risk Title	Risk Description	Risk Owner	Date Raised	Inherent Risk			Mitigating Controls Implemented	Residual Risk			Date Closed
				L	C	R		L	C	R	
COVID-19 North East Clinic Gym	Risk that a Client infected with COVID-19 enters the North East Clinic for Medico Legal, rehabilitation or weight management programme services that involves use of the Gym facilities as part of a Face to Face appointment	David Office	10/08/2020	5	4	9	<ul style="list-style-type: none"> • Patient screening for COVID-19 Symptoms prior to attending clinic; • Patient screening for COVID-19 Symptoms on arrival for appointment at clinic, including temperature check; • Visitor Records maintained to record those who have attended clinic should the need of contact tracing arise; 	2	4	6	Ongoing

						<ul style="list-style-type: none">• Gym occupancy restricted to a maximum of 8:<ul style="list-style-type: none">• 6 patients;• 2 healthcare professionals.• Gym appointment slot booking system implemented;• Gym floor marked out to provide a central walkway and 6 exercise zones;• Maximum of one patient per exercise zone at all times;• Shower Facilities suspended to mitigate risk of contamination from aerosols suspend in the air;• Hand Sanitiser and disinfectant available in each exercise zone;• All unnecessary items/equipment removed from Gym;• All Gym equipment used as part of treatment regime must be disinfected by the healthcare professional before and after each patient use;• Contract in place for regular cleaning of the Gym;• All healthcare professionals trained in infection control procedures.		
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8.0 References

The following documents will provide additional information:

Doc Reference Number	Title
HM Government	Working Safely During COVID-19 – Offices and Contact Centres
HM Government	Working Safely During COVID-19 – Close Contact Services
HM Government	Working Safely During COVID-19 – Providers of grassroots sport and gym/leisure facilities

This document has been prepared using the following standards and their applicable controls as reference:

Standard	Control	Description