

# Activity Risk Assessment Landscape Report



<b>Reference</b>	340	<b>Activity Description</b>	OFFICE AND BACK OF HOUSE OPERATIONS.						
<b>Assessment Date</b>	28/05/2020	<b>Publish To Portal</b>	No						
<b>Assessor Name</b>	David Millington	<b>Description</b>	Office/back of house - NMA COVID 19						
<b>Assessment Team Members</b>		<b>Review Date</b>	03/08/2020						
<b>Project Risk Assessment Reference</b>		<b>Overall Potential Risk Level</b>	12						
<b>Org Unit</b>	The Royal British Legion -> Remembrance and Marketing -> National Memorial Arboretum	<b>Overall Residual Risk Level</b>	9						
<b>Location</b>	Offices and non public areas.	<b>Number Of People Exposed</b>	5						
<b>Risk Assessment Category</b>	Covid 19 Management	<b>People Exposed</b>	Duty Manager Duty Finance staff Other dept staff using the office Markeing, Events etc Other on site staff - Visitor Services, Grounds and Estates entering the office						
<b>Date Record Created</b>	22/05/2020								
<b>Hazard Category &amp; Hazard Phrases</b>	<b>Persons At Risk &amp; How Is Person At Risk</b>	<b>Control Measures</b>	<b>L</b>	<b>S</b>	<b>R</b>	<b>Additional Control Measures</b>	<b>L</b>	<b>S</b>	<b>R</b>
Fire Fire Risk	Staff Spread of fire. Fire doors are being proped open due to the low office occupancy and a higher risk of surfce handle contamination	Duty manager, the office occupier to close all doors on exit of the building in the event of alam and as normal liase with VSS to effect a full evacuation	2 - Rare	3 - Harmful	6 - Low Risk	Full alarm system working and fire doors kept clear.	2 - Rare	1 - Insignificant Harm	2 - Minimum Risk
Accident - ill health - Disease emergency evacuation	Staff and volunteers In an emergency situation there will be limited or no chance of social distancing then there is a potential to spread the virus.	Evacuate the buildings/specific areas in a quick and efficient way as is possible. Keeping everyone safe trying to help but not having any unnecessary contact with individuals even if you can't keep to the Social distancing rules keeping apart is important.  Limit numbers of persons in buildings	2 - Rare	3 - Harmful	6 - Low Risk		1 - Negligible	3 - Harmful	3 - Minimum Risk

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<p>Covid 19 - office work Finance cash handling and counting</p>	<p>Finance Staff Risk of infection from cash</p>	<p>Rotate donation boxes on 72 hours basis to reduce infection risk.</p> <p>Wear gloves when counting after handling any money, collecting boxes etc.</p> <p>Adhere to Social Distancing during counting.</p> <p>Remove gloves when finished and do not touch face, wash hands immediately. Hand sanitiser available if required.</p>	<p>2 - Rare</p>	<p>4 - Very Harmful</p>	<p>8 - Moderate Risk</p>	<p>Wear a mask only if appropriate.</p>	<p>2 - Rare</p>	<p>3 - Harmful</p>	<p>6 - Low Risk</p>
<p>Accident - ill health - Disease Small confined spaces.</p>	<p>Staff Not able to keep to the social distancing guidelines and lack of doors into the rooms.</p>	<p>If small rooms are to be used then they need to be used using the social distancing guidelines.</p> <p>Only one person should use the small meeting room and counting room unless the social distancing rules can be observed.</p> <p>when you leave the room ensure that all surfaces and equipment that you have been in contact with have been cleaned. or inform housekeeping that the room needs cleaning.</p> <p>Allow a 15 minute break before rooms are reused by other persons.</p>	<p>3 - Unlikely</p>	<p>3 - Harmful</p>	<p>9 - Moderate Risk</p>	<p>Use alternative larger open spaces for face to face meetings to be held where the guidelines can be met.</p>	<p>3 - Unlikely</p>	<p>2 - Slightly Harmful</p>	<p>6 - Low Risk</p>

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<p>Accident - ill health - Disease signing in and out.</p>	<p>Staff and Volunteers By sharing a pen and touching a frequently used signing in sheet there is a chance of cross contamination.</p>	<p>To reduce the need to share pens and touch a piece of paper touched by many a new attendance procedure has been put in place using the teams software. There is a spread sheet on the NMA teams page that the duty manager will take responsibility of filling in daily. this then gives us an attendance register that can be viewed on mobile devices should there need to be a roll call in an emergency situation.</p> <p>there will be a limited number of volunteers on site and this will be controlled by the visitor services manager and the visitor services supervisors.</p>	<p>1 - Negligible</p>	<p>1 - Insignificant Harm</p>	<p>1 - Minimum Risk</p>		<p>1 - Negligible</p>	<p>1 - Insignificant Harm</p>	<p>1 - Minimum Risk</p>
<p>Accident - ill health - Disease Too many people in office space</p>	<p>Staff, volunteers. Unable to keep to the desired social distancing could potentially help spread any virus.</p>	<p>Staff should only be working in the office if they have been told to by their line manager and it is consistent with the pre organised rota.</p> <p>No one should be attempting to access the office without prior notice.</p>	<p>2 - Rare</p>	<p>3 - Harmful</p>	<p>6 - Low Risk</p>	<p>When social distancing rules are difficult to meet, stand to one side and let the person pass, but don't loiter. Keep movement around the office to the minimum. Ensure you keep a high hygiene standard.</p>	<p>2 - Rare</p>	<p>3 - Harmful</p>	<p>6 - Low Risk</p>
<p>Accident - ill health - Disease Cleaning.</p>	<p>Staff, volunteers, visitors and contractors. Poor cleaning/housekeeping will increase the risk of infection.</p>	<p>Work with cleaning contractor to ensure that we have cleaning regime in place to ensure the site and facilities meet a high standard of cleanliness.</p> <p>Double up the daily housekeeper role to ensure we have sufficient cover for all areas.</p> <p>Have an emergency contact should any infection take place so that the infected area can be deep cleaned and put back into use as soon as possible.</p>	<p>3 - Unlikely</p>	<p>4 - Very Harmful</p>	<p>12 - Substantial Risk</p>	<p>Produce written instructions for cleaning so there is no misunderstanding of what is expected. special attention should be paid to areas where frequent contact from many persons takes place.</p>	<p>3 - Unlikely</p>	<p>3 - Harmful</p>	<p>9 - Moderate Risk</p>

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Communications Anxiety.	Staff and volunteers. The covid19 outbreak has been an anxious time for all and it is crucial for the well being of all staff and volunteers that they are kept informed and reassured.	Hold short daily briefings.  Use the usual communication channels to keep all staff and volunteers updated.  Ensure we support those whose first language may not be English. Pay attention to those who may need extra guidance in understanding the rules.	1 - Negligible	4 - Very Harmful	4 - Low Risk	Encourage staff to share their feelings in the group or one to one with their line manager.  Advise staff of information on GUSTAV.  Use our Mental health first aider.	1 - Negligible	3 - Harmful	3 - Minimum Risk
Accident - ill health - Disease storage of personal Effects.	Staff, volunteers and visitors. Bags, coats and other personal items if stored in communal areas could become cross contaminated .	Encourage All to bring only the minimum they need into the office and store any other items in their cars.  If using lockers ensure the locker is clean and that you are the only person to use it during the day.	2 - Rare	4 - Very Harmful	8 - Moderate Risk	Ask cleaners to wipe the lockers every night.	2 - Rare	3 - Harmful	6 - Low Risk
Accident - ill health - Disease PPE	Staff and volunteers Incorrect use of PPE	PPE should always be the last resort and all users should be shown and given instruction on the correct way to use.	2 - Rare	4 - Very Harmful	8 - Moderate Risk	Ensure that users are aware that a high level of personal hygiene is required after PPE has been disposed of.  PPE should be disposed of correctly.	2 - Rare	3 - Harmful	6 - Low Risk
Covid 19 - Multi occupied building Congested areas and social distancing.	Staff, volunteers and visitors. Because of the back of house layout social distancing is difficult.	Ensure where possible that all staff, volunteers and visitors use keep as far apart as is practicable, adhere to Social Distancing rules. If you see someone approaching stand to one side and let them pass. Staff should not loiter in areas as this could cause concerns for others who may feel uncomfortable having to pass.	4 - Likely	3 - Harmful	12 - Substantial Risk	Try to use a one way system through the office.  Staff encouraged to raise any concerns to their line manager or Duty Manager.  Desk will be allocated in advance to ensure social Distancing Rules	4 - Likely	2 - Slightly Harmful	8 - Moderate Risk

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<p>Covid 19 - visitor illness Visitor has infected the office with the virus.</p>	<p>Staff and volunteers. A visitor who is unwell could bring the virus into a closed environment resulting in the potential for the whole office to become infected.</p>	<p>Isolate area where visitor had been located and ensure the area and all fixtures and fittings are sanitised. Wait for results from any tests carried out on infected person before activating any contact tracing. Notify HR and consider isolating staff for 14 days.  Visitor on site - supported to get home avoiding other people.</p>	<p>3 - Unlikely</p>	<p>4 - Very Harmful</p>	<p>12 - Substantial Risk</p>	<p>Look at alternative ways of holding meetings remotely  Do not take visitors into the main office environment.</p>	<p>3 - Unlikely</p>	<p>3 - Harmful</p>	<p>9 - Moderate Risk</p>
<p>Covid 19 - visitor illness Possible transmission of virus</p>	<p>Staff and volunteers. visitor could transmit the virus to individual or potentially the whole office.</p>	<p>Only agree to meet people who have booked an appointment.  Set up alternative meeting rooms away from the office in a more open environment.</p>	<p>2 - Rare</p>	<p>4 - Very Harmful</p>	<p>8 - Moderate Risk</p>	<p>Keep meetings to a minimum time scale and try and use alternative option such as teams</p>	<p>2 - Rare</p>	<p>3 - Harmful</p>	<p>6 - Low Risk</p>
<p>Covid 19 first aid First Aid Social distancing not possible.</p>	<p>Staff Because there maybe a need to be close/next to the injured person this will increase the potential of cross contamination should the patient be infected.</p>	<p>Provide gloves, masks and aprons in the first aid kits. Approach the casualty with caution and assess the patient from a social distance before dealing with their needs.  Dispose of any PPE responsibly and ensure the area is cleaned ready to be used again.  First aiders should adhere to guidelines regarding washing hands etc.</p>	<p>3 - Unlikely</p>	<p>4 - Very Harmful</p>	<p>12 - Substantial Risk</p>	<p>If possible then treat the patient in an open area preferably in the fresh air.</p>	<p>3 - Unlikely</p>	<p>3 - Harmful</p>	<p>9 - Moderate Risk</p>

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<p>Covid 19 - delivery and receipt post and packages Outer packaging could be contaminated with virus.</p>	<p>Staff And Volunteers Parcels and letters could be contaminated with the virus. multi delivery drivers could have picked up the virus from other destinations.</p>	<p>Have designated delivery areas where post and parcels can be left. Keep deliveries to a minimum to reduce interaction with unknown operatives. Remind staff of the need to wash their hands after touching any packaging. Isolate items for 3 days to allow any contamination to disappear if this is feasible. Discourage staff from having personal items delivered.</p>	<p>3 - Unlikely</p>	<p>3 - Harmful</p>	<p>9 - Moderate Risk</p>	<p>Make PPE available if there is a need to be in close contact with delivery person and if it is a large delivery that for security reasons needs dealing with immediately.</p>	<p>3 - Unlikely</p>	<p>2 - Slightly Harmful</p>	<p>6 - Low Risk</p>
<p>Covid 19 - office work Hygiene and social distancing.</p>	<p>Staff, volunteers, visitors and contractors. Not adhering to the guidelines will increase the risk of spreading the infection.</p>	<p>A robust cleaning regime in place. Cleaning materials should be available in areas of high usage such as printer touch screen, key cabinets, safes, and other multi use equipment.. Avoid face to face working at desks sit back to back or side by side. If not possible then screens should be fitted. Staff should only use the desks that they have been allocated by the office manager. Desks should be deep cleaned at the end of each day. Limit shared equipment and sanitise before use where shared. Prop doors open where possible. Provide sanitising wipes Sanitise desk and equipment before use. Sanitise touch points of resource centre before use. Work from home where possible.</p>	<p>3 - Unlikely</p>	<p>3 - Harmful</p>	<p>9 - Moderate Risk</p>	<p>Look at alternative areas for staff to work from.  Discourage office traditions of sharing sweets, biscuits etc. or making drinks for others.</p>	<p>3 - Unlikely</p>	<p>2 - Slightly Harmful</p>	<p>6 - Low Risk</p>

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<p>Covid 19 - welfare facilities Social distancing not possible in canteen facilities</p>	<p>Staff, volunteers and contractors. Passing on infection.</p>	<p>Provide signage to remind people to socially distance to remind people to wash their hands more frequently and the importance of personal hygiene.</p> <p>Remove furniture to enable social distancing. Social interaction is a vital part of staff welfare so look for alternative larger breakout areas where social distancing can be achieved..</p>	<p>3 - Unlikely</p>	<p>3 - Harmful</p>	<p>9 - Moderate Risk</p>	<p>Increase the cleaning and sanitising of the areas.</p> <p>Encourage staff to bring their own personal crockery etc. and to keep it isolated from others.</p> <p>Any NMA crockery should be put into the dishwasher and dishwasher to be used on highest temperature setting.</p> <p>If condition allow encourage staff to have breaks in the fresh air.</p>	<p>3 - Unlikely</p>	<p>2 - Slightly Harmful</p>	<p>6 - Low Risk</p>
<p>Covid 19 - hygiene Cleanliness of general office areas</p>	<p>Staff, volunteers, visitors and contractors. poor hygiene will increase the potential for the virus to be spread.</p>	<p>Increase cleaning of touch points such as door handles</p> <p>Provide hand sanitiser stations and keep replenished when hand washing facilities aren't easily accessible.</p> <p>Regular and frequent hand washing to take place.</p> <p>Restrict access to areas.</p> <p>Sanitiser wipes available to clean desks and IT equipment.</p> <p>Ensure a robust cleaning regime.</p>	<p>3 - Unlikely</p>	<p>3 - Harmful</p>	<p>9 - Moderate Risk</p>	<p>Discourage staff from sharing office equipment.</p> <p>Keep to your own work station.</p> <p>No hot desking. Only User desk allotted</p> <p>Keep desks free from unnecessary clutter.</p> <p>Increase Natural ventilation by opening windows when possible.</p>	<p>3 - Unlikely</p>	<p>2 - Slightly Harmful</p>	<p>6 - Low Risk</p>

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<p>Covid 19 staff illness Possible contamination of area/building. Staff report symptoms after they have been at work.</p>	<p>Staff, volunteers, visitors and contractors. Coming into contact with an infected person.</p>	<p>All staff are made aware that they should not consider leaving home if they or members of their household have any signs of the infection and have signed health screening Questionnaire to confirm they have no symptoms. If the building/area does become infected then we will arrange for a deep clean of the area where staff member was working before reopening of the area. If someone becomes infected at work we will isolate the member of staff and arrange for them to return home. Isolate the area where the staff member was working and arrange for the area and all fixtures and fittings to be sanitised..</p>	<p>3 - Unlikely</p>	<p>3 - Harmful</p>	<p>9 - Moderate Risk</p>	<p>Encourage staff to be honest and ensure they will not be penalised for having time off.</p>	<p>3 - Unlikely</p>	<p>2 - Slightly Harmful</p>	<p>6 - Low Risk</p>
<p>Covid 19 travel The use of public transport or sharing transport.</p>	<p>staff, volunteers and visitors. The risk of coming into close contact with someone who may be carrying the virus.</p>	<p>Encourage people not to use public transport or taxis if they can. Those that do use public transport should use a mask to reduce the risk and on arrival at the NMA should wash their hands etc. immediately.</p>	<p>4 - Likely</p>	<p>3 - Harmful</p>	<p>12 - Substantial Risk</p>	<p>Be flexible with start and finish times to avoid busy periods on public transport. Encourage local staff to walk or look at the cycle to work scheme.</p>	<p>3 - Unlikely</p>	<p>3 - Harmful</p>	<p>9 - Moderate Risk</p>

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<p>Covid 19 - access to site Personal hygiene and social distancing.</p>	<p>Staff, volunteers, general public and contractors. Not adhering to the guidelines and advice will increase the potential to spread any virus that may be present.</p>	<p>Staff to be informed before returning to work what is expected of them when arriving at work. Staff should only return to work if advised to do so by their line manager. when returning to work they should only sit at the desk they have been allocated by the office manager.</p> <p>Provide signage to remind people to adhere to social distancing while entering and moving around the site.</p> <p>Remind people entering site about the need to wash their hands on entry and more frequently during the time they are on the premises.</p> <p>Adjust work patterns so not everyone is starting and finishing at the same time.</p> <p>Ensure that the high footfall areas are kept clean and commonly touched surfaces are wiped on a regular basis.</p> <p>it has been deemed to be safe to prop open the doors into the office and kitchen to make access and egress easier and reducing contact with surfaces. This will reviewed weekly and assessed as more staff return to work.</p>	<p>4 - Likely</p>	<p>3 - Harmful</p>	<p>12 - Substantial Risk</p>	<p>Look at alternative working arrangements to reduce the numbers entering the site.</p> <p>Working from the office only part of the week.</p>	<p>3 - Unlikely</p>	<p>3 - Harmful</p>	<p>9 - Moderate Risk</p>
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**Assessment Conclusion** Risks Acceptable post control measures

Reviewed by A Ansell 28/052020

Reviewed and approved by MD, HoE, HoVE and HoSS 29/05/2020

**Signatures**

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