

Risk Assessment - Raleigh International & Step Up To Serve, Dean Bradley House

- Full address: 3rd Floor Dean Bradley House, 52 Horseferry Road, London SW1P 2AF
- Assessment Date: 2 June 2020
- Assessment Carried out by: David Clamp, Malgosia Rumun, Rob Symmons (Raleigh), Sophie Dreschler, Lily Makurah (Step Up To Serve)
- This document prepared by: David Clamp, Director of Safety & International Operational Support & current H&S lead
- This document checked by: Christine Gentles
- Next update due: August 2020

Context:

Raleigh International and Step Up To Serve share the 3rd Floor of Dean Bradley House – Raleigh has approximately 55 staff; Step Up to Serve 10. No staff have significant access issues, but there are range of external visitors, including for training and public events. The offices contain three kitchen areas where staff can make drinks and heat food – there are toilet and washing facilities on the floor. The offices are cleaned every evening by contractors, who store the cleaning chemicals in a locked cupboard. The office block is locked from 9 pm to 6 am Monday to Friday and at the weekends, but selected Raleigh staff have access outside those hours using an electronic pass. The building also has 24 hour/7 days a week security cover.

How was the risk assessment done?

The team followed the advice at www.hse.gov.uk/simple-health-safety/risk/. To identify the hazards, they walked around the office, noting things that might pose a risk. The manager then checked the HSE advice on employees with disabilities: www.hse.gov.uk/disability/; talked to supervisors and staff to learn from their experience and listen to their concerns; talked to the office cleaning contractors, to make sure the cleaning activities did not pose a risk to office staff and looked at the accident book to see how previous accidents had occurred. They noted what was already being done to control the risks and recorded any further actions required.

This risk assessment will be made available to all staff and posted on Raleigh's website. The Raleigh H&S lead will review the risk assessment whenever there are any significant changes such as new work equipment, work activities or workers or on an annual basis, whichever is sooner.

This risk assessment was run in preparation for reopening the office after the 2020 Coronavirus outbreak. Specific risks related to the return are dealt with first.

What are the risks?	Who might be harmed and how?	How is the risk being controlled?	What further action do we need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?
Covid-19 risks					
Psychological well being	Staff	<p>Regular communication is in place (individual and group) to ensure staff are not ill-informed about returning to work safely. A new workplace protocol (Annex 1) has been put in place to reduce risk of exposure to Covid 19 and disseminated to employees through line managers and HR. Line managers are aware of how big changes to working arrangements may cause additional work-related stress and affect their employees' mental health and wellbeing.</p> <p>Managers hold regular informal discussions with their team and look at ways to reduce causes of stress.</p> <p>Concerns on workload issues or support needs are escalated to line manager. Managers are trained to recognise signs and symptoms that a person is working beyond their capacity to cope and deal sensitively with employees experiencing problems outside of work. Staff who are in vulnerable groups themselves or caring for others are encouraged to contact their line manager to discuss their support needs. Employees are made aware of supportive mechanisms available to them (e.g. counselling, occupational health, HR, etc) through line managers.</p>			

<p>Virus transmission in the workplace</p>	<p>Staff, visitors</p>	<p>Specific individual worker risk assessments have been undertaken for those who have a self-declared health condition which could increase their risk profile. Staff are requested to work remotely where possible and for the foreseeable future (provided it does not interfere with workload commitments). All staff returning to work will attend an online training in the Covid protocol (Annex 1) before they travel to work. The protocol will be reviewed in line with Government advice as and when necessary.</p> <p>Work has been arranged so that staff are able to maintain the government guidelines for social distancing based on our industry.</p> <p>Staff desks and activities are segregated to promote 2 meters distance.</p> <p>Staff face to face contact has been limited with each other to 15 minutes or less in areas of limited space.</p> <p>Visual aids, such as floor strips, signage are used for maintaining two meters distance.</p> <p>Employees are educated on preventative care.</p> <p>Hygiene guidance is given such as avoiding touching eyes, nose, mouth and unwashed hands, cover your cough or sneeze with a tissue, and throw it away in a bin and wash your hands.</p> <p>Posters are displayed that encourage staying home when sick, cough and sneeze etiquette.</p> <p>Alcohol hand gel has been placed at the entrance to the workplace and in other areas where they will be seen.</p> <p>Staff have been instructed to clean their hands frequently, to wash their hands with soap and water for at least 20 seconds followed by the use of an alcohol-based hand sanitiser that contains at least 60-95% alcohol.</p> <p>Soap and water and alcohol-based hand rubs are provided in the workplace and adequate supplies are maintained.</p> <p>Staff bring their own provisions in for lunch – the kitchen seating areas are not in use.</p> <p>Social gathering amongst employees have been discouraged whilst at work.</p>			
--	------------------------	---	--	--	--

		<p>Staff requested to keep in touch through remote technology such as phone and internet</p> <p>Desks are arranged to maintain a minimum of 2 meters from each other, with avoidance of employees facing each other</p> <p>Adequate training has been made on what PPE is required (i.e. gloves, masks, aprons, goggles, the correct donning/doffing of PPE.</p> <p>The government's e.g. Public Health England / Devolved Agencies response page is monitored regularly for latest details on guidance and advice.</p> <p>Advice is shared with staff members and staff have been fully briefed and kept up to date with current advice on staying protected through the company lines of communications (i.e line managers, HR) and shared with staff.</p> <p>Business related travel is reduced</p> <p>All non-essential meetings have been changed to digital consultations with essential face to face meetings following government social distancing guidelines.</p> <p>Staff discouraged from hand shaking and general close personal greetings</p> <p>Employees are made aware of the impact of COVID 19 on their job/change of working environment. A tracking system is utilised to keep track of when staff can return to work after the symptom free period.</p>			
--	--	---	--	--	--

Someone entering the workplace with COVID-19	Staff, visitors	<p>Request that companies who regularly attend our premises or those we work alongside us to provide their health and safety policy/arrangements / or RAMS (risk assessment and method statement) regarding COVID-19.</p> <p>Work with our supply chain to ensure that they're adopting good practices to prevent the spread of COVID-19 to discuss arrangements and control measures.</p> <p>Staff are made aware of COVID-19 symptoms via training sessions and visual aids such as posters in key locations, screensavers</p> <p>Anybody visiting site will be informed that they are not to enter if they're experiencing COVID-19 symptoms and will be advised to self-isolate in line with government recommendations</p> <p>Staff will be informed to self-isolate if they have a person living with them who has Covid or has been in contact with someone displaying COVID-19 symptoms.</p>			
Travelling to work	Staff	Workers will be advised to use their own transport for work activities whenever possible.			
Entry and exit to building	Staff, visitors, contractors	<p>Entry and exits to the building/site are limited to the minimum number of points required in consultation with Dean Bradley House management.</p> <p>Access to the building/site been restricted to visitors and contractors.</p> <p>Visitors are confined to strictly defined areas and unnecessary movements around the building are avoided.</p> <p>Advisory hand washing signage displayed throughout the building/site, especially at entrances and exits and were people congregate.</p> <p>Signs displayed reviewed and replaced as necessary. and sanitiser pump action containers are available in every work area and on main travel routes through the building/site including access and egress areas.</p>			

Cleaning Frequency	Staff, visitors, contractors	The ongoing cleaning frequency is sufficient so that cleaning can be undertaken when site/building/premises is occupied.			
Commonly touched surfaces	Staff, visitors, contractors	All hand contact points cleaned on a frequent basis throughout the day including, door handles, light switches, furniture, handrails, IT equipment, desks, phones, flush plates, taps, dispensers, toilets, canteen / food preparation areas. Rugs and mats are removed where safe to do so to make cleaning and disinfection of floors easier. Appropriate cleaning products are used during daily preventative clean regime. Staff avoid touching common pieces of equipment such as printers/scanners/faxes and use only dedicated work equipment on the workstations. Any use of common work equipment is restricted and managed.			
Use of cleaning products	Staff, visitors, contractors	Persons undertaking the cleaning been instructed with clear safe usage instructions. The relevant Safety Data Sheet and COSHH assessment is provided for the substances in use. Correct PPE is provided for the use of cleaning materials			
Housekeeping	Staff, visitors, contractors	Appropriate cleaning products are provided, so that staff can frequently clean their workstations during the day. Staff provided with waste bins lined with a plastic bag so that they can be emptied without contacting the contents. Staff are instructed that the emptying of bins and wastepaper baskets should be followed by hand washing.			
Non Covid-19 risks					
Fire Safety	Staff, visitors	Protocol is in Annex 2. Sufficient fire wardens are on hand. DBH run regular fire tests. Staff are instructed NOT to use fire extinguishers but to leave the building immediately the alarm sounds. Fire Inspection procedures/certificates managed by the Raleigh H&S Manager	All staff should report visibly faulty equipment or out of date equipment		

Electrical appliances	Staff, visitors	Up to date PATT testing certificate for all appliances – managed by RHO H&S Manager	Ongoing reporting of concerns to H&S Manager at Monthly Staff Meetings	All staff	Monthly
Induction hobs and hot cookery equipment	Staff, visitors	All volunteers and Trainer to be made aware of danger with clear signage. No volunteers to use induction hobs. Trainer to use induction hobs with caution. Tea towels available in kitchen.			
Window safety	Staff, visitors	Windows cannot be opened far enough to be of danger to participants. No one to sit on windowsills/throw anything out of windows– Trainer to make aware/enforce			
Unauthorised visitors / other site users in Raleigh offices	Staff, visitors	Electronic security doors should not be propped open. Valuables are kept in main office or locked away. Volunteers in training should always be escorted if using main office, unless using female toilet. All volunteers will be challenged if they are in the main office alone. All volunteers will be given name stickers on arrival and will wear them throughout the day. safety protocols.			
Lone working	Staff	Raleigh discourages staff from working on their own in Dean Bradley House. Best practice if for Staff working on their own to inform their line manager when they arrive and leave the building	Lone working best practice to refreshed for staff	David Clamp	July Staff Monthly Meeting
Lone volunteers (Safeguarding)	Trainers in training events	No trainers to be left alone with volunteers unless having 1:1, in which case office to be visible to other staff (e.g Jamii). All lone volunteers to be challenged. Staff to avoid using toilets if volunteers in there alone.			

Terrorist attack/ incident in London	Staff, visitors	In event of a suspected terrorist attack in London, all people in the building should be instructed to stay in the building and away from the windows, During work hours the SIOS team will coordinate next steps; outside work hours, the Duty Manager should be contacted			
Temperature/ Humidity	Staff, visitors	In the absence of air conditioning, fans are available, though their use will be restricted because of Covid 19 transmission. Windows will be kept open and staff encouraged to take breaks. H&S manager will ensure temperature does not become too high to work			
Drinking water	Staff, visitors	Mains water supply managed by the building. Water coolers and kettles checked by Office Manager.			

Annex 1: Covid protocol

Returning to Dean Bradley House: a Raleigh International / Step Up To Serve Protocol - 6 July 2020

This protocol is valid until further notice.

Raleigh and Step Up To Serve's UK staff are currently working from home. If a staff member prefers, in agreement with their line manager, they can arrange to work from Raleigh's office in Dean Bradley House from Monday 27th July. There is no requirement for all Raleigh staff to return to work in Dean Bradley House, and we do not have the capacity for everyone to return at the same time. 23 desks are available each day and can be booked in advance using an online booking tool. Discuss what works best for you with your line manager, in consultation with the People & Culture Team if necessary.

Raleigh and Step Up To Serve staff have risk assessed the office and made some adjustments to enable us to return to Dean Bradley House. This document outlines what that means for us on the third floor of Dean Bradley House for the first few weeks; we expect this protocol to be regularly updated as the situation changes.

Offices and public transport are places where the likelihood of transmission is higher, so we need to support you by setting the following rules. If you do intend to work in the office, then in line with Government guidance, everyone working in the office must commit to:

1. Agree with your line manager which days you will work in Dean Bradley House. Book a desk using the online booker. To start off with there will be a maximum of 23 Raleigh & Step Up To Serve staff in the office on a single day. Staff should not sit at any desks marked 'Desk Out Of Use'. This will require us to not use our 'usual' desks. See the desk plan at the end of this document for available desks.
2. Attend an online 'Returning to Dean Bradley House' briefing with David Clamp or Lily Makurah before returning to Dean Bradley House for the first time.
3. Don't set off for work if you feel unwell, even if you've committed to a face to face meeting. Leave work early if you feel unwell. Keep you line manager updated.
4. Remember to bring the kit you need - your laptop, charging cable and anything else you might need during the day.
5. Wear a face covering if you have to use public transport. Note - Raleigh has a small supply of facemasks to help you – please try to source what you need for yourself. An initial supply of two can be posted to you at your home address to enable you to travel into the office if you are unable to get hold of any face masks.
6. Follow the Dean Bradley House office movement protocols – they have marked clearly where you can move
7. Wash hands or use hand sanitizer when you arrive at the office, and every 60 minutes subsequently. Keep your desk clean and sanitized twice every day
8. Ensure that any proposed visits by non-Raleigh staff to the office are approved by David. You are responsible for your visitors to the office: it is your responsibility to ensure they agree to conform to this protocol before their visit.
9. Do not use electric fans. They spread Covid.
10. Always stay at least 2 metres away from other staff. To do so, we all need to commit that:
 - We will limit the number of people in meeting rooms. You will see a poster on each room which explains how many people can use them. Consider if you can have longer meetings via Teams at your desk.
 - We will not eat or sit down in the kitchens. The kitchen doors will remain propped open during the day (we have been advised that in this case, this fire regulation can be adapted in this way).
 - There will be no more than 2 people in the kitchen at any time and we will circulate following the arrows on the floor.
 - We eat food at our desks, not in the kitchen.
 - Only one person uses the toilet facilities at a time – please use the – “In Use / Vacant” notice provided on the door
 - Follow the signs that have been laid down directing movement around the office
 - We will keep blinds raised (viruses can persist on blinds)
 - Avoid using the lift if possible.
 - Be careful on the stairs – don't start going up if there's someone already on the stairs coming down!

Raleigh will ensure that, unless unavoidable, there will be at least one Manager and fire warden in the office every day to ensure we are maintaining this protocol. The fire alarm system remains in place and in the event of an alarm, the reduced numbers in the building should make it possible to maintain social distancing and leave quickly.

Thank you for cooperating and helping us maintain health and hygiene at Raleigh International. If you have any suggestions to make this protocol better, please let David know. We all look forward to the time when this protocol is not required!

David, Malgosia, Sophie and Lily



Annex 2: Fire evacuation protocol

Alarm System	Whole building is alarmed. Fire alarms are managed by the Building staff. During the week, the Dean Bradley House facilities manager will call the fire brigade. If they are not available (or at weekends) , this is the responsibility of staff in the building.
Emergency Exits	1. Next to meeting room Jamii 2. Main stairs next to gentleman's toilet 3. End of the main office, next to the SMT office (Yuva)
Evacuation Notes	Do not use lifts under any circumstances. No carrying drinks / food on the stairs.
Muster Point	On the steps of St John's Church, Smith Square: Turn left out of the main entrance, left again on Dean Bradley Street, straight ahead to square.

Annex 3: Protocol for Event managers for weekend events:

Event Location: Raleigh international, Third Floor, Dean Bradley House, 52 Horseferry Road, London, SW1P 2AF

Location Tel: 020 71831270

- First Aid: Raleigh International will supply a first aid kit. Recognised First Aider can administer minor treatment and should make a note of what was done and/or equipment used from kit.
- Minor Emergency: Event Coordinator will deal with minor emergency, and escalate to Duty Manager if required.
- Major Emergency: Should a situation occur the emergency services will be called on 999. The nearest hospital is 0.7 miles away with a journey time by car of 3 minutes. If possible a staff member to go in ambulance with casualty.
- Communications Plan:
 1. Event Coordinator to deal with incident and call ambulance if necessary
 2. Event Coordinator to call Raleigh Duty Manager (and / or Raleigh Medic if necessary) at earliest safe opportunity
 3. Ambulance arrives / alternative transport arranged
 4. Duty Manager will inform Event Coordinator of next steps, and update next of kin

Useful numbers:

- (Removed for website publication)

Fire or other Emergency: Should a fire or emergency exit alarm sound then, staff and volunteers will exit the building and group at the muster point detailed in the risk assessment. Event Coordinator will check toilets on way out of building if safe to do so. Event Coordinator will call register to make sure everyone is there, as per risk assessment.