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When determining controls, or considering changes to existing controls, considerations shall be given to reducing the risks according to the following hierarchy:

- A) Elimination, B) Substitution, C) Engineering controls, D) Signage/warnings and/ or administrative controls, E) Personal protective equipment

ALUK shall document and keep the results of identification of hazards, risk assessments and determined controls up-to-date. ALUK shall ensure that the OH&S risks and determined controls are taken into account when establishing, implementing and maintaining its OH&S management system. The significance of health & safety implications will be determined against the 'probability' versus 'severity' matrix below and recorded in this document which will be subject to regular review and update.

Likelihood	Severity				
	Trivial	Minor Injury	Over 3 Day Injury	Major Injury	Incapacity or Death
Highly Unlikely	1	2	3	4	5
Unlikely	2	4	6	8	10
Possible	3	6	9	12	15
Probable	4	8	12	16	20
Certain	5	10	15	20	25

From this risk assessment a record of those health & safety issues that have significant risk that the company can influence will be recorded in the Non Conformance, Preventative & Opportunity Action Plan log within the Occupational Health & Safety Management System as prescribed herein. Consideration will be given within the assessment of risk of the personnel at risk and the environment within which the risk resides.

Risk Rating (R)	1 – 3 = Acceptable	4 – 6 = Monitor/Improve <12 mths	8 – 12 = Action/Improve <6 mths	15 = Urgent Action/Improve <3 mth	16 – 25 = Improve Immediately / <1 mth
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Young Person's - References to Young Person's will be made throughout this assessment and has been included to ensure considerations have been made with respect to their age, inexperience, lack of awareness, maturity and any other factors which may be different to an older or more experienced employee. This will also make sure we have complied with Regulation 19 of the Management of Health & Safety at Work Regulations.

Agency Workers – References to Agency Workers will be made throughout this assessment and has been included to ensure the health, safety and welfare of Agency workers has been considered with respect to their lack of experience and knowledge of the processes and any exposure to chemical, biological and physical agents, Work equipment intended for their use; and The organisation of processes and activities intended for them to undertake.

Measures to manage risks may not be extraordinary to those that are already in place. However, there may be instances where additional measures are necessary, e.g. close supervision. In certain circumstances, Young persons or Agency workers will be prohibited from undertaking particular activities because significant risks are identified that cannot be avoided. Such risks can include: Work beyond their physical or psychological capabilities, Work in which there is a risk to their health from exposure to extreme cold or heat, noise or vibration, Work involving harmful exposure to radiation, Exposure to substances chronically harmful to human health, e.g. toxic carcinogenic, skin or respiratory sensitising, or have effects likely to be passed on genetically, Accidents which are unlikely to be recognised because of a lack of experience, training or sufficient attention to safety.

Date	Revision	Change Description	Author
19/05/2020	01	First Issue	Toby Ambler



COVID-19 WORKING SAFELY IN OFFICES AND CONTACT CENTRES RISK ASSESSMENT

Revision: 01 – Date: 19/05/2020 Review Date: 19/05/2022

TRAINING RECORD

NAME	POSITION	Risk Assessment											SIGNATURE
		COVID-19 WORKING SAFELY IN OFFICES & CONTACT CENTRES											
Date:													

WHO		Employees, Agency Workers, Maintenance Engineers, Visitors, Contractors, Young, Cleaners and inexperienced Persons.									
HAZARDS	HOW	EXITING CONTROLS	Risk Level			FURTHER ACTIONS / CONSIDERATIONS	Residual Risk			WHO	WHEN
			LIKELIHOOD	SEVERITY	RISK		LIKELIHOOD	SEVERITY	RISK		
WORKING SAFELY IN OFFICES & CONTACT CENTRES											
1. Workforce consultation	Failure to consult with the workforce may lead to a misunderstanding on the management of the COVID-19 risks associated within their workplace. This could lead to the transmission of the COVID-19 virus.	<ol style="list-style-type: none"> AluK Health & Safety committee AluK COVID-19 H&S representative AluK employees – involvement with assessing COVID-19 workplace risks and the development and review of COVID-19 policies AluK iComms Information, training, instruction, and supervision 	3	3	9	<ol style="list-style-type: none"> Due to the period of furlough a COVID H&S representative has been selected from staff returning from furlough <p>This is considered to be as low as reasonably practicable.</p>	2	3	6	TA	30/06/20
1.1 Management of risk	Aluk have a duty to reduce workplace risk to the lowest reasonably practicable level. Failure to work with employees, contractors sharing the workplace could expose persons to the COVID-19 virus	<ol style="list-style-type: none"> AluK encourages working from home as a first option. Vulnerable and extremely vulnerable members of staff work from home or are staying at home (shielding) Increased frequency of handwashing and surface cleaning of high traffic areas through information, training, instruction, and supervision. Increased frequency of handwashing and surface cleaning by having nominated sanitation cleaning teams. Aluk make every reasonable effort to comply with the social distancing guidelines set out by the UK Gov. Currently 2 m. If social distancing guidelines cannot be followed in full Aluk will consider whether that activity needs to continue for the business to operate and will take all 	3	3	9	<p>AluK have carried out a site COVID-19 risk assessment, have cleaning, handwashing and hygiene procedures in line with guidance.</p> <p>AluK have taken all reasonable steps to help people work from home and have taken all reasonable steps to maintain a 2m distance in the workplace and where people cannot be 2m apart, we have done everything practical to manage transmission risk.</p> <p>This is considered to be as low as reasonably practicable.</p>	3	3	9	na	na

		<p>mitigating actions possible to reduce the risk of transmission between our staff.</p> <ol style="list-style-type: none"> 7. Keeping the activity time involved as short as possible 8. Use of barriers and screens to separate employees from each other 9. Use of one-way routes to separate employees from each other 10. Use of back to back and side by side working whenever possible 11. Reducing the number of people each member of staff has contact with. 12. Aluk shield vulnerable employees from carrying out the work. 13. Should face to face working be carried out for a sustained period an assessment is carried out to establish if the task can safely go ahead. 									
1.2 Sharing the results of the Risk Assessment	Failure to share the results of the Risk Assessment may increase the transmission of COVID-19 if the employee is unaware of the hazards and associated risks.	<ol style="list-style-type: none"> 1. Risk Assessments are read and acknowledged by employees 	3	3	9	<ol style="list-style-type: none"> 1. Aluk to publish results of the risk assessment on their website 2. Aluk to communicate the results of the Risk Assessment via iComms 3. Aluk to display "Staying COVID-19 secure 2020" poster <p>This is considered to be as low as reasonably practicable.</p>	3	3	9	TA	30/06/20
2. Who should go to work	Failure to plan for the minimum number of workers needed on the premises and deployed in the field may result in increased transmission of COVID-19.	<ol style="list-style-type: none"> 1. Aluk employees work from home where possible 2. Aluk plan for the minimum number of workers needed on the premises and deployed in the field to operate safely and effectively. 3. Aluk provide equipment for employees to work from home safely and effectively. 	3	3	9	<ol style="list-style-type: none"> 1. Monitoring the well-being of employees who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site. 	3	3	9	TA	30/06/20

						2. Keeping in touch with off-site staff on their working arrangements including their welfare, mental and physical health and personal security.						
2.1 Protecting people who are at higher risk	Failure to protect clinically vulnerable and clinically extremely vulnerable employees may expose these employees to the transmission of COVID-19	<ol style="list-style-type: none"> Clinically vulnerable and clinically extremely vulnerable employees are shielded by staying at home AluK pay particular attention to those members of staff that live with clinically extremely vulnerable individuals Occupational Health support is provided to the employees 	3	3	9	<ol style="list-style-type: none"> Promote support surrounding mental health and wellbeing. <p>This is considered to be as low as reasonably practicable.</p>	3	3	9	TA	30/06/20	
2.2 People who need to self-isolate	Failure to prevent clinically vulnerable and clinically extremely vulnerable employees from staying at home could increase the risk of transmitting COVID-19	<ol style="list-style-type: none"> Clinically vulnerable and clinically extremely vulnerable employees are enabled to work from home COVID-19 self-declaration form is required to be completed by all persons entering site 	3	3	9	The current controls are considered to be as low as reasonably practicable.	3	3	9	na	na	
2.3 Equality in the workplace	Failure to take into account the needs of different employees may result in the transmission of COVID-19	<ol style="list-style-type: none"> AluK understand and take into account the particular circumstances of those with different protected characteristics. AluK involve and communicate appropriately with employees whose protected characteristics might either expose them to a different degree of risk 	1	3	3	The current controls are considered to be as low as reasonably practicable.	1	3	3	na	na	
3. Social distancing at work	Failure to following social distancing guidelines may result in the transmission of COVID-19	<ol style="list-style-type: none"> Should the person be unable to follow the social distancing guidelines AluK ensure: <ol style="list-style-type: none"> That increased frequency of hand washing and surface cleaning is carried out. That the activity time involved is kept as short as possible That screens or barriers are used to separate people from each other That back-to-back or side-to-side working (rather than face 	3	3	9	The current controls are considered to be as low as reasonably practicable.	3	3	9	na	na	

		<p>to-face) is carried out whenever possible</p> <p>e) Reduction in the number of people each person has contact with</p> <p>f) Social distancing measures incorporated into entrances and exits, corridors and canteen facilities</p>									
3.1 Coming to work and leaving work	Failure to following social distancing guidelines may result in the transmission of COVID-19	<ol style="list-style-type: none"> 1. Policy, induction and procedures 2. Information, training, instruction and supervision 3. Handwashing upon arrival 4. Staggered arrival and departure times 5. Sufficient parking facilities 6. No car sharing unless with family members 7. One way flow at entry and exit points 8. Signage indicating one way routes 9. Barriers to segregate employees 10. Hand sanitiser points at high traffic areas 11. Signing in points not touch based 12. Doors opened to allow access without touching handles. 	3	3	9	<p>Note – Currently one exit and entry route. No congestion experienced. However should this occur we will open up an additional entry point.</p> <p>The current controls are considered to be as low as reasonably practicable.</p>	3	3	9	na	na
3.2 Moving around buildings, worksites and destinations	Failure to following social distancing guidelines when staff are at their workstations may result in the transmission of COVID-19	<ol style="list-style-type: none"> 1. Non essential trips within buildings discouraged 2. Line leaders have electronic methods of communication 3. One way flow throughout site. 4. Maximum occupancy for lift 5. Lift controls sanitised 6. Stair use encouraged 7. Staff with disabilities can access lift 8. No car sharing unless with another member of the family 9. Corridors are part of one way routing. 10. Bottle necks controlled with waiting stations 	3	3	9	The current controls are considered to be as low as reasonably practicable.	3	3	9	na	na
3.3 Workplaces and work stations	Failure to following social distancing guidelines when they are at their workstations	<ol style="list-style-type: none"> 1. Working from home where possible 2. No hot desking 3. Table top labels used to remind staff that only one person per table is allowed. 	3	3	9	<ol style="list-style-type: none"> 1. Assign workstations to an individual 2. If shared kept to the smallest number of people 3. Further screening identified 	3	3	9	TA	30/06/20

	may result in the transmission of COVID-19	<ol style="list-style-type: none"> 4. Floor layouts reviewed – one way routing considered around workstations 5. Floor tape and floor markers used to keep workers 2m apart 6. Workers that cannot achieve 2m social distancing work side by side 7. Screens used where appropriate 8. Shift and layout allows for small teams 				4. Consistent pairing							
						This is considered to be as low as reasonably practicable							
3.4 Meetings	Failure to following social distancing guidelines during face to face meetings may result in the transmission of COVID-19	<ol style="list-style-type: none"> 1. Remote working tools such as Microsoft Teams are encouraged 2. 2m separation maintained at meetings 3. Single person occupancy for smaller offices where 2m social distancing cannot be achieved 4. Only absolutely necessary participants attend 5. Sharing of pens and other objects does not take place. 6. Hand sanitiser available 7. Meetings held outdoors or in well ventilated rooms whenever possible 8. Single person occupancy in smaller meeting rooms 	3	3	9	<ol style="list-style-type: none"> 1. Consider placing hand sanitiser in all meeting rooms 2. Consider placing floor signage in meeting rooms <p>This is considered to be as low as reasonably practicable</p>	3	3	9	na	na		
3.5 Common areas	Failure to following social distancing guidelines when using common areas may result in the transmission of COVID-19	<ol style="list-style-type: none"> 1. Site does not have share occupancy. 2. Information, training, instruction and supervision 3. Additional space identified on floor 4. Staggered break times 5. Outdoor area next to smoking shelter 6. Floor markings – 2m distance COVID-19 7. No staff manned canteen 8. Tables reconfigured to maintain 2m distancing 9. Staff encouraged to stay on site during working hours 10. Social distancing signage for toilets lockers. 11. Staff bring their own food 12. Office staff have pedestal draws for the storage of personal items 	3	3	9	<ol style="list-style-type: none"> 1. Consider outside break areas 2. Consider additional space by using other parts of the site. 3. Consider protective screening for staff in reception areas <p>This is considered to be as low as reasonably practicable</p>	3	3	9	na	na		

3.6 Accidents, security and other incidents	Failure to prioritise safety during an incident could jeopardise staff when evacuating the site	<ol style="list-style-type: none"> Sanitation measures undertaken after an incident First Aid COVID-19 measures introduced COVID-19 First Aid pack issued to First Aiders 	3	3	9	The current controls are considered to be as low as reasonably practicable.	3	3	9	na	na
4.1 Managing customers, visitors and contractors – Managing contact	Failure to minimise the contact risk from people visiting site and offices unnecessarily may result in the transmission of COVID-19	<ol style="list-style-type: none"> Skype for business promoted Conference calling promoted Remote working via VPN Visitors limited at any one time Essential services visits revised to reduce interaction. Out of hours A record of all visitors is kept Pens used in reception and induction are sanitised after use. Staff use own pens. 	3	3	9	The current controls are considered to be as low as reasonably practicable.	3	3	9	na	na
4.2 Providing and explaining available guidance	Failure to understand what is required to maintain safety may result in the transmission of COVID-19	<ol style="list-style-type: none"> Information, training, instruction and supervision Induction briefing for all returning staff Visual aids and posters Host responsibilities – HSE Manager conducts inductions 24/7 security guards act as hosts for any guests Site does not have share occupancy 	3	3	9	<ol style="list-style-type: none"> Review entry and exit routes for contractors and visitors to minimise contact with other people Provide COVID-19 guidance via phone, website or email <p>This is considered to be as low as reasonably practicable.</p>	3	3	9	TA	30/06/20
5.1 Cleaning the workplace – Before re-opening	Failure to clean the workplace prior to start up may result in the transmission of COVID-19	<ol style="list-style-type: none"> Pre return cleaning of transport offices, canteen facilities and washroom undertaken Air handling units not switched off during shutdown Air con services continued to operate during shutdown. No positive air systems on site – clean rooms Hand sanitiser available prior to restarting work 	3	3	9	<ol style="list-style-type: none"> Floor 1 & 2 offices to be cleaned prior to office staff returning Aerosol surface cleaning equipment has been purchased <p>This is considered to be as low as reasonably practicable.</p>	3	3	9	TA	30/08/20
5.2 Cleaning the workplace - Keeping the workplace clean	Failure to maintain hygiene will result in the transmission of COVID-19	<ol style="list-style-type: none"> Information, training, instruction and supervision Frequent cleaning of work and equipment areas undertaken – pre use and post use. Frequent cleaning of keyboards, printers, control panels and equipment undertaken Disposal arrangements in place for cleaning waste. 	3	3	9	<ol style="list-style-type: none"> Clear desk policy at the end of the working day Limiting the use of high touch items such as printers or whiteboards <p>This is considered to be as low as reasonably practicable.</p>	3	3	9	na	na

		5. Dedicated waste and cleaning team.									
5.3 Hygiene – handwashing, sanitisation facilities and toilets	Failure to maintain hygiene in our handwashing, sanitisation facilities and toilets will result in the transmission of COVID-19	<ol style="list-style-type: none"> Enhanced cleaning of all facilities regularly during the day. Information, training, instruction and supervision Signage and posters referring to HM Gov guidelines 12 hand sanitiser stations on site External contractors used Enhanced COVID-19 cleaning regimes employed by contractor Enhanced cleaning measures for Portacabin toilets Dedicated waste and cleaning teams Paper towels used in the portacabin facilities 	3	3	9	The current controls are considered to be as low as reasonably practicable.	3	3	9	na	na
5.4 Changing rooms and showers	Failure to minimise the risk of transmission in changing rooms and showers may lead to COVID-19 transmission	<ol style="list-style-type: none"> Washroom kept clean with frequent cleaning regimes Social distancing can be achieved with washroom Enhanced cleaning regime introduced 	3	3	9	The current controls are considered to be as low as reasonably practicable.	3	3	9	na	na
5.5 Handling goods, merchandise and other materials	Failure to reduce transmission through contact with objects that come into the workplace and vehicles on site may expose our staff to COVID-19	<ol style="list-style-type: none"> Tool box talks which include the cleaning of shared equipment in the offices. Sanitising products available for cleaning post room equipment Hand wash facilities Personal deliveries minimal due to the amount of staff home working. Parcel drop off points 	3	3	9	<ol style="list-style-type: none"> Consider regular cleaning of reusable boxes Consider cleaning regime for company cars Consider restricting non business deliveries to site <p>This is considered to be as low as reasonably practicable.</p>	3	3	9	na	na
6 Personal Protective Equipment and face coverings	Additional PPE beyond what AluK provide is not beneficial. This is because COVID-19 is a different type of risk to the risks AluK normally face in the workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.	<ol style="list-style-type: none"> Information, training, instruction and supervision Social distancing measures in place Face visors Filtering face pieces Safety glasses 	3	3	9	The current controls are considered to be as low as reasonably practicable.	3	3	9	na	na

6.1 Face coverings	Face coverings can provide a false sense of security to the user and increase the likelihood of contamination when the user touches the front of the face piece	<ol style="list-style-type: none"> Information, training, instruction and supervision Minimising time spent in contact with staff Fixed teams Partnering for close-up work Increasing hand and surface washing. 	3	3	9	The current controls are considered to be as low as reasonably practicable.	3	3	9	na	na
7.1 Workforce management – shift patterns and working groups	Failure to organise shift patterns may lead to exposure and transmission of the COVID-19 virus	<ol style="list-style-type: none"> Aluk encourages working from home as a first option. Staff are split into teams Drop off points 	3	3	9	<ol style="list-style-type: none"> Identify areas where staff are passed information Investigate transfer zones for office supplies <p>This is considered to be as low as reasonably practicable.</p>	3	3	9	TA	30/06/20
7.2.1 Work related travel – Cars, Accommodation and visits	Failure to avoid unnecessary work travel and to keep staff safe when they need to travel between locations may result in the transmission of the COVID-19 virus.	<ol style="list-style-type: none"> Non-essential travel minimised. Business skype – conference calls Microsoft teams Minimise the number of people travelling Logging the stay and ensuring overnight accommodation meets social distancing guidelines 	3	3	9	The current controls are considered to be as low as reasonably practicable.	3	3	9	na	na
7.2.2 Work related travel – Deliveries to other site	Failure to maintain social distancing and hygiene practices whilst delivering to customer's premises may result in the transmission of the COVID-19 virus	<ol style="list-style-type: none"> Information, training, instruction and supervision Minimising contact Refer to Working safely in or from vehicles Risk Assessment. 	3	3	9	<ol style="list-style-type: none"> Investigate electronic methods for documentation <p>This is considered to be as low as reasonably practicable.</p>	3	3	9	TA	30/06/20
7.3.1 Communication and training – Returning to Work	Failure to carry out communications and training may result in Aluk employees failing to understand social distancing and hygiene practices required to prevent the transmission of COVID-19	<ol style="list-style-type: none"> Information, training, information and supervision Employee return to work inductions Posters Signage Procedures Work instructions iComms Newsletters 	3	3	9	The current controls are considered to be as low as reasonably practicable.	3	3	9	na	na
7.3.2 Communication and training – Ongoing communications and signage	Failure to inform Aluk employees about safety measure being implemented or updated could affect their mental health and well being and may lead to transmission of COVID-19	<ol style="list-style-type: none"> Information, training, information and supervision Employee engagement Training materials Posters Signage Procedures Work instructions iComms 	3	3	9	<ol style="list-style-type: none"> Develop further procedures for arrival at work Whiteboards for communication <p>This is considered to be as low as reasonably practicable.</p>	3	3	9	TA	30/06/20

		<ul style="list-style-type: none"> 9. Newsletters 10. Communications to external parties 11. Sharing of best practice. 									
8. Inbound and outbound goods	Failure to maintain social distancing and avoiding surface transmission when goods enter and leave the site may lead to transmission of COVID-19	<ul style="list-style-type: none"> 1. Designated pick up and drop off collection areas 2. Signage 3. Markings 4. Electronic means of communication 5. Single workers load and unload vehicles 6. Paired workers 7. Access to welfare facilities 8. Drivers to remain in their vehicles 	3	3	9	The current controls are considered to be as low as reasonably practicable.	3	3	9	na	na