

# The Granite Group - Mersey Chambers

## COVID-19 Secure - Workplace Risk Assessment

This risk assessment has been prepared to ensure the risks associated with Covid-19 and the likely impacts, have been identified and appropriately mitigated where practicable to ensure the health, safety and wellbeing of all our stakeholders and to meet compliance with governments COVID-19 SECURE guidelines.

### Risk Acceptance Statement

The Group has agreed the level of risk are acceptable for operations to continue in the Granite Group office facilities is Very Low, Low or Medium (whilst remaining under review).

### Risk Tolerance

Very Low	=	Acceptable	Residual risks rated as Low or Very Low are acceptable as they have little impact and are unlikely to occur.
Low			
Medium	=	Acceptable - Under Review	Residual risks rated as Medium are acceptable as they do not pose an immediate threat but should be kept under review.
High	=	Unacceptable	Residual risks rated as High or Severe are unacceptable and outside of the group's risk tolerance, as they are likely to occur
Severe			

### COVID-19 Secure Risk Assessment Matrix

The risk matrix has been used during the risk assessment to determine the residual risk ratings of risks identified.

## Risk Matrix

Likelihood	5	5A	5B	5C	5D	5E
	4	4A	4B	4C	4D	4E
	3	3A	3B	3C	3D	3E
	2	2A	2B	2C	2D	2E
	1	1A	1B	1C	1D	1E
		A	B	C	D	E

Impact

## Qualified Risk Outcomes

Very Low
Low
Medium
High
Severe

## Likelihood Rationale

1	Exceptional	Only in exceptional circumstances
2	Unlikely	Could occur in the future, though unlikely
3	Occasional	May occur in normal circumstances
4	Likely	Probably occur in most circumstances
5	Almost Certain	Expected in normal operating circumstances

## Impact Rationale

A	<b>Insignificant</b>	<i>No risk to staff health. All social distancing guidelines and government advice fully implemented</i>
B	<b>Minor</b>	<i>Uncontrollable remote work-related risk to staff health possible. All social distancing guidelines and government advice fully implemented</i>
C	<b>Moderate</b>	<i>No immediate risk to staff. Compulsory social distancing guidelines and government advice implemented</i>
D	<b>Major</b>	<i>Remote risk to staff possible. Social distancing guidelines and government advice only partially implemented or uncontrolled risk influencing residual.</i>
E	<b>Catastrophic</b>	<i>Staff at risk. Social distancing guidelines and government advice not implemented</i>

## COVID-19 - Workplace Safety Risk Assessment – External Risks

Source of the Hazard	Hazard Description	Controls	Likelihood (1 to 5)	Severity (A to E)	Residual Risk Rating	Risk Tolerance
Employee travel to and from workplace (Individual Vehicles)	Individuals using vehicles to attend the office.	<ul style="list-style-type: none"> <li>Public parking available.</li> <li>Minimal risk travelling in own vehicle.</li> </ul>	3	A	Low	Acceptable
Employee travel to and from workplace (Shared Vehicles)	Staff sharing vehicles to attend the office.	<ul style="list-style-type: none"> <li>Public parking available.</li> <li>Government guidelines in place to encourage staff who have to car share to share with the same people.</li> </ul>	3	C	Medium	Acceptable - Under Review
Employee travel to and from workplace (Public Transport)	Staff member can only attend the office using public transport. Potential risk of increased exposure to others and contraction of Covid.	<ul style="list-style-type: none"> <li>Staggered shift times to avoid rush hour on public transport.</li> <li>Face Masks now mandatory on public transport.</li> </ul>	3	C	Medium	Acceptable - Under Review
Employee travel to and from workplace (Walk / Cycle)	Staff walking/cycling to the office.	<ul style="list-style-type: none"> <li>Walking/cycling outdoors are socially distanced and are therefore low risk.</li> <li>Facilities / space to store a bike are available.</li> </ul>	3	A	Low	Acceptable
Visits to the Workplace (Customers)	Members of the public (customers) attending offices with queries or to make payments, potentially with cash.	<ul style="list-style-type: none"> <li>This is currently not allowed, and we will not facilitate this.</li> <li>The Call Centre Operation is closed to the public.</li> <li>Only staff members have access to the building through a secure entry system.</li> <li>Mersey Chambers not open to the public.</li> </ul>	1	A	Very Low	Acceptable

<b>Visits to the workplace (Sales-Representatives)</b>	Business contacts and or partners carry a risk of transmission should they attend our office.	<ul style="list-style-type: none"> <li>This is currently not allowed, and we will not facilitate this.</li> </ul>	1	B	Low	Acceptable
<b>Visits to the workplace (Maintenance Workers)</b>	Maintenance Workers carry a risk of transmission should they attend our office.	<ul style="list-style-type: none"> <li>Social distancing (2m) is implemented, and staff are advised to be mindful when paths may cross and to ensure the right level of distancing is allowed.</li> <li>Only Essential maintenance permitted on site and where possible works completed out of hours.</li> <li>Temperature Scanner for all Maintenance Visitors on arrival set up in Reception area.</li> <li>Maintenance Workers must sanitise on entry and exit and wear Face Masks on site at all times.</li> <li>Record keeping of workers on site. Sanitisation of area worked on.</li> <li>Maintenance Visitors are made aware of one-way system on entry.</li> </ul>	2	B	Low	Acceptable
<b>Visits to the workplace (Cleaning Contractors)</b>	External cleaning staff attending the office.	<ul style="list-style-type: none"> <li>Social distancing is implemented (2m) and staff are advised to be mindful when paths may cross and to ensure the right level of distancing is allowed.</li> <li>Temperature Scanner for all cleaning staff on arrival set up in Reception area.</li> <li>Cleaning staff advised to sanitise on entry to the building.</li> <li>Cleaning staff supervised in the building at all times.</li> <li>Extra cleaning facilities in place throughout the day.</li> <li>Communal touch points -bannister, door handles, coffee machines, lifts cleaned and sanitised regularly throughout the day.</li> <li>Cleaning Staff provided with guidance to wear Face Masks.</li> </ul>	2	B	Low	Acceptable

<b>Employee travel for work (Company vehicle / single employee)</b>	Individuals using company cars for work travel.	<ul style="list-style-type: none"> <li>Travel between different Acorn sites and external visits are not allowed.</li> </ul>	1	B	Low	Acceptable
<b>Employee travel for work (Company vehicle / multiple employees)</b>	Risk of transmission between employees	<ul style="list-style-type: none"> <li>Company business travel has been stopped for the foreseeable future and meetings must be conducted via phone / online.</li> <li>Travel between different Acorn sites and external visits are not allowed.</li> </ul>	1	B	Low	Acceptable
<b>Employee travel for work (own vehicle / single employee)</b>	Minimal risk apart from transmission from the said employee's family members whom they live with	<ul style="list-style-type: none"> <li>Company business travel has been stopped for the foreseeable future and meetings must be conducted via phone / online.</li> <li>Travel between different Acorn sites and external visits are not allowed.</li> </ul>	1	B	Low	Acceptable
<b>Employee travel for work (own vehicle / multiple employees)</b>	Risk of transmission between employees using the same vehicle.	<ul style="list-style-type: none"> <li>Company business travel has been stopped for the foreseeable future and meetings must be conducted via phone / online.</li> <li>Travel between different Acorn sites and external visits are not allowed.</li> </ul>	1	B	Low	Acceptable
<b>Employee travel for work (Fuelling vehicles)</b>	Risk of transmission from the interaction with the general public.	<ul style="list-style-type: none"> <li>Government / SD Distancing advice applies when in public.</li> <li>Face Masks mandatory in all retail premises.</li> </ul>	2	B	Low	Acceptable
<b>Working practices (Visiting customers)</b>	Risk of transmission between visitors and staff.	<ul style="list-style-type: none"> <li>Call Centre Operation only and office closed to customers.</li> <li>All customer interaction is conducted online or by telephone.</li> <li>Reception area is not open to Visiting Customers pre or post Covid.</li> <li>Building access is controlled and for staff only via a secure entry system.</li> </ul>	1	A	Very Low	Acceptable
<b>Working practices (Working from home)</b>	Isolation / Stress / Anxiety	<ul style="list-style-type: none"> <li>All managers have guidance to be vigilant for early warning signs.</li> <li>Regular staff communication group wide to give options on support if required.</li> </ul>	3	C	Medium	Acceptable - Under Review

<b>Welfare away from the workplace (Comfort breaks)</b>	Insufficient comfort breaks	<ul style="list-style-type: none"> <li>Staff are free to use the bathroom facilities as required for comfort breaks and get up from desk for comfort break away from screen.</li> </ul>	3	B	Medium	Acceptable - Under Review
<b>Welfare away from the workplace (Scheduled rest breaks)</b>	Fatigue / Burn Out	<ul style="list-style-type: none"> <li>Scheduled Breaks</li> </ul>	1	B	Low	Acceptable
<b>Welfare away from the workplace (Smoking breaks)</b>	Fatigue / Burn Out	<ul style="list-style-type: none"> <li>Scheduled Breaks</li> </ul>	1	B	Low	Acceptable
<b>Emergency practice away from the workplace (Provision of first aid)</b>	Danger of isolated people being injured and having little onsite support	<ul style="list-style-type: none"> <li>Welfare Calls. All managers monitor staff throughout the day via Cirrus for any periods of inactivity to trigger any engagement necessary.</li> </ul>	2	B	Low	Acceptable
<b>Emergency practice away from the workplace (Supporting a mental health crisis)</b>	WFH employees suffering mental health issues.	<ul style="list-style-type: none"> <li>All managers have guidance to be vigilant for early warning signs.</li> <li>Regular staff communication group wide to give options on support if required.</li> </ul>	2	B	Low	Acceptable
<b>Emergency practice away from the workplace (Fire evacuation)</b>	Fire evacuation when WFH	<ul style="list-style-type: none"> <li>Follow normal procedures as expected in usual daily life.</li> <li>Majority of equipment is new.</li> <li>Reconditioned equipment is PAT tested and marked by a sticker.</li> </ul>	1	A	Very Low	Acceptable
<b>Emergency practice away from the workplace (Road traffic accidents)</b>	RTA away from the office.	<ul style="list-style-type: none"> <li>Follow normal procedures as expected in usual daily life.</li> <li>WFH staff not travelling for work purposes.</li> </ul>	1	B	Low	Acceptable

## COVID-19 - Workplace Safety Risk Assessment – Internal Risks

Source of the Hazard	Hazard Description	Controls	Likelihood (1 to 5)	Severity (A to E)	Residual Risk Rating	Risk Tolerance
Start of day (Employee arrival)	Risk of staff congregating and increasing risk of transmission	<ul style="list-style-type: none"> <li>Temperature Scanning System in place at staff entrance. This measures the temperature of all individual members of staff and visitors before entering the building. If an employee or visitor that has an elevated temperature, 37.4C or higher, they will need to wait 15 minutes (they will not be able to enter the workplace during this 15 minutes) and then re-take their temperature. If their temperature is still above 37.4C they will be asked to go home. The employee must ensure that they notify their Line Manager that they have tested as having a fever and will not be commencing work that day. In this situation employees will need to make arrangements to get a coronavirus test.</li> <li>Guidance issued to all staff to wear Face Masks in communal areas and when entering or exiting the building (temporary measure)</li> </ul>	2	B	Low	Acceptable
Working practices (Reception areas)	Risk of staff congregating and increasing risk of transmission	<ul style="list-style-type: none"> <li>Social Distancing ("SD") Signage up throughout the building advising staff to stay 2m apart from others at all times.</li> <li>Temperature Scanner for all staff on arrival set up at Building Entrance.</li> <li>Hand sanitiser dispensers on all entry and exit points in the building including the Reception area.</li> <li>2m SD tape markings on floor in the Entrance/Exit area, Reception area and the staff canteen.</li> <li>Cleaning Station and SD signage in building entrance for staff on arrival.</li> </ul>	3	C	Medium	Acceptable - Under Review



		<ul style="list-style-type: none"> <li>• Reduced staff numbers in the building lessen risk.</li> <li>• Staggered start time bands provided to managers to co-ordinate with teams.</li> <li>• One-way flow system added to the building's entrance/exit area.</li> <li>• One-way system throughout building, along with signage and marking, implemented and managed by business leads.</li> <li>• Guidance signage and posters displayed at prominent points around the buildings to remind colleagues on the social distancing measures they need to adopt.</li> <li>• Guidance issued to all staff to wear Face Masks in communal areas and when entering or exiting the building (temporary measure)</li> </ul>				
<p><b>Working practices (Office / administration)</b></p>	<p>Office desks/workstations in close proximity, potential risk of increased exposure to others, contraction and spread of Covid.</p>	<ul style="list-style-type: none"> <li>• No Hot Desking allowed.</li> <li>• Clear desk policy to ensure cleaners can sanitise when the desk is free.</li> <li>• Desks unable to be used due to social distancing at 2m clearly marked.</li> <li>• Social Distancing Signage up throughout the building advising staff to stay 2m apart from others at all times.</li> <li>• Sanitation stations set up in each office providing desk and computer wipes, antibacterial sprays and hand sanitiser.</li> <li>• Stocks checked regularly and maintained throughout the day.</li> <li>• Reduced staff numbers in the building lessen risk.</li> <li>• 0.7 metre Sneeze Screens added to partitions between all adjacent staff desks throughout the building.</li> <li>• Side Screens added on 26.09.20 to all desks in use.</li> </ul>	<p>2</p>	<p>B</p>	<p>Low</p>	<p>Acceptable</p>

		<ul style="list-style-type: none"> <li>Fogging Process (Disinfectant Sanitisation) taking place on a weekly basis throughout the building. Additional Same Day Fogging Option authorised for as and when required.</li> <li>Registered with Government Workplace Collect Testing Scheme on 13.04.21 and communication sent to all staff. Free testing kits offered to all staff who wish to participate (on a voluntary basis). Testing Kit Collection Point set up on site. Staff participating in the scheme will take two tests per week.</li> </ul>				
<b>Working practices (Moving around buildings &amp; worksites)</b>	Potential risk of increased exposure to others, contraction and spread of Covid.	<ul style="list-style-type: none"> <li>One-way system implemented and signage (tape markings on floor) to make staff aware.</li> <li>Social Distancing Signage up throughout the building advising staff to stay 2m apart from others at all times.</li> <li>Regular Staff Communication to remind staff to adhere to SD measures.</li> <li>Travel between different Acorn sites is not allowed.</li> <li>Reduced staff numbers in the building lessen risk.</li> </ul>	2	B	Low	Acceptable
<b>Working practices (Meetings)</b>	Potential risk of increased exposure to others, contraction and spread of Covid.	<ul style="list-style-type: none"> <li>No internal or external meetings allowed on site. All meetings must take place online.</li> </ul>	2	B	Low	Acceptable

<b>Working practices (Plant rooms &amp; scheduled maintenance)</b>	Potential risk of increased exposure to others, contraction and spread of Covid.	<ul style="list-style-type: none"> <li>• Social distancing is implemented, and staff are advised to be mindful when paths may cross and to ensure the right level of distancing is allowed.</li> <li>• 2m distance is maintained.</li> <li>• Only Essential maintenance permitted on site and where possible works completed out of hours.</li> <li>• Temperature Scanner for all Maintenance Visitors on arrival set up in Reception area.</li> <li>• Maintenance Workers must sanitise on entry and exit and wear Face Masks on site at all times</li> <li>• Record keeping of workers on site.</li> <li>• Sanitisation of area worked on.</li> <li>• Maintenance Visitors are made aware of one-way system on entry.</li> <li>•</li> </ul>	3	A	Low	Acceptable
<b>Working practices (Goods in)</b>	Deliveries of supplies being made to the office by third parties.	<ul style="list-style-type: none"> <li>• 2m distance is maintained.</li> <li>• All deliveries are dropped a safe distance away and picked up once the driver has left.</li> </ul>	5	A	Low	Acceptable
<b>Working practices (Goods out)</b>	Potential risk of increased exposure to others, contraction and spread of Covid.	<ul style="list-style-type: none"> <li>• No daily post out at Call Centre. Goods out are laptops and computer equipment for staff WFH only. All equipment is new and fully sanitised before being sent out to staff.</li> </ul>	4	A	Low	Acceptable
<b>Welfare (Comfort breaks)</b>	Potential risk of increased exposure to others, contraction and spread of Covid	<ul style="list-style-type: none"> <li>• 2m distance is maintained.</li> <li>• Scheduled Breaks to avoid large gatherings.</li> <li>• Social distanced areas provided.</li> <li>• Extra cleaning facilities in place throughout the day.</li> <li>• Communal Facilities (microwave/fridge/kitchen) not in use.</li> <li>• Social distancing measures implemented in breakout areas, including isolation or removal of tables to ensure 2m distancing.</li> </ul>	2	B	Low	Acceptable

		<ul style="list-style-type: none"> <li>Guidance issued to all staff to wear Face Masks in communal areas (as a temporary measure).</li> </ul>				
<b>Welfare (Scheduled rest breaks)</b>	Potential risk of increased exposure to others, contraction and spread of Covid.	<ul style="list-style-type: none"> <li>2m distance is maintained.</li> <li>Scheduled Breaks to avoid large gatherings.</li> <li>Social distanced areas provided.</li> <li>Temperature Scanner for all staff returning from scheduled rest breaks outside set up in Building Entrance.</li> <li>Extra cleaning facilities in place throughout the day.</li> <li>Communal Facilities (microwave/fridge/kitchen) not in use.</li> <li>Social distancing measures implemented in breakout areas, including isolation or removal of tables to ensure 2m distancing.</li> </ul>	2	B	Low	Acceptable
<b>Welfare (Use of food prep areas)</b>	Potential risk of increased exposure to others, contraction and spread of Covid	<ul style="list-style-type: none"> <li>2m distance is maintained.</li> <li>Scheduled Breaks to avoid large gatherings.</li> <li>Social distanced areas provided.</li> <li>Extra cleaning facilities in place throughout the day.</li> <li>Communal Facilities (microwave/fridge/kitchen) not in use.</li> <li>Social distancing measures implemented in breakout areas, including isolation or removal of tables to ensure 2m distancing.</li> </ul>	2	B	Low	Acceptable
<b>Welfare (Smoking breaks)</b>	Potential risk of increased exposure to others, contraction and spread of Covid	<ul style="list-style-type: none"> <li>2m distance is maintained.</li> <li>Scheduled Breaks to avoid large gatherings.</li> <li>Social distanced areas provided.</li> </ul>	2	B	Low	Acceptable
<b>Emergency Practice (Provision of first aid)</b>	Potential risk of increased exposure to others, contraction and spread of Covid	<ul style="list-style-type: none"> <li>Continuing to ensure the correct number of staff trained in First Aid are on site with increased staff numbers WFH.</li> <li>Providing First Aid within government guidelines.</li> </ul>	1	C	Low	Acceptable

<b>Emergency Practice (Supporting a mental health crisis)</b>	Isolation / Stress / Anxiety		<ul style="list-style-type: none"> <li>All managers have guidance to be vigilant for early warning signs.</li> <li>Regular staff communication group wide to give options on support if required.</li> </ul>	3	B	Medium	Acceptable - Under Review
<b>Emergency Practice (Fire Evacuation)</b>	Potential risk of increased exposure to others, contraction and spread of Covid		<ul style="list-style-type: none"> <li>Fire Drills to be held as normal.</li> <li>Inform staff social distancing does not apply in fire evacuations.</li> <li>Continuing to ensure the correct number of trained Fire Marshals are on site with increased staff numbers WFH.</li> </ul>	2	B	Low	Acceptable
<b>Office Risk</b>	All staff attending the office leading to increased exposure to others and increased risk of contraction of Covid.		<ul style="list-style-type: none"> <li>Ensure where possible we have staff working from home. Where not possible follow government guidance on workplace requirements and maintain SD.</li> </ul>	1	A	Very Low	Acceptable
<b>Sanitation Risk - Office</b>	Areas with high contact rate – bannister, door handles, coffee machines, lifts, etc. not being regularly or adequately cleaned, increasing potential risk of spread of Covid.		<ul style="list-style-type: none"> <li>Extra cleaning facilities in place throughout the day.</li> <li>Communal touch points - bannisters, door handles, coffee machines, lifts cleaned and sanitised regularly throughout the day.</li> <li>Provision of hand sanitiser dispensers on every door entrance point.</li> <li>Encouraging staff to wash hands regularly with signage and through group wide communications.</li> </ul>	1	A	Very Low	Acceptable
<b>Sanitation Risk - People</b>	Poor hygiene practices amongst staff, lack of hand washing and containment of coughs or sneezes.		<ul style="list-style-type: none"> <li>Provision of hand sanitiser dispensers on every door entrance point.</li> <li>Encouraging staff to wash hands regularly with signage and through group wide communications.</li> <li>0.7 metre Sneeze Screens added to partitions between all adjacent staff desks throughout the building.</li> <li>Side Screens added on 26.09.20 to all desks in use.</li> </ul>	1	A	Very Low	Acceptable

		<ul style="list-style-type: none"> <li>Fogging Process (Disinfectant Sanitisation) taking place on a weekly basis throughout the building. Additional Same Day Fogging Option authorised for as and when required.</li> <li>Guidance issued to all staff to wear Face Masks in communal areas (as a temporary measure).</li> </ul>					
<b>Isolation Risk</b>	Staff WFH becoming dejected or disconnected, leading to mental health or performance issues.	<ul style="list-style-type: none"> <li>Welfare calls and Team Stand Ups.</li> </ul>		3	B	Medium	Acceptable - Under Review
<b>Vulnerable Staff Risk</b>	Staff at high risk or with members of their household at high risk, where potential exposure to Covid could be fatal as result of pre-existing conditions	<ul style="list-style-type: none"> <li>Currently ensure only WFH or furlough options for staff at high risk or with members of their household at high risk.</li> </ul>		1	B	Low	Acceptable
<b>Concerned Staff Risk</b>	Staff returning to the office facing extreme anxiety due to sharing an office after weeks of isolation, leading to mental health or performance issues.	<ul style="list-style-type: none"> <li>Offer support and reassurance to staff through the HR System and Welfare Calls.</li> <li>Many staff remain WFH.</li> </ul>		3	A	Low	Acceptable
<b>Locker Room</b>	Staff congregating in locker-room, staff touching other people's belongings.	Less staff in office, reducing number of items in locker-room. Maximum capacity rules signage on the entrance to all corridors and entryways, staff canteen, lift and toilet and locker areas.		2	A	Very Low	Acceptable

		Guidance issued to all staff to wear Face Masks in communal areas (as a temporary measure).					
<b>Cloakroom</b>	Staff congregating in Cloakroom, staff touching other people's belongings.	Less staff in office, reducing number of items in Cloakroom. Maximum capacity rules signage on the entrance to all corridors and entryways, staff canteen, lift and toilet and locker areas.  Guidance issued to all staff to wear Face Masks in communal areas (as a temporary measure).		2	B	Low	Acceptable