



Covid-19 Risk Assessment

1st Floor Offices of IT Bites Ltd / hotdezk Ltd



IT Bites Ltd

Policy Statement

In 2020, a global pandemic has been declared by the World Health Organisation (WHO) in relation to a novel coronavirus, namely covid-19. At the time of its declaration, there was no vaccine against the disease, and no known treatment. The high infection rate, and the threat it poses, especially to those already vulnerable with other health issues, meant the world entered uncharted waters as countrywide lockdowns of citizens were imposed.

As restrictions ease, our policy is to provide offices that are as 'covid-19 secure' as possible. To achieve, this UK Government Guidelines have been analysed, and this risk assessment produced. For each risk that exists, we identify actions taken to mitigate as far as we possibly can.

It should be remembered that use of the hotdezk facility is a choice made by our members. It is for each member to read, understand and, most importantly, accept that we are providing as safe an environment as it is practical for us to do. However, staying safe is very much a personal responsibility – we cannot wash your hands for you, we can only provide the means to do so. If you have any concerns, or doubts about how safe our offices are, you should discuss with us. If your doubts continue, you should cease, at least temporarily, your membership and stop using the facilities.

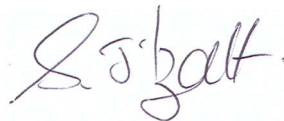
This policy has been signed by a director to demonstrate our commitment to fire safety and to compliance with all legal requirements.

Signed By:	Steve Izatt
Role:	Director
On behalf of:	IT Bites Ltd hotdezk Ltd
Date:	31/05/2020

General Information

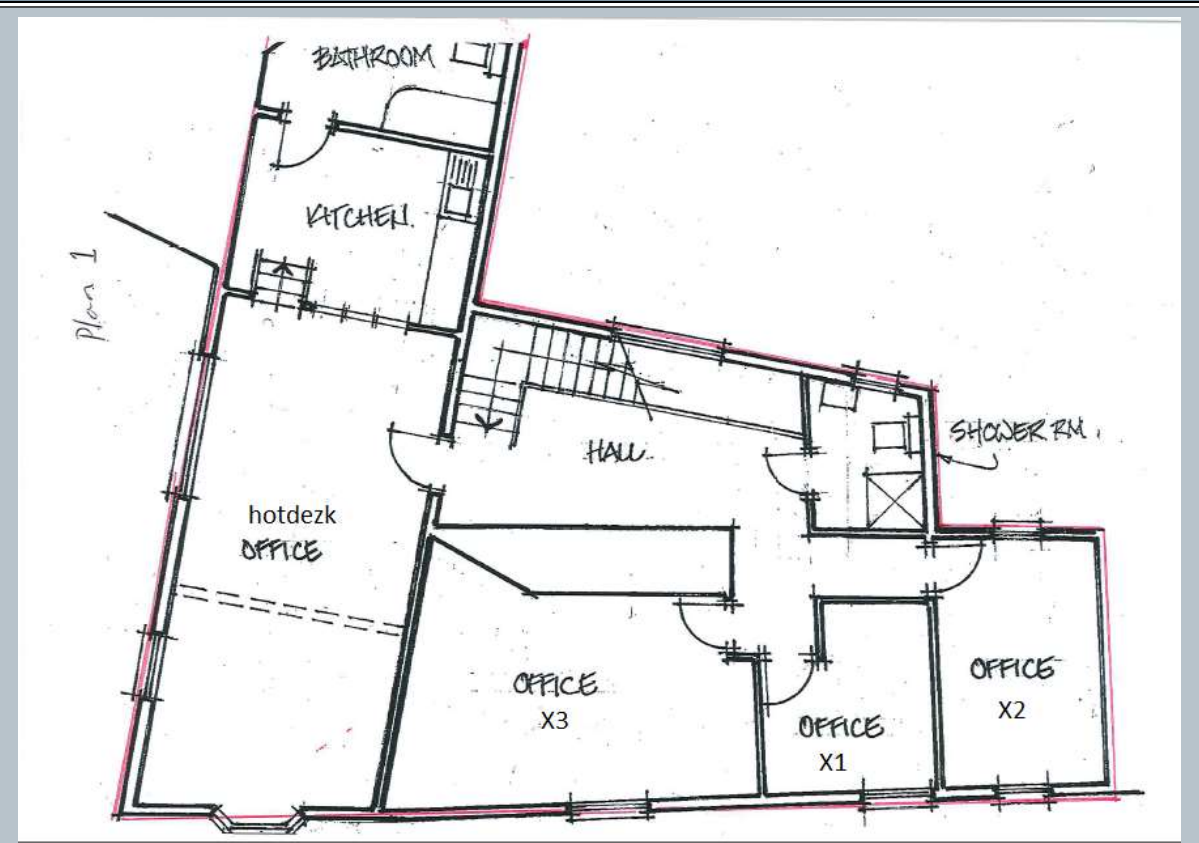
Responsible Person:	Steve Izatt
Business Name:	IT Bites Ltd (including hotdezk Ltd)
Address:	1 st Floor 26 – 28 Church St Saffron Walden Essex CB10 1JQ
Assessor(s):	Steve Izatt

Assessor Signature(s):



The Premises	
What are premises used for:	Offices
Approximate area in m ² :	93
Number of floors:	3 including cellar
Number of floors below ground:	1
Description of building and construction:	<p>The building comprises 3 small offices, a large office, a kitchen area and 2 toilets/bathrooms. There is a ground floor entrance lobby which also has access to a cellar.</p> <p>The building dates from the 16th century in parts and is of traditional build materials – lime plaster and brick walls; oak beams; tiled roof.</p> <p>There is a modern rear extension to ground floor but this is not within the scope of this assessment.</p>

Plans – 1st Floor – Floorplan and Desk Plan



Review	
Next review date:	1 st September 2020

Risk	Controls Required	Additional Controls	Date Established
<p>Understanding Members may not understand or be aware of the measures taken to reduce risk and their part in those measures.</p>	<p>hotdezk Covid-19 Working Practices Produce a document, entitled 'hotdezk Covid-19 Working Practices' that is provided to each member.</p>	Member to sign copy for hotdezk records.	09/06/2020
<p>Congestion Office Layout means there are traffic congestion points where 2m social distancing cannot be maintained</p>	<p>Stairway to First Floor Right of Way to exist with party descending stairs. The party waiting at bottom of stairs should in fine weather step outside; in inclement weather they should move around deeper into lobby. They should verbally advise the other party that it is safe to come downstairs.</p>	Signs on front door and at top of stairs to make clear the right of way and the process to be followed.	08/06/2020
	<p>Stairway to Kitchen Area Similarly, Right of Way to the party leaving the kitchen area. The party at bottom of stairs to move further back to allow passage.</p>	Signs on walls at top and bottom of stairs making clear right of way and process.	08/06/2020
	<p>Other Areas Encourage awareness of other parties. Minimise unnecessary movement away from workplace.</p>	Include in hotdezk Covid-19 Working Practices.	09/06/2020
	<p>Arrival/Departure Encourage members to stagger arrival/departure times and, where</p>	Include in hotdezk Covid-19 Working Practices.	09/06/2020

Risk	Controls Required	Additional Controls	Date Established
	possible, to advise other members of intentions.		
<p><u>Personal Possessions</u> Each members' possessions eg devices; bags; lunch boxes etc, may pass the disease if touched.</p>	<p><u>Clear Desk Policy</u> Members must clear their desk each evening so that cleaning does not require movement by someone else.</p>	<p>Members have a locker and/or pedestal into which items may be placed.</p> <p>Include in hotdesk Covid-19 Working Practices.</p>	<p>09/06/2020</p>
<p><u>Personal Hygiene</u> Transmission risk is greatly reduced with regular washing of hands and avoiding touching face as much as possible.</p>	<p><u>Signage</u> Signs to be placed reminding of need to regularly and effectively wash hands.</p> <p><u>Sanitiser Stations</u> Hand sanitisers to be placed at:</p> <ul style="list-style-type: none"> • Entrance lobby <p>Hand spray sanitiser will be provided free of charge to members.</p> <p><u>Face Coverings</u> The role of PPE in our setting is of limited use as risk of transmission is likely to be low. Face coverings may be used as members move around the premises, but should usually be removed at workplace. Where used, members should follow Government guidelines:</p> <ul style="list-style-type: none"> • Regular effective hand washing • Avoid touching face and/or mask 	<p>Include in hotdesk Covid-19 Working Practices.</p>	<p>08/06/2020</p> <p>17/06/2020</p> <p>13/06/2020</p> <p>09/06/2020</p>

Risk	Controls Required	Additional Controls	Date Established
	<ul style="list-style-type: none"> • Change mask if it becomes damp • Replace daily with a new/washed mask • Dispose of non-washable masks • Practice social distancing 		
<p><u>Common Areas</u> Any common area poses a risk where items within it are touched by different members.</p>	<p><u>Signage</u> Signs in common areas to remind to sanitise hands after usage.</p> <p><u>Anti-bacterial Wipes</u> Packs to be left in common areas with a reminder to wipe down any items that have been touched:</p> <ul style="list-style-type: none"> • Kitchen area • Printer area • X1 (Phone room) • Toilets 	<p>Only required if hand sanitiser stations do not include messaging.</p>	<p>08/06/2020</p> <p>13/06/2020</p>
<p><u>Workplaces</u> Sharing workspace will pose a significant risk of transmission</p>	<p><u>Membership</u> Bronze, Silver and day membership is all suspended, as are 'Taster Days'. The only members permitted are those on permanent 'Gold' Plans. As such, a workplace will be agreed with the member and this is the only one they are permitted to use. THEY MUST NOT USE SPARE DESKS AT ANY TIME.</p> <p><u>Distance between Desks</u></p>	<p>Include in hotdesk Covid-19 Working Practices.</p>	<p>09/06/2020</p>

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	<p>Desks have been identified that provide at least 2m distance between seats. Members are requested to stay in their seats as much as possible – for instance they may not wander around while taking calls.</p> <p>Screens Perspex screens will be provided for additional protection between members.</p> <p>Markers Desks will be clearly marked to identify those in use, and those that are currently redundant.</p> <p>Ventilation Members are encouraged where possible, and with agreement of co-workers, to open windows to provide fresh air. It is imperative that the member who opens a window is responsible for ensuring it is closed securely at end of day.</p>	<p>Screens to be regularly cleaned.</p> <p>Include in hotdesk Covid-19 Working Practices.</p>	<p>08/06/2020</p> <p>27/06/2020</p> <p>08/06/2020</p> <p>09/06/2020</p>
<p>Overcrowding Having too many members working at any time is to be avoided.</p>	<p>Capacity Reduction Hotdesk has capacity for 13 Gold members and this will be reduced to 7: Office X2 – 2 (rented by a household) Office X3 – 2 (from 3)</p>		<p>08/06/2020</p>

Risk	Controls Required	Additional Controls	Date Established
	<p>Main office 3 (from 8)</p> <p>The vacant ground floor will be utilised until rented: Studio 2 Ground floor rear 5 Ground floor bay 1 Ground floor retail 4</p> <p>Visitors No visitors are permitted to Members without express written permission of hotdezk Directors. Their decision is final.</p> <p>While it will be very rare that permission is granted, should it be the host of the visitor is entirely responsible for adherence to covid-19 policy for hotdezk.</p> <p>Tradesman Where a need arises for a service to be undertaken, where possible this will be arranged out of hours. If not, again where possible advance warning will be provided in the event that a member wishes to relocate.</p>	<p>Include in hotdezk Covid-19 Working Practices.</p>	<p>09/06/2020</p>

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	<p>In an emergency service situation, the member can choose to vacate if necessary and return once completed.</p>		
<p><u>Refreshments</u> Specific risk in regard making tea, coffee etc.</p>	<p><u>Suspension of Service</u> While it is not intended to suspend provision of refreshments and the means to make them, members are to be strongly encouraged to bring their own in eg in a flask. They should also buy their own milk, mark their bottle clearly when kept in fridge.</p> <p><u>Cups</u> A cup will be provided to each member for their use. The cup should be kept on their desk and re-used throughout the day (washed as required). It must be washed at the end of the working day and returned to their desk for use the next day.</p> <p><u>Cleaning</u> Every time the kitchen is used, the member should use anti bacterial wipes on everything they touched. Wipes are to be disposed of in bins, not toilets.</p>	<p>Include in hotdesk Covid-19 Working Practices.</p> <p>Include in hotdesk Covid-19 Working Practices.</p> <p>Include in hotdesk Covid-19 Working Practices. Add signage</p>	<p>09/06/2020</p> <p>13/06/2020</p> <p>09/06/2020 09/06/2020</p>

Risk	Controls Required	Additional Controls	Date Established
<p><u>Emergencies</u> In an emergency, eg fire, there is a risk adherence to covid-19 measures may be more harmful.</p>	<p><u>Awareness</u> Each member to assess severity of situation and where risk of greatest harm exists. If this means abandoning policies such as social distancing, they should do so.</p>	<p>Include in hotdesk Covid-19 Working Practices.</p>	<p>09/06/2020</p>
<p><u>Bathrooms</u></p>	<p><u>Toilets</u> Toilets currently unisex but will be re-designated as Male (off kitchen) and Female (off landing).</p> <p><u>Showers</u> This service is suspended and use of showers is strictly prohibited until further notice.</p>	<p>Door signs to be posted.</p> <p>Out of use signs to be posted.</p>	<p>13/06/2020</p> <p>13/06/2020</p>
<p><u>Cleanliness</u> Risk of virus lingering on surfaces.</p>	<p><u>Nightly Cleaning</u> Hotdesk is currently cleaned on a weekly basis and as soon as economically viable, this will be increased to daily. It is important the 'Clear desk' policy is followed to make cleaning effective.</p> <p><u>Waste</u> Due to the increased locations of wipes, additional waste bins will be provided.</p> <p><u>Deliveries</u> Members must not arrange for personal deliveries to the offices. This will avoid the</p>	<p>Include in hotdesk Covid-19 Working Practices.</p>	<p>Twice weekly from 07/07/2020</p> <p>13/06/2020</p> <p>09/06/2020</p>

Risk	Controls Required	Additional Controls	Date Established
	need for delivery drivers to enter the premises.		

Event Log		
Date	Event	Comments
06/07/2020	Review	Screens installed; twice weekly cleaning

Appendix

Government Guidelines

The UK Government issued guidance on keeping offices covid secure and this may be found at: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

A review of the guidance has been undertaken and summarised as follows:

- Guidelines do not supersede existing Health and Safety regulations
- A Covid-19 risk assessment should be carried out in same way as normal H&S hazards
- HotdezK is not an employer, so we don't have the legal burden of protecting our workers
- Although employers with less than five workers do not need to create a documented risk assessment, hotdezK still intends to demonstrate good practice to it's members
- Tools available at <https://www.hse.gov.uk/risk/assessment.htm>
- The HSE and/or local authority may take action if they do not feel adequate plans are being put in place
- Mitigating actions within office include¹:
 - Increase frequency of hand washing
 - Increase frequency of surface cleaning
 - Use of screens/barriers to separate workers
 - Use back-to-back or side-to-side working instead of face-to-face
 - Reduce number of contacts between workers
 - If face-to-face is unavoidable, and with larger groups, it should be considered whether the activity should proceed at all
 - Assessment of individual vulnerability to covid-19
- Having assessed risk, share:
 - Consider publishing on web site (employers > 50 definitely should)
 - Print poster for offices, downloaded to:
 1. C:\Users\sizatt\OneDrive - itbites\Current\hotdezK\Covid-19\staying-covid-19-secure.pdf
- The guidelines provide some detail on employers deciding who should go to work:
 - Trying to encourage as much home working as possible, especially for at risk workers
 - Guidance for those self isolating
 - Ensuring equality in the practice of the guidelines ie avoiding discrimination of any kind
- Social distancing guidelines:
 - 2m social distance to be maintained as much as possible.
 - Considerations for arrival/departure from premises:
 - Stagger arrival/departure times

¹ The guidelines are dated 11th May 2020. At start of June recommendations started from HMG about face coverings. These are not mentioned, but we should consider impact of updated guidance.

- Provide additional facilities such as bike racks
- Reduce congestion points
- Provide more storage areas for clothes / bags
- Using markings and one-way flow where possible
- Provide handwashing/sanitiser at entry/exit points
- Avoid touch based security pads
- Define process alternatives eg disabling pass activated turnstiles in favour of showing pass to a guard
- Considerations for moving around at work:
 - Reducing need to move around as much as possible eg restricting access to some areas; using telephones/radios to communicate; cleaning as much as possible
 - Restrict access to different areas of premises
 - Reduce job and location rotation
 - Introduce one-way flows where possible
 - Considerations for lifts (not relevant)
- Workplaces and work stations:
 - Workplaces to maintain social distancing – if they cannot be 2m apart, consider if the associated activity is really necessary
 - Workstations to be assigned and not shared
 - Review layouts and processes to allow people to work further apart
 - Use floor tape to guide 2m separation
 - If workstations cannot be 2m apart, use side-by-side or back-to-back instead
 - Use screens if necessary
 - Manage occupancy levels
 - Avoid use of hot desks – desks to be allocated, not available to anyone
 - Identify workstations that are NOT to be used (eg a red/green marker system).
- Meetings:
 - Use remote working tools to avoid as many meetings as possible
 - Only absolutely necessary persons to attend in person and strict social distancing to be maintained
 - Provide hand sanitiser in rooms
 - Hold meetings outdoors or in well ventilated rooms if possible
 - Aid social distancing (signage) and cleaning (anti-bac cleaners).
- Common areas (eg kitchen):
 - Ensure consistency with all businesses on site
 - Stagger break times
 - Use outside areas for breaks
 - Install screens in reception areas
 - Provide packaged meals in canteens
 - Encourage use of own/food drink
 - Re-configure dining areas for social distancing
 - Encourage workers to remain on site ie reduce visits to town
 - Regulate use of lockers, changing rooms etc

- Encourage storage in lockers allocated to workers
- Emergencies:
 - Social distancing does not need to be maintained
 - If assistance is provided, pay attention to sanitisation
- Visitors:
 - Encourage remote contact instead of onsite
 - Ensure visitors are briefed on covid-19 measures in place
 - Limit number of visitors allowed
 - Carry out essential services outside operational hours where possible
 - Maintain visitor logs
 - Establish host responsibility for visitor
 - Review entry/exit process for visitors
 - Work collaboratively in multi-tenanted sites
- Cleaning the workplace
 - If premises have been closed and before reopening:
 - Service/adjust heating, ventilation and air conditioning (HVAC) systems
 - Open windows to encourage ventilation as much as possible
 - Keeping workplace clean:
 - Frequent cleaning of work areas and equipment
 - Frequent cleaning of objects eg door handles; keyboards etc
 - Keep workspaces clear of rubbish
 - Restrict use of high-touch items eg printers; white boards
 - Hygiene:
 - Signage for good and frequent hand washing
 - Reminders/posters for good personal hygiene
 - Set guidance for use and cleaning of toilets
 - Enhanced cleaning of busy areas
 - Provide additional waste facilities
 - Provide paper towels instead of hand drying machines
 - Changing rooms/showers:
 - Set clear usage guidelines
 - Introduce enhanced cleaning
 - Handling inward goods:
 - Establish process for goods arrival
 - Vehicle cleaning procedures
 - Greater handwashing for workers handling goods
 - Restrict non-business deliveries (eg personal deliveries banned)
- PPE:
 - Additional PPE beyond what is normally used is NOT beneficial. Covid-19 needs to be managed via social distancing, hygiene and worker management
 - Workplaces should not encourage use of PPE outside clinical settings, or where a situation exists with suspected covid-19
 - Risk assessment should state that role of providing additional PPE is very limited (unless transmission risk of location is very high)

- Face covering use may be beneficial, especially indoors when social distancing may be difficult
- Face coverings are optional and not covered by law
- Where face coverings are being used, encourage:
 - Regular effective hand washing
 - Avoid touching face and/or mask
 - Change mask if it becomes damp
 - Replace daily with a new/washed mask
 - Dispose of non-washable masks
 - Practice social distancing
- Workforce management:
 - Change way work is organised to create distinct teams, with minimal direct contact outside of them
 - Identify points of contact between teams and how contact can be minimised
 - Work related travel guidelines are not relevant to hotdezk
 - Communication and Training to improve understanding and promote consistency:
 - Use simple, clear messaging
 - Use visual guides
- Inbound/Outbound Goods guidelines not relevant to hotdezk