

# COVID-19 RISK ASSESSMENT TOOLKIT

## WORKPLACES

### Instructions on using this Toolkit:

Please use 'Ctrl' and click on the [▶links](#) to view links and download documents

### Keep up to date

- ▶ [Government Advice](#)
- ▶ [Health and Safety Executive Advice](#)

### Keeping your workers safe

#### Assessing and reducing the risk to your workforce

This information explains how to keep your workers safe during the Coronavirus outbreak.

If you have people working for you, you must make sure they are healthy and safe at work.

Even if people do not feel ill at all they could still pass on the virus to someone else.

A risk assessment is a way to make sure that everything is as safe as possible in your workplace for your workers and for the people who use your services.

If you have 5 or more employees the risk assessment must be written down.

## RISK ASSESSMENT

A risk means it is possible that something bad will happen. An assessment is when you look at all the information about something before you make a decision.

The risk assessment should have 2 stages:

- Stage 1: Working out the risk of your workers or those visiting your workplace catching Coronavirus
- Stage 2: Working out what you can do to do keep everyone safe

### STAGE 1: WORKING OUT THE RISK OF CATCHING CORONAVIRUS

Coronavirus is a new illness that can pass in the air. Coronavirus can live on things that you or other people have touched.

You should talk to your workers and ask them:

- What things about travelling to work might mean that they could catch Coronavirus?
- What things at work might mean they could catch Coronavirus?
- How serious could it be for them if they catch Coronavirus?

Note: Certain people are more likely to become seriously ill if they catch Coronavirus e.g.

- Older people, those over the age of 70. If they are under age 65, men are more likely than women to be seriously ill with Coronavirus.
- People from black and minority ethnic backgrounds are more likely to be seriously ill with Coronavirus.
- People who have certain illnesses are more likely to be seriously ill if they catch Coronavirus.
- Women who are pregnant have been included in the list of people at moderate risk (clinically vulnerable) as a precaution

► [NHS advice for People at higher risk from coronavirus](#)

You also need to consider people who come into your workplace e.g. visitors, delivery drivers and customers.

### STAGE 2: WORKING OUT WHAT YOU CAN DO TO KEEP EVERYONE SAFE

There is a lot of information available for different situations. It's a good idea to involve your workers in thinking about how to make things safer and to give your workers a chance to tell you about their worries.

The latest guidance from the Government and other industry links are included in this toolkit.

# Risk Assessment Resources

## Choose a template and complete your Risk Assessment

The risk assessment template below has some general controls added to it for guidance. You will need to review and add to these. Additionally there are government and industry guidance links on the following pages with advice on controls for different workplaces. It is recommended that you read the ones relevant to your workplace or activity.

### DOWNLOADABLE TEMPLATES:

- ▶ [COVID-19 Risk Assessment template \(doc\)](#)
- ▶ [Management of outside seating Areas \(doc\)](#)
- ▶ [Daily Checks](#)

Note: Once you have completed your risk assessment tell people by filling in the staying Covid secure poster and putting this on display.

- ▶ [Staying COVID secure poster \(pdf\)](#)

## BASIC COVID CONTROLS

This is a basic summary of the main points to consider when assessing the risks of COVID-19 transmission in your workplace

### People need to stay home and isolate if they have symptoms

- Sickness reporting and fitness to work reminders are essential
- If one of your workers catches Coronavirus, they should stay at home and self-isolate

### Handwashing and Cleaning

- People need to be able to wash their hands and do this well
  - encourage people to follow the guidance on hand washing and hygiene
  - in addition provide hand sanitiser around the workplace
- Cleaning is important
  - frequent cleaning and disinfection of objects and surfaces that are touched regularly is essential
  - enhance your cleaning procedures and ensure staff are doing this

### Space

- Everyone should make every reasonable effort to keep a safe distance from other people (2m, or 1m with risk mitigation where 2m is not viable)
- It is important that you identify how you can keep people 2m apart, but if you are using \*1m distancing you must have other controls in place (risk mitigation) and you should do everything practical to manage the transmission of the virus. Examples are given in the guidance from the Government, and links are included in this toolkit.
- Remember 2 metres is safer than 1 metre.

# General advice for COVID control

- ▶ Risk Assessing COVID-19 (Video)
- ▶ What to include in your Risk Assessment
- ▶ Cleaning and Hygiene
- ▶ Social Distancing in the workplace
- ▶ PPE
- ▶ Face Coverings
- ▶ Mental health and the workplace
- ▶ Managing Work Related Stress
- ▶ Equality, Diversity and Inclusion guidance
- ▶ Fire safety
- ▶ FAQs Coronavirus

# Sector Specific advice for COVID control

## Working Safely Guides and Industry Guidance

- ▶ Visitor Economy
- ▶ Restaurants, pubs, bars and takeaways
- ▶ Pavement Licences
- ▶ Apply for a permit
- ▶ Event Caterers/Mobile Traders
- ▶ Events
- ▶ Hotels and other guest accommodation
- ▶ Food Standards Agency Advice\*
- ▶ UK hospitality guidance
- ▶ Heritage Locations
- ▶ Museums
- ▶ Cinemas
- ▶ Performing Arts
- ▶ Gym and leisure facilities
- ▶ Sports and massage therapists
- ▶ Barbers, hairdressers, spas, beauticians, tattooists
- ▶ Salons and Spas re-opening guide
- ▶ Offices and contact centres
- ▶ Shops and branches
- ▶ Dress fitters, tailors and fashion designers
- ▶ Factories, plants and warehouses
- ▶ Working in other people's homes
- ▶ Vehicles
- ▶ Indoor Play Areas
- ▶ Casinos and Betting shops

\*The Food Standards Agency has launched the [Here to Help campaign](#) to help the food sector adapt to the 'new normal'. This campaign provides guidance and promotes best practice to support food businesses to stay compliant with food hygiene and safety requirements and to respond to the impacts of COVID-19.

# Additional Advice on Equality, Diversity and Inclusion

Changes to how you work because of Coronavirus could affect different groups. When undertaking risk assessments and implementing safe systems of work employers must take account of their obligations under equality legislation. The Equality and Human Rights Commission published guidance for employers in the context of Covid-19. It gives an example of how blanket return to work policies might constitute indirect discrimination:

Disability covers a wide range of impairments and health conditions including physical and sensory disability, learning disability, neurodiversity (autism, ADHD), mental health conditions and long-term illnesses such as cancer, diabetes or MS. Providing access to disabled people is important not only for the customer, but for businesses too. If your business is not accessible, you are missing out on at least 20% of UK custom known as 'the Purple Pound'. The duty allows you to make reasonable adjustments for disabled people.

## Guidance on Equality, Diversity and Inclusion:

- ▶ [Equality and Human Rights Commission Advice](#)
- ▶ [Purple Tuesday](#)
- ▶ [Website accessibility - WebAIM](#)

## Equality, Diversity and Inclusion: Issues that have arisen

- Shifting to online ordering with no alternatives e.g. telephones, excludes people where websites are not optimised for accessibility
- Long queues can affect those who are disabled or find situation like that stressful to manage
- One-person only admissions disadvantage people who need a carer to attend with them.
- Changes to layouts which make spaces difficult to navigate, particularly for Blind/Visually Impaired people.
- Face coverings prevent the ability for hearing impaired people to lip read.
- Reducing access to toilet facilities
- Signage that is not in Easy Read format (simple words and pictures/symbols) has meant that some communities do not know what to do. Easy Read information can also help people whose first language is not English.

## Equality, Diversity and Inclusion: Staff Considerations

- Protection of pregnant employees and maintaining contact with employees on maternity leave.
- Disabled staff and reasonable adjustments in safe working practice.
- If you employ a number of staff whose first language is not English you may have to provide information in the language they use – for simple information, Easy Read may be sufficient.
- Black and Asian people are also showing to be disproportionately affected by coronavirus and may want to discuss concerns about their safety at work.
- Older workers may want to discuss the risk of severe ill health from coronavirus which increases with age.
- Staff with caring responsibilities may want to discuss concerns about increased risks for those they care for when they return to work.

## Equality, Diversity and Inclusion: Customers/Visitor Considerations

- Providing a priority service to disabled customers. This could include fast-tracking in a queue, booking by appointment, providing a 'personal shopper' experience, seating areas.
- Ensuring your website follows accessibility standards.
- Ensuring there are a number of ways that customers can contact you to place an order or ask a question such as email, SMS and telephone.
- Checking any layouts and temporary changes do not block wheelchairs and larger mobility scooters. If you have regular customers who have Guide Dogs, contact the local Guide Dogs group because the dog will probably need re-training to navigate a change of layout. Try to keep changes infrequent.
- Provision of clear face masks or screens so that people who are hard of hearing can lip-read.
- Allowing more than one-person admission if they are accompanied by a carer.
- Being patient with people with autism, dementia or learning disabilities etc. if they are struggling to observe any rules.
- Making sure any 'street furniture' does not cause a hazard or obstruction for wheelchair users, pushchairs and visually impaired people including their Guide Dogs.
- If unsure, consult with local disability organisations.

# Further Sources of Support in Sussex

## Trading Standards

For further information in the area of trading standards, for example supplying Personal Protective Equipment (PPE), hand sanitiser, switching to telephone sales and sales and pricing practices during COVID-19 outbreak, please refer to:

Brighton & Hove: <https://www.brighton-hove.gov.uk/content/a-z/a-z-pages/trading-standards-advice-businesses>

East Sussex:

<https://www.eastsussex.gov.uk/business/tradingstandards/business/contact-us/>

West Sussex: Email: [trading.standards@westsussex.gov.uk](mailto:trading.standards@westsussex.gov.uk) or telephone: 01243 642124, option 2

## Fire Safety

For more information on fire safety, or support in ensuring you are complying with the Regulatory Reform (Fire Safety) Order 2005, contact:

East Sussex Fire & Rescue: <https://www.esfrs.org/business-safety/>

West Sussex Fire & Rescue: <https://www.westsussex.gov.uk/fire-emergencies-and-crime/west-sussex-fire-and-rescue-service/business-information-and-commercial-opportunities/>

## Sussex Chamber of Commerce

Sussex Chamber offers a membership provision and delivers businesses support services needed for businesses and the economy to grow and thrive. We are accredited by the British Chambers of Commerce. Our mission is to help business “Grow, Develop, Discover and Influence.”

### Grow

Businesses can access free services including HR, one2one reviews, legal, tax and health and safety advice, finance finder with downloadable documents. Members can increase their brand awareness through our marketing services and social media channels or through our bi-monthly magazine, Business Edge. There is access to discounted services including healthcare, roadside assistance and foreign exchange. Networking events and sector-based forums are currently provided through webinars.

### Develop

Quality training courses in leadership, management, customer service, HR and sales are currently provided virtually. International trade training courses provide key skills required to understand the exporting paperwork and procedures. Bespoke courses can be tailored to suit your needs.

### Discover

Licensed to certify and arrange legalisation of export documentation. We assist exporters through the process of completing the documentation. We can connect business with British Chambers throughout the world and provide market intelligence.

### Influence

We are your voice on a national and international level, campaigning on key issues to drive economic growth and performance. Through the British Chambers, we can help represent the interests of businesses in government. Our quarterly economic survey is the UK's largest and most authoritative private sector business survey. By working together with the Local Enterprise Partnerships, local authorities, councils, town Chambers and MP's we can help represent business interests where needed.

Telephone: 01444 259259 <https://www.sussexchamberofcommerce.co.uk/>

## Business East Sussex Growth Hub

Business East Sussex provides **free and impartial** government-funded business support. There is a wealth of support and finance options available to help your business, and the team at Business East Sussex can help you identify your business needs and find relevant support.

During the current Covid-19 period the team at Business East Sussex can help businesses navigate through the range of emergency measures announced by Government, and help you find what you may be eligible for. The team can also help with supporting businesses to remain resilient through these challenging times, and by providing support on many areas including cash-flow planning, advice on how to find finance, support with diversifying your business, and accessing support to grow.

Call Business East Sussex now on 01273 335878 to speak to an adviser, or email at [info@businesseastsussex.org.uk](mailto:info@businesseastsussex.org.uk) to book an appointment. For information on local national business support, on upcoming events and webinars, and on the Business East Sussex service, please visit the Business East Sussex website <https://southeastbusiness.org.uk/east-sussex/> .

## Coast to Capital Growth Hub

Coast to Capital Growth Hub provides free and impartial government-funded business support and signposting for businesses in Greater Brighton, West Sussex, East Surrey and Croydon. The Growth Hub can help small and medium sized enterprises to address business challenges particularly in these challenging times.

Tel: 01293 305967

Website: <https://www.c2cbusiness.org.uk/> or click on this link which takes you to an enquiry form: <https://www.c2cbusiness.org.uk/contact-us>

Enquiry forms are collected hourly and responded to within 48 hours.

# COVID DAILY CHECKS

Checks are to be completed at a frequency determined by the business based on shift patterns and number of staff. This is to ensure reasonable measures are in place, controls are being implemented.

Business:	Check completed by:		
Date:	Time of check:		
Answer questions Yes/No/N/A, any comments record on the reverse	Yes	No	N/A
<b>Start of shift</b> <ul style="list-style-type: none"> <li>• Staff fit and well? No covid-19 symptoms reported?</li> <li>• More than 2 staff with symptoms? Refer to your local PHE health protection team: PHE Surrey and Sussex Health Protection Team (South East) Email: PHE.sshpu@nhs.net; Phone: 0344 225 3861 (option 1 to 4 depending on area)</li> <li>• Self-isolating staff being supported?</li> <li>• Any feedback from the previous day e.g. any controls not being followed?</li> <li>• Any updates from the company or government guidelines?</li> <li>• Social distancing adhered to? Barriers and Signage all in place?</li> <li>• Handwashing adhered to? Soap etc in place</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Area – Handwashing</b> <ul style="list-style-type: none"> <li>• Warm water, hand wash, paper towel, and sanitiser available?</li> <li>• Signage on display – correct handwashing technique being used</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Area – Common areas e.g. changing rooms/toilets</b> <ul style="list-style-type: none"> <li>• Signage in areas explaining social distancing rules and maximum capacity allowed and is it being followed?</li> <li>• Clean uniforms available (where required)?</li> <li>• Cleaning being carried out</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Area – Pinch points e.g. corridors</b> <ul style="list-style-type: none"> <li>• Signage reminding people to socially distance and no stopping to chat?</li> <li>• Where possible, doors kept open to prevent touching of door handles? (n.b. security, fire safety and pest access must be considered)</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Area – Congregation areas</b> <ul style="list-style-type: none"> <li>• Breaks staggered, to prevent congregating e.g. in smoking areas and breakout rooms</li> <li>• Tables laid out to allow 1 or 2-metre social distancing? Alternative areas available if needed?</li> <li>• One way in and one way out labelled, if possible?</li> <li>• Signage reminding people to socially distance?</li> <li>• Cleaning being carried out (using disposable cloths and BSEN 1276 sanitiser?)</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Area – Work Areas</b> <ul style="list-style-type: none"> <li>• Work areas are organised to allow social distancing, side to side working etc.</li> <li>• Floor markings in place/Signage on display for social distancing?</li> <li>• Cleaning schedules being completed (Surfaces cleaned regularly using BSEN 1276 sanitiser?)</li> <li>• Staff following procedures</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Checklist Continued overleaf</b>			



# COVID DAILY CHECKS EXTERNAL AREAS

Checks are to be completed at a frequency determined by the business based on shift patterns and number of staff. This is to ensure reasonable measures are in place, controls are being implemented.

Business:	Check completed by:
Date:	Time of check:

Answer questions Yes/No/N/A, any comments record on the reverse	Yes	No	N/A
<b>Start of shift</b> <ul style="list-style-type: none"> <li>Any feedback from previous day e.g. complaints controls not being followed?</li> <li>Handwashing/Sanitiser in place and stocked?</li> <li>Stewards available (check if staff absent)</li> <li>Customer signage present and clear</li> <li>Queue area clearly marked</li> <li>No changes in route? (e.g. have neighbouring businesses opened? have any obstructions appeared from previous day e.g. seating)</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Area – Queues management</b> <ul style="list-style-type: none"> <li>Customers keeping to the social distancing</li> <li>1 in, 1 out</li> <li>Fast tracking elderly and those with disabilities</li> <li>Queue length ok</li> <li>Issues with littering</li> <li>Restocking hand sanitiser re-stocked</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Area – External Seating management</b> <ul style="list-style-type: none"> <li>Clear routes for disabled people, prams, visually impaired.</li> <li>Customers keeping to the social distancing (chairs/ tables not moved)</li> <li>Issues with littering or waste</li> <li>Regular re-stocking of hand sanitiser</li> <li>Excessive noise or antisocial behaviour</li> <li>Pest issues</li> <li>Tables being cleared regularly</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>End of shift</b> <ul style="list-style-type: none"> <li>Any feedback e.g. complaints measure not being followed?</li> <li>Furniture packed away</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments	Action taken, completed by, time and date