

Covid-Secure Risk Assessment

BMS Section 3: Quality, Health, Safety and Environment

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What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by Whom?	Action by when?	Done
Colleagues contracting Covid-19 travelling to and from work	Colleagues Those people who come in contact with the above	<ul style="list-style-type: none"> • Providing training on the use of facemasks • Providing information on best methods of travel • Providing access to Bike to Work scheme to all colleagues • Informing Colleagues of all relevant government guidance 	<ol style="list-style-type: none"> 1. Training of all colleagues to take place before return to work. 2. Address any concerns regarding bike to work scheme and onsite facilities to support cycle storage. 3. Ongoing stock management of face masks if required. 	Ops Support Team Colleague Services Manager Operations Manager	Prior to remobilisation of each account Ongoing	
Colleagues contracting Covid-19 due to the working environment not being Covid-Secure	Colleagues on their return to work. Clients, Contractors, guests and delivery drivers	<p>We have provided Covid-19 advisory documentation to FM teams at each client. Working with client FM teams to ensure appropriate;</p> <ul style="list-style-type: none"> • work-flows • queue management • screens and sneeze guards • PPE • sanitiser stations • zero contact bins • adapting service to minimise contact between team members, customers and clients 	<ol style="list-style-type: none"> 1. Final review to be held to confirm that FM teams have put in place sufficient safeguards prior to re-mobilisation. 2. Regular reviews of workflows and working environments to ensure they remain Covid-Secure. 3. Regular reviews of PPE and equipment to ensure the provisions remain fit for purpose. 	Commercial Director Ops Support Team General Managers	Ongoing	
Colleagues contracting Covid-19 due to their failure to follow correct procedures	Colleagues Clients, Contractors, guests and delivery drivers	<p>General controls and specific training in place. Covid-Secure Health check process in place. Covid-19 training in place to cover;</p> <ul style="list-style-type: none"> • handwashing • sanitising • proper use of chemicals 	<ol style="list-style-type: none"> 1. Menus and reduced services to be confirmed prior to re-mobilisation. 2. All colleagues to complete Covid-Secure Health check before returning to work 	Executive Chef Colleague Services Manager Commercial Director	Prior to remobilisation of each account	

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		<ul style="list-style-type: none"> coughing and sneezing etiquette symptoms social distancing PPE use <p>Specific training developed for each area of the business and specific work activity.</p>	<p>3. All colleagues to complete training before re-mobilisation;</p> <ul style="list-style-type: none"> Prevent Covid-19 online Post-Covid BH course Site specific risk assessment. 	Ops Support Team		
Colleagues contracting Covid-19 due to failure of other parties to follow social distancing measures	<p>Colleagues</p> <p>Client and Customers</p> <p>Suppliers/delivery drivers/agency workers</p> <p>Those coming into contact with the above</p>	<p>All stakeholders have been written to request confirmation of their actions to ensure social distancing measures are in place and that their employees will adhere to them.</p>	<p>1. All suppliers will be required to send their risk assessment and Covid secure policies before making their deliveries.</p> <p>2. FM teams to provide risk assessments and Covid-19 secure policy before Bennett Hay resumes service</p>	Commercial Director		
Lack of active management and potential non-compliance increasing the risk of the spread of Covid-19	<p>Colleagues</p> <p>Clients and Customers</p> <p>Those who come into contact with the above</p>	<ul style="list-style-type: none"> Individual Site risk assessments in place Ongoing management visits planned Video meetings and training held on a regular basis 	<p>1. Ops Support Team to carry out regular site visits – fortnightly minimum</p> <p>2. Individual site risk assessment to be reviewed regularly – fortnightly minimum</p> <p>3. Refresh training as needed</p> <p>4. At least monthly reviews with FM and Client teams</p>	Ops Support Team	<p>Prior to re-mobilisation of each account</p> <p>Ongoing</p>	
Spread of Covid-19 due to contact between colleagues and suppliers/delivery drivers	<p>Colleagues receiving food deliveries.</p> <p>Delivery drivers</p> <p>Those people who come into contact with the above</p>	<ul style="list-style-type: none"> Procedures changed to ensure there is a single designated person to accept deliveries Flexible work patterns in place to minimise contact Providing additional instructional signage Making deliveries paperless 	<p>1. PPE and sanitiser provision in delivery areas.</p> <p>2. Suppliers to provide Risk Assessment and Covid-19 secure policies prior to re-mobilisation.</p>	<p>General Managers</p> <p>Executive Chef</p> <p>Commercial Director</p>	<p>Prior to mobilisation of each account</p> <p>Ongoing</p>	

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<p>Spread of Covid-19 via Reception activities and contact between colleagues and arrivals to the building</p>	<p>Colleagues working on reception People using the building Those people who come into contact with the above</p>	<ul style="list-style-type: none"> • Training in place for colleagues on being Covid-Secure • Working with FM teams to provide PPE, Screens, signage and queue management systems • Providing hand sanitiser stations in reception areas • Providing cleaning equipment for receptionists for work stations • Flexible work patterns to minimise contact 	<ol style="list-style-type: none"> 1. Ongoing training and support 2. Regular meetings with Client and FM teams 	<p>Commercial Director Ops Support Team General Managers</p>	<p>Prior to re-mobilisation of each account Ongoing</p>	
<p>Contracting Covid-19 via the activities involved in the provision of Free Issue</p>	<p>Colleagues providing Free Issue People using and consuming Free Issue Those people that come into contact with the above</p>	<ul style="list-style-type: none"> • Specific training in place for colleagues on being Covid-Secure. • Sanitiser Stations or hand washing facilities near Free Issue • Instructional Signage near all free issue • Providing breakfast tubes where appropriate • Limiting Free Issue and replenishing more often • Sanitising the area more often • Limiting contact points where possible 	<ol style="list-style-type: none"> 1. Ongoing training and support 2. Regular meetings with Client and F&M teams 	<p>Commercial Director Ops Support Team General Managers</p>	<p>Prior to re-mobilisation of each account Ongoing</p>	
<p>Contracting Covid-19 via the activities involved in the provision of Hospitality Catering</p>	<p>Colleagues providing Hospitality Catering People consuming Hospitality Catering Those people that come into contact with the above</p>	<ul style="list-style-type: none"> • Specific training in place for colleagues on being Covid-Secure whilst handling hospitality • Sanitiser Stations or hand washing facilities near Hospitality food points • Instructional Signage near Hospitality food • Providing individual portions and meals where practical or as an alternative • Providing tongs which are changed regularly 	<ol style="list-style-type: none"> 1. Ongoing training and support 2. Regular meetings with Client and FM teams 	<p>Commercial Director Ops Support Team General Managers</p>	<p>Prior to re-mobilisation of each account Ongoing</p>	

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		<ul style="list-style-type: none"> • Providing lidded food • Taking additional measures such as using disposable cutlery or putting cutlery into individual sleeves • Providing PPE as appropriate 				
Contracting Covid-19 via the activities involved in the provision of Café and Restaurant Services	<p>Colleagues providing Café and Restaurant Services</p> <p>People visiting the café and restaurant</p> <p>Those people that come into contact with the above</p>	<ul style="list-style-type: none"> • Specific training in place for colleagues on being Covid-Secure • Sanitiser Stations or hand washing facilities near tills and within the Café or Restaurant area • Instructional Signage near tills and high contact food areas • Providing contactless payment • Minimising contact between colleagues and guests • Providing individual portions and meals and self service • Providing lidded and covered food • Taking additional measures such as using disposable cutlery or putting cutlery into individual sleeves • Applying the principal of reduced services • Applying the principal of flexible work patterns 	<ol style="list-style-type: none"> 1. Ongoing training and support 2. Regular review of service requirements and business levels to ensure no pressure points are emerging. 3. Regular meetings with Client and FM teams 	<p>Commercial Director</p> <p>Ops Support Team</p> <p>General Managers</p>	<p>Prior to re-mobilisation of each account</p> <p>Ongoing</p>	
Contracting Covid-19 via the activities included in Post Room Duties	<p>Colleagues accepting deliveries</p> <p>Colleagues delivering post around the clients building</p> <p>Delivery drivers</p>	<ul style="list-style-type: none"> • Specific training in place for Postroom colleagues on being Covid-Secure • Procedures changed to ensure there is a single designated person to accept deliveries • A Covid Secure handover process in place where possible to handover post to a separate 	<ol style="list-style-type: none"> 1. Ongoing training and support 2. Regular meetings with Client and F&M teams 	<p>Commercial Director</p> <p>Ops Support Team</p> <p>General Managers</p>	<p>Prior to re-mobilisation of each account</p> <p>Ongoing</p>	

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	Those people who come into contact with the above	<ul style="list-style-type: none"> designated colleague for making deliveries around the building Providing Sanitiser stations in Delivery areas Providing PPE Flexible work patterns to minimise contact Providing additional instructional signage Making deliveries paperless 				
Contracting Covid-19 via House-keeping duties	<p>Colleagues</p> <p>Those who come into contact with the above</p>	<ul style="list-style-type: none"> Specific training in place for housekeeping colleagues on being Covid-Secure Using colour-coded cleaning materials Providing PPE Flexible work patterns to minimise contact Providing additional instructional signage Ensuring diligent maintenance of equipment including filters 	<ol style="list-style-type: none"> Ongoing training and support Regular meetings with Client and FM teams 	<p>Commercial Director</p> <p>Ops Support Team</p> <p>General Managers</p>	<p>Prior to re-mobilisation of each account</p> <p>Ongoing</p>	
Contracting Covid-19 whilst working in the Kitchen	<p>Colleagues</p> <p>Those who come into contact with the above</p>	<ul style="list-style-type: none"> Specific training in place for BOH colleagues on being Covid-Secure Carrying out additional handwashing training Instructional Signage near sinks Providing appropriate PPE Ensuring the menu is reduced to ensure that staff can operate in separate sections and maintain Social distancing Working on work flows to ensure minimal contact between staff Provision of reduced services Applying the principal of flexible work patterns 	<ol style="list-style-type: none"> Ongoing training and support Regular meetings with Client and FM teams 	<p>Commercial Director</p> <p>Ops Support Team</p> <p>General Managers & Head Chefs</p>	<p>Prior to re-mobilisation of each account</p> <p>Ongoing</p>	

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Contracting Covid-19 via Packaging and handling	<p>Colleagues</p> <p>Clients and Customers</p> <p>Those who come in contact with the above</p>	<ul style="list-style-type: none"> All packaging is being reviewed to ensure it is single use Carrying out ongoing reviews into materials that Covid-19 is less able to adhere to such as paper over plastic 	<ol style="list-style-type: none"> Packaging to be reviewed and suppliers confirmed 	<p>Operations Manager</p> <p>Marketing and Media Manager</p>	<p>Prior to re-mobilisation of each account</p> <p>Ongoing</p>	
Contracting Covid-19 via the improper use of face masks	<p>Colleagues</p> <p>Those who come into contact with the above</p>	<ul style="list-style-type: none"> Providing washable and single use masks where appropriate and encouraging staff to make their own as per government guidelines Providing adequate training to all colleagues on the use of facemasks 	<ol style="list-style-type: none"> Ongoing provision of face masks where required Ongoing training and support Ensuring the company is up to date with latest advice on use of facemasks and amending policy and procedure accordingly 	<p>General Managers</p> <p>Ops Support Team</p> <p>Operations Manager</p>	<p>Prior to re-mobilisation of each account</p> <p>Ongoing</p>	
Spreading of the Covid-19 virus by colleagues attending work with symptoms	<p>Colleagues</p> <p>Client and guests</p> <p>Sub-contractors</p> <p>Delivery personnel</p> <p>Those who come into contact with the above</p>	<p>All colleagues to complete a Covid-Secure Health check before returning to work;</p> <ul style="list-style-type: none"> After furlough After holiday After sickness absence <p>All colleagues are trained on the symptoms of the virus and the actions to take if they experience symptoms, specifically;</p> <ul style="list-style-type: none"> they are not to attend work they must inform their manager immediately if at work they must go home immediately they must self-isolate as per government guidelines 	<ol style="list-style-type: none"> All colleagues to complete training before re-mobilisation; <ol style="list-style-type: none"> Prevent Covid-19 online Post-Covid BH course All colleagues to complete Covid-Secure Health check before returning to work 	<p>Commercial Director</p> <p>Colleague Services Manager</p> <p>Ops Support Team</p>	<p>Prior to remobilisation of each account</p>	