

# 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"> <li>Providing training on the use of facemasks</li> <li>Providing information on best methods of travel</li> <li>Providing access to Bike to Work scheme to all colleagues</li> <li>Informing Colleagues of all relevant government guidance</li> </ul>	<ol style="list-style-type: none"> <li>Training of all colleagues to take place before return to work.</li> <li>Address any concerns regarding bike to work scheme and onsite facilities to support cycle storage.</li> <li>Ongoing stock management of face masks if required.</li> </ol>	Ops Support Team  Colleague Services Manager	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	Working with client FM teams to ensure appropriate; <ul style="list-style-type: none"> <li>work-flows</li> <li>queue management</li> <li>screens and sneeze guards</li> <li>PPE</li> <li>sanitiser stations</li> <li>zero contact bins</li> <li>adapting service to minimise contact between team members, customers and clients</li> </ul>	<ol style="list-style-type: none"> <li>Final review to be held to confirm that FM teams have put in place sufficient safeguards prior to re-mobilisation.</li> <li>Regular reviews of workflows and working environments to ensure they remain Covid-Secure.</li> <li>Regular reviews of PPE and equipment to ensure the provisions remain fit for purpose.</li> </ol>	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	General controls and specific training in place Covid-19 training in place to cover; <ul style="list-style-type: none"> <li>handwashing</li> <li>sanitising</li> <li>coughing and sneezing etiquette</li> <li>symptoms</li> <li>social distancing</li> </ul>	<ul style="list-style-type: none"> <li>All colleagues to complete training;</li> <li>Online</li> <li>Post-Covid BH course</li> <li>Chatterbox</li> <li>Site specific risk assessment.</li> </ul>	Colleague Services Manager  Ops Support Team	Refresh training as needed.	

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		<ul style="list-style-type: none"> <li>PPE use</li> </ul> <p>Specific training developed for each area of the business and specific work activity.</p>				
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"> <li>Individual Site risk assessments in place</li> <li>Ongoing management visits planned</li> <li>Video meetings and training held on a regular basis</li> </ul>	<ol style="list-style-type: none"> <li>Ops Support Team to carry out regular site visits – fortnightly minimum</li> <li>Individual site risk assessment to be reviewed regularly – fortnightly minimum</li> <li>Refresh training as needed</li> <li>At least monthly reviews with FM and Client teams</li> </ol>	Ops Support Team	Ongoing	
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"> <li>Colleagues wearing facemasks.</li> <li>Colleagues following social distancing and sanitising guidance.</li> <li>Instructional signage</li> <li>Making deliveries paperless</li> </ul>	<ol style="list-style-type: none"> <li>PPE and sanitiser provision in delivery areas.</li> <li>Suppliers to provide Risk Assessment and Covid-19 secure policies prior to re-mobilisation.</li> </ol>	General Managers	Ongoing	
Spread of Covid-19 via Reception activities and contact between colleagues and arrivals to the building	<p>Colleagues working on reception</p> <p>People using the building</p> <p>Those people who come into contact with the above</p>	<ul style="list-style-type: none"> <li>Training in place for colleagues on being Covid-Secure</li> <li>Working with FM teams to provide PPE, Screens, signage and queue management systems</li> <li>Providing hand sanitiser stations in reception areas</li> <li>Providing cleaning equipment for receptionists for work stations</li> </ul>	<ol style="list-style-type: none"> <li>Ongoing training and support</li> <li>Regular meetings with Client and FM teams</li> </ol>	<p>Ops Support Team</p> <p>General Managers</p>	Ongoing	

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<p>Contracting Covid-19 via the activities involved in the provision of Free Issue</p>	<p>Colleagues providing Free Issue</p> <p>People using and consuming Free Issue</p> <p>Those people that come into contact with the above</p>	<ul style="list-style-type: none"> <li>• Specific training in place for colleagues on being Covid-Secure.</li> <li>• Sanitiser Stations or hand washing facilities near Free Issue</li> <li>• Instructional Signage near all free issue</li> <li>• Providing breakfast tubes where appropriate</li> <li>• Limiting Free Issue and replenishing more often</li> <li>• Sanitising the area more often</li> <li>• Limiting contact points where possible</li> </ul>	<ol style="list-style-type: none"> <li>1. Ongoing training and support</li> <li>2. Regular meetings with Client and F&amp;M teams</li> </ol>	<p>Ops Support Team</p> <p>General Managers</p>	<p>Ongoing</p>	
<p>Contracting Covid-19 via the activities involved in the provision of Hospitality Catering</p>	<p>Colleagues providing Hospitality Catering</p> <p>People consuming Hospitality Catering</p> <p>Those people that come into contact with the above</p>	<ul style="list-style-type: none"> <li>• Specific training in place for colleagues on being Covid-Secure whilst handling hospitality</li> <li>• Sanitiser Stations or hand washing facilities near Hospitality food points</li> <li>• Instructional Signage near Hospitality food</li> <li>• Providing individual portions and meals where practical or as an alternative</li> <li>• Providing tongs which are changed regularly</li> <li>• Providing lidded food</li> </ul>	<ol style="list-style-type: none"> <li>1. Ongoing training and support</li> <li>2. Regular meetings with Client and FM teams</li> </ol>	<p>Ops Support Team</p> <p>General Managers</p>	<p>Ongoing</p>	
<p>Contracting Covid-19 via the activities involved in the provision of Café and Restaurant Services</p>	<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"> <li>• Specific training in place for colleagues on being Covid-Secure</li> <li>• Sanitiser Stations or hand washing facilities near tills and within the Café or Restaurant area</li> <li>• Instructional Signage near tills and high contact food areas</li> <li>• Providing contactless payment</li> <li>• Minimising contact between</li> </ul>	<ol style="list-style-type: none"> <li>1. Ongoing training and support</li> <li>2. Regular review of service requirements and business levels to ensure no pressure points are emerging.</li> <li>3. Regular meetings with</li> </ol>	<p>Ops Support Team</p> <p>General Managers</p>	<p>Ongoing</p>	

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		<p>colleagues and guests</p> <ul style="list-style-type: none"> <li>• Providing individual portions and meals and self service</li> <li>• Providing lidded and covered food</li> <li>• Applying the principal of reduced services</li> <li>• Applying the principal of flexible work patterns</li> </ul>	Client and FM teams			
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> <p>Those people who come into contact with the above</p>	<ul style="list-style-type: none"> <li>• Specific training in place for Postroom colleagues on being Covid-Secure</li> <li>• Providing Sanitiser stations in Delivery areas</li> <li>• Providing PPE</li> <li>• Providing additional instructional signage</li> <li>• Making deliveries paperless</li> </ul>	<ol style="list-style-type: none"> <li>1. Ongoing training and support</li> <li>2. Regular meetings with Client and F&amp;M teams</li> </ol>	<p>Ops Support Team</p> <p>General Managers</p>	Ongoing	
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"> <li>• Specific training in place for housekeeping colleagues on being Covid-Secure</li> <li>• Using colour-coded cleaning materials</li> <li>• Providing PPE</li> <li>• Flexible work patterns to minimise contact</li> <li>• Providing additional instructional signage</li> <li>• Ensuring diligent maintenance of equipment including filters</li> </ul>	<ol style="list-style-type: none"> <li>1. Ongoing training and support</li> <li>2. Regular meetings with Client and FM teams</li> </ol>	<p>Ops Support Team</p> <p>General Managers</p>	Ongoing	
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"> <li>• Specific training in place for BOH colleagues on being Covid-Secure</li> <li>• Carrying out additional handwashing training</li> </ul>	<ol style="list-style-type: none"> <li>1. Ongoing training and support</li> <li>2. Regular meetings with Client and FM teams</li> </ol>	<p>Ops Support Team</p> <p>General Managers &amp;</p>	Ongoing	

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		<ul style="list-style-type: none"> <li>• Instructional Signage near sinks</li> <li>• Providing appropriate PPE</li> <li>Ensuring the menu is reduced to ensure that staff can operate in separate sections and maintain Social distancing</li> <li>• Working on work flows to ensure minimal contact between staff</li> <li>• Provision of reduced services</li> </ul>		Head Chefs		
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"> <li>• Providing washable and single use masks where appropriate and encouraging staff to make their own as per government guidelines</li> <li>• Providing adequate training to all colleagues on the use of facemasks</li> </ul>	<ol style="list-style-type: none"> <li>1. Ongoing provision of face masks where required</li> <li>2. Ongoing training and support</li> <li>3. Ensuring the company is up to date with latest advice on use of facemasks and amending policy and procedure accordingly</li> </ol>	<p>General Managers</p> <p>Ops Support Team</p>	Ongoing	
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 Return to Work Health check before returning to work;</p> <ul style="list-style-type: none"> <li>• After furlough</li> <li>• After holiday</li> <li>• After sickness absence</li> </ul> <p>All colleagues are trained on the symptoms of the virus and the actions to take if they experience symptoms;</p> <ul style="list-style-type: none"> <li>• they are not to attend work</li> <li>• they must inform their manager immediately</li> <li>• if at work they must go home immediately</li> <li>• they must self-isolate as per government guidelines</li> </ul>	<ol style="list-style-type: none"> <li>1. All colleagues to complete training before return to work;</li> <li>2. Prevent Covid-19 online</li> <li>3. Post-Covid BH course</li> </ol> <p>All colleagues to receive refresher training through Chatterbox.</p>	<p>Colleague Services Manager</p> <p>Ops Support Team</p> <p>General Managers</p>	Ongoing	