



# COVID-19 Risk Assessment

On behalf of  
Woven Bristol

**Report to:** Donna Bates

**Prepared by:** Laura Milnes

**Email:** [laura@system-concepts.com](mailto:laura@system-concepts.com)

**Date:** 28 May 2020



# Contents

<b>Introduction</b>	<b>2</b>
<b>The risks from COVID-19 in the workplace</b>	<b>2</b>
<b>Consultation with employees</b>	<b>3</b>
<b>General information</b>	<b>4</b>
Date of assessment	4
Name of assessors	4
Scope of assessment	4
Description of site, task or activity being assessed	4
Equipment and substances used	4
People affected by the hazards in this assessment	4
Consultation undertaken during the assessment	4
<b>Appendices</b>	<b>5</b>
<b>Appendix 1: Risk Assessment and recommendations</b>	<b>5</b>
Overall assessment of risk	17
Recommendations	17
<b>Appendix 2: Photographs</b>	<b>21</b>
<b>Appendix 3: Methodology</b>	<b>23</b>
Our criteria – good practice	23
Our approach	23
Assessing risks	23
<b>Appendix 4: Limitations</b>	<b>26</b>

# Introduction

System Concepts were appointed by Woven to undertake a risk assessment of their business activities during the current COVID-19 outbreak, taking into account guidance from the Government and the requirements of health and safety law.

Employers have legal duties under health and safety law to:

- protect the health, as well as safety, of their employees;
- protect others who may be exposed to health risks as a result of the employer's activities, including members of the public, clients and contractors;
- manage the health and safety risks from workplaces under the employer's control, which includes the means of access to the workplace and any plant such as lifts and air conditioning systems. The extent of the duty depends on the level of control.

Employers are required to do everything 'reasonably practicable' to manage these risks, and if challenged the onus is on the employer to demonstrate that they took all reasonably practicable steps to manage the risks.

The best way to demonstrate this and compliance with the law is usually to follow government and industry-led guidance wherever possible.

The Government has prepared guidance written by the Department for Business, Energy and Industrial Strategy (BEIS) with input from firms, unions, industry bodies and the devolved administrations in Wales, Scotland and Northern Ireland, and in consultation with Public Health England (PHE) and the Health and Safety Executive (HSE).

## The risks from COVID-19 in the workplace

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The main route of transmission is from cough and sneeze droplets. These droplets fall on surfaces which can then be picked up on the hands and transferred when someone touches their face. It is also possible for people in close contact with an infected person to directly inhale droplets.

How long any respiratory virus survives will depend on a number of factors; for example:

- what surface the virus is on.
- whether it is exposed to sunlight.
- differences in temperature and humidity.
- exposure to cleaning products.

Under most circumstances, the amount of infectious virus on any contaminated surfaces is likely to have decreased significantly by 24 hours, and even more so by 48 hours.

Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. The UK government has issued guidance for employers outlining the steps it expects employers to take to manage the risks from COVID-19 in the workplace.

## **Consultation with employees**

Employers have a duty to consult their people on health and safety. This can be done by listening and talking to them about the work and how you the risks from COVID-19 will be managed.

The people who do the work are often the best people to understand the risks in the workplace and will have a view on how to work safely. Involving them in making decisions shows that health and safety is taken seriously.

Employers must consult with the health and safety representative selected by a recognised trade union or, if there isn't one, a representative chosen by workers.

# General information

## Date of assessment

We undertook this assessment on 27 May 2020.

## Name of assessors

This assessment was undertaken by Laura Milnes [laura@system-concepts.com](mailto:laura@system-concepts.com)

## Scope of assessment

Woven managed the four-storey property (12-20 Pritchard Street, Bristol BS2 8RH) and occupied the ground, half of the first, second and third floor. The fourth floor and the other half of the first floors were sub-let to Softcat and Alfred Recruitment. Our assessment included all areas occupied and the activities carried out by Woven employees.

## Description of site, task or activity being assessed

The Bristol office is a four-storey building with two internal staircases and two passenger lifts. The ground floor comprises a reception area, linked to the carpark. The upper floors comprise open plan and private offices, IT/server room, kitchen/vending areas, break-out areas and WCs.

Staff carry out general office work. The building is operational 24/7.

## Equipment and substances used

The work involves use of low risk office equipment e.g. computers, printers, telephones, domestic kitchen appliances such as a toaster, microwave, fridge, hot water tap and vending machines.

## People affected by the hazards in this assessment

Staff, essential contractors/visitors. At the time of the assessment, there were around 60 staff on-site. The maximum occupancy of the building is 200.

## Consultation undertaken during the assessment

We consulted with James Hicks, Facilities Assistant.



# Appendices

## Appendix 1: Risk Assessment and recommendations

Hazard or activity	People at risk	Existing controls	Risk level (RL)			OK?	Comments
			L	S	RL		
People going to work	Employees and others within the premises	<ul style="list-style-type: none"> <li>All employees who are able to, continue to work from home.</li> <li>Around 60 employees were in the office on the day of our visit.</li> <li>Employees are cohorted into teams, located in separate areas and on separate floors to prevent contact across the workforce. There is no cross over between teams.</li> </ul>	1	3	3	Yes	
Vulnerable employees	Employees	<ul style="list-style-type: none"> <li>Clinically extremely vulnerable employees who have been advised to stay at home and shield, will continue to do so.</li> <li>Clinically vulnerable employees who are able to work from home, will be supported to do so.</li> </ul>	1	3	3	Yes	
Employees with any relevant COVID-19 symptoms: <ul style="list-style-type: none"> <li>A new continuous cough</li> </ul>	Employees and others within the premises	<ul style="list-style-type: none"> <li>Employees are reminded of relevant symptoms and the <b>requirements to self-isolate</b> and not come to work. Posters are displayed throughout the building. See Photo 1 in Appendix 2.</li> </ul>	1	3	3	Yes	



<ul style="list-style-type: none"> <li>• a high temperature</li> <li>• loss of, or change in sense of smell or taste</li> </ul>		<ul style="list-style-type: none"> <li>• Employees self-isolating will be supported to work from home if they are well enough.</li> </ul>					
<p>Social distancing at work - travel to and from work</p>	<p>Employees and others within the premises</p>	<ul style="list-style-type: none"> <li>• Start and finish times for each of the teams on-site are staggered to prevent the building entrance/exit from becoming congested. Staff work shifts; the building is operational 24/7.</li> <li>• Employees know to wait at least 2m from colleagues to allow congestion to ease before attempting to enter/leave the workplace. The main entrance doors are glazed and there is ample space by the entrance and in the reception area to wait.</li> <li>• Staff entering the building are required to hold a fob close to the entry system. Tailgating is not permitted; employees know to keep at least 2m apart.</li> <li>• Staff generally walk, cycle or drive to work cycle; there are sufficient numbers of cycle racks and car parking spaces.</li> <li>• There is hand sanitiser at the main entrance, in reception.</li> </ul>	<p>1</p>	<p>3</p>	<p>3</p>	<p>Yes</p>	
<p>Social distancing at work – moving around the workplace</p>	<p>Employees and others within the premises</p>	<ul style="list-style-type: none"> <li>• Employees are encouraged to remain on their floor of work and not move between floors unnecessarily.</li> </ul>	<p>1</p>	<p>3</p>	<p>3</p>	<p>Yes</p>	



		<ul style="list-style-type: none"><li>• Staff use the front stairs to go up, and rear stairs to go down. There are 2m markers on the stairs to ensure staff can socially distance. Signage is displayed. See Photos 2 and 3.</li><li>• The second floor is more populated than the other floors. A one-way system is in place along the central corridor. Arrows on the floor and signage are displayed, and the walkway is divided using screens. See Photo 4.</li><li>• Only individuals with a disability are permitted to use the lift. Signs are displayed. See Photo 5.</li><li>• Only one person is allowed in the lift at a time.</li></ul>					
Social distancing at work – use of workstations	Employees and others within the premises	<ul style="list-style-type: none"><li>• Only around 60 workstations (out of 200) are being used.</li><li>• Teams are located in separate areas of the office.</li><li>• Back-to-back and side-to-side working is permitted – not face-to-face. Workstations in use are at least 2m apart.</li><li>• Employees are not permitted to visit each other at workstations e.g. for conversations, telephone and electronic communication tools are used.</li></ul>	1	3	3	Yes	



Social distancing at work – meetings	Employees and others within the premises	<ul style="list-style-type: none"> <li>• Employees are required to use remote meeting tools to avoid face to face meetings.</li> <li>• Maximum capacities of meeting rooms have been established and chairs have been positioned to allow a 2m distance. Staff know not to move any furniture.</li> <li>• Meeting room doors are to be kept open to support ventilation where possible. Posters are displayed on meeting room doors. See Photo 6.</li> </ul>	1	3	3	Yes	
Social distancing at work – common areas	Employees and others within the premises	<ul style="list-style-type: none"> <li>• The reception desk has a sign (taped on the floor) to identify a safe distance for visitors to be welcomed which is 2m from the reception desk. Reception staff have been furloughed. Only the Facilities Assistant and Team Managers can host a visitor. They meet the visitor at reception; they can remotely 'unlock' the main door.</li> <li>• Only one person is permitted in the lift at a time.</li> <li>• Storage lockers remain available for all employees to store personal effects. The handles/doors are cleaned four times a day.</li> <li>• Teams have staggered shifts to ease pressure on the use of lockers and support social distancing.</li> </ul>	1	3	3	Yes	



		<ul style="list-style-type: none"> <li>• Tables and chairs in break-out areas have been rearranged to be 2m apart. Employees are not permitted to move these. See Photo 7.</li> <li>• Staff enter toilets with care and if someone else is in the toilet they leave and wait outside until it is safe for them to enter.</li> <li>• Lunch breaks for each team are staggered to avoid congestion in the break-out and kitchen areas.</li> <li>• Employees are encouraged to have breaks outdoors, while maintaining social distancing, to get fresh air and where the risk of transmission of the virus is lower.</li> <li>• Smoking shelter rules have been relaxed. Staff can walk/stand outside the shelter if required for social distancing.</li> <li>• Staff bring in their own lunch; there are no catering/restaurant facilities on-site</li> </ul>					
Accidents, security, and other incidents – fire and evacuations	Employees and others within the premises	<ul style="list-style-type: none"> <li>• Emergency evacuation arrangements remain unchanged; employees must evacuate the building in an emergency as usual. People do not have to remain 2m apart during a life safety emergency; staff we spoke to were unaware of this.</li> </ul>	1	3	3	Yes	Remind staff that they do not have to remain 2m apart during a life safety emergency e.g. during a fire evacuation.



<p>Accidents, security, and other incidents – first aid</p>	<p>Employees and others within the premises</p>	<ul style="list-style-type: none"> <li>• There are nine first aiders currently on-site.</li> <li>• First aid kits in the workplace are equipped with gloves (and face masks have been ordered) for first aiders to use while helping a casualty.</li> <li>• Face masks will be provided by the first aider to the casualty to wear, where possible during treatment.</li> <li>• First aiders must report all first aid incidents they attend to, including whether the casualty was COVID-19 symptomatic, to the Facilities Manager.</li> <li>• There is no first aid room or dedicated area for COVID-19 symptomatic employees.</li> </ul>	<p>2</p>	<p>3</p>	<p>6</p>	<p><b>No</b></p>	<p>Identify a specific enclosed room for COVID-19 symptomatic employees to be moved to if they require emergency treatment.</p> <p>Instruct first aiders not to perform rescue breaths.</p> <p>Provide specific guidance to first aiders on how they can keep themselves and others safe, including guidance on giving CPR, hand hygiene and use of PPE.</p>
<p>Manging customers, visitors, and contractors</p>	<p>Employees and others within the premises</p>	<ul style="list-style-type: none"> <li>• Physical visits which are non-essential are not permitted.</li> <li>• The reception desk has a sign (taped on the floor) to identify a safe distance for visitors to be welcomed which is 2m from the reception desk. Reception staff have been furloughed. Only the Facilities Assistant and Team Managers can host a visitor. They meet the visitor at reception; they can remotely 'unlock' the main door. There is a sign at the main entrance with the Facilities Assistant's phone number for</li> </ul>	<p>1</p>	<p>3</p>	<p>3</p>	<p><b>No</b></p>	<p>Consider asking visitors to sign in-out with their own pen, or ensure they sanitise their hands before and after using the pen/holder at reception. Display appropriate signage so that visitors are aware of the agreed arrangements.</p>



		<p>visitors to call, or there is a buzzer.</p> <ul style="list-style-type: none"><li>• Visitors are required to sign in/out; a pen is provided.</li><li>• Hand sanitiser is available at reception.</li><li>• Visitors are required to adhere to workplace social distancing requirements at all times, these are communicated to visitors on their arrival.</li><li>• Visitor signage has been displayed to inform them of expected hygiene measures to take and meeting protocols.</li><li>• Monitoring of essential contractors in the workplace is carried out at a 2m distance.</li></ul>					
Cleaning the workplace	Employees and others within the premises	<ul style="list-style-type: none"><li>• All employees who are able to, will continue to work from home to reduce the overall number of employees in the workplace to reduce waste generation and minimise contact with objects and surfaces.</li><li>• Cleaning regime has been increased. Cleaners visit four times a day (over a 24-hour period). The regime includes frequent cleaning of objects and surfaces which are touched regularly: door handles, kitchen facilities, desks, breakout areas, reception area, toilets etc.</li></ul>	1	3	3	Yes	



		<ul style="list-style-type: none"> <li>• A cleaning contractor also visits once a week to carry out a deep-clean.</li> <li>• The ventilation systems are operating as normal and use tempered fresh air.</li> <li>• Employees are required to minimise the use of shared equipment and items as much as possible e.g. not printing unnecessarily.</li> <li>• There are cleaning stations throughout the building, equipped with sanitising gel and wipes that staff can use after using shared equipment and as desired in the workplace. See Photo 8.</li> </ul>					
Hygiene – handwashing, sanitation facilities and toilets	Employees and others within the premises	<ul style="list-style-type: none"> <li>• The H&amp;S Manager provides regular communications to raise awareness of good hand and respiratory hygiene in the workplace via Woven Facebook page. Signs and posters are also displayed.</li> <li>• Hand sanitiser is provided throughout the workspace e.g. in common areas and at cleaning stations.</li> <li>• Soap, water, and hand dryers/paper towels are provided in toilets and in kitchen areas.</li> <li>• Toilets are included in the frequent cleaning regime to keep them sanitary and ensure waste is regularly removed.</li> </ul>	1	3	3	Yes	



<p>Hygiene – handling goods, merchandise and other materials, and onsite vehicles</p>	<p>Employees and others within the premises</p>	<ul style="list-style-type: none"> <li>• Goods and merchandise entering the premises via external delivery shall, where practical, is left for 72 hours before handling. Where this is impractical, external packaging is cleaned before handling.</li> <li>• Employees handling goods and merchandise are reminded of good hand hygiene and are provided with hand sanitiser.</li> <li>• Post/deliveries are left at reception to prevent face to face contact.</li> <li>• To reduce the number of goods handled, employees are not permitted to have personal items delivered to work.</li> </ul>	<p>1</p>	<p>3</p>	<p>3</p>	<p><b>Yes</b></p>	
<p>Personal protective equipment (PPE) and face coverings</p>	<p>Employees and others within the premises</p>	<ul style="list-style-type: none"> <li>• In line with Government guidance, face coverings are not required in the workplace by employees because UK Government 'COVID Secure' measures have been implemented.</li> <li>• Face masks have been ordered and will be made available to all employees to use, should they choose to. First aiders when treating casualties and employees providing other support which cannot be provided at a 2m distance, for example desk-side IT support will use masks.</li> <li>• Gloves are available in first aid kits.</li> </ul>	<p>1</p>	<p>3</p>	<p>3</p>	<p><b>No</b></p>	<p>Communicate the following information to staff as part of the mask issue process:</p> <ul style="list-style-type: none"> <li>• Remind staff that wearing face coverings in the workplace does not, in any way, replace other hygiene measures required of them.</li> <li>• Government guidance on how to use masks:             <ol style="list-style-type: none"> <li>1. Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before</li> </ol> </li> </ul>





Workforce management – work related travel	Employees and others at destinations	<ul style="list-style-type: none"> <li>International and domestic travel has been suspended, until further notice.</li> </ul>	1	3	3	Yes	
Workforce management – Communications and training – returning to work	Employees and others within our premises	<ul style="list-style-type: none"> <li>Clear and consistent communications are provided to employees by the H&amp;S Manager (via Facebook page, emails, and posters) and Team Leaders (verbally at team meetings) to ensure they receive reputable information and updates on the situation and plans for ways of working.</li> </ul>	1	3	3	Yes	Share the content of this risk assessment with all employees and display the COVID-Secure poster.
Workforce management – Communications and training - ongoing communications and signage	Employees and others within our premises	<ul style="list-style-type: none"> <li>There is a Woven Facebook page that all staff have access to.</li> <li>The H&amp;S Manager posts regular updates. Staff can also communicate with each other vis Facebook.</li> <li>All staff have access to an Employee Assistance Programme, for personal and work-related issues.</li> <li>Posters and signs are used to remind employees of procedures in place, including good hand and respiratory hygiene.</li> </ul>	1	3	3	Yes	
Inbound and outbound goods – maintained social distancing	Employees and others within our premises	<ul style="list-style-type: none"> <li>Reputable couriers are used, when required. Items are picked-up and dropped-off at reception to allow social distancing.</li> <li>Post is delivered once a day.</li> <li>Couriers/postman are allowed access to welfare facilities if</li> </ul>	1	3	3	Yes	



		required and in line with existing guidance.					
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## Overall assessment of risk

Overall Assessment of Risk	
<b>Overall risk level with existing controls</b>	<b>Low-medium</b>
<b>Overall risk level after all actions completed</b>	<b>Low</b>
<b>Date assessment to be reviewed</b>	This risk assessment should be reviewed following changes which affect it, including changes to Government guidance or as a result of consultation with employees.

## Recommendations

Hazard or activity	Action	Priority	Allocated to	Due date	Date completed	Risk level (RL)			Is the hazard now acceptable?
						L	S	RL	
Accidents, security, and other incidents – fire and evacuations	Remind staff that they do not have to remain 2m apart during a life safety emergency e.g. during a fire evacuation.	Medium							
Accidents, security, and other incidents – first aid	Identify a specific enclosed room for COVID-19 symptomatic employees to be moved to if they require emergency treatment.	High							
	Instruct first aiders not to perform rescue breaths.	High							



	Provide specific guidance to first aiders on how they can keep themselves and others safe, including guidance on giving CPR, hand hygiene and use of PPE.	<b>High</b>							
Manging customers, visitors, and contractors	Consider asking visitors to sign in-out with their own pen, or ensure they sanitise their hands before and after using the pen/holder at reception. Display appropriate signage so that visitors are aware of the agreed arrangements.	<b>High</b>							
Personal protective equipment (PPE) and face coverings	<p>Communicate the following information to staff as part of the mask issue process:</p> <ul style="list-style-type: none"> <li>• Remind staff that wearing face coverings in the workplace does not, in any way, replace other hygiene measures required of them.</li> <li>• Government guidance on how to use masks:             <ol style="list-style-type: none"> <li>1. Wash your hands thoroughly with soap and water for 20 seconds or use hand</li> </ol> </li> </ul>	<b>High</b>							

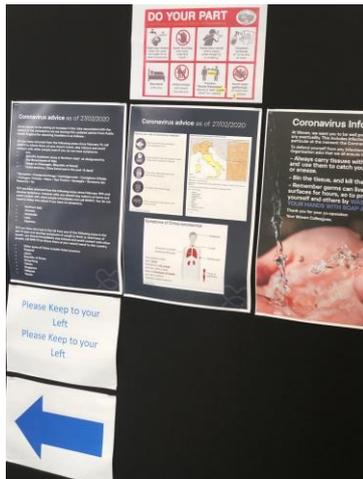


	<p>sanitiser before putting a face covering on, and after removing it.</p> <ol style="list-style-type: none"><li>2. When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.</li><li>3. Change your face covering if it becomes damp or if you've touched it.</li><li>4. Continue to wash your hands regularly.</li><li>5. Change and wash your face covering daily.</li><li>6. If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your</li></ol>								
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	own usual waste. 7. Practise social distancing wherever possible.								
Workforce management – Communications and training – returning to work	Share the content of this risk assessment with all employees and display the COVID-Secure poster.	Medium							

## Appendix 2: Photographs



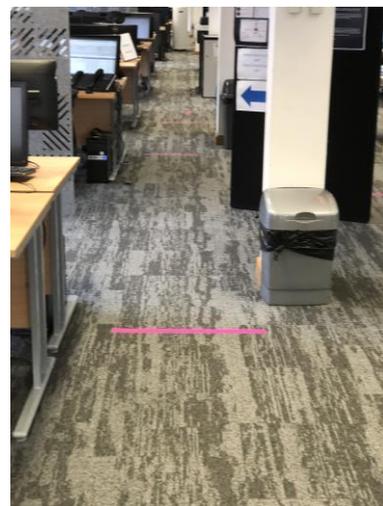
**Photo 1. Signage**



**Photo 2. One-way system on stairs**



**Photo 3. Markers on stairs**



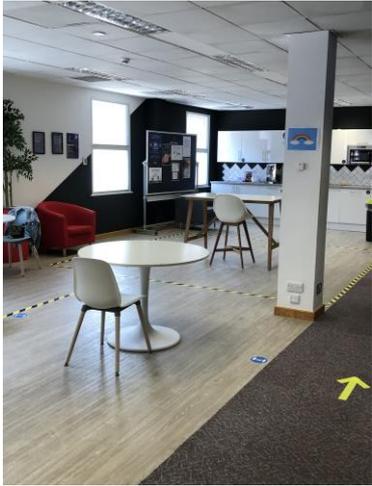
**Photo 4. One-way system on 2<sup>nd</sup> floor**



**Photo 5. Sign on lift(s)**



**Photo 6. Sign on meeting room door(s)**



**Photo 7. Break-out area**



**Photo 8. Cleaning station**

## Appendix 3: Methodology

We compared the current controls in place for the risks we assessed with the relevant health and safety legislation:

- Health and Safety at Work Act, 1974.
- Management of Health and Safety at Work Regulations 1999.
- Regulatory Reform (Fire Safety) Order 2005.
- Workplace (Health, Safety and Welfare) Regulations 1992.

### Our criteria – good practice

We used guidance and standards published to help responsible people with managing risks posed by COVID-19 in the workplace:

- *Offices and contact centres - Guidance for people who work in or run offices, contact centres and similar indoor environments.* <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

### Our approach

We visited Woven on 27 May 2020 and inspected the site, interviewed staff and reviewed relevant documents.

We identified hazards and were possible the existing control measures in place. Where we identified risks that were not already adequately controlled, we have made recommendations in order to reduce risk to an acceptable level.

### Assessing risks

The Health & Safety Executive (HSE) has published guidance on how to assess risks, including a simple technique for estimating risks to help employers make decisions about priorities and safety precautions. It is based on estimating the severity of harm that could be caused by a hazard and the likelihood that any harm will occur. It uses a three-point scale for each factor.

We estimate risk levels by multiplying the ratings for the severity and likelihood together, resulting in a risk level between 1 (very low) and 9 (very high).

Likelihood ratings		
1	Low	Where harm is highly unlikely to occur
2	Medium	Where harm is unlikely to occur
3	High	Where harm is likely to occur

Severity ratings		
1	Slight	Minor injury or illness
2	Moderate	Injury or illness resulting in short-term absence from work
3	Extreme	Death or major injury resulting in long-term absence from work

The risk level is calculated by multiplying the ratings for the likelihood and the severity together, resulting in the risk level shown in the table below.

Risk level				
Likelihood	High (3)	3	6	9
	Medium (2)	2	4	6
	Low (1)	1	2	3
		Slight (1)	Moderate (2)	Extreme (3)
		Severity		

The definitions for each risk level are shown in the table below.

Risk level	Definition
High	The building or area should not be occupied, or the task should not proceed, until action has been taken to reduce the risk. Considerable resources may need to be allocated to reduce the risk.
Medium	Some actions are required to reduce the risk. Risk reduction measures should be implemented within a defined period.
Low	No further actions are required.

This technique is suitable for assessing the risks encountered in most workplaces and we have therefore used it as part of our risk assessment.

We collated, analysed and documented the results of the assessment to determine any areas where, in our opinion, improvement was required to comply with relevant legislation, government guidance relating to COVID-19 or meet good health and safety practice.

We present the findings and recommendations from the assessment in this report, using a priority system to indicate the seriousness and urgency of the recommendations.

We have prioritised them as follows.

1. **High priority** indicates areas where there are breaches of health and safety legislation and/or where people are at risk. Action should be taken as soon as possible to achieve compliance, or immediately if people are at risk.
2. **Medium priority** indicates areas where there may not be compliance with health and safety legislation or good practice but there were no immediate risks. Action should be taken as soon as is reasonably practicable.
3. **Low priority** indicates areas where the action is not essential but would be desirable to satisfy good practice.

## Appendix 4: Limitations

Our findings and recommendations are based solely on the work undertaken during this project, the information provided to us and the matters which came to our attention during our work. They should not be relied on as a comprehensive statement of all the improvements that might be made.

There might be other weaknesses we were not aware of because they did not form part of our work, were excluded from the scope of the work or were not brought to our attention. As a result, you should be aware that our findings may have differed if other relevant matters were brought to our attention.

Our recommendations are based on our professional experience and the information and evidence that we gathered throughout this piece of work. It is the client's responsibility to develop and maintain sound health and safety systems to manage risk, controls, compliance and governance. This report and our recommendations should not be seen as a substitute for fulfilling those responsibilities.