



# COVID-19 RISK ASSESSMENT



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# OVERVIEW

**The spread of the novel coronavirus (COVID-19) has impacted all businesses. From the outset of the pandemic, BJSS has defined and has been guiding clients through three phases of change – Recover, Regroup and Renew. We did this to protect our people and our clients. It resulted in us – in a matter of days and without any loss of productivity - transitioning all our teams into an efficient and distributed workforce that continues to deliver outstanding work for our clients.**

Now, as BJSS puts in measures to allow its teams to return to office working, we have completed risk assessments for each of our facilities. This document articulates the risk assessment for all BJSS offices and projects. It is important that the risk assessment reflects the realities and risks posed by the specific environment it is being applied to.

Please note, a risk assessment does not control risk. Risks are mitigated by the actions of individuals. The aim of a risk assessment is not for lengthy documentation, but to produce an action plan, making it clear who needs to do what, and by when to ensure that risks are reasonably mitigated. This risk assessment should be reviewed as required, particularly when moving between phases of return to workplace, and successful implementation of the plan should be monitored.

For our colleagues in shared properties/offices it is important that this risk assessment is completed alongside your office management company, and where appropriate other companies who share the building/office. This inevitably brings added complexity, but it is important that where practicable we ensure that the mitigations being put in place work alongside those cohabiting our offices.

This template is based on the CIPD Risk Assessment template, IOSH guidance, and is also based on known BJSS ways of working. When deciding on action required you should reference the hierarchy of controls as explained in IOSH Risk Assessment Guide. “Any mitigation controls devised and implemented must reduce exposure of employees and anyone else who could be infected by your employees... Decisions about what may be done must be realistic and reasonably practicable: achievable given the resources available.” (2020)

## References

# INFECTION PREVENTION, CLEANING, AND STAFF SAFETY

Business hazards associated with the coronavirus pandemic	Potential risks to workers caused by hazards	Control measures
<p>As BJSS and our clients rebuild after lockdown and staff return to work, we must ensure their safety by making premises “COVID” secure – unsafe workplace premises raise the risks of virus transmission.</p>	<p>There is a direct threat to staff health and wellbeing from transmission of the COVID-19 coronavirus while at work.</p> <p>People can catch the virus from others who are infected in the following ways:</p> <ul style="list-style-type: none"> <li>• Virus moves from person-to-person in droplets from the nose or mouth spread when a person with the virus coughs or exhales</li> <li>• The virus can survive for up to 72 hours out of the body on surfaces which people have coughed on, etc.</li> <li>• People can pick up the virus by breathing in the droplets or by touching contaminated surfaces and then touching their eyes or mouth.</li> </ul> <p>Risk that cleaning capacity is at a reduced level so that an initial deep-clean and ongoing cleaning of surfaces are not undertaken to the standards required.</p> <p>Risk of the virus spreading via surfaces in the office unless there is regular cleaning.</p> <p>Risk of virus spreading because the office has insufficient materials and equipment.</p> <p>Risk of cleaning process/checklist/standard not reflecting new standards of cleaning required.</p> <p>If building was closed or has reduced occupancy during the coronavirus (COVID-19) outbreak, water system stagnation can occur due to lack of use, increasing the risks of Legionnaires’ disease.</p>	<p>Circulating “COVID secure” coronavirus policies and safety procedures to all staff and managers; these set out how staff should behave and the precautions they must adopt during the pandemic to keep them safe.</p> <p>Requiring staff to practise effective social distancing while in and around the workplace, while travelling to work and in all work business.</p> <p><b>Managers should pass on and reinforce key Government public health messages to all staff:</b></p> <ul style="list-style-type: none"> <li>• Cover the mouth and nose with a tissue or sleeve (not hands) when coughing or sneezing (Catch it – Bin it – Kill it)</li> <li>• Put used tissues in the bin straightaway</li> <li>• Wash hands regularly with soap and water for at least 20 seconds (use hand sanitiser gel if soap and water are not available)</li> <li>• Avoid close contact with people who are unwell</li> <li>• Clean and disinfect frequently touched objects and surfaces</li> <li>• Do not touch face, eyes, nose or mouth if hands are not clean.</li> </ul> <p><b>Implement regional guidance for Employers and Businesses on Coronavirus, including the following key safety precautions:</b></p> <ul style="list-style-type: none"> <li>• Keep risk assessments under review to ensure that a safe place of work is maintained</li> <li>• Consult with staff and staff representatives – fully involve the workforce at all stages of the pandemic</li> <li>• Make any adjustments to the workspace/rotas/work patterns/procedures necessary to facilitate effective infection</li> <li>• Follow government health and travel advice</li> </ul>

		<ul style="list-style-type: none"> <li>• Display appropriate public health posters and notices around the workplace and on websites</li> <li>• Signage at points around the office, by all doors, walkways, around the office, including toilets to remind of hand washing</li> <li>• Supply tissues for each bank of desks/workspace</li> <li>• Supply bins with lids next to each bank of desks &amp; one in reception to dispose of used PPE</li> <li>• Staff are not required to wear face coverings while at work but may do so if they wish</li> <li>• Staff must always wear lanyards around their neck, mask usage will increase risk of easier unauthorised access</li> <li>• Provide infection control personal protective equipment (PPE) such as gloves, masks</li> <li>• Hand sanitizer stations by each entry and exit point and in every meeting room, every bank of desks and one at the printer</li> <li>• Place anti bac wipes on each workspace station, each meeting room for wiping down equipment before and after us</li> <li>• Display all cleaning supplies as a reminder to “use it, clean it, use”</li> <li>• Remove all whiteboard pens and other shared stationary to avoid use from multiple people – can be available upon request only, to ensure adequate disinfectant before and after use</li> <li>• Doors that must remain closed to have anti bac door handles</li> <li>• All non-essential suppliers to be removed e.g. Ocado</li> <li>• Cleaners to do deep clean before the office reopens and a deep clean regularly</li> <li>• Increase environmental cleaning in the workplace; review and revise cleaning method statements and schedules and ensure cleaning staff have access to suitable detergents, disinfectants and PPE</li> <li>• Cleaners to set dishwashers to hottest temp once kitchen back in use</li> <li>• The nightly clean to include cleaning of each used office chairs and touch points</li> </ul>
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		<ul style="list-style-type: none"><li>• Emergency cleaning response plan to in place in case of signs of infection</li><li>• Use the current office access procedure to ensure cleaning contractor is following the current government guidelines in relation to PPE and social distancing</li><li>• All contractors to receive approval before site visits using BJSS access request procedures</li><li>• Visitors currently not allowed on site. In the event a non-staff member should need access, training to be given on current local safety procedures in place</li><li>• Clients/Visitors/Contractors to follow BJSS site visit procedure (email declaration)</li><li>• Clients/Visitors to supply sign in information for reception staff to complete sign in book on their behalf upon arrival.</li></ul>
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# HOMWORKING, HOT-DESKING AND EQUIPMENT SHARING

Business hazards associated with the coronavirus pandemic	Potential risks to workers caused by hazards	Control measures
<p>Staff working together in workplace premises inevitably raises the risk of virus transmission.</p>	<p>Homeworking reduces the risk of staff gathering in the workplace and of transmitting the virus.</p> <p>Hot desking and the sharing of equipment present hazards that raise the risk of virus transmission further.</p> <p>Use of fabric chairs may increase the risk of the virus spreading.</p>	<p>Homeworking is adopted as the preferred method of work wherever possible and only staff who need to be on-site should attend workplace premises.</p> <p><b>The following working arrangements will be put into place to support homeworking:</b></p> <ul style="list-style-type: none"> <li>• Leadership will plan for the minimum number of people needed on site to operate safely and effectively</li> <li>• Leadership to review all staff job roles in order to facilitate and encourage homeworking wherever appropriate</li> <li>• Homeworking policies to be reviewed to ensure that sufficient support is provided to homeworkers</li> <li>• Leadership roles should monitor the wellbeing of people who are working from home and put in place measures to support their mental and physical health and personal security</li> <li>• Enhanced IT support to be provided to homeworkers to ensure the effectiveness of working arrangements and the security of information and data, for example, remote access to work systems</li> <li>• Slack and Zoom help homeworkers to stay connected to the rest of the workforce as appropriate.</li> </ul> <p><b>The following working arrangements will be put into place where homeworking is not suitable:</b></p> <ul style="list-style-type: none"> <li>• Hot-desking will not be supported at this time</li> <li>• Equipment should not be shared between staff – limit use of high-touch equipment in the workplace, e.g. whiteboards, pens, remotes.</li> </ul>

# WORKPLACE SOCIAL DISTANCING

Business hazards associated with the coronavirus pandemic	Potential risks to workers caused by hazards	Control measures
<p>Effective social distancing is a key element in reducing the transmission of COVID-19.</p> <p>Social distancing refers to people being required to maintain a specified safe distance from each other, wherever possible.</p> <p>Social distancing effectively puts people at a safe range from anyone coughing. The main route of virus transmission is through droplets exhaled or coughed by an infected person.</p>	<p>Risk that there is insufficient accommodation to support 2m social distancing for all staff in office.</p> <p>Risk of transmission in large spaces e.g. break out areas.</p> <p>Risk of transmission in outdoor spaces e.g. smoking areas.</p> <p>Risk of transmission due to movement around the office.</p> <p>Risk of transmission due to number of people around entrances/exits at start and end of working day.</p> <p>Increased risk of slips, trips and falls and collisions between vehicles and pedestrians due to unfamiliarity with changes to layout measures and procedures and the need for social distancing.</p> <p>Risk of transmission between staff who do not observe agreed protocols of social distancing during ad-hoc breaks.</p> <p>Risk of transmission between staff who do not observe agreed protocols of social distancing during lunch break.</p> <p>Risk of transmission between staff who do not observe agreed protocols of social distancing during meetings.</p> <p>Risk of transmission between staff who do not observe agreed protocols of social distancing during arrival times.</p> <p>Risk of transmission between staff who do not observe agreed protocols of social distancing during leaving times.</p> <p>Risk of transmission between staff who do not observe agreed protocols of social distancing during work activities.</p> <p>Fire evacuation drills - unable to apply social distancing effectively (Note: Government guidance acknowledges that “in an emergency, for example, an accident or fire, people do not have to stay 2m apart if it would be unsafe”).</p>	<p><b>Staff are required to practise effective social distancing while in and around the workplace, while involved in work activities and when travelling to and from work, whenever possible, by:</b></p> <ul style="list-style-type: none"> <li>• Avoiding nonessential contact with others</li> <li>• Keeping a safe distance of at least 2 metres (about 3 steps) from others whenever possible</li> <li>• Avoiding physical contact (e.g. hugs, handshakes).</li> </ul> <p><b>Adaptations to the premises to support social distancing should include:</b></p> <ul style="list-style-type: none"> <li>• Assigned desks - will be opposite and diagonally situated from each other</li> <li>• Desks will be clearly labelled whether they are in use or restricted</li> <li>• A review of all work premises to identify suitable adaptations which will support social distancing</li> <li>• Offices and workspaces to be set up to support social distancing, e.g. layout changes, appropriate signage, stickers and floor markings to denote safe distances, space for personal possessions</li> <li>• Tape on the floor with the 2 metre distance as a reminder</li> <li>• Remove all coat racks to avoid mixing of personal items</li> <li>• No personal post delivered to the office</li> <li>• Establishing maximum occupancy limits for offices and work areas</li> <li>• Use meeting rooms as personal offices for those who want to work in the office but need extra protection. (Must be requested in advance – 1 max capacity)</li> <li>• If confidential meetings must take place, only the use of specific meeting rooms permitted, with a lower occupancy than usual (Must be requested in advance)</li> <li>• All other meeting rooms closed</li> </ul>



		<ul style="list-style-type: none"> <li>• Reducing the need for staff to move around within the workplace</li> <li>• Visual prompts to be used to encourage social distancing measures where habit may mean staff are likely to forget e.g. with coat racks, break areas.</li> </ul> <p><b>Adaptations to work processes to support social distancing will include:</b></p> <ul style="list-style-type: none"> <li>• Cancelling nonessential meetings</li> <li>• Holding essential meetings in well ventilated rooms with appropriate social distancing in place – limit numbers to essential members only</li> <li>• Replacing face-to-face meetings wherever possible with video conferencing</li> <li>• Holding meetings outdoors</li> <li>• Providing hand sanitiser at meetings</li> <li>• Cancelling nonessential training and all face-to-face training</li> <li>• Cancelling all face-to-face nonessential recruitment practices</li> <li>• Carrying out any essential training by using online e-learning wherever possible rather than bringing people together face to face</li> <li>• Carrying out any essential recruitment activities by using online tools wherever possible rather than bringing people together face to face.</li> </ul> <p>Display notices in all premises reminding staff of the key infection prevention requirements, including the need to maintain safe distancing.</p> <p><b>Where social distancing guidelines cannot be followed in full, in relation to a particular activity, leadership must carry out further risk assessments and consider whether that activity needs to continue for the business to operate - where such activities need to continue appropriate mitigation methods should be put into place, such as:</b></p> <ul style="list-style-type: none"> <li>• Increased hand washing</li> <li>• Increased environmental cleaning</li> <li>• Keeping the activity time involved as short as possible.</li> </ul>
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# HIGHER RISK AREAS OF THE WORKPLACE

Business hazards associated with the coronavirus pandemic	Potential risks to workers caused by hazards	Control measures
<p>Some areas of the workplace may present a higher risk than others – this may include areas such as staff toilets, staff rooms and restrooms.</p>	<p>Heavily used areas of the workplace are more likely to present an infection transmission risk.</p> <p>Are there any rooms which do not allow for observation of social distancing? e.g. kitchen, reception, social areas, toilets, secure areas.</p> <p>It is essential for staff to wash hands regularly but also that toilets are kept clean and free of coronavirus contamination.</p> <p>Queues for toilets and handwashing risk non-compliance with social distancing measures.</p> <p>Increased risk of people coughing and touching door handles, taps, and toilet flush handles.</p> <p>Groups of people gathering in reception areas which may contravene social distancing guidelines.</p> <p>Visitors to the site add to the risk.</p> <p>Contractors on-site whilst office is in operation may pose a risk to social distancing and infection control.</p>	<p><b>Ensure higher-risk high-traffic areas of the workplace are COVID-secure by applying appropriate safety precautions, including:</b></p> <ul style="list-style-type: none"> <li>• Stressing the need for staff to follow good hygiene practice at all times while at work</li> <li>• Leadership ensuring that adequate hand cleaning resources are provided; all staff toilets to be supplied with adequate supplies of hot water, liquid soap, and paper towels</li> <li>• Printing handwashing instructions/posters and displaying throughout workplace, especially in toilets</li> <li>• Limiting numbers of staff who can use high traffic areas such as corridors, stairs, toilets, and restrooms at any one time to ensure social distancing</li> <li>• Reviewing work processes which require use of higher-risk high-traffic areas e.g. printers, bins, fans, meetings, petty cash</li> <li>• Consider implementation of drop-off points or transfer zones to prevent direct contact when sharing office supplies</li> <li>• Limiting lift occupancy – 2 per lift – signage placed</li> <li>• Monitor high-traffic area use and regulate access as necessary</li> <li>• Prioritise disabled use where necessary, e.g. disabled toilet use, use of lifts</li> <li>• Staggering breaks to ensure that restrooms and toilets are not overloaded</li> <li>• Establishing safe queuing systems by use of room occupancy limits and floor markings/signage</li> <li>• Placing 60% alcohol hand gels at convenient places around the workplace with instructions for use</li> </ul>

		<ul style="list-style-type: none"><li>• Increasing environmental cleaning, especially in and around toilets and restrooms and staff rooms; special attention to be paid to frequently touched surfaces such as door handles, toilet flush handles, light switches, etc.</li><li>• Increasing toilets/washrooms inspections to check for cleanliness/adequate stock of soap/toilet paper, etc.</li><li>• Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities</li><li>• Keep doors open that will not cause a security / fire risk to reduce infection contamination risk.</li><li>• Adhere to any one-way systems implemented around the buildings by Landlords.</li></ul>
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# SHIELDING

Business hazards associated with the coronavirus pandemic	Potential risks to workers caused by hazards	Control measures
<p>Some staff may have pre-existing medical conditions which render them more susceptible to the dangers of coronavirus infection or co-habit with someone who is shielding.</p>	<p>Risk of infection of shielding members of the household of a member of staff.</p>	<p>Staff member only attends work if stringent social distancing can be adhered to; otherwise they should be encouraged to work at home.</p> <p>Leadership/Squad Leads should identify and be aware of staff who are shielding or co-habit with someone who is shielding, so they can ensure that they are given adequate protection and support to enable them to comply with government health recommendations.</p> <p>Leadership /Squad Leads should stay in touch with staff who are staying at home to ensure they are well and to prevent them from feeling isolated.</p> <p>All reviews of staff roles and safety should be non-discriminatory and take into consideration equality considerations and protected characteristics as defined under the Equality Act 2010, e.g. disabled staff. This applies to both direct and indirect discrimination.</p> <p>Reasonable adjustments must be made to avoid disabled workers being put at any disadvantage.</p> <p>Leadership should refer to existing policies regarding new and expectant mothers, e.g. entitlement to suspension on full pay if suitable safe roles cannot be found.</p>

# STAFF HEALTH AND STAFFING LEVELS

Business hazards associated with the coronavirus pandemic	Potential risks to workers caused by hazards	Control measures
<p>Low staffing hazards due to high rates of staff sickness or staff having to self-isolate themselves at home or remain at home because they are “shielded”.</p>	<p>Staff may get sick with coronavirus infection.</p> <p>People who have symptoms must “self-isolate” at home for 7 days from the start of symptoms to prevent them from passing the infection on and contributing to the overload on the NHS.</p> <p>Those who live with others and where one person has symptoms must self-isolate as a household for 14 days from the day when the first person in the house became ill. If anyone else in the household starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14-day isolation period.</p> <p>Public Health England’s report, which details disparities in risk and outcome of COVID-19 dependent on someone’s age, sex, geography, deprivation, ethnicity, occupation, inclusion health groups, existence of comorbidities and those living in care homes.</p> <p>Those who have travelled internationally have to abide by regional travel guidance in regards to self-quarantine.</p> <p>Staff are being advised to stay at home if they are “shielded”.</p> <p>Risk of not covering essential functions - first aid/fire marshals.</p> <p>Risks to health and safety as staff not trained in new procedures.</p> <p>Risk that staff with underlying health issues or those who are shielding are not identified and so measures have not been put in place to protect them.</p> <p>Risk of staff with the virus coming into office when symptoms are not clear.</p>	<p><b>The following safety arrangements should apply to staff health or staffing levels:</b></p> <ul style="list-style-type: none"> <li>• Staff who are “shielding” should not be expected to attend for work in the workplace – where possible or appropriate they should be furloughed or supported to work from home</li> <li>• Staff who are sick or self-isolating should phone immediately and inform their Squad Lead – on no account should they attend for work</li> <li>• Make sure that communications go out that no member of staff should come to work if they are self-isolating or if they have COVID-19 symptoms or if they feel unwell</li> <li>• Staff may be reallocated from nonessential parts of the organisation to essential functions or may be subject to furlough arrangements</li> <li>• Leadership should consider temporary closures or operational adjustments if staffing is reduced to unsafe levels</li> <li>• Leadership /Squad Leads should support staff who are returning to the workplace, this includes consideration of mental health and invisible disabilities</li> <li>• Max capacity in the London is 22 (15 on the 3rd floor &amp; 7 on the 6th floor).</li> </ul>

	<p>Staff's mental health has been adversely affected during the period that the office has been closed and by the COVID-19 crisis in general.</p> <p>Fire procedures are not appropriate to cover new arrangements.</p>	
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# PREMISES ACCESS AND TRAVEL

Business hazards associated with the coronavirus pandemic	Potential risks to workers caused by hazards	Control measures
<p>Staff who are required to attend for work must be given safe access to the workplace.</p>	<p>Travel to and from work may lead to greater risk of virus transmission.</p> <p>Public transport may be restricted in order to achieve social distancing on trains, buses, etc.</p> <p>Access to buildings may create a virus transmission risk if staff all seek entrance at once or are channelled through single points of entry.</p> <p>Risks may be increased for disabled staff who may have reduced options for access.</p>	<p><b>The following safety arrangements should apply to workplace access and travel arrangements:</b></p> <ul style="list-style-type: none"> <li>• Ensure that sufficient access points to the workplace are provided so that staff do not congregate at entrances and exits. This needs to be balanced against security implications</li> <li>• Landlord removed all large ground floor reception furniture allowing more space for lift queues</li> <li>• Review disabled access policies and arrangements to ensure safe entrance or exit for disabled staff</li> <li>• Use floor markings and signage at entrances and exits and introduce one-way flow systems at entry and exit points where appropriate</li> <li>• Enable flexible/staggered working arrangements so that staff can avoid travelling at peak times or all arriving or leaving at the same time</li> <li>• Provide hand sanitiser at all entrances and exits</li> <li>• Ask staff not to share cars if at all possible and limit use of any work minibuses, etc.</li> <li>• Support staff to walk or cycle to work wherever possible, e.g. providing safe bike storage, showers, lockers</li> <li>• Landlord and OM to keep a log of staff using bike storage</li> <li>• Landlord has asked all staff to take own temp before leaving for work/ arriving to the office</li> <li>• Ask staff not to use public transport if at all possible – where they do use public transport they should conform with all requirements, e.g. wearing face coverings if required, social distancing</li> <li>• In all cases non-essential travel for work purposes should be minimised.</li> </ul>

# CASES OF POSSIBLE INFECTION ON-SITE

Business hazards associated with the coronavirus pandemic	Potential risks to workers caused by hazards	Control measures
<p>People becoming unwell while on-site or a symptomatic person using a site.</p>	<p>High risk of transmission.</p> <p>Staff are not aware of BJSS' procedures (including on self-isolation and testing) should anyone display symptoms of COVID-19.</p> <p>Staff are not aware of BJSS' procedures should there be a confirmed case of COVID-19 in the office.</p> <p>Client are not aware of BJSS' procedures (including on self-isolation and testing) should anyone display symptoms of COVID-19.</p> <p>Client are not aware of BJSS' procedures should there be a confirmed case of COVID-19 in the office.</p>	<p>If a member of staff becomes unwell in the workplace with coronavirus symptoms (a new, continuous cough or a high temperature) they should be sent home and advised to follow government advice to self-isolate.</p> <p>Support regional track and trace programmes by ensuring we know who has been in our premises for preceding 14 days.</p> <p><b>The following actions should be taken within the workplace:</b></p> <ul style="list-style-type: none"> <li>• All surfaces that a symptomatic person has come into contact with must be cleaned and disinfected, especially objects visibly contaminated with body fluids and all potentially contaminated high contact areas such as toilets</li> <li>• Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids, can be cleaned thoroughly as normal</li> <li>• Cleaning staff should use disposable cloths or paper roll and a combined detergent disinfectant solution at a dilution of 1000 parts per million available chlorine</li> <li>• Cleaning staff must wear appropriate PPE</li> <li>• Waste from cleaning of areas where possible cases have been (including disposable cloths and tissues) should be "double-bagged" and tied off; it should be placed in a secure holding area for 72 hours before being disposed of in general waste</li> <li>• Cleaners will be available to provide a deep clean off the office within 24 hours</li> <li>• Refer to re-exit strategy.</li> </ul>



# BUSINESS CONTINUITY

Business hazards associated with the coronavirus pandemic	Potential risks to workers caused by hazards	Control measures
<p>Crisis management and business continuity hazards caused by the pandemic emergency.</p>	<p>The crisis threatens business continuity and ability to deliver essential services to our customers.</p>	<p>Leadership should refer to business continuity policies and procedures.</p> <p><b>After lockdown the following safety arrangements should be applied to establish business recovery:</b></p> <ul style="list-style-type: none"> <li>• Establish overall coronavirus risk management team</li> <li>• Ask all departments/projects to review and refresh business continuity plans as necessary</li> <li>• Devise appropriate business recovery plans and keep under constant review.</li> </ul>

# INFORMATION

Business hazards associated with the coronavirus pandemic	Potential risks to workers caused by hazards	Control measures
<p>Hazards caused by lack of information or inaccurate information being circulated.</p>	<p>The pandemic has been accompanied by a large amount of official guidance, some of which needs interpretation, and also by misinformation, rumour and “fake news” or “myths”. If these are allowed to gain traction within the organisation they can obscure and confuse vital health and safety measures.</p> <p>Advice on COVID19 is constantly changing, risk that staff are abiding by previous advice rather than most up to date guidance.</p>	<p><b>After lockdown the following safety arrangements should be applied to mitigate risks caused by misinformation and “fake” news:</b></p> <ul style="list-style-type: none"> <li>• To ensure the safety and wellbeing of staff business strategies must be based on accurate information and staff must be given consistent, simple and clear messages</li> <li>• Coronavirus risk management team to monitor official advice carefully and update all policies and procedures</li> <li>• Ensure senior and local leadership teams are briefed and kept up to date</li> <li>• Leadership to beware fake news and discourage the circulation of misinformation</li> <li>• Keep staff informed – key messages include the need for unwell staff or homeworking staff to stay at home, for frequent handwashing and for social distancing.</li> </ul>

# COMMUNICATION

Business hazards associated with the coronavirus pandemic	Potential risks to workers caused by hazards	Control measures
<p>Threat to effective communications.</p>	<p>The pandemic crisis threatens communications with clients/ customers/suppliers – such communications are vital in the reestablishment of business activities and procedures after lockdown.</p> <p>Existing policies on safeguarding, health and safety, fire evacuation, medical, behaviour, attendance and other policies are no longer fit for purpose in the current circumstances.</p> <p>Key stakeholders are not fully informed about changes to policies and procedures due to COVID-19, resulting in risks to health.</p>	<p><b>After lockdown the following safety arrangements should be applied to mitigate risks to communication systems:</b></p> <ul style="list-style-type: none"> <li>• Senior leadership to review all outward facing communications (e.g. on customer website) to ensure messages are consistent, clear and reflect the customer focused and socially aware values of the organisation</li> <li>• Leadership to revise communications strategies and plans</li> <li>• Devise specific plans for how and how often to communicate with clients/customers/suppliers.</li> </ul>

# CYBER SECURITY

Business hazards associated with the coronavirus pandemic	Potential risks to workers caused by hazards	Control measures
<p>Cyber-security risks.</p>	<p>Cyber-security threats often accompany a crisis, including computer viruses, phishing and scam emails and coronavirus related “ransomware”.</p> <p>With the organisation and individual staff more reliant than ever on digital communications and the internet, and with more staff working from home and using a variety of digital devices, the need to ensure the security and function of our digital systems is more important than ever.</p>	<p><b>The following safety arrangements should be applied to mitigate cyber risks:</b></p> <ul style="list-style-type: none"> <li>• Review cyber security and surveillance infrastructure and ensure that all reasonable protection is in place</li> <li>• Circulate warnings to staff and managers of any credible cyber threats, especially scam emails and text messages</li> <li>• Ensure that staff working from home and using remote working systems are covered by cyber-risk protections</li> <li>• Ensure any homeworking arrangements maintain standards of data protection and IT security</li> <li>• Ensure that existing cyber-security systems do not interfere with the availability of critical safety information and updates relating to coronavirus.</li> </ul>

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