

Covid-19 Working Arrangements Risk Assessment

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V1.2

Scope

This risk assessment covers all Pulsant premises and business operations, including working from home.

Objective

The objective of this risk assessment and resulting controls is to reduce the risk of spread of Coronavirus (Covid-19) to the lowest reasonably practicable level by taking preventative measures, and to ensure the health and safety of Pulsant staff and visitors to our premises.

Overall Business Risk Assessment

Pulsant has assessed the overall risk to the business from Covid-19 is HIGH.

That assessment considers a range of business factors including financial, legal and health and safety impacts to our staff, customers and suppliers.

As a result of that assessment, at an early stage Pulsant initiated working from home for the majority of staff who could do so. Data centre management and support staff, by the nature of their work mostly cannot work at home.

Working from Home Arrangements

The majority of Pulsant staff have the capability to work from home or an alternative location as a general business approach. Remote working policies are in place.

Working from home brings a set of specific risks, summarised as;

- Suitable Working Environment – e.g. Display Screen Equipment, Lighting, Noise and Disturbance etc.
- Fire and Electrical Safety
- Stress and Welfare
- Moving and Handling
- Slips, Trips and Falls
- Lone Working
- Information Security

All staff working from home have been asked to review the Display Screen Equipment (DSE) guidelines and provided with guidance on health and safety matters while working from home, including proper set up of a workspace, taking regular breaks and keeping in touch with colleagues.

Staff are able to request additional IT equipment, including screens, keyboards and office chairs to aid their working environment and set up at home.

Line managers are encouraged to maintain regular contact with their teams and a number of “social” virtual drop-ins have been set up that all staff can access.

It is recognised that not all staff are comfortable working from home for a variety of reasons ranging from unsuitable accommodation to stress and anxiety. Pulsant has made every effort to maintain contact with those affected staff and to identify how we can help improve things. This has included access to mental health first aiders and HR for all staff, and consideration for those people being in the first tranche to return to office working.

Data centre Arrangements

No Pulsant data centre has been closed as a result of Covid-19. Data centres continue to operate as normal, with routine maintenance tasks being carried out as much as possible.

Data centre based staff have been asked to work in social bubbles to reduce contact as much as possible with other staff members, and there has been some working from home to ensure social distancing can be more easily enforced.

Restrictions on site visitors were imposed at an early stage. Any visitor must be booked in using a calendar system to reduce the numbers of visitors on site at any time.

To further reduce the potential for virus spread, personal protective equipment (PPE), face masks and gloves have been provided at data centre sites and guidance issued on proper use and disposal.

All sites have been provided with hygiene materials, including hand sanitizer and surface wipes and guidance issued on the need for continued hand hygiene to help reduce infection spread risk.

Return to Office

There are increased risks with having office premises unoccupied for a prolonged period of time.

Weekly checks have been in place since the work from home instruction was given. Checks include the physical security and general maintenance of the site.

Risks associated with returning to the office are set out below, along with controls to mitigate those risks.

It is recognised that some staff may not be immediately able to return to the office. Reasons for this include health concerns, childcare arrangements, lack of transport/concerns over using public transport. Line managers and HR will continue to work with those individuals to support and enable them to continue to work from home as the situation requires and ensure there is limited business impact to their continued working from home.

Staff who have particular health concerns or are particularly vulnerable to Covid-19 infection have been identified. Line managers and HR are aware and will continue to work and support those individuals while the heightened risk remains and there is no business impact to their continued working from home.

A summary of activities to be carried out prior to return to office, as a result of this risk assessment are;

- A deep clean of all areas.
- A full check on facilities operation, heating/cooling, lighting, air conditioning/ventilation, kitchens, toilets, hand washing facilities etc.
- Safety checks on equipment as required – e.g. passenger lifts, cookers, kettles etc. cooling and water systems.
- Hygiene materials and PPE to be made available to all staff.
- Establishing social distancing rules – dedicated desks, no hot-desks, restrict use of meeting rooms and confined spaces, rules on use of kitchens and toilet facilities.
- Reducing visitors to site as much as possible
- More frequent cleaning
- Establishing hand and surface hygiene rules for staff and visitors.
- Staff awareness, training and signage covering hand hygiene, use of shared facilities, social distancing measures, visitors and deliveries handling.

Working from Home

Area	Risk	Control	Implementation
Environment	<p>Risk of injury from not having suitable working environment</p> <ul style="list-style-type: none"> • Display screen • Electrical Safety • Slips trips and falls • Lighting and ventilation 	<p>Display Screen Equipment (DSE) advice and guidance</p> <p>Provision of equipment where required – desk, chair, monitor etc</p> <p>Provision of guidance on safe working from home</p> <p>Equipment provided by Pulsant PAT tested</p>	Implemented
Stress & Welfare	<p>Injury from poor posture</p> <p>Tiredness and fatigue</p> <p>Mental stress – over/underworked</p> <p>Home distractions – family, childcare etc</p>	<p>DSE advice and guidance</p> <p>General working from home guidance including regular breaks</p> <p>Access to mental health first aiders</p> <p>Line manager communications/ regular “stand up” team calls</p> <p>Social – non-work drop in calls and meetings facilitated by HR</p> <p>At risk workers identified and regular contact maintained with them</p>	Implemented
Manual Handling	Injury from lifting/moving heavy items	No heavy work equipment to be taken home	Implemented
Lone Working	Risk from lone working, illness or injury going un-noticed	<p>Regular line manager and team contact</p> <p>Manager and HR contact details available to all staff</p> <p>At risk workers identified and regular contact maintained with them</p>	Implemented
General	Engagement with staff and listening to their needs and concerns	<p>Regular consultation with staff covering all of the above aspects</p> <p>Regular all staff calls led by Pulsant CEO</p>	Implemented

Information Security	Information security breaches while working from home	<p>Working from alternative location is a normal part of Pulsant operations</p> <p>Regular staff reminders on Information Security, including clear screen, use of laptop and phone, information sharing etc</p> <p>All staff Information Security training</p> <p>Virtual Private Network (VPN) implemented</p> <p>2FA used where required</p>	Implemented
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General Business Premises Risks

Area	Risk	Control	Implementation
All	Contamination and dust/dirt through lack of regular cleaning and occupation while empty	Deep cleaning of all areas prior to reoccupation	Implemented
All	Fire risk – potential build up of leaves, waste etc	<p>Ensure all areas are clear and free of waste, paper, leaves etc</p> <p>Ensure all fire exits are clear and operating as required</p> <p>Ensure all fire exit signage is in place and operating as required</p> <p>Test fire detection and alarm systems</p> <p>Check fire fighting equipment is in place as required and ready for use</p>	Implemented
Kitchens, wash hand basins, toilets, showers, air conditioning systems, water tanks and supplies	Heightened risk of legionella due to lack of use/standing water	<p>Site staff to flush toilets and run water in kitchens and wash hand basins for at least 2 minutes while doing weekly checks</p> <p>Legionella testing where required prior to reoccupation</p> <p>Liaise with landlord/facilities manager where required</p>	Implemented

All	Failure of power, lighting etc	Weekly site checks to highlight any issues Full facilities check prior to re-occupation	Implemented
All	Pest infestation	Check and reset any pest traps as required Check for signs of new infestation	Implemented
All	Contamination of surfaces	Hand washing or use of hand sanitizer upon entering the premises Use of surface decontamination wipes on work surfaces, desk, keyboard and mice prior to starting work and when finishing work Use of surface decontamination wipes in kitchen prior to use and when finished Disposal of used surface wipes in landfill waste bins Allocation of dedicated workspace/desk to an individual – no hot desks to be used Regular cleaning of high touch areas – door handles, toilets, taps etc	Implemented
All	Visitors	Reduce interaction with any visitors as much as possible – social distancing rules to be observed. Maintain at least 2 metres distance. Use intercom where possible No visitors to be allowed on site unless performing urgent maintenance. Hygiene and social distancing rules to be observed at all times	Implemented

		No prolonged exposure in confined areas with any visitors	
All	Parcels/Deliveries	<p>Reduce interaction with any delivery persons – social distancing rules to be observed. Maintain at least 2 metres distance. Use intercom where possible</p> <p>Parcels to be left untouched overnight if possible. If not possible, wipe down with surface wipes, and wash hands or use hand sanitizer immediately afterwards</p>	Implemented
All	Cross infection from other staff/visitors	<p>Maintain social distancing rules – keep at least 2 metres apart at all times</p> <p>Reduce numbers using kitchen/rest areas at any one time</p> <p>Implement surface cleaning/decontamination where required</p> <p>Restrict time spent in a confined space with another person – i.e. do not use meeting rooms if at all possible</p> <p>If meeting rooms are used, restrict numbers in the room, observe social distancing and open windows to ensure good airflow</p> <p>Staff to only use the desk allocated to them. No hot desks to be used</p> <p>Allocated desks to be set out to enforce social distancing rules – not less than 2 metres between and not facing each other</p>	Implemented

Stairwells and lifts	Contamination of touch surfaces, door handles, bell push etc	Immediate hand washing/use of hand sanitizer Regular cleaning and decontamination of high touch surfaces	Implemented
All	Provision of hygiene materials and PPE	Hygiene, cleaning materials and PPE (face masks and gloves) will be stocked at each site HR will co-ordinate reordering and restocking Site managers to ensure stock levels are maintained and items made available in an easily accessible location	Implemented
All	Provision of Personal Protective Equipment (PPE). Face masks and gloves can help reduce the risk of cross infection	PPE will be made available for use HR will co-ordinate reordering and restocking Site managers to ensure stock levels are maintained and items made available in an easily accessible location	Implemented
All	Staff mental health issues	Mental health first aiders are located throughout the company and can be accessed at any time All line managers have access to and are completing mental health first aid awareness training	Implemented
All	IT equipment failure	Office networks and IT facilities to be checked and any issues remediated prior to reoccupation	Implemented
All	Training and awareness	All staff who have been working from home to complete training and awareness of the following, prior to their return to the office: <ul style="list-style-type: none"> • Hygiene rules and provisions • Social distancing rules • Use of shared facilities – kitchens, toilets etc • Visitors, deliveries and parcel handling 	Implemented

Water coolers	Risk of contamination due to lack of use and cleaning	Remove water coolers from use until cleaned and checked by supplier	Implemented

Specific Site Risks

Axis (Maingate) and Sirius House – Shared with other companies.

Area	Risk	Control	Implementation
Shared entrance hall	Contamination of touch surfaces, door handles, bell push etc Under control of landlord	Immediate hand washing/use of hand sanitizer upon entering the office Check with landlord what cleaning arrangements are in place	Implemented
Shared lift and stairwell	Contamination of touch surfaces, door handles, bell push etc Under control of landlord	Immediate hand washing/use of hand sanitizer afterwards Regular cleaning and decontamination of high touch surfaces Restrict use of upper rooms as much as possible at Sirius House Check with landlord what cleaning arrangements are in place	Implemented
Lift	Lack of maintenance Under control of landlord	Check with landlord status of maintenance and that safety checks have been carried out prior to return to office	Implemented
Shared toilet facilities	Contamination of touch surfaces, door handles etc, which may be used by non-Pulsant personnel	Check with landlord what extra cleaning regime has been put in place Immediate hand washing/use of hand sanitizer after use Regular cleaning and decontamination of high touch surfaces	Implemented