

Covid-19 Working Arrangements Risk Assessment

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V1.5

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 our people 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 people, customers and suppliers.

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

Working from Home Arrangements

The majority of our people 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, which includes;

- 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 who are working from home have been asked to review the Display Screen Equipment (DSE) guidelines, complete a DSE assessment 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.

Our people 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 our people can access.

It is recognised that not everyone is 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 of our people who are so affected and to identify how we can help improve things. This has included access to mental health first aiders, HR support and wellbeing information for all our people. A number of wellbeing sessions have been made available to all following feedback from our people and the mental health first aid team. Consideration has been given to those who are struggling with home working/ set up and have been offered the ability to return to some of our sites at an earlier date.

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 teams have been asked to work in social bubbles to reduce contact as much as possible with others, 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.

Temperature testing procedures have been implemented at all sites for all of our people and visitors.

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 of our people may not be immediately able to return to the office for various reasons, such as health concerns, childcare arrangements and some may feel anxious around a return. Line managers and HR will ensure individuals are supported with any transition to office working. Pulsant are aware of individuals who have particular health concerns and are more vulnerable to Covid-19 infection and will continue to support those individuals while the heightened risk remains.

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.
- 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 our people and visitors.
- 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) assessment, advice and guidance.</p> <p>Provision of equipment where required – desk, chair, monitor etc</p> <p>Provision of guidance and support 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 unnoticed	<p>Regular line manager and team contact</p> <p>Manager and HR contact details available to all of our people</p> <p>At risk workers identified and regular contact maintained with them.</p>	Implemented

General	Engagement with our people and listening to their needs and concerns	Regular consultation with everyone covering all of the above aspects Regular all company-wide calls led by our CEO	Implemented
Information Security	Information security breaches while working from home	Working from alternative location is a normal part of Pulsant operations Regular reminders on Information Security, including clear screen, use of laptop and phone, information sharing etc Information Security training for all Virtual Private Network (VPN) implemented 2FA used where required.	Implemented

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	Ensure all areas are clear and free of waste, paper, leaves etc Ensure all fire exits are clear and operating as required Ensure all fire exit signage is in place and operating as required Test fire detection and alarm systems Check fire fighting equipment is in place as required and ready for use	Implemented
Kitchens, wash hand basins, toilets,	Heightened risk of legionella due to lack of use/standing water	Site teams to flush toilets and run water in kitchens and wash hand basins for at least 2 minutes while doing weekly checks	Implemented

showers, air conditioning systems, water tanks and supplies		<p>Legionella testing where required prior to reoccupation</p> <p>Liaise with landlord/facilities manager where required</p>	
All	Failure of power, lighting etc	<p>Weekly site checks to highlight any issues</p> <p>Full facilities check prior to re-occupation</p>	Implemented
All	Pest infestation	<p>Check and reset any pest traps as required</p> <p>Check for signs of new infestation</p>	Implemented
All	Contamination of surfaces	<p>Hand washing or use of hand sanitizer upon entering the premises</p> <p>Use of surface decontamination wipes on work surfaces, desk, keyboard and mice prior to starting work and when finishing work</p> <p>Use of surface decontamination wipes in kitchen prior to use and when finished</p> <p>Disposal of used surface wipes in landfill waste bins</p> <p>Allocation of dedicated workspace/desk to an individual – no hot desks to be used</p> <p>Regular cleaning of high touch areas – door handles, toilets, taps etc</p>	Implemented

All	Visitors	<p>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</p> <p>No visitors to be allowed on site unless performing essential works. Hygiene and social distancing rules to be observed at all times</p> <p>No prolonged exposure in confined areas with any visitors.</p> <p>Temperature testing for our people and visitors.</p>	Implemented
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>Wash hands or use hand sanitizer immediately after handling new parcels/deliveries.</p>	Implemented
All	Cross infection from other employees/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</p>	Implemented

		<p>open windows to ensure good airflow</p> <p>Our people are only 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> <p>Temperature testing for all employees and visitors.</p>	
Stairwells and lifts	Contamination of touch surfaces, door handles, bell push etc	<p>Immediate hand washing/use of hand sanitizer</p> <p>Regular cleaning and decontamination of high touch surfaces</p>	Implemented
All	Provision of hygiene materials and PPE	<p>Hygiene, cleaning materials and PPE (face masks and gloves) will be stocked at each site</p> <p>HR will co-ordinate reordering and restocking</p> <p>Site managers to ensure stock levels are maintained and items made available in an easily accessible location</p>	Implemented
All	Provision of Personal Protective Equipment (PPE). Face masks and gloves can help reduce the risk of cross infection	<p>PPE will be made available for use</p> <p>HR will co-ordinate reordering and restocking</p> <p>Site managers to ensure stock levels are maintained and items made available in an easily accessible location</p>	Implemented

All	Mental health issues	<p>Mental health first aiders are located throughout the company and can be accessed at any time</p> <p>All line managers have access to basic mental health first aid awareness training and HR are available at all times for assistance.</p>	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	<p>Everyone who has been working from home to complete training and awareness of the following, prior to their return to the office:</p> <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
Contact tracing	Ability to identify and inform our people and visitors should an infection of COVID be confirmed.	All visitors and everyone on site at any one time shall be recorded and records retained in line with document retention policy in the company data asset register.	Implemented

Specific Site Risks

Axis (Maingate), Sirius House and Devonshire Square – 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 that adequate 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 that adequate 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 Check with landlord that adequate cleaning arrangements are in place	Implemented
Contact tracing	Ability to trace contacts should a person be confirmed as infected with COVID	Ensure arrangements are in place to share information with other site users/occupants should an infection be confirmed.	implemented