

Introduction

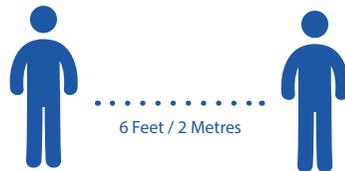
Hazard	COVID-19
Potential consequence of infection	High (death)
Likelihood of infection without control	Medium
Resulting level of risk if controls are applied	Low

Basic behaviours

It's really important for us all to follow some basic behaviours that will reduce the risk of COVID-19 transmission as much as possible. These are:



If you think you've got COVID-19 symptoms, stay at home and follow the advice on the NHS 111 coronavirus web pages



Keep up social distancing measures. Where possible, stay 2 metres away from others.



Wash your hand regularly and especially after coughing or sneezing. Wash for 20 seconds with soap and warm water, and if water is unavailable then use hand sanitiser.



Avoid touching your face, eyes and mouth as much as possible. Cough or sneeze into a tissue and throw it away. Then wash your hands

Detailed risk assessment

The risk of COVID19 in relation to :	Audience Impacted:	How we're controlling it:
<p>General areas of the building</p>	<p>Colleagues</p> <p>Customers</p> <p>Visitors</p>	<ul style="list-style-type: none"> • Each building will be individually assessed and will adhere to the COVID Secure guidelines • Social distancing measures implemented throughout and signage in place (i.e. lift restrictions) • Colleagues and customers should only come into work if they are well and no one in their household is self-isolating or unwell • HVAC guidance produced, with natural ventilation prioritised • Revised cleaning schedules with increased frequency of cleaning for touch points • Visitor and delivery management policy agreed and communicated to customers • Contractors undertaking work in our buildings during this period will be expected to adhere to our control measures; and include COVID-19 controls within their RAMS • Enhancing cleaning for busy areas

General areas of the building

Colleagues

Customers

Visitors

- **Frequent cleaning of objects and surfaces that are touched regularly including but not limited to -**
- Providing regular reminders and signage to maintain personal hygiene standards.
- Entrance door handles (both sets of doors)
- Call buttons for business intercom system
- Revising pick-up and drop-off collection points, procedures, signage and markings
- Enabling drivers to access welfare facilities when required, consistent with other guidance.
- Staircase hand rails (All staircases)
- Lift call buttons (Ground/1st floor)
- Lift internal buttons and internal rails
- Lift signage restricting occupants at any one time (Suggest no more than 2 at a time)
- Vending machines (If still in use, reception areas/1st floor landing area)
- Internal doors around the building (Once inside the office, internal door handles are our responsibility)

<p>General areas of the building</p>	<p>Colleagues</p> <p>Customers</p> <p>Visitors</p>	<ul style="list-style-type: none"> • Kitchen areas (Handles in/out of the room) • Microwaves, fridges, cutlery, kettles, dishwashers etc. (Notice on how users are expected to manage these, such as don't leave it for someone else to clean up) • Setting clear cleaning guidance for toilets (touch point cleaning process, taps, toilet flush handles, internal door handles/locks, restrictions of use such as number at any one time) • Prepared and documented plans in case cleaning required after a known or suspected case of COVID-19 at the premise. • Reporting of cases within the business and how this is passed to other tenants on site (No names required) • Sign in area reception main area, clean/used pen pots (Only those signing in for Hurstwood not for businesses as these are down to us)
<p>Disposal of face covering and gloves</p>	<p>Disposal of face covering and gloves</p>	<ul style="list-style-type: none"> • Separate bins will be provided to dispose of masks and gloves for colleagues and customers with an agreed procedure to ensure safe disposal and continued

<p>Fire safety and emergency evacuations</p>	<p>Colleagues Customers Visitors</p>	<ul style="list-style-type: none"> • As our buildings have fire detection, the reduction in footfall should have no significant difference in the risk to life • We have postponed our annual fire evacuation practices for certain buildings • Its accepted that during an evacuation, social distancing may not be maintained. Once people exit the building, they should look to return to social distancing. In busy town areas, it will be more appropriate to ask one person from each company to act as a point of contact and then ask them to disperse from the muster point, once accounted for.
<p>First Aid</p>	<p>Colleagues Customers Visitors</p>	<ul style="list-style-type: none"> • First aid provision, if available, can continue to be provided • Briefing note issues to all first aiders explaining additional steps to be taken to ensure personal safety

Hurstwood Offices

Colleagues

In Addition to the above

- We will continue to support colleagues to work from home
- Our spaces will be assessed and will adhere to COVID Secure guidelines
- Social distancing measures will be in place and signage installed
- Face to face meetings will be discouraged, but large meeting rooms will be available with capacity reduced to accommodate social distancing
- Own laptops / devices to be used, not docking stations, unless they can be safely wiped down
- Revised cleaning schedules with increased frequency for touch-points
- Access to communal areas will be restricted to a number which permits social distancing
- Colleagues have the opportunity to work flexibly, to travel into offices outside of peak times
- Colleagues advised to avoid public transport where possible

<p>Hurstwood colleagues travelling across the portfolio</p>	<p>Colleagues</p>	<ul style="list-style-type: none"> • Restrict work travel to within home region where possible • Use technology for meeting, site visits, etc. • Where sharing a vehicle is the norm, always share with the same person
<p>Teams at higher risk</p>	<p>Colleagues</p>	<ul style="list-style-type: none"> • Specifics processes have been developed for teams where there is potential for higher risk (i.e. cleaning teams and commercial viewings)
<p>Teams entering customers spaces</p>	<p>Colleagues</p>	<ul style="list-style-type: none"> • Our colleagues are empowered to make the decision on whether it is safe to enter a customer space and abide by social distancing rules • If customers have specific controls in place, our teams will always seek to adhere to them, if they don't feel they can, they'll speak to their manager
<p>Vulnerable and extremely vulnerable persons</p>	<p>Colleagues</p>	<ul style="list-style-type: none"> • Wherever possible 'clinically vulnerable' and 'clinically extremely vulnerable' people or those having to shield because of immediate family members, should work from home

Personal Protective Equipment

We have taken the decision to make the wearing of face coverings mandatory for all staff and visitors in the common areas (receptions, stair cases, landings, kitchens, toilets etc) of all our multi-tenanted business centres.

This document has been shared with various teams during its preparation for consultation purposes. We will continue to review and update the document as the situation is continually evolving, so feedback is always welcome.

Thank you