

Motability Risk Assessment Sheet

SECTION 1: CONTROL DATA

DEPARTMENT: Generic

RISK: COVID-19 - Coronavirus

LOCATION OF RISK: Warwick House/Motability

RISK ASSESSOR: Steve Wright/Beverley Densham

ASSESSMENT DATE: 26th March 2020 – reassessed on 22nd May 2020 reassessed 26th June 2020 reassessed 13th August 2020

PLANNED REASSESSMENT: Bi-Monthly and/or as subject to change within the environment

Motability recognises that it is of the utmost importance to ensure a safe working environment for all employees returning to the workplace during the COVID-19 Pandemic. We have taken, and will continue to take the necessary measures to ensure the safety of the workplace.

A risk assessment was conducted on 26th March 2020 as a result of the country having been placed in lockdown on 23rd March 2020. A number of measures were introduced to ensure the immediate safety of all those in the workplace and the decision was made that employees who could work at home should do so, with those unable to work from home to remain at home (this being the case since 23rd March 2020).

The Government released 'Working safely during COVID-19 in offices and contact centres Guidelines' on 11th May (see link below) and a project team is in the process of working through the guidelines. The purpose of this team is to ensure all the necessary objectives are met prior to the workforce returning to Warwick House.

It is deemed necessary for those employees in roles critical for business and operational continuity, safe facility management, or regulatory requirements that cannot be performed remotely to return to the office to meet the needs of our disabled beneficiaries.

A review of the work conducted by the project team was undertaken on 22nd May 2020 and good progress has been made. This review will be completed by 29th May 2020. The Health and Safety Committee, independent Health and Safety Advisor and Governor's Audit and Risk Committee have all been engaged.

<https://assets.publishing.service.gov.uk/media/5eb97e7686650c278d4496ea/working-safely-during-covid-19-offices-contact-centres-110520.pdf>

Section 2: INITIAL ASSESSMENT – 26th March 2020

Section 2: Q1 DESCRIPTION OF RISK & POTENTIAL HARM:

- **Risk** An infected person or an individual who has been in contact with an infected/asymptomatic COVID-19 person enters the workplace.

Harm: This individual could potentially transmit the virus to others and in particular those who are more vulnerable to the disease which could lead to hospitalisation. The office would be contaminated and we could see an increase in sickness absence amongst the workforce, which would have a negative effect on our ability to provide the right service to our beneficiaries.

- **Risk** An individual is asymptomatic and/or displays symptoms of COVID-19 within the workplace.
Harm: Failure to recognise or understand the symptoms of COVID-19 means an individual will not be isolated whilst at work and, therefore, could potentially transmit the virus to others and in particular those who are more vulnerable to the disease. The office would be contaminated and we could see an increase in sickness absence amongst the workforce which would have a negative effect on our ability to provide the right service to our beneficiaries. The office would need to be closed for the cleaners to undertake cleaning in line with the PHE/HSE/Government guidance regimes and would need to remain closed after the cleaning has taken place for 72 hours.
- **Risk** Staff are not aware of the self-isolation requirements or how to report them.
Harm: The individual could potentially transmit the virus to others and contaminate the office which could lead to many cases of sickness absence amongst the workforce and have a negative effect on our ability to provide the right service to our beneficiaries.
- **Risk** Staff who return to the workplace after foreign travel may have been exposed to COVID-19. These individuals may not be aware of the quarantine rules in place.
Harm: The individual who may be asymptomatic could potentially transmit the virus to others and in particular those who are more vulnerable to the disease. This could lead to contamination of the office and many cases of sickness absence amongst the workforce and have a negative effect on our ability to provide the right service to our beneficiaries.
- **Risk** Staff who are categorised as a vulnerable person may not have made HR or their line manager aware of their vulnerable person status, therefore, as an employer we are not aware of the level of risk.
Harm: Vulnerable individuals have a higher risk of severe illness from COVID-19 which could lead to many cases of sickness absence amongst the workforce and hospitalisation. This would affect our ability to provide the right service to our beneficiaries.

Section 2: Q2 WHO IS EXPOSED TO THIS RISK:

All Motability Staff, Visitors, Customers and Contractors attending Warwick House

Section 2: Q3 CONTROLS CURRENTLY IN PLACE TO MINIMISE THIS RISK

Controls have been implemented to assist us in minimising the risks noted above and thus reducing the potential harm caused by COVID-19:

Good Practice Controls:

- Avoid direct contact with people – shaking hands is not permitted
- Stop all external visitors to the office
- Introduce social distancing requirements

- Provision of PPE equipment for those required to go in the office – alcohol gel, gloves, face coverings
- Hand hygiene upon entry and exit to the building
- Stop face-to-face meetings and all non-essential travel
- Provision of hand sanitisers around the office

Education and Communication

- Prominently display signage around the office on
 - Importance of hygiene factors – regular washing of hands for 20 seconds
 - Washing hands/hand sanitisers on entry and exit of the building
 - Respiratory etiquette – use and disposal of tissues
- Communication to staff on
 - The signs and symptoms of COVID-19
 - Avoid touching your face, nose and mouth
 - Advice regarding self-isolation and protocol for reporting
 - Advice regarding quarantine following recent travel
 - Protocol for staff to follow if they develop symptoms or are diagnosed – notify line manager and stay at home

Office Protocols

- Encourage the use of video or telephone conferencing
- Not allowing people into the office/sending people home who have returned from recent trips to high risk places
- Identify a suitable location that is ventilated to isolate people who fall ill in the office
- Send people home who become unwell
- Identify all individuals who are at higher levels of risk and where possible deploy elsewhere
- Implement measures to reduce the frequency of interactions e.g. staggering lunch breaks or reducing the number of people in meeting rooms or offices

Office Cleanliness and Decontamination

- Enhance cleaning regimes in the office
 - Improved frequency
 - Use of anti-viral and anti-bacterial products
 - Regular cleaning of equipment – keyboards, mouse, printers, door release and handles
 - Regular emptying of bins

- Office deep clean process agreed when the office is ready to be used
- All touch areas should be cleaned frequently (at least daily) with water and detergent
- Chemical clean of the office in line with Governmental guidance is understood if there is an incident of COVID-19 in the office: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

Section 2: Q4 - WHAT IS OUR INITIAL ASSESSMENT OF THE RISK::

Current risk is **high**.

COVID-19 is not an understood disease and can result in major illness or even fatalities with minimal warning. At this time it is deemed likely that transmission would occur.

The office was closed on 23rd March 2020 in recognition that the risk was too high to manage at this time in line with Government guidance.

SECTION 3: THE RE-ASSESSMENT – 22nd May 2020

Section 3: Q1 AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

The risks as they were initially identified in March remain present.

In addition the following risks have been identified:

- **Risk** The proximity of desks and working practices do not allow us to observe the social distancing guidelines.
Harm: The health and safety of staff is being compromised, therefore, there is a high risk of an infected individual transmitting the virus.
- **Risk** It is not possible for all those in roles critical for business and operational continuity, safe facility management, or regulatory requirements and which cannot be performed remotely to be present and working in the office during normal working hours.
Harm: This will lessen our ability to provide the usual level of service to our beneficiaries.
- **Risk** High touch items such as such as printers, door releases, kitchens and communal areas could become a breeding ground for the virus.
Harm: Staff health and safety is compromised due to the high flow of people using such items.
- **Risk** Individuals do not observe social distancing guidelines
Harm: There is an increased risk of transmission of the virus and contamination of the office if social distancing is not adhered to.
- **Risk** Staff do not understand their own individual responsibilities when attending the office
Harm: Staff health and safety is compromised if staff are not aware of their responsibilities when attending the office.
- **Risk** Staff may feel anxious about returning to the office and could have their own individual

concerns that effect their wellbeing.

Harm: Staff may suffer with increased levels of stress which may affect their health leading to sickness absence. Increased levels of sickness absence will lessen our ability to provide the right service to our beneficiaries.

- **Risk** Desk side IT support may require the IT team to use the individuals equipment (keyboard, mouse, desks, chair, monitor etc).
Harm: Increased risk of transmission of the virus and contamination of equipment if cleanliness and social distancing rules are not adhered to.
- **Risk** Some tasks undertaken in the office are “two man jobs” and are required to be completed within a 2m distance, thus not observing the 2m social distancing requirement. These include, working at heights and 2 man+ lifts.
Harm: Increased risk of transmission of the virus and contamination of the office if social distancing is not adhered to.
- **Risk** Postal items entering the building may be contaminated with Covid-19.
Harm: This could lead to contamination of the office and many cases of sickness absence amongst the workforce and have a negative effect on our ability to provide the right service to our beneficiaries.

Section 3: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE

New controls implemented:

- Good Practice
 - Social distancing will be observed in the office and available desks will be labelled making it clear which desk an individual has been assigned. Staff will enter the office through a separate entry and exit point and will be asked to follow the one way system to avoid congestion. Communal areas that include the Atrium, kitchens and shower room have been closed.
 - Critical roles have been identified and assessed to ensure those who can work from home can do so with the appropriate computer equipment and those who cannot work remotely will be accommodated in the office.
 - If it is necessary for an individual working from home to attend the office, Facilities must be contacted so the necessary arrangements can be made in line with the Government guidelines.
 - A tracker document has been created detailing all measures taken to ensure compliance with the Government guidelines and is being used to ensure we are aligned on all guidance and shared with staff.
<https://assets.publishing.service.gov.uk/media/5eb97e7686650c278d4496ea/working-safely-during-covid-19-offices-contact-centres-110520.pdf>
 - The pool car and mini bus will not be in use or available whilst social distancing measures are in place.
 - Desk side support should be performed remotely where possible. If it is deemed necessary, the staff member needs to leave their desk so IT deskside support can undertake the necessary work (gloves will be required and cleaning of equipment at the start and end of the process, all cleaning wipes and gloves to be disposed of in the desk bin to minimise areas of contamination).
 - “Two man jobs” must only be completed if absolutely necessary; and should be undertaken by appropriately trained staff. Where possible two man + loads should be

broken down to smaller loads that can be managed by one person. Where a task has to be undertaken, face masks and gloves should be worn and the area cleared of other staff.

- Post will be received and stored in sealed bags for 72 hours prior to opening to minimise the risk of contamination. In addition, personal parcel deliveries will no longer be accepted in the office. When dealing with postal items, ensure you wear gloves or wash your hands afterwards.

- Education and Communication

- A map of the 'new office' has been created and circulated to all staff that displays the available desks and who they are assigned to, as well as a one-way system that must be followed to ensure safety.
- Staff have been informed that the communal areas are closed and this includes the Atrium, kitchens, and shower.
- Staff have been and will continue to be reminded of their responsibilities to each other to ensure safety in the office.
- Staff have been made aware there are no catering facilities/vending machines available on site and that they should bring their own food and snacks to work.
- A staff guide has been created and circulated to all staff ahead of the return to the office, this will be available via pulse and posters will be placed around the office to remind staff of their responsibilities.
- There are several options employees can use if they require support around mental health and wellbeing. The Employee Assistance programme, Healthy Minds from BUPA, offers a completely confidential service. Healthy Minds can be contacted on 0800 269 616. MIND is a mental health charity that provides advice and support. MIND runs an Infoline that provides an information and signposting service and can be contacted on 0300 123 3393. Staff can also visit <https://www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing/> to learn about 5 Steps to Mental Wellbeing. The Samaritans are also available to provide support and can be called on 116 123. A self- help app is available via <https://selfhelp.samaritans.org/>

- Office Protocols

- Office opening hours have been extended to 8.00am to 8.00pm Monday to Friday and 8.00am to 1.30pm on a Saturday to ensure that the most efficient service as possible is provided to our beneficiaries during these challenging times.
- Floor markings will be in place to make it clear to people how social distancing should be maintained.
- Where it is not always possible to observe social distancing, perspex screens will be used e.g. corner desks or desks close to a walk way.
- Two shift patterns will be implemented to allow the maximum use of desk space and to accommodate staff whose roles are business critical and unable to work from home.
- The shift patterns will be for a maximum of 5.5 hours which will minimise the use of breakout areas whilst minimising the number of staff onsite.
- The commencement and ending of shifts will be staggered to avoid congestion at the entry and exit points to the building.
- Bottled water will be provided for all staff at the entry point at the office at each shift.

- Office Cleanliness and Decontamination

- A deep clean will be undertaken prior to the reopening of the office
- Cleaners will be onsite throughout the day from 8.00am to 8.00pm and regular cleaning will be undertaken as well as during 1.30pm to 2.30pm to ensure the office is safe for the afternoon shift
- A thorough office clean will be undertaken every day between 8.00pm and 9.30pm
- The areas of key vulnerability that include door handles, printers, toilets etc. will be

- cleaned regularly throughout the day and a full audit trail will be produced
- The sharing of desks (and therefore equipment – mouse, keyboards and phones) will be kept to an absolute minimum to reduce the levels of cross contamination, and it is important to note desks will be allocated to staff before they attend the office.
- Additional hand sanitiser units will be installed around the office.

The controls listed above in section 2 will where applicable remain in place:

- Individuals who are able to work from home will continue to do so.
- Staff should notify HR or their line manager if they or anyone in their household displays symptoms of COVID-19. If it is thought that the office is contaminated the appropriate cleaning regime would be undertaken.
- Staff will be reminded of the need to comply with hygiene requirements such as hand washing and the availability of hand sanitisers.
- Social distancing requirements will remain in place that include no contact meetings, no handshakes and video conferencing or calls should be made to contact colleagues, third parties etc.
- The appropriate guidance must be followed if an individual becomes unwell at work.
- Communication will continue and individuals' questions responded to and well as directions on where to obtain further guidance on COVID-19.

Section 3: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED

Additional controls have been implemented to create a safe working environment that is aligned to the Government Guidelines released on 11th May 2020 'Working safely during COVID-19 in offices and contact centres', reducing the likelihood to possible rather than likely. In addition, the awareness of COVID-19 is better understood now as people know how to protect themselves and are aware that people can recover from COVID-19.

The risk has been reduced to **medium**.

We should continue to monitor the guidance being provided and the office environment to ensure we react accordingly.

Section 3: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT

Beverley Densham – Facilities Manager
 Steve Wright – Operational Team Leader
 Cheryl Hodgson – Risk Controls and Compliance Manager
 Paul Venter - Independent Health and Safety Advisor
 Health and Safety Committee
 Barry Le Grys – Chief Executive Officer

SECTION 4: FURTHER RE-ASSESSMENT – 26th June 2020

Section 4: Q1 AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

Further Government guidance has been issued regarding working safely in offices and contact centres. As a result we have updated this risk assessment.

- **Risk** Postal items are quarantined for 72 hours before opening. Safety measures are in place when they are opened. Staff have queried if the 72 hour quarantine period is required to maintain safety of employees? Any post arriving at hme is just opened as it arrives, this quarantine is causing delays to the recovery period for Charitable Operations.
Harm: It was considered that post may be contaminated and this could lead to contamination of the office, many cases of sickness absence amongst the workforce and have a negative effect on our ability to provide the right service to our beneficiaries. The employees opening the post are following the safety measures after 72 hours – wearing gloves, frequently washing hands or using sanitiser.
- **Risk** Where working from home is not possible, workplaces should make every reasonable effort to comply with social distancing guidelines set out by the government (2m, or 1m with risk mitigation where 2m is not viable). With 2m social distancing the key business activity is running at 75-80% of capacity, using shift patterns.
Harm: Reducing the social distancing requirement from 2m to 1m will compromise the health and safety of staff, if further mitigations are not implemented.

Section 4: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE

No additional controls have been implemented in response to the request to open post as it arrives in the office. We have considered the request to relax the 72 hours post quarantine period. The question was raised by those staff members dealing with the post and after consideration it is believed that providing the post continues to be opened using gloves and we continue to observe other mitigations such as frequency of washing hands and using hand gel and minimising contact with numerous people for post items, there is no additional risk to staff. As post is opened, the envelope can be disposed of. We have therefore relaxed the rule to hold post for 72 hours prior to opening.

Motability have considered the guidance and the reduction in social distancing for desk requirements in the office. The requirement being to maximise the available resource to meet the customer demand, and the following controls are being implemented:

Good Practice

- Desks will be allocated using a diagonal approach, avoiding face-to-face seating and side-to-side seating.
- Minimal desk sharing will be required, where desks will be shared, these will be cleaned between usage.
- Desk allocation has also taken into account that the one way system in the office remains in operation.

Education and Communication

- Communications will be circulated to all staff ahead of any changes, a new map will be shared with desk allocation noted, reminder of the one way system and the reverting of toilets back to male and female. The signage noting the availability of toilets will be shared.
- The new larger kitchen will be operational, for 3-4 staff at any one time. Staff will be responsible for bringing any utensils for their lunch or snacks, these will not be provided.

Office Protocols

- Perspex screens will be used as a protective barrier where desks are near walkways or common areas, such as printers.
- Bathrooms will revert back to male and female as per the signage, the useable facilities will be clearly identifiable in each bathroom to maintain social distancing rules. .
- The new large kitchen area in the Atrium will be available for staff use – fridges and the hot drink vending machine will be available with disposable cups. Microwaves and the zip taps will continue to be out of use.
- 2m social distancing is still to be encouraged around the office.

Office Cleanliness

- Any cups/mugs or glasses used will be personal ones and they will be required to be washed by the user, dishwashers will not be in use.
- Cleaning rota will be reviewed to incorporate the cleaning of the high touch kitchen areas on an hourly basis and more frequently during the lunchtime period.

All controls listed above in previous sections remain in place where applicable.

Section 4: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED

The level of risk remains unchanged – we continue to work in accordance with the Government guidance. The above mitigations have been implemented to ensure we continue to minimise the risk wherever possible.

Section 4: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT

Beverley Densham – Facilities Manager
 Steve Wright – Operational Team Leader
 Cheryl Hodgson – Risk Controls and Compliance Manager
 Paul Venter - Independent Health and Safety Advisor
 Health and Safety Committee
 Barry Le Grys – Chief Executive Officer

SECTION 5: FURTHER RE-ASSESSMENT – 13th August 2020

Section 5: Q1 AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

The risks in respect of Covid-19 has not changed, the guidance has included further groups of people that may be at more risk of being infected and/or an adverse outcome if infected. The higher-risk groups include those who:

- are older males
- have a high body mass index (BMI)
- have health conditions such as diabetes
- are from some Black, Asian or minority ethnicity (BAME) backgrounds.

Motability acknowledge this update and will address these groups in line with other vulnerable people.

The remainder of the guidance is unchanged, however the organisation needs to accommodate more staff in the office environment and create more collaborative space in order that we can operate effectively.

This re-assessment is reviewing the mitigations we will introduce to ensure the safety of all staff is

maintained with respect to Covid-19 and ensure we remain in line with the latest government guidance.

Motability's support functions (Comms, Finance, HR, Exec Support) that have worked remotely during the Covid-19 pandemic are now looking to return to work on a rota basis and as such there will be more people in the office. The reasons for this are two fold (i) to assist with the mental wellbeing of staff who are missing the office environment and struggling with remote working (ii) to create the new "Business as Usual" environment and practices as this is likely to be a long term requirement.

In addition, there is a need for collaborative working space for personal development reviews – one to one meetings between staff and their line managers, and other BAU discussions and Motability would like to ensure these are conducted within the government guidelines and in secure environments rather than outdoor public space.

Both of these required an additional number of desks to be found to accommodate the ChOps team who cannot complete their roles working from home, but whilst also recognising our responsibilities to other staff.

In addition, those staff who were shielding have now returned to the office, following a visit to ensure they are satisfied with the measures implemented.

Furthermore, for business continuity there is a need for some visitors to attend the office in order that we can continue to operate and conduct interviews etc and therefore measures need to be implemented to ensure the safety of all visitors and our employees.

Risk – Continuing to work remotely is impacting on the mental health and wellbeing of some employees. As a responsible employer, Motability recognise the need to address this for those employees.

Harm: Increasing the number of people in the office will make social distancing more of an issue and require desk allocation to be reviewed with the need to reduce from 2m to 1m+ mitigations to maintain health and safety of all employees.

Risk – Collaborative working space to allow people to hold face to face meetings. Face to face meetings are currently not permitted, however there are issues with holding private one to one discussions in an open office environment.

Harm: Face to face meetings increase the risk of spreading the virus, and therefore these should be kept to a minimum and only held with 2m social distancing or 1m+ mitigations to minimise the exposure to the risk.

Risk – Motability have some staff who have shielded throughout the pandemic and recently returned to the office environment as their roles cannot be fully completed from home.

Harm: These staff are more vulnerable to the Covid-19 virus and therefore we have a responsibility to them, therefore if we are looking to reduce social distancing with desk allocation, these members of staff will be considered separately.

Risk – Government guidance has highlighted additional groups of people who may be at a higher risk of an adverse outcome if infected with Covid-19.

Harm: Motability recognise these additional groups and include as vulnerable – ensuring that additional mitigations are implemented for these individuals, these members of staff will be considered separately.

Risk – Visitors to the office have been prohibited to date, however there is a need for some meetings to now go ahead for business continuity and interview purposes.

Harm: Allowing visitors to the office will increase the number of people within the office and also the risk of contamination and spread as meetings will occur face to face.

Collaborative Working Spaces

Good Practice

- All meeting rooms have been assessed to determine **maximum** occupancy with 1m+ when sitting side by side. Where fewer people are involved, 2m spacing can be adhered to and this will allow face to face discussions to occur – such as one to one personal development discussions.
- Meeting room 1 = maximum 3 people (remains unavailable at this time)
- Meeting room 2 = Maximum 5 people (remains unavailable at this time)
- Meeting room 3 = Maximum 5 people (remains unavailable at this time)
- Meeting room 4 = Maximum 5 people (remains unavailable at this time)
- Meeting room 5 = Maximum 5 people
- Meeting room 6 = Maximum 5 people
- Meeting rooms 3 + 4 = Maximum 7 people (remains unavailable at this time)
- Meeting rooms 5 + 6 = Maximum 9 people

- Meeting rooms 5+6 will be made available for these collaborative discussions at this time as they offer the greatest potential to accommodate different scenarios. They can be booked as single rooms or as one large room. All other meeting rooms remain in use for desk overflow and are NOT available for collaborative use.

- Meeting rooms will be cleaned between each meeting and therefore cannot be booked back to back to allow for the cleaners to perform their duties.

- Meeting rooms HAVE to be booked in advance and should not be used if a booking has not been made with Facilities. This would mean it is unknown if the meeting room requires cleaning.

Education and Communication

- Communications will be circulated with all staff ahead of meeting rooms being made to advise of the conditions of use. These will also be made available on pulse.

Office Protocols

- 2m social distancing is to be encouraged where possible, if this is not possible, meetings will take the form of side by side and will be 1m+.
- Meeting rooms HAVE to be booked with Facilities who will liaise with the cleaners to incorporate the cleaning in their rotas.
- Meeting rooms will not be used to accommodate more than the maximum number of people.
- Meeting rooms will have signage outside to advise the bookings made via Facilities and when the rooms have been cleaned.

Office Cleanliness

- Cleaners will incorporate the meeting room cleaning into their daily rota.

- The meeting rooms will all be equipped with masks, hand sanitisers and anti-bacterial wipes so that users can hand sanitise upon entry, wear a mask if preferred and desks can be wiped if needed.

Returning support function desks back to those departments and reallocating of desk space to ChOps team.

Good Practice

- To accommodate the additional staff in the office Motability will revise the 2m social distancing and will introduce 1m+ with mitigations for a number of desks. Where desks and therefore staff are less than 2m apart they will have Perspex screens in place. Perspex screens are being used to allow desks to be allocated for face to face working, however staff will still be 2m apart from their neighbours and when working face to face, distances will be at least 1.8m with the Perspex screen as an additional mitigation.
- Where staff have the ergonomic stand and rise desks, these will require higher screens to accommodate the standing height of the desk and create the required mitigation as detailed in the above point to allow face to face working.
- Desks will be allocated to the ChOps team resulting in minimal necessity for desk sharing to take place. Other departments have a select number of desks that will be allocated by rota to the teams. This may result in a desk being used by multiple staff members, however they will be on different days and desks will continue to be cleaned on a daily basis.

Education and Communication

- Regular communications are circulated to all staff to remind them of the 2m social distancing to be adhered to in the office.
- Due to the increase in staff numbers, a new office map will be shared with desk allocation noted and a reminder of the one way system. Heads of departments will be responsible for ensuring their staff are aware and adhere to the rules in place.

Office Protocols

- Perspex screens will be used on all desks where face to face working is to occur, if there are no Perspex screens those desks should not be used for face to face working.
- All departments have rotas in place to utilise the desks across their departments and desk should be used across the departments.
- The new kitchen will be available for use, with a maximum of 4 people at one time. In addition to the vending machine, one zip tap will be available for use. Antibacterial wipes will be provided to wipe after use.

Office Cleanliness

- Desks, Perspex screens and equipment will continue to be cleaned on a daily basis, to minimise contamination between users.

Shielding employees and the additional groups highlighted in the guidance as deemed to be at higher risk.

Good Practice

- Any members of staff who have shielded throughout the Covid-19 pandemic and have returned to the office will be considered vulnerable and will continue to have 2m social distancing in place when allocating desk space to them.
- Any members of staff who are impacted by the amended guidelines will be considered as vulnerable individuals and will continue to have 2m social distancing in place when allocating desk space to them.

Education and communication

- Communication piece to ensure that any line managers are able to indicate those deemed to be at risk and they can be accommodated with ease. Clear line of communication so that staff can raise with line managers if they wish to be considered as vulnerable.

Visitors to the office.

Good Practice

- Any visitor to the office has to be planned in advance and advised to Facilities ahead of the meeting to ensure there is suitable space for a meeting to occur. If meeting space is not available the meeting will be rescheduled.
- Visitors will enter the building via the Facilities department as the main reception remains closed, where they will be signed in and provided with a visitor sticker to wear during their visit.
- Visitors will exit the building at the rear, as per the one way system. The Motability representative will need to walk round with them to the Facilities entrance and sign out the visitor with the Facilities team.
- All visitors will be escorted around the building by their Motability representative. They will be asked to comply with the measures Motability have in place and will not be left unattended during their visit.
- Visitors will not be escorted through the open office to limit the risk of contamination to all employees.

Education and Communication

- Guidance will be communicated to all staff regarding visitor's onsite, to ensure they are booked in appropriately and understand the measures they need to comply with.
- All visitors will be notified in advance of the procedures to be followed during a visit to the Motability offices, including how to access the building.

Office Protocols

- Refreshments will be available in the meeting rooms for visitors reducing the need to leave unattended guests.
- The meeting rooms will all be equipped with masks, hand sanitisers and anti-bacterial wipes so that visitors can hand sanitise upon entry, wear a mask if preferred and desks can be wiped if needed.

Office Cleanliness

- Meeting rooms will be cleaned between uses, therefore all meetings have to be booked in with Facilities to ensure these are included in the cleaning rotas.

All controls and mitigations listed above in previous risk reviews remain in place where applicable.

Section 5: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED

The risk exposure remains unchanged – Motability continue to monitor the Government guidance and address the risks in line with the guidance.

The above mitigations have been implemented to ensure we remain aligned to the guidance and operational.

Section 5: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT

Cheryl Hodgson – Risk Controls and Compliance Manager
 Steve Wright – Operational Team Leader
 Paul Venter - Independent Health and Safety Advisor
 Health and Safety Committee
 Barry Le Grys – Chief Executive Officer

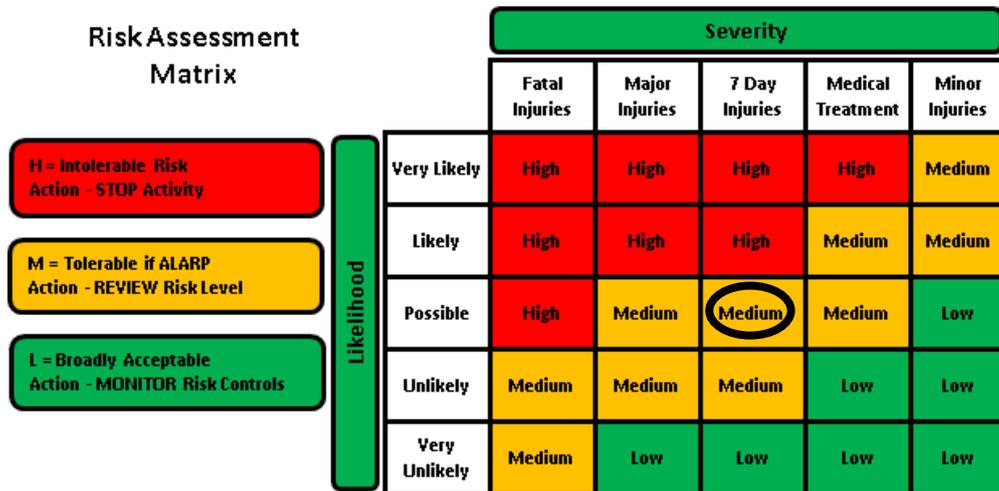
SECTION 5: FURTHER RE-ASSESSMENT – DATE

Section 6: Q1 AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

Section 6: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE

Section 6: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED

Section 6: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT



This Initial Risk Assessment is High

Assessors Name:	Signed:	Date
CEO Barry Le Grys MBE	Signed: <i>Barry Le Grys</i>	Date:
Facilities Office:	Signed:	Date

This Re-Assessment of Risk is Medium

Assessors Name: Beverley Densham Facilities Management Consultant (Interim)	Signed:	Date 21 August 2020
CEO Barry Le Grys MBE	Signed: <i>Barry Le Grys</i>	Date: 21 August 2020
Facilities Office:	Signed:	Date

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