

Motability Risk Assessment Sheet

RISK ASSESSOR: Michelle Pewter/Cheryl Hodgson

SECTION 1: CONTROL DATA

DEPARTMENT: Generic

RISK: COVID-19 - Coronavirus

LOCATION OF RISK: Warwick House/Motability

ASSESSMENT DATE: 26 March 2020 – reassessed on 22 May 2020 reassessed 26 June 2020 reassessed 13 August 2020 reassessed 3 November 2020 reassessed 5 January 2021 reassessed 26 March 2021 reassessed 27 April 2021 reassessed 2 July 2021 reassessed 1 August 2021 21 December 2021 reassessed 26 January 2022, reassessed 22 February 2022, reassessed 30 May 2022

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 26 March 2020 as a result of the country having been placed in lockdown on 23 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 23 March 2020).

The Government released 'Working safely during COVID-19 in offices and contact centres Guidelines' on 11 May (see link below) and a project team worked through the guidelines and continues to do so. The purpose of this team is to ensure all the necessary objectives are considered to minimise any risks 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 22 May 2020 and good progress has been made. This review was completed by 29 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>

Motability have continued to review their response to the Covid-19 pandemic to ensure the safety of staff in light of the updated guidance and ever-changing environment.

Further assessments have taken place

- 26 June 2020 – Further guidance meant we needed to reconsider postal measures and also the social distancing and mitigations for bringing staff back to the office who were unable to work remotely.

- 13 August 2020 - The risk in respect of Covid-19 has not changed, however the guidance has included further groups of people that may be at more risk of being infected and/or an adverse outcome if infected.
In addition, the organisation needs to accommodate more staff in the office environment and create more collaborative space in order that we can operate effectively.
- 3 November 2020 – The country has been placed into another lockdown for a minimum of 4 weeks, the reassessment is to ensure we are compliant with the rules and guidance introduced as part of the lockdown as some roles cannot be performed remotely or the mental health and physical wellbeing of staff means they need to work in the office environment rather than remotely.
- 5 January 2021 – England was placed into lockdown, as were Wales, Scotland and Northern Ireland (which impacts us due to field team visits). The reassessment is to ensure we are compliant with the varying rules across the UK and recognise the responsibilities placed on employers.
- 26 March 2021 – Due to the reduction in Covid cases and the roll out of the vaccination programme, the UK government is easing restrictions and from the 29th March the stay at home order will be lifted and guidance to work from home when you can will replace this. Motability are as a result looking to accommodate more staff in the office environment and create collaborative working space so we can operate effectively in training our newly appointed employees.
- 27 April 2021 – Restrictions are being lifted by UK government, with a view to greater attendance in the office environment and the need for Atrium Caterers to resume duties.
- 2 July 2021 - The Covid-19 virus has a new strain (Delta variant) which is more transmissible and infection rates have increased. Government guidance is unchanged, however the full lifting of lockdown has been delayed until at least 19 July 2021. As an organisation we continue to need to accommodate staff in the office environment and create collaborative space in order that we can operate effectively.
- 1 August 2021 – The government lifted all of the legal restrictions for Covid-19 for the public on 19th July 2021, the legal responsibilities for business' to continue to keep their offices COVID-19 secure remains. Due to the building works on site Motability decided that no changes to their offices would take place until 2 August 2021.
- 21 December 2021 – The government announcement the move to the COVID-19 winter plan B on 8 December 2021. New guidance to work from home if you can was included within this. In addition to this a fast rise in cases has been seen following the omicron variant.
- 26 January 2022 – The government lifted all of the legal restrictions for COVID-19 associated with winter plan B, the legal responsibilities for business' to continue to keep their offices COVID-19 secure remains.
- 22 February 2022 – The government have announced that all remaining domestic restrictions will be lifted in a phased approach.
- 30 May 2022 – The government lifted all remaining restrictions on 24 February 2022, with the publication of the “living with COVID plan” the government is instead asking the public to practice specific safe and responsible behaviours as the primary means to stopping the virus. On 1 April 2022 the government replaced the “working safely during coronavirus COVID 19 Offices and Contact Centres” guidance. “reducing the spread of respiratory infections, including COVID-19, in the workplace” guidance and “guidance for people with symptoms of a respiratory infection such as COVID-19” replaced the old guidance.

Guidance - <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

Guidance - <https://www.gov.uk/guidance/working-safely-during-covid-19/offices-factories-and-labs>

Guidance - <https://www.gov.uk/guidance/reducing-the-spread-of-respiratory-infections-including-covid-19-in-the-workplace>

Guidance - <https://www.gov.uk/guidance/people-with-symptoms-of-a-respiratory-infection-including-covid-19>

Section 2: INITIAL ASSESSMENT – 26 March 2020

Section 2: Q1 DESCRIPTION OF RISK AND 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

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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 23 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 – 22 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 abence 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, deks, 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 (manual handling).
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 desk side 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 of 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 Gryns – Chief Executive Officer

SECTION 4: FURTHER RE-ASSESSMENT – 26 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 home 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:

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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 a maximum of 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 Gryns – 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 have 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, complete maintenance, 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.

Section 5: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE

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.
- Any contractors will need to supply a copy of their Covid-19 Risk Assessment for review.

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 use, 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.

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 6: FURTHER RE-ASSESSMENT – 3 November 2020

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

The risk specifically has not changed for Motability, however there has been a 4 week lockdown announced beginning from Thursday 5 November 2020 and as a result this will mean more staff will be working remotely to meet the Government guidance in place.

All staff will be required to work from home for the duration of the lockdown period. The office will remain available to accommodate the following very specific scenarios:

1. Where essential activities require a physical presence in the office to be undertaken, for example, eligibility checking, issuing of cheques, maintaining the building or our equipment.
2. Where there would be a significant impact on an individual's mental wellbeing to work from home and therefore they require to be in the office on a full-time basis.
3. Where there would be a significant impact on an individual's physical wellbeing to work from home and therefore they require to be in the office on a full-time basis, for example due to complex desk requirements, and these are best accommodated in the office.

A detailed list of those affected by the above scenarios has been drafted. It supports the specific reasons why an employee is required to attend the office during the lockdown and it is available on request by HSE.

Risk - Guidance is not followed in respect of employees working remotely where feasible.

Harm - Employees are still attending the office with the potential to spread the virus.

Risk – Motability do not recognise their responsibility as an employer for the physical and mental health and wellbeing of employees.

Harm – Remote working is not for everyone, there is the potential that employees are not supported with their physical and mental health and wellbeing needs in the lockdown if they are forced to work remotely.

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

National Lockdown.

Good Practice

- All employees have been asked to work remotely where possible.
- Homeworking assessments have now been completed by all employees to ensure they have a safe working environment in which to work at home. Where necessary appropriate equipment has been provided to assist with remote working.
- Assessments and discussions have been undertaken with all staff to understand if their roles can be undertaken remotely or if there are elements which need to be performed from the office.
- Assessments and discussions have been undertaken with all staff to understand their physical and mental health and wellbeing requirements of another lockdown.

Education and Communication

- Communication has been circulated to all staff explaining the position regarding the lockdown and what is expected of them.

- A record has been retained to support why specific roles and employees are required or will be attending the office during this period.

Office Protocols

- A number of measures have been introduced at Motability to ensure a safe working environment for all staff, all measures introduced to date will continue in place – for example, one way systems, 2m social distancing, perspex screens.
- A register of attendance will continue to be taken to ensure we can supply the information to track and trace should it be required.
- Procedures for contractors in the office will continue.

Office Cleanliness

- The office cleaning regime will continue in place whilst the office is in use.

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

Section 6: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED

The risk exposure remains unchanged at medium risk – Motability have amended the risk assessment in line with the National lockdown in England and continue to monitor the Government guidance and address the risks in line with the guidance. There is a risk of fatal injuries, however due to all the measures implemented this is unlikely.

The above mitigations ensure we remain aligned to the guidance and can continue to operate specific tasks which cannot be performed remotely.

Section 6: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT

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

SECTION 7: FURTHER RE-ASSESSMENT – 5 January 2021

Section 7: Q1 AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

The Covid-19 virus has a new strain which is more transmissible and infection rates have increased. As a result the country has been placed back into a national lockdown to minimise the spread of the virus.

The risk of transmission has therefore increased and Motability have reassessed the measures in place to ensure they remain appropriate and will implement further mitigations where necessary.

As with the previous lockdown in November 2020, the office will remain available to accommodate specific scenarios:

- Where essential activities require a physical presence in the office to be undertaken, for example, eligibility checking, issuing of cheques, maintaining the building or our equipment.
- Where there would be a significant impact on an individual's mental wellbeing to work from home and therefore they require to be in the office on a full-time basis.
- Where there would be a significant impact on an individual's physical wellbeing to work from home and therefore they require to be in the office on a full-time basis, for example due to complex desk requirements, and these are best accommodated in the office.

A detailed list of those attending the office due to meeting the above scenarios has been collated and will continue to be maintained. It supports the specific reasons why an employee is required to attend the office during the lockdown and it is available upon request by HSE.

In addition, the office redesign is due to commence in January and therefore the office will be open to the contractors undertaking this work. They have submitted their risk assessment for Covid-19 to Motability and this has been reviewed, assessed and approved by Construction Design Manager (CDM).

Motability have reviewed and updated their Health and Safety Policies in respect of Covid-19.

Positive Covid cases in the office

Prior to Christmas, Motability was informed of members of staff who had tested positive and had previously visited the office. Motability has addressed this with Public Health England and the local authority in line with guidelines.

Risk – Motability identify multiple positive cases in the office.

Harm – Increased exposure for staff in the office environment with the infected cases.

Risk – The office environment assists in the transmission of the virus.

Harm – Virus transmission can be increased due to office practices

Notification of close contact with a positive Covid case

Responsibility for notifying staff if they have been in close contact with someone identified with a positive case has passed to the employer. This is considered to be quicker than using the NHS track and trace system.

Risk – A positive case is identified in the office and Motability cannot identify close contacts.

Harm – Employees are not made aware of their exposure to a positive case of the virus for a number of days.

Contractors

The office redesign work is due to continue from 18th January 2021.

Risk – Contractors attend site and do not comply with the Covid regulations in place at Warwick House.

Harm – Contractors attending the office and may spread the Covid virus.

National Lockdown

Risk – There are changes in guidance in respect of lockdown at Warwick House.

Harm – Motability are not complaint with Government guidance.

Risk – Any new employees to Motability are not up to speed with Covid controls implemented.

Harm – New employees do not comply with the measures implemented increasing risk of transmission.

First Aiders and Health and Safety Policies

Risk – Motability has responded to new Covid guidance but this is not aligned to Motability Health and Safety Policies.

Harm – Employees do not comply with the correct Health and Safety Policies.

Section 7: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE

Positive Covid cases in the Office

Good Practice

- A review of office practices was undertaken to determine if they are appropriate or if there is anything further to be done.
- Motability had a review of the ventilation system to ensure it was working efficiently. The system does not recirculate the air; dedicated air handling units push fresh air into the office via a duct and fan coil system, a large fan then removes old air in the ceiling void from the office. The system was not operating at full capacity in one area of the office and therefore we have relocated any staff in this area. This work will be undertaken as part of the office redesign work.
- As there is a risk that social distancing may not be strictly adhered to when moving around the office, masks are required to be worn when walking around the office, i.e. when not sitting at your desk.

Education and Communication

- The process for reporting Covid cases was reissued to all staff prior to Christmas, to ensure they know who to update and when.
- The one way system in the office has been revised to reduce footfall through multiple departments by all staff. Communication has been circulated regarding the update, in addition it has been clearly marked out.
- Communication has been shared with all staff on the measures introduced (below) to continue using the kitchen.

Office Protocol

- Additional measures to be implemented in order to keep the kitchen available for use:
 - Only 1 person to use the kitchen at a time

- Staff should wear masks when in the kitchen
- Staff are to apply hand sanitiser upon entry and exit – this will be placed outside the kitchen
- Staff will use the antibacterial wipes available to wipe down common touchpoints
- Face to face meetings are not permitted, therefore meeting rooms have been closed.
- Visitors to Motability are prohibited unless they are attending in a contractor or essential business needs role, this will be reconsidered when lockdown has been lifted.
- CST cannot perform their role remotely due to DWP access and therefore they have been divided into two support bubbles, which operate fortnightly rotas, ensuring they are able to continue operating safely in the office.

Office Cleanliness

- The office was closed for an additional day following the festive break in order that a thorough clean of the office could be undertaken by a Covid Certified cleaner – with a certificate supplied to support this.
- Touchpoints and high use items and areas are regularly cleaned, in addition antibacterial wipes are also made available for surfaces to be wiped by each user if they wish.

Notification of close contact with a positive Covid case

Good Practice

- A register of office attendance is maintained and managed by Facilities.

Education and Communication

- HR and line managers have been advised of the additional questions that are required to be asked of anyone who reports a Covid positive case.
- Staff are reminded of the rules in the office and notified that they will be asked to identify anyone they have been in close contact with. (Close contact means having face to face contact with someone less than 1m away, spending more than 15 minutes within 2m of someone or travelling in a car or small vehicle with someone.)

Office Protocol

- Staff are to notify when reporting a positive case of Covid if they have had close contact (see above) with anyone in the office.
- HR/Facilities Manager will notify anyone who has been identified as having had close contact with someone in the office (they are not permitted to identify the individual just that they are required to isolate).

Contractors

Good Practice

- Contractors are to continue to submit a copy of their Covid-19 risk assessment to Motability for review.
- The Covid-19 risk assessments will continue to be reviewed and assessed by the CDM throughout the project.

- Motability have updated their permit to work and access to work policies and forms to comply with Covid-19 regulations.

Education and Communication

- Contractors will be notified of the measures implemented by Motability in the office environment and are expected to comply with all of these.

Office Protocols

- Contractors are required to sign in and out of the office with the facilities team each day in order that we have a record for track and trace.
- Contractors working as part of the office refurb are required to keep their own register of staff that will be shared with Motability if necessary.

National Lockdown

All measures implemented in November as a result of the second lockdown will continue to apply here.

Good Practice

- Continue to manage staff and maintain a register of those who are required to attend the office rather than work remotely in accordance with the rules set out above. This will be made available to HSE for review, upon request.
- Motability are working with all staff impacted by the closure of schools to minimise stress and anxiety, but also maintain operating effectiveness.

Education and Communication

- A reminder of Motability's position in respect of Lockdown was circulated to all staff just prior to the festive break.

Office Protocols

- Motability have ceased all field team visits whilst the current lockdowns across England and the devolved nations remain in place.
- Stress Risk Assessments have been updated across the business and highlight areas which are more at risk of anxiety and stress as a result of Covid.
- New Starter Health and Safety Inductions have been updated to include Covid-19 measures.

Office Cleanliness

- The office will continue to be cleaned on a daily basis with common touchpoints addressed regularly throughout the day.

First Aiders and Health and Safety Policies

Good Practice

- Motability have reviewed and updated all Health and Safety Policies impacted by Covid-19.

- All first aid trained staff have been contacted and provided with updated guidance of how to deal with scenarios in Covid times.

All first aid trained staff have been supplied with PPE and can obtain more from the first aid room as required.

Section 7: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED

The risk remains a medium risk. Motability have recognised their responsibilities in respect of minimising exposure to Covid and have implemented mitigations where necessary.

Section 7: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT

- Michelle Pewter – Facilities Manager
- Cheryl Hodgson – Risk Controls and Compliance Manager
- Barry Le Grys – Chief Executive Officer
- Paul Venter – Independent Health and Safety Advisor

SECTION 8: FURTHER RE-ASSESSMENT – 26 March 2021

Section 8: Q1 AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

The risk in respect to COVID 19 specifically has not changed for Motability. Due to a decrease in the number of cases throughout the UK and the roll out of the vaccination programme, the stay at home order from the government will be lifted from the 29 March and guidance to work from home when you can will replace this.

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.

Motability's staff that have worked remotely during the recent Covid-19 lockdown 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.

Those staff who were shielding now have the option to return to the office.

A new GET team have been employed to work within Ch.Ops, training for this team will need to take place in closed rooms on site.

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.

This re-assessment has been written in consultation with the COVID 19 working group and will be communicated to staff via Motability's website, internal intranet and back to work communications.

In addition, there is a need for collaborative working space and for limited visitors to attend the office in order that we can continue to operate, complete maintenance, conduct interviews etc. and therefore measures need to be implemented to ensure the safety of all visitors and employees.

Furthermore, employees will now be able to book the Motability staff pool car/minibus service to and from the station at the beginning and end of each working day

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, the top five priority groups as identified by the government have now been offered the first dose of the COVID 19 vaccination.

Risk – Visitors to the office have been prohibited during lockdown, 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.

Risk – Staff from different households will be traveling in the same vehicle during the morning and evening pool car/minibus runs.

Harm: Having different households travelling in the same vehicle may increase the risk of spreading the virus, and therefore can only take place with limited capacity and with 2m social distancing or 1m+ mitigations to minimise the exposure to risk.

Risk – GET new starters and trainers will be allocated desk space within the training room and meeting rooms one and two.

Harm: Face to face training increase the risk of spreading the virus, the desks spaces within the allocated rooms will be set with 2m social distancing or 1m+ mitigations to minimise exposure to risk.

Risk – Atrium area will be reopened for staff to eat food brought with them to the office.

Harm: Due to eating staff will have their masks removed in this area, therefore increasing the risk of transmission.

Section 8: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE

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. These meeting rooms can be used in accordance with restricted numbers once they become available from refurbishment.
- Meeting room 1 = maximum 4 people (remains unavailable at this time)
- Meeting room 2 = Maximum 4 people (remains unavailable at this time)
- Meeting room 3 = Maximum 2 people (remains unavailable at this time)
- Coaching rooms = Maximum 1 person (remain unavailable at this time)
- Meeting pods = Maximum 1 person (remain unavailable at this time)
- Due to building works limited numbers of meeting rooms will be available for staff to use as collaborative meeting space. Staff will be kept informed of which rooms are available and the maximum capacity of these.
- Meeting rooms will have antibacterial wipes for staff to clean tables and chairs before and after using the room.
- 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.
- Meeting rooms one and two can be used as an area to provide additional desk space, with a maximum capacity of 10 people. The desks will be single occupancy with 2m social distancing and 1m+ with mitigations for some of desks. Where desks and therefore staff are less than 2m apart they will have Perspex screens in place.

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 before and after use.

Allocation of desks

Good Practice

- To accommodate staff in the office Motability will continue with both the 2m social distancing and 1m+ with mitigations for some of desks. Where desks and therefore staff are less than 2m apart they will have Perspex screens in place.
- 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 teams and used on a rota basis, only one employee will be permitted to use each desk per day. 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 and building works, a new office map will be shared with desk allocation noted and a reminder of the one way system for each phase, these plans will also be available on a dedicated office move section of the internal intranet. 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 or 1m+ distancing is to occur, if there are no Perspex screens those desks should not be used.
- All departments have rotas in place to utilise the desks across their departments and desk should be used across the departments.
- The kitchen will be available for use, with a maximum of 4 people at one time. In addition to the vending machine, one zip tap, two fridges and one microwave will be available for use. Antibacterial wipes will be provided to wipe before and after use and antibacterial gel will be available upon entrance and exit of the kitchen.

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. The COVID 19 visitor guide must be sent in addition to the visitors and contractors on site policy to the individual in advance of the meeting.
- Visitors will enter the building via the Facilities department as the main reception entrance remains closed to Motability, where they will be signed in and provided with a visitor sticker to wear during their visit. If they need to wait for a member of staff visitors will be escorted to the main reception and asked to wait in the waiting area.
- 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.
- Any contractors will need to supply a copy of their Covid-19 Risk Assessment for review.

Education and Communication

- Guidance has been 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 equipped with antibacterial wipes for staff to clean the area before and after use, all meetings HAVE to be booked in with Facilities to ensure these are included in the cleaning rotas.

Morning and evening minibus/ pool car service

Good Practice

- Both vehicles have been assessed to determine **maximum** occupancy with 1m+ mitigation. Where fewer people are involved, 2m distancing can be adhered to.
- Pool car = 2 passengers plus driver
- Minibus = 5 passengers plus driver
- Staff will be asked to book the service in advance
- Staff will be asked to wear masks at all times when in the vehicle
- Designated seats will be assigned to adhere to social distancing measures
- The driver will ensure that the ventilation is on full and being circulated from outside
- If weather permits windows will remain open throughout the journey

Vehicle Cleanliness

- Once the minibus/car has returned to Warwick House the driver will wipe all plastic surfaces with antibacterial wipes before the next run takes place.
- The vehicle will undergo an inside and outside clean once a week once the vehicle cleaning services are allowed to open in line with government guidance.

New Starter Training

Good Practice

- To accommodate face to face training 2m social distancing or 1m+ with mitigations will be in place within the training room. Where desks and therefore staff are less than 2m apart they will have Perspex screens in place.
- The trainer will conduct training from the front of the room maintaining social distancing or virtually
- If a trainee needs assistance the trainer will either offer a virtual solution or where no other option is available will stand at a 1m distance from the trainee whilst both wearing face masks.

Office Cleanliness

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

Atrium area open for staff to eat food brought from home

Good Practice

- Atrium seating has been set to allow for two metre social distancing to be adhered to

- Staff are asked to use the hand sanitiser in the area upon entry and exit, antibacterial wipes are also in place for staff to clean surfaces before and after use.
- The atrium caterers service will remain closed.

Office Cleanliness

- In addition to the measures set out above Motability's on site housekeeper will supervise the area during the hours of 11.30 – 14.30 to ensure people are adhering to the measures put in place and to clean surfaces once staff are finished.
- The atrium area will continue to form part of the hourly cleaning rota outside of these core hours and will continue to be cleaned in the evening as part of the standard cleaning service provided to Motability by the contractors.

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

Section 8: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED

The risk remains a medium risk. Motability have recognised their responsibilities in respect of minimising exposure to Covid and have implemented mitigations where necessary.

Section 8: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT

- Michelle Pewter – Facilities Manager
- Barry Le Grys – Chief Executive Officer
- Paul Venter – Independent Health and Safety Advisor

SECTION 9: FURTHER RE-ASSESSMENT – 27 April 2021

Section 9: Q1 AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

The risk in respect to COVID 19 specifically has not changed for Motability. Due to a decrease in the number of cases throughout the UK and the roll out of the vaccination programme, the stay at home order from the government has been lifted from the 29 March and guidance to work from home when you can has replaced this.

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.

Motability's staff that have worked remotely during the recent Covid-19 lockdown have now returned to work on a rota basis and as such there is 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 will be a long term requirement.

Meeting and coaching room space has been converted to working areas to accommodate the safe return of staff.

In line with government guidance in regards to indoor hospitality, Motability will allowing the Atrium Caterers to open for business from 17 May 2021.

Due to building works taking place temporary heating and cooling has been installed throughout the office, the ventilation system has not been affected and continues to operate at full capacity.

In addition customer visits by our Solutions Team, recommenced on 12 April 2021, full risk assessments for these are available for both staff and customers on our external website. The Solutions Team test daily before attending appointments and mitigations implemented are spot checked by the Solutions Manager.

Furthermore, staff at Motability are being asked to test twice weekly. As there are current restrictions on space due to the building works Motability are unable to set up a government scheme testing or collection point, therefore staff receive regular reminders and communications regarding how best to source their tests. Quick links are also available on our dedicated COVID 19 page on Pulse.

This re-assessment is reviewing the mitigations introduced 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.

This re-assessment has been written in consultation with the COVID 19 working group and will be communicated to staff via Motability's website, internal intranet and back to work communications.

Risk – Collaborative working space to allow people to hold face to face meetings. Face to face meetings are now permitted as long as these are conducted in a COVID 19 secure way.

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

Risk – Atrium Caterers will be allowed to open for business from 17 May, staff will be able to purchase food and consume this at their desk or in the atrium area.

Harm: Due to eating staff will have their masks removed in this area, therefore increasing the risk of transmission.

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

Section 9: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE

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. These meeting rooms can be used in accordance with restricted numbers once they become available from refurbishment.
 - Lord Sterling Room = maximum 4 people (remains unavailable at this time, currently used as working space limited to 10 people when combined with the Rosa Billingham room)
 - Rosa Billingham Room = Maximum 4 people (remains unavailable at this time, currently used as working space limited to 10 people when combined with the Lord Sterling room)

- Sir Tom Moore Room = Maximum 2 people
- Customer Meeting Rooms = Maximum of 3 people
- Coaching rooms = Maximum 2 people (if computer equipment is needed this reduces to 1 person)
- Meeting pods = Maximum 1 person
- Directors offices = Maximum 1 person
- Due to building works limited numbers of meeting rooms will be available for staff to use as collaborative meeting space. Staff will be kept informed of which rooms are available and the maximum capacity of these.
- Meeting rooms will have antibacterial wipes for staff to clean tables and chairs before and after using the room.
- Meeting rooms HAVE to be booked in advance and should not be used if a booking has not been made with Facilities.
- Both the Lord Sterling and Rosa Billingham meeting rooms can be used as an area to provide additional desk space, with a maximum capacity of 10 people. The desks will be single occupancy with 2m social distancing and 1m+ with mitigations for some of desks. Where desks and therefore staff are less than 2m apart they will have Perspex screens in place.

Education and Communication

- Communications are circulated to all staff advising the conditions of use. These are also available under the COVID 19 information pages 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, or a Perspex screen will be used to separate participants 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, maximum capacity, that bookings must be made via Facilities and that staff should clean the room before and after use with the cleaning materials provided.

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/equipment can be wiped before and after use.

Atrium area open for staff to purchase and consume food from 17 May 2021

Good Practice

- Service will be available for staff between 11.30 – 14.30.
- Atrium Caterers will submit risk assessments to be reviewed by Facilities prior to service commencing, these will be reviewed regularly thereafter in line with updated guidance.

- Atrium seating has been set to allow for two metre social distancing to be adhered to.
- Staff are asked to use the hand sanitiser in the area upon entry and exit, antibacterial wipes are also in place for staff to clean surfaces before and after use.
- Two metre social distancing queue markers will be placed on the floor to assist with ensuring staff maintain an acceptable distance when waiting to be served.
- Motability QR code will be in place for staff to use when using the area.
- Additional collection point will be set up in the reception area for pre orders by Motability to be collected.
- Pre-orders will be taken for the tenants on the first floor, this food will be delivered to the offices on the 1st floor and left at the entrance.
- Atrium caterer staff will supervise the area during service to ensure that guidance is adhered to.

Education and Communication

- Communications are circulated to all staff advising the conditions of use. These are also available under the COVID 19 information pages pulse.
- Posters are in place in the atrium advising staff of the protocols that should be followed.

Office Cleanliness

- In addition to the measures set out above the Atrium Caterers will supervise the area during the hours of 11.30 – 14.30 to ensure people are adhering to the measures put in place and to clean surfaces once staff are finished.
- The atrium area will continue to form part of the hourly cleaning rota for the onsite housekeeper outside of these core hours and will continue to be cleaned in the evening as part of the standard cleaning service provided to Motability by the contractors.

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

Section 9: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED

The risk remains a medium risk. Motability have recognised their responsibilities in respect of minimising exposure to Covid and have implemented mitigations where necessary.

Section 9: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT

- Michelle Pewter – Facilities Manager
- Cheryl Hodgson – Risk Controls and Compliance Manager
- Barry Le Grys – Chief Executive Officer
- Paul Venter – Independent Health and Safety Advisor

SECTION 10: FURTHER RE-ASSESSMENT – 2 July 2021

Section 10: Q1 AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

The Covid-19 virus has a new strain (Delta variant) which is more transmissible and infection rates have increased. The success of the vaccination programme means that a large number of staff have already received either one or both of their vaccinations.

Government guidance is unchanged, however the full lifting of lockdown has been delayed until at least 19 July 2021. As an organisation we continue to need to accommodate staff in the office environment and create collaborative space in order that we can operate effectively.

Some meeting and coaching room space has been converted to working areas to accommodate the safe return of staff.

In addition the shower and changing room Facilities have been opened at Motability with increased cleaning of these areas.

Furthermore, external face to face training for employees is now being allowed to take place providing that the training companies risk assessments are viewed and agreed by the Facilities Manager in advance of the training taking place.

Due to building works taking place temporary heating and cooling has been installed throughout the office, the ventilation system has not been affected and continues to operate at full capacity.

Due to the increase in positive cases recorded and the fact that Motability has had reports of a small number of employees testing positive, staff at Motability are being asked to test daily when working in the office. As there are current restrictions on space due to the building works Motability are unable to set up a government scheme testing or collection point, therefore staff receive regular reminders and communications regarding how best to source their tests. Quick links are also available on our dedicated COVID 19 page on Pulse.

This re-assessment is reviewing the mitigations introduced 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.

This re-assessment has been written in consultation with the COVID 19 working group and will be communicated to staff via Motability's website, internal intranet and back to work communications.

Risk – Notification of positive case and rise in local infections.

Harm – Risk of transmission is higher with the new variant, and therefore everyone must continue to adhere to the mitigations outlined in this risk assessment whilst working within the office.

Risk – Collaborative working space to allow people to hold face to face meetings. Face to face meetings are now permitted as long as these are conducted in a COVID 19 secure way.

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

Risk – The shower and changing rooms are now open for staff to use.

Harm - Multiple users of the facilities increase the risk of spreading the virus, and therefore regular cleaning should be conducted in this area.

Risk – External face to face training courses can be attended by Motability employees

Harm - Mixing with more people can increase the risk of spreading the virus, and therefore courses should only be attended if evidence has been received that these will be conducted in a COVID-19 secure way.

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

Section 10: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE

Notification of Positive Case and Rise in Local Infections.

Good Practice

- A review of office practices was undertaken to determine if they are appropriate or if there is anything further to be done.
- Employee asked to identify any close contacts to HR or line manager so that those individuals may be notified to self-isolate.
- As there is a risk that social distancing may not be strictly adhered to when moving around the office, masks are still required to be worn when walking around the office, i.e. when not sitting at your desk.

Education and Communication

- The process for reporting Covid cases was reissued to all staff, to ensure they know who to update and when.
- The process for reporting positive lateral flow tests has been reissued to all staff, to ensure they know what to do if they receive a positive result.
- Communication has been shared with staff reminding them of the mitigating factors in place in the office.
- Communication has been shared with all staff on the measures in place within the office.

Office Protocol

- A review of maximum occupancy for the coaching rooms was undertaken and reduced to one person.
- Staff are now required to test daily before coming into the office.

Office Cleanliness

- A thorough clean of specific areas of the office was undertaken by a Covid Certified cleaner – with a certificate supplied to support this.
- A Covid-19 guard has been applied to all door touch points by a Covid certified cleaner.
- Touchpoints and high use items and areas are regularly cleaned, in addition antibacterial wipes are also made available for surfaces to be wiped by each user if they wish.

Notification of close contact with a positive Covid case

Good Practice

- A register of office attendance is maintained and managed by Facilities.

Education and Communication

- HR and line managers have been advised of the additional questions that are required to be asked of anyone who reports a Covid positive case.

- Staff are reminded of the rules in the office and notified that they will be asked to identify anyone they have been in close contact with. (Close contact means having face to face contact with someone less than 1m away, spending more than 15 minutes within 2m of someone or travelling in a car or small vehicle with someone.)

Office Protocol

- Staff are to notify when reporting a positive case of Covid if they have had close contact (see above) with anyone in the office.
- HR/Facilities Manager will notify anyone who has been identified as having had close contact with someone in the office (they are not permitted to identify the individual just that they are required to isolate).

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. These meeting rooms can be used in accordance with restricted numbers once they become available from refurbishment.
 - Lord Sterling Room = maximum 4 people (remains unavailable at this time, currently used as working space limited to 10 people when combined with the Rosa Billingham room, due to re-open as a meeting room 2 August 2021)
 - Rosa Billingham Room = Maximum 4 people (remains unavailable at this time, currently used as working space limited to 10 people when combined with the Lord Sterling room)
 - Sir Tom Moore Room = Maximum 2 people
 - Customer Meeting Rooms = Maximum of 3 people (This room can be used for up to four people, however a discussion with and agreement from the Facilities team needs to be obtained before meetings take place).
 - Coaching rooms = Maximum 1 person
 - Square Meeting room booths = Maximum 2 people
 - Round Meeting room booth = Maximum 1 person
 - Meeting pods = Maximum 1 person
 - Directors offices = Maximum 2 people (These offices can be opened to accommodate a maximum of 5 people with prior agreement and set up from the Facilities team)
- Due to building works limited numbers of meeting rooms will be available for staff to use as collaborative meeting space. Staff will be kept informed of which rooms are available and the maximum capacity of these.
- Meeting rooms will have antibacterial wipes for staff to clean tables and chairs before and after using the room.
- Meeting rooms **HAVE** to be booked in advance and should not be used if a booking has not been made with Facilities.
- Both the Lord Sterling and Rosa Billingham meeting rooms can be used as an area to provide additional desk space, with a maximum capacity of 10 people. The desks will be single occupancy with 2m social distancing and 1m+ with mitigations for some of desks. Where desks and therefore staff are less than 2m apart they will have Perspex screens in place.

Education and Communication

- Communications are circulated to all staff advising the conditions of use. These are also available under the COVID 19 information pages pulse.
- All rooms display signs on the door clearly outlining the maximum occupancy of the room.

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, or a Perspex screen will be used to separate participants 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, unless prior agreement has been sought from the Facilities Team.
- Meeting rooms will have signage outside to advise, maximum capacity, that bookings must be made via Facilities and that staff should clean the room before and after use with the cleaning materials provided.

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/equipment can be wiped before and after use.

Shower and Changing Rooms Open for Staff Use

Good Practice

- Only one individual to use the changing rooms at any time
- Lockers within changing rooms are not available for short time (daily) use, Lockers can be assigned for longer term use by Facilities.
- Use of hairdryer is not permitted at this time.

Education and Communication

- Guidelines for use of changing rooms have been issued to staff via news articles on internal intranet.

Office Protocol

- Staff to ensure that they keep the area clean and tidy and report any concerns to a member of the Facilities team.
- Staff advised to bring their own wash products.
- Antibacterial hand gel is available outside of the rooms.

Office Cleanliness

- Cleaners will clean shower and changing rooms at 10.00, 14.00 and at the end of the day. If notified of use the onsite housekeeper will clean the room immediately.

- Antibacterial wipes are available for staff to use before and after use.

External Face to Face Training Courses can be attended by Motability Employees

Good Practice

- HR to provide Facilities Manager with the external providers risk assessment for review at least 24 hours in advance of training taking place.
- Only well-known training providers to be used i.e. St Johns Ambulance.
- Employees to adopt same Covid-19 secure measures as in the office when attending training course i.e. mask wearing, social distancing, regular use of hand gel etc.
- Employees to comply with all measures put in place by external training provider whilst attending course
- Employee to raise any concerns they may have with HR, Facilities Team or directly with external provider whilst attending the course.

Education and Communication

- HR to issue attendees information on Covid-19 secure measures at training venue in advance of attendance.

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

Section 10: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED

The risk remains a medium risk. Due to the success of the vaccination programme the severity has been moved to major injuries, the likelihood of contracting the virus within the office environment remains unlikely. Motability have recognised their responsibilities in respect of minimising exposure to Covid and have implemented mitigations where necessary.

Section 10: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT

- Michelle Pewter – Facilities Manager
- Stuart Walsh – Head of HR and Facilities
- Cheryl Hodgson – Risk Controls and Compliance Manager
- Barry Le Grys – Chief Executive Officer
- Tony Daly – Independent Health and Safety Advisor

SECTION 11: FURTHER RE-ASSESSMENT – 1 August 2021

Section 11: Q1 AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

From 19 July 2021 the Government lifted all legal restrictions in regards to COVID-19 for the public, the legal responsibilities for business to continue to keep their offices COVID-19 secure remains. Due to the building works on site Motability decided that no changes to their offices would take place until 2 August 2021.

Government and HSE guidance has changed to include the need to nominate a SPOC (single point of contact) to manage any outbreaks that may occur. At Motability the HR and Facilities departments manage any positive cases reported by staff with HR managing communications with

the staff member and the Facilities Manager dealing with the local PHE. If an outbreak were to occur then the Facilities Manager would be the SPOC for the local authorities.

Guidance also now recommends that CO2 monitors are used to help determine whether there is adequate ventilation within a building. The Facilities team at Motability will be taking daily readings at a peak time to determine the effectiveness of our ventilation system.

The Motability Solutions Team will continue to operate in line with their risk assessments which can be reviewed on the Motability internal and external websites. No changes will be made to the mitigating factors in place at this time.

The following changes will be made at Motability's offices from 2 August 2021.

- All toilet cubicles will be re-opened, however sinks and urinals will remain socially distanced
- Changes to meeting room capacity has been made and all meeting rooms will now be available for use
- Increased numbers of staff will be coming into the office on a regular basis, with the introduction of formal blended working at Motability anyone without a formal agreement in place will be expected to be in the office full time from 2 August 2021.
- Due to the increase in numbers additional screens will be in place at desks
- Visitors will now be permitted to visit Motability without staff needing to gain permission for a visit to take place
- The one way system has been removed
- Staff will now be permitted to travel for business although we are encouraging the use of video conferencing when possible
- There will be increased capacity in both the minibus and the pool car
- Staff will once again be able to have personal post delivered to the offices. Personal post will not be delivered to staff at their desks but will be stored within the new parcel lockers in Facilities for staff to then be able to collect via a barcode which is sent to their email. The parcel lockers will form part of the high touch point clean completed by the on-site housekeeper throughout the day.
- The atrium café will be opened up to tenants on the first floor for take away service only. The seating area will remain for the use of Motability staff exclusively
- CO2 readings will be taken daily in the office to monitor ventilation effectiveness
- Kitchen appliances will be fully open, however, guidance on social distancing, maximum numbers within the area, and the use of both antibacterial gel and wipes as previously stated within this risk assessment remain.

Furthermore the server room at Motability has limited ventilation, therefore control measures will be introduced to ensure that this area has limited use.

This re-assessment is reviewing the mitigations introduced 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.

This re-assessment has been written in consultation with the COVID 19 working group and will be communicated to staff via Motability's website, internal intranet and back to work communications.

Risk – Re-opening all toilet cubicles will mean that there is increased numbers of staff in the area at any one time.

Harm: Multiple users of the facilities increase the risk of spreading the virus, and therefore regular cleaning should be conducted in this area.

Risk – increase in capacity in the meeting rooms will result in more face to face meetings taking place.

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

Risk – Increased numbers of staff in the office at any one time.

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 – Increased number of external visitors to the office.

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.

Risk – Removal of the one way system

Harm: Removal of the one way system will mean that staff are more likely to pass each other without social distancing when walking around the office.

Risk – Staff being permitted to travel for business.

Harm: Use of public transport will increase the risk of contamination and therefore the possibility of the virus entering the office. Having different household travelling in the same vehicle may increase the risk of spreading the virus.

Risk – Staff from different households will be traveling in the same vehicle during the morning and evening pool car/minibus runs.

Harm: Having different households travelling in the same vehicle may increase the risk of spreading the virus.

Risk – Other tenants being allowed to enter the atrium café.

Harm: Allowing other tenants into the atrium café will increase the number of people within the area and also the risk of contamination and spread.

Section 11: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE

Re-opening all toilet cubicles

Good Practice

Motability Risk Assessment

- Although cubicles are being opened the sinks and urinals will continue to be restricted allowing for social distance in these areas.
- The foot pulls on doors continue to be in place
- Engaged and vacant signs will stay in place with additional signs added for the newly opened cubicles

Education and Communication

- Communications regarding changes to the office are available via Pulse, the CEO weekly email and this risk assessment which is emailed to all staff.

Office Protocol

- 2m social distancing is to be encouraged where possible.
- Staff are required to wear masks in all common areas and when moving around the office.
- Antibacterial gel is available for staff to use when entering and exiting the toilet facilities

Office Cleanliness

- The toilets continue to form part of the on-site housekeepers rota

Increased in capacity in the meeting rooms

Good Practice

- All meeting rooms have been assessed to determine **maximum** occupancy with 2m spacing being adhered to and this will allow face to face discussions to occur – such as one to one personal development discussions.
 - Lord Sterling Room = maximum 4 people
 - Rosa Billingham Room = Maximum 4 people
 - Lord Sterling and Rosa Billingham Room Combined = Maximum 8 people
 - Sir Tom Moore Room = Maximum 2 people
 - Customer Meeting Rooms = Maximum of 3 people
 - Coaching rooms = Maximum 2 people however masks must be worn when in this room if occupied by more than one person
 - Square Meeting room booths = Maximum 2 people
 - Round Meeting room booth = Maximum 1 person
 - Meeting pods = Maximum 2 people
 - Directors offices = Maximum 2 people (These offices can be opened to accommodate a maximum of 5 people with prior agreement and set up from the Facilities team)
- Occupancy levels in the Lord Sterling, Rosa Billingham and Customer meeting rooms can be increased with prior consent from the Facilities department. The use of screens will be in place to increase occupancy levels when 2m social distancing cannot be maintained.
- Screens are in place permanently within the square meeting room booths and meeting room pods to allow maximum occupancy levels to be achieved in these areas.
- Meeting rooms will have antibacterial wipes for staff to clean tables and chairs before and after using the room.
- Meeting rooms **HAVE** to be booked in advance and should not be used if a booking has not been made with Facilities.

- Staff using the coaching rooms must continue to wear their masks in this area as social distancing although possible is at higher risk of being broken in these rooms.
- Any food needed for the meeting will be delivered individually packed, with a drink no buffets will be served.

Education and Communication

- Communications are circulated to all staff advising the conditions of use. These are also available under the COVID 19 information pages pulse.
- All rooms display signs on the door clearly outlining the maximum occupancy of the room.

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, or a Perspex screen will be used to separate participants.
- Meeting rooms HAVE to be booked with Facilities.
- Meeting rooms will not be used to accommodate more than the maximum number of people, unless prior agreement has been sought from the Facilities Team.
- Meeting rooms will have signage outside to advise, maximum capacity, that bookings must be made via Facilities and that staff should clean the room before and after use with the cleaning materials provided.

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/equipment can be wiped before and after use.

Increased numbers of staff in the office

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 either Perspex screens in place, or sit back to back. Perspex screens are being used to allow desks to be allocated for face to face and side by side working.
- The Facilities team will take CO2 readings either mid-morning or mid-afternoon on alternative days to ensure that ventilation within the office is adequate, these will be recorded within the new CO2 log book located within the Facilities department.

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. 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 and side by side working is to occur.
- All departments have rotas in place to utilise the desks across their departments and desk should be used across the departments.
- Blended working will result in fewer staff being in the office each day.
- Where possible desks within departments will be allocated for sole use. If this is not possible then desks will not be shared on the same day and through cleaning will still take place each evening.

Office Cleanliness

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

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. The COVID 19 visitor guide must be sent in addition to the visitors and contractors on site policy to the individual in advance of the meeting. This guide is available on the Coronavirus section on Pulse or from Facilities.
- Visitors will enter the building via the main reception entrance, where they will be signed in and provided with a visitor pass to wear during their visit. They will then be asked to wait in the waiting area whilst their host is contacted.
- 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.
- Any contractors will need to supply a copy of their Covid-19 Risk Assessment for review.

Education and Communication

- Guidance has been 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 equipped with antibacterial wipes for staff to clean the area before and after use, all meetings HAVE to be booked in with Facilities to ensure these are included in the cleaning rotas.

Removal of the one way system

Good Practice

- Staff are expected to wear a mask (unless medically exempt) at all times when moving around the office.
- Social distancing is still encouraged.
- Staff are aware that they are not to gather in groups within the office area.

Education and Communication

- Staff have been notified about the removal of one way system, we continue to communicate with staff on a regular basis via our Pulse news stories, dedicated Coronavirus page, and weekly CEO email and staff briefings.

Staff permitted to travel for business

Good Practice

- Staff continue to be encouraged to use alternative forms of meeting external stakeholders including the use of video conferencing facilities.
- All staff are aware that they need to adhere to government advice when travelling for business including pre planning of journeys, the use of face masks when on public transport and social distancing.
- If a pool car or hire car is needed staff are able to collect cleaning materials from Facilities to wipe the vehicles down before and after use.
- If staff are traveling together then they must adhere to maximum capacity in vehicles allowing for social distancing, this must be discussed in advance of any journey with Facilities. They must ensure that the windows are open and the ventilation is on full when using the vehicle with other members of staff.
- Staff are encouraged to sign into any location they visit via the QR code available.

Morning and evening minibus/ pool car service

Good Practice

- Both vehicles have been assessed to determine **maximum** occupancy with mask wearing in place.
- Pool car = 4 passengers plus driver (two in front, two in middle, one in rear of the vehicle)
- Minibus = 8 passengers plus driver (two in front, one in each row)
- Staff will be asked to book the service in advance
- Staff will be asked to wear masks at all times when in the vehicle
- Designated seats will be assigned
- The driver will ensure that the ventilation is on full and being circulated from outside
- If weather permits windows will remain open throughout the journey

Vehicle Cleanliness

- Once the minibus/car has returned to Warwick House the driver will wipe all plastic surfaces with antibacterial wipes before the next run takes place.
- The vehicle will be taken for an inside and outside clean regularly.

Other tenants in café area

Good Practice

- Tenants will only be allowed to enter the café area during the times of 11.30 – 14.30 Monday to Friday.
- Tenants will be expected to wear a face covering (unless medically exempt) whilst in the café area.
- Tenants will only be permitted to purchase take away items only.
- Tenants will be expected to sanitise their hands on entering the café area.
- The atrium café staff will monitor the use of the service ensuring that tenants adhere to the measures in place.

Education and Communication

- Tenants will be notified of measures in place before service is opened up to them.
- The Atrium Caterers will be advised of their responsibilities in regards to opening up the service to other tenants.

Section 11: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED

The risk remains a medium risk. The virus is currently in general circulation. Motability have recognised their responsibilities in respect of minimising exposure to Covid and have implemented mitigations where necessary.

Section 11: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT

- Michelle Pewter – Facilities Manager
- Stuart Walsh – Head of HR and Facilities
- Cheryl Hodgson – Risk Controls and Compliance Manager
- Barry Le Grys – Chief Executive Officer
- Tony Daly – Independent Health and Safety Advisor

SECTION 12: FURTHER RE-ASSESSMENT – 21 December 2021

Section 12: Q1 AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

The Covid-19 virus has a new strain (Omicron variant) which is more transmissible and infection rates have increased. The success of the vaccination programme means that a large number of staff have already received either one or both of their vaccinations.

The risk specifically has not changed for Motability, however the government has implemented winter plan B, as part of this plan advise is for those who can work from home to do so from 13 December.

Motability have reviewed the guidance which states that “In-person working will be necessary in some cases to continue the effective and accessible delivery of some public services and private industries.” Motability have a duty to meet the needs of our beneficiaries and support all employees whilst adhering to the Government advice.

Through lock-downs, and blended working, we understand the benefits of collaborating with colleagues in person and having face-to-face peer and managerial support and so we plan for staff to attend the office at least one day a week and work from home the rest of the week, until Government advice changes. This will enable us to continue to deliver the essential service needed for our beneficiaries, as well as the necessary support for our people and teams, on a sustainable basis. To ensure we do not have everyone working in the office at the same time, different teams will be welcome in the office on set days.

The office will remain available to accommodate the following scenarios:

1. Where essential activities require a physical presence in the office to be undertaken, for example, eligibility checking, issuing of cheques, maintaining the building or our equipment.
2. Where there would be a significant impact on an individual's mental wellbeing to work from home and therefore they require to be in the office.
3. Where there would be a significant impact on an individual's physical wellbeing to work from home and therefore they require to be in the office, for example due to complex desk requirements, and these are best accommodated in the office.
4. Where the employee is unable to achieve a safe working environment at home

In the last few months changes have been made in respect of the access and egress of the building with the managing agents opening these to multiple tenants.

Risk - Guidance is not followed in respect of employees working remotely where feasible.

Harm - Employees are still attending the office with the potential to spread the virus.

Risk – Motability do not recognise their responsibility as an employer for the physical and mental health and wellbeing of employees.

Harm – Remote working is not for everyone, there is the potential that employees are not supported with their physical and mental health and wellbeing needs when working remotely.

Risk – Visitors attending the office

Harm – Risk of contamination and spread of virus

Section 12: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE

Winter Plan B

Good Practice

- Where appropriate employees have reduced their time in the office to one day per week.
- Blended working is in place for majority of staff meaning that homeworking assessments have been completed and equipment needed issued. For employees that do not have a blended working agreement homeworking assessments are being conducted to ensure they have a safe environment in which to work at home. Where necessary appropriate equipment has been provided to assist with remote working.

- Previous assessments and discussions have been undertaken with all staff to understand if their roles can be undertaken remotely or if there are elements which need to be performed from the office.
- Managers continue to discuss with all employees their physical, mental health and wellbeing requirements when working remotely.

Education and Communication

- Communication has been circulated to all staff explaining the position regarding plan B, the associated guidance and what is expected of them.
- All staff have been issued with a set of wristbands, if they would like to they can wear these to represent how they feel about keeping socially distanced.

Each person has received a red, amber and green wristband, for then to wear as they would like when in the office. Each colour can be used as follows

Red communicates that the person is concerned about the situation and would prefer people to keep a safe, or longer than safe distance.

Amber Communicates that the person is ok with others approaching them but are still concerned

Green means that the person is open to others being near them as long as they respect our COVID-19 secure measures

Office Protocols

- All mitigations remain in place in the office, employees have been reminded that mask wearing within the office is mandatory and the importance of taking LFT before attending the office has been reiterated.
- A register of attendance will continue to be taken to ensure we can supply the information to track and trace should it be required.
- Procedures for contractors and visitors in the office will continue.
- Staff exempt from wearing a face covering whilst moving around the office have been asked to inform their line manager and HR of their exemption.

Office Cleanliness

- The office cleaning regime will continue.

All tenants using all building access and egress locations

Good Practice

- Social distancing still applies when moving around the building
- Hand sanitiser has been provided at entrance and exit points
- Non touch doors have been installed in the main entrance and exit locations, doors are either automatic or fitted with a touch free sensor

Education and Communication

- All tenants have been advised to wear face coverings when moving around the common parts of the building

Reviewed capacity in the meeting rooms

Good Practice

- All meeting rooms have been assessed to determine **maximum** occupancy with 2m spacing being adhered to.
 - Lord Sterling Room = maximum 4 people
 - Rosa Billingham Room = Maximum 4 people
 - Lord Sterling and Rosa Billingham Room Combined = Maximum 8 people
 - Sir Tom Moore Room = Maximum 2 people
 - Customer Meeting Rooms = Maximum of 4 people
 - Coaching rooms = Maximum 1 person
 - Square Meeting room booths = Maximum 2 people
 - Round Meeting room booth = Maximum 1 person
 - Meeting pods = Maximum 1 person
 - Directors offices = Maximum 2 people (These offices can be opened to accommodate a maximum of 4 people with prior agreement and set up from the Facilities team)
 - Facilities store room = Maximum 2 people
 - IT Comms room = Maximum 2 people
- Occupancy levels in the Lord Sterling, Rosa Billingham and Customer meeting rooms can be increased with prior consent from the Facilities department. The use of screens will be in place to increase occupancy levels when 2m social distancing cannot be maintained.
- Screens are in place permanently within the square meeting room booths, Sir Tom Moore Room, Customer Meeting Room and meeting room pods to allow maximum occupancy levels to be achieved in these areas.
- Meeting rooms will have antibacterial wipes for staff to clean tables and chairs before and after using the room.
- Meeting rooms **HAVE** to be booked in advance and should not be used if a booking has not been made with Facilities.

Education and Communication

- Communications are circulated to all staff advising the conditions of use. These are also available under the COVID-19 information pages pulse.
- All rooms display signs on the door clearly outlining the maximum occupancy of the room.

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, or a Perspex screen will be used to separate participants.
- Meeting rooms **HAVE** to be booked with Facilities.
- Meeting rooms will not be used to accommodate more than the maximum number of people, unless prior agreement has been sought from the Facilities Team.
- Meeting rooms will have signage outside to advise, maximum capacity, that bookings must be made via Facilities and that staff should clean the room before and after use with the cleaning materials provided.

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/equipment can be wiped before and after use.

Visitors to the office.

Good Practice

- Any visitor to the office has to be essential and planned in advance. If meeting space is not available the meeting will be rescheduled. The COVID-19 visitor guide must be sent in addition to the visitors and contractors on site policy to the individual in advance of the meeting. This guide is available on the Coronavirus section on Pulse or from Facilities.
- Visitors will enter the building via the main reception entrance, where they will be signed in and provided with a visitor pass to wear during their visit. They will then be asked to wait in the waiting area whilst their host is contacted.
- 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.
- Any contractors will need to supply a copy of their Covid-19 Risk Assessment for review.

Education and Communication

- Guidance has been 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. Any food will be individually packaged.
- 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 and desks can be wiped if needed.

Office Cleanliness

- Meeting rooms will be equipped with antibacterial wipes for staff to clean the area before and after use, all meetings HAVE to be booked in with Facilities to ensure these are included in the cleaning rotas.

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

Section 12: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED

The risk remains a **medium** risk. The virus is currently in general circulation. Motability have recognised their responsibilities in respect of minimising exposure to COVID-19 and have implemented mitigations where necessary

Section 12: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT

- Michelle Pewter – Facilities Manager
- Stuart Walsh – Head of HR and Facilities
- Cheryl Hodgson – Risk Controls and Compliance Manager
- Barry Le Grys – Chief Executive Officer
- Tony Daly – Independent Health and Safety Advisor

SECTION 13: FURTHER RE-ASSESSMENT – 26 January 2022

Section 13: Q1 AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

From 27 January 2022 the Government have announced that they will lift all legal restrictions in regards to the Winter Plan B in response to COVID-19, the legal responsibilities for business to continue to keep their offices COVID-19 secure remains.

The Motability Solutions Team will continue to operate in line with their risk assessments which can be reviewed on the Motability internal and external websites. No changes will be made to the mitigating factors in place at this time.

The following changes will be made at Motability's offices from 27 January 2022.

- Coaching rooms and pods will have their capacity increased to two people with mitigations of masks or screens in place
- Staff will only be asked to conduct a lateral flow test twice a week in line with government advice
- Masks will no longer be mandatory in the office although these will still be encouraged.
- Due to the need to increase the numbers of new starters, the training room will no longer be fitted with Perspex screens.
- Occupancy in the kitchen area will increase from four to six people

All other previous mitigations not affected by the above changes will remain.

This re-assessment is reviewing the mitigations introduced 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.

This re-assessment has been written in consultation with the Health and Safety Committee and will be communicated to staff via Motability's website, internal intranet and CEO update email.

Risk – increase in capacity in the coaching rooms and pods will result in more face to face meetings taking place.

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

Risk – reducing the frequency staff undergoing LFT may result in infection not being picked up as quickly

Harm: Increased risk of exposure to the virus

Risk – Masks no longer will be a mandatory requirement within the office

Harm: Increased risk of exposure to the virus whilst staff are moving around the office without masks.

Risk – Removal of screens within the training room

Harm: Increased risk of exposure to the virus

Risk – Increased occupancy within the kitchen area

Harm: Increased risk of exposure to the virus

Section 13: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE

Reviewed capacity in the meeting rooms

Good Practice

- All meeting rooms have been assessed to determine **maximum** occupancy with 2m spacing being adhered to.
 - Lord Sterling Room = maximum 4 people
 - Rosa Billingham Room = Maximum 4 people
 - Lord Sterling and Rosa Billingham Room Combined = Maximum 8 people
 - Sir Tom Moore Room = Maximum 2 people
 - Customer Meeting Rooms = Maximum of 4 people
 - Coaching rooms = Maximum 2 people with masks
 - Square Meeting room booths = Maximum 2 people
 - Round Meeting room booth = Maximum 1 person
 - Meeting pods = Maximum 2 people
 - Directors offices = Maximum 2 people (These offices can be opened to accommodate a maximum of 4 people with prior agreement and set up from the Facilities team)
 - Facilities store room = Maximum 2 people
 - IT Comms room = Maximum 2 people
- Occupancy levels in the Lord Sterling, Rosa Billingham and Customer meeting rooms can be increased with prior consent from the Facilities department. The use of screens will be in place to increase occupancy levels when 2m social distancing cannot be maintained.
- Screens are in place permanently within the square meeting room booths, Sir Tom Moore Room, Customer Meeting Room and meeting room pods to allow maximum occupancy levels to be achieved in these areas.
- Meeting rooms will have antibacterial wipes for staff to clean tables and chairs before and after using the room.
- Meeting rooms **HAVE** to be booked in advance and should not be used if a booking has not been made with Facilities.

Education and Communication

Motability Risk Assessment

- Communications are circulated to all staff advising the conditions of use. These are also available under the COVID-19 information pages pulse.
- All rooms display signs on the door clearly outlining the maximum occupancy of the room.

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, or a Perspex screen will be used to separate participants.
- Meeting rooms HAVE to be booked with Facilities.
- Meeting rooms will not be used to accommodate more than the maximum number of people, unless prior agreement has been sought from the Facilities Team.
- Meeting rooms will have signage outside to advise, maximum capacity, that bookings must be made via Facilities and that staff should clean the room before and after use with the cleaning materials provided.

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/equipment can be wiped before and after use.

Lateral Flow Tests to be conducted twice weekly by staff

Good Practice

- Staff to complete twice weekly testing preferably on days when they are due into the office

Education and Communication

- Regular communications issued to staff to remind them to continue to test twice weekly and report any positive results to HR and their line manager.

Office Protocols

- Reporting procedures are in place following the confirmation of a positive test result.
- Facilities Manager continues to act at the SPOC for Motability liaising with NHS test and trace and PHE if appropriate.
- Social distancing will still be a requirement for all staff when moving around the office.

Wearing of masks to be optional for all staff in line with government guidance

Good practice

- Motability will continue to encourage the use of masks within the office environment.
- Masks will be available for staff and visitors to use throughout the office.
- Motability will continue to monitor case numbers both within and externally to the office with the use of face covers re-visited if appropriate.
- Social distancing will still be a requirement for all staff when moving around the office.

Education and Communication

- Staff will be encouraged to wear masks when moving around the office during regular communications even though this is no longer a mandatory requirement.

Office Protocol

- Masks will be mandatory within the training room where the use of Perspex screens has been removed.

Removal of Perspex Screens within the Training Room

Good Practice

- When possible social distancing will still be adhered to within the room
- Staff will not sit together at a single workstation whilst training
- All workstations will be allocated to minimise cross contamination

Education and Communication

- All staff using the room will be made aware of the need to wear face coverings.
- Staff will be reminded of the importance of social distancing where possible

Office Protocol

- All staff unless exempt are expected to wear a face covering whilst within the training room
- Trainers will be responsible for ensuring that trainees use face coverings whilst in the room
- Sharing of workstations will not be allowed

Office Cleanliness

- The training room will continue to form part of the nightly cleaning schedule
- Sanitiser wipes, antibacterial gel and masks will be available within the room

Increased Occupancy in the kitchen area

Good Practice

- Social distancing will be encouraged when using the area

Office Cleanliness

- Staff are asked to sanitise their hands when entering and exiting the area
- Staff are asked to wipe down all equipment that they use with antibacterial wipes before exiting the kitchen

Section 13: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED

The risk has remained a **Medium** risk. Motability have recognised their responsibilities in respect of minimising exposure to COVID-19 and have taken into account the government's guidance in respect of mask wearing and testing. Figures issued by the UK government show that the transmissibility of the virus is high but the mortality rate is much lower. The health and safety advisor has confirmed that their opinion would be that the likelihood ratings for our risks are higher due to the relaxation of some of the controls, but our consequence rating could realistically be

reduced from fatal to major injuries given the evidence from the UK governments figures. We have therefore adopted this approach which results in the risk of COVID-19 remains a medium risk.

Section 13: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT

- Michelle Pewter – Facilities Manager
- Stuart Walsh – Head of HR and Facilities
- Cheryl Hodgson – Risk Controls and Compliance Manager
- Barry Le Grys – Chief Executive Officer
- Tony Daly – Independent Health and Safety Advisor
- Motability Health and Safety Committee

SECTION 14: FURTHER RE-ASSESSMENT – 22 February 2022

Section 14: Q1 AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

On 21 February the government announced that all of the remaining restrictions would be lifted on a phased approach.

- From 24 February, the legal requirement to self-isolate goes, however children and adults who test positive will still be advised to self-isolate, vaccinated contacts of those who test positive will no longer be asked to test for seven days, unvaccinated contacts of those who test positive will no longer be legally required to self-isolate, end to contact tracing, end to legal requirement to tell employers when you need to self-isolate.
- From 24 March, updated guidance on workplace safety that has changed for COVID
- After 1 April, Free testing and interventions will be removed for the general public, advise for people to stay at home after testing positive will lift with people asked to take personal responsibility as they would do if they had a case of flu.

The virus continues to be in general circulation however, the number of confirmed positive cases, hospitalisations and deaths continue to decrease steadily.

The Motability Solutions Team will continue to operate in line with their risk assessments which can be reviewed on the Motability internal and external websites. Changes to these risk assessments will be made shortly.

From 24 February the following changes will be made at Motability.

- There will no longer be a limit to the number of people who can be in the kitchen at any time.
- We will be removing the screens that sit at the side of desks.
- If staff have been identified as a close contact of someone with COVID-19, they will no longer need to self-isolate (regardless of whether or not they are vaccinated) and can continue to work as normal.
- Meeting room capacity will be increased and screens will no longer be used to separate individuals in a room. New meeting room capacity is as follows:
 - Pods = Maximum 2 people
 - Coaching rooms = Maximum 2 people
 - Sir Tom Moore = Maximum 2 people

- Customer meeting room = Maximum 4 people
- Lord Sterling = Maximum 6 people
- Rosa Billinghamurst = Maximum 6 people
- Lord Sterling/Rosa Billinghamurst together = Maximum 18 people with

All of the above could increase the risk of COVID-19 spreading throughout the office and between members of staff.

Section 14: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE

Motability will continue to:

- Request that staff test twice weekly (preferably on days when they are coming into the office), this will be reviewed again towards the end of March in preparation for testing to cease at the beginning of April.
- When staff are sitting face to face, screens will continue to be used as a barrier.
- Staff will be seated side by side or back to back without screens.
- Hand sanitisers and cleaning wipes will continue to be available around the office, in the kitchen, meeting rooms and communal areas.
- The wearing of masks around the office will continue to be a personal choice.
- Hourly cleaning of high touch points will continue
- The engaged signs on the outside of the bathrooms will continue to be used
- The evening and morning shuttle service between our office, the town centre and train station will continue as it has been; to use this service staff will be required to pre-book a place with Facilities and wear a mask when in the vehicle.
- Mechanical ventilation around the office will continue to be set at the maximum setting.

Section 14: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED

The risk has remained a **Medium** risk.

Section 14: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT

Motability Health and Safety Committee
Tony Daly – Health and Safety Advisor

SECTION 15: FURTHER RE-ASSESSMENT – 30 May 2022

Section 15: Q1 AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

The virus continues to be in general circulation however, the number of confirmed positive cases will no longer be clear due to the restriction on tests available.

The Motability Solutions Team will continue to operate in line with their risk assessments which can be reviewed on the Motability internal and external websites. Changes to these risk assessments have been made following the lifting of restrictions.

Due the lifting of all remaining restrictions and the confirmation that general testing will no longer be available Motability's Health and Safety Committee met in March to review the processes in place at Motability. As a result of this meeting the following changes were implemented from 1 April 2022.

- Staff were no longer required to take Lateral Flow Tests before coming into the office.
- If a member of staff felt unwell, even if from COVID-19, they were to follow our normal process (see our [Sickness Absence Policy](#) for details).
- Individual teams would be consulted as to whether they would like to keep their screens on their banks of desks.
- Individuals who wanted to keep their screens could request this via Facilities.
- There was no longer a requirement to send external visitors guidance ahead of them arriving.
- The coat cupboards will again be available
- Cutlery will be provided in the kitchen.
- Meeting rooms will no longer be cleaned in-between meetings
- Meeting room capacity will return to normal levels
- The cleaning frequency of some high touch areas was reduced.
- All posters and Covid-secure signage around the office was removed

On 1 April 2022 the government issued new guidance titled "Reducing the spread of respiratory infections, including COVID-19, in the workplace". Following this guidance being issued Motability have reviewed their reporting procedures for staff experiencing symptoms of a respiratory infection. A new flow chart is in the process of being agreed.

All of the above could increase the risk of COVID-19 spreading throughout the office and between members of staff.

Section 15: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE

At Motability the following continues:

- Masks will continue to be a personal choice for all staff members.
- Hand sanitiser continues to be provided
- To have a clear desk policy with desks remaining as clear as possible when staff leave the office, to enable thorough cleaning.

Implementation of new sickness reporting procedures for staff experiencing symptoms of a respiratory infection are being introduced. The new procedures state that employees should contact their line manager if they are experiencing symptoms of a respiratory infection and not attend the office. A LFT will be sent to the employee via next day delivery and the employee will take the test. If the test is negative the employee can return to the office ensuring that they take special care to avoid close contact with others. If the employee tests positive then they are to stay at home for the NHS recommended five day isolation period, if the employee still has a temperature following this isolation period they are to continue to stay at home until the passes. This process will be in place from 9 June 2022.

Section 15: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED

The risk has remained a **Medium** risk.

Section 15: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT

Motability Health and Safety Committee
 Tony Daly – Health and Safety Advisor

This Initial Risk Assessment is High

Risk Assessment Matrix		Severity				
		Fatal Injuries	Major Injuries	7 Day Injuries	Medical Treatment	Minor Injuries
Likelihood	Very Likely	High	High	High	High	Medium
	Likely	High	High	High	Medium	Medium
	Possible	High	Medium	Medium	Medium	Low
	Unlikely	Medium	Medium	Medium	Low	Low
	Very Unlikely	Medium	Low	Low	Low	Low

Assessors Name: Covid Working Committee (Beverly Densham and Cheryl Hodgson)	Signed:	Date 26/03/2020
CEO Barry Le Grys MBE	Signed: <i>Barry Le Grys</i>	Date: 26/03/2020
Facilities Office:	Signed:	Date

This Re-Assessment of Risk is Medium

Assessors Name: Health and Safety Committee (Michelle Pewter)	Signed: <i>Pewter</i>	Date 30 May 2022
CEO Barry Le Grys MBE	Signed: <i>Barry Le Grys</i>	Date: 30 May 2022
Facilities Office:	Signed:	Date

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