



Coronavirus Risk Assessment for Offices and Contact Centres

This risk assessment documents the risk control measures Living Streets will introduce within each Living Streets office (workplace) to control the spread of coronavirus (COVID-19). It is not a Business Continuity Plan.

| Location/Dept: All office sites (London, Newcastle, Edinburgh, Cardiff) | | | Date Assessed: June 2020 | | | Assessed by: Senior Management Team / C-19BCMG | | | | | | |
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| Task/Activity: Living Streets offices during coronavirus | | | | | | Reference Number: V1.0 | | | | | | |
| | | | Risk rating before implementing control measures | | | | | | Risk rating after implementing control measures | | | |
| Activity/Task | Hazard/Risk | Persons at Risk | Likelihood (1-5) | Severity (1-5) | Risk/Priority | Controls Measures in Place | | | Likelihood (1-5) | Severity (1-5) | Risk/Priority | Additional Controls Measures Required |
| Section 1 - Working in the office | Contact with persons suffering from coronavirus | Employees Contractors Visitors | 5 | 5 | 25 | <p>COVID-19 Emergency Action Plan (COVID-19 EAP) in place and communicated to all members of staff and visitors, including what symptoms to look out for and what action to take. COVID-19 EAP to be displayed in visible areas around the workplace.</p> <p>All members of staff instructed to follow government guidance on self-isolating and adhere to advice given.</p> <p>Where eligible, employees are strongly recommended to take part in the government's testing programme for COVID-19 and ensure that the results are communicated to senior management. If the test results reveal that the individual has contracted COVID-19, action will be taken as prescribed in the Emergency Action Plan and a decision will be made on when they can return to work.</p> | 2 | 5 | 10 | <p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p> | | |



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| | | | | | <p>Living Streets Return to Work Form to be completed when an employee returns from self-isolating or has been diagnosed with COVID-19.</p> <p>Employees encouraged to download NHS COVID-19 app on personal phones and follow instructions received.</p> <p>Employees instructed to download NHS COVID-19 app (England/Wales and Scotland apps) on their personal or business phone to support Track and Trace systems, use during working hours, and follow any instructions received. All employees must scan QR code on entry to any Living Streets office (where displayed). NB The app is designed to be used by one phone per person. The app should be installed on the phone individuals use most often and this should be carried with them at all times.</p> <p>Once symptomatic, all surfaces that the person has come into contact with must be cleaned, including:</p> <ul style="list-style-type: none"> • All surfaces and objects which are visibly contaminated with body fluids; and • All potentially contaminated high-contact areas such as toilets, door handles, telephones, etc. <p>Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with bodily fluids do not need to be specially cleaned and disinfected.</p> <p>If a person becomes ill in a shared space, these should be cleaned using disposable cloths and household detergents, according to current recommended workplace legislation and practice.</p> | | | | |
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| <p>Section 2 - Working in the office</p> | <p>Contact with persons who may have been exposed to coronavirus – foreign travel</p> | <p>Employees Contractors Visitors</p> | <p>5</p> | <p>5</p> | <p>25</p> | <p>Employees who are suspected to have coronavirus are to quarantine themselves in accordance with the government guidance.</p> <p>Other persons who may have been exposed to coronavirus have been instructed by the government guidance to quarantine themselves.</p> <p>Employees who have returned from foreign travel should quarantine themselves, even if they do not show any symptoms.</p> | <p>2</p> | <p>5</p> | <p>10</p> | <p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p> |
| <p>Section 3 - Working in the office</p> | <p>Contact with persons who may have been exposed to coronavirus</p> | <p>Employees Contractors Visitors</p> | <p>5</p> | <p>5</p> | <p>25</p> | <p>Undertake Living Streets' COVID-19 Daily Management Checklist.</p> <p>Undertake Living Streets' COVID-19 Daily Cleaning Checklist.</p> <p>Communication and training materials will be provided for employees prior to returning to site, especially around new procedures for arrival at work.</p> <p>'Staying COVID-19 Secure in 2020' poster to be displayed at entrance.</p> <p>Undertake Living Streets' COVID-19 Daily Management Checklist.</p> <p>Undertake Living Streets' COVID-19 Daily Cleaning Checklist.</p> <p>Anyone who can work from home will be asked to do so. Where this cannot be done, the minimum amount of people will be asked to work on site.</p> <p>Employees who fall into the vulnerable, clinically vulnerable and clinically extremely vulnerable</p> | <p>2</p> | <p>5</p> | <p>10</p> | <p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p> |



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| | | | | | <p>categories will be assessed and provisions made accordingly.</p> <p>Employees with care responsibilities for individual(s), and / or those employees who live in households with any individual(s) who fall into the vulnerable, clinically vulnerable and clinically extremely vulnerable categories will be assessed and provisions made accordingly.</p> <p>The business will aim to maintain two-metre social distancing wherever possible, including while arriving at and departing from work, while in work, and when travelling between destinations. Where this is not practicable, staff should take further risk mitigation action including wearing a face covering to help protect individuals and those around them from COVID-19.</p> <p>In an emergency, for example an accident or fire, people do not have to stay two metres apart if it would be unsafe.</p> <p>People involved in the provision of assistance to others will pay attention to sanitation measures immediately afterwards, including washing hands.</p> <p>Where social distancing guidelines cannot be followed in full in relation to a particular activity, it will be considered whether that activity needs to continue for the business to operate and, if so, we will take all the mitigating actions possible to reduce the risk of transmission between staff. Further mitigating actions include:</p> <ul style="list-style-type: none"> Increasing the frequency of handwashing and surface cleaning; | | | | |
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| | | | | | <ul style="list-style-type: none"> • Wearing of face coverings when moving around any office area, and when 2 metre distancing cannot practicably be maintained. • Keeping the activity time involved as short as possible; • Using screens or barriers to separate people from each other; • Using back-to-back or side-to-side working (rather than face-to-face) whenever possible; and • Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others). <p>Staggered arrival and departure times will be implemented to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.</p> <p>Landlords will be responsible for aiming to reduce congestion, for example by having more entry points to the workplace.</p> <p>The business will provide storage for workers' clothes and bags.</p> <p>The business will use markings and introduce one-way flow and 2m distance waiting markers at entry and exit points, where possible and appropriate.</p> <p>The business will provide handwashing facilities, or hand sanitiser where not possible, at entry and exit points and will encourage staff not to use touch-based security devices such as keypads wherever possible. When unavoidable, staff will be required to wipe down keypads and wash their hands immediately.</p> | | | | |
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| | | | | | | <p>The business will provide alternatives to touch-based security devices such as keypads where possible and appropriate.</p> <p>Landlords will be responsible for providing alternatives for entry/exit points where appropriate, for example deactivating turnstiles requiring pass checks in favour of showing a pass to security personnel at a distance.</p> <p>Landlords will be responsible for servicing or adjusting ventilation systems, for example so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.</p> <p>Where systems serve multiple buildings, or we are unsure, advice will be sought from the Landlords and their heating ventilation and air conditioning (HVAC) engineers or advisers.</p> <p>The business will open windows and doors frequently to encourage ventilation, where possible.</p> | | | | |
| Section 4 - Working in the office | Contact with persons suffering from coronavirus – moving around buildings and worksites | Employees Contractors Visitors | 5 | 5 | 25 | <p>The business will look to reduce contact with others by:</p> <ul style="list-style-type: none"> Reducing movement by discouraging non-essential trips within buildings, for example restricting access to some areas, encouraging the use of telephones and video conferencing facilities, and cleaning them between use; Restricting access between different areas of a building or site; Ensure any headsets, phones and keyboards used by a member of staff in the office are cleaned between use by each user; Reducing job and location rotation; | 2 | 5 | 10 | <p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p> |



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| | | | | | | Landlords will be responsible for: <ul style="list-style-type: none"> • Introducing more one-way flow through buildings; • Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging the use of stairs wherever possible; • Making sure that people with disabilities can access lifts; and • Regulating the use of high-traffic areas, including corridors, lifts turnstiles and walkways, to maintain social distancing. | | | | |
| Section 5 - Working in the office | Contact with packages or items handled by persons who may have been exposed to coronavirus | Employees Contractors Visitors | 5 | 5 | 25 | The business will look to reduce contact with others by: <ul style="list-style-type: none"> • Reviewing layouts and processes to allow people to work further apart from each other; • Using floor tape or paint to mark areas to help workers keep to a two-metre distance where possible and appropriate; • Only where it is not possible to move workstations further apart, arranging for people to work side-by-side or facing away from each other rather than face-to-face; • Only where it is not possible to move workstations further apart, using screens to separate people from each other; • Managing occupancy levels to enable social distancing; and • Avoiding the use of hot desks and spaces and, where not possible cleaning and sanitising workstations between different occupants, including shared equipment. | 2 | 5 | 10 | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible. https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19 Control measures will be revised and updated when the latest government guidance is released. |



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| <p>Section 6 - Working in the office</p> | <p>Disposal of waste that may be contaminated by a coronavirus sufferer/member of the public, i.e. public waste bins, personal protective equipment (PPE), etc.</p> | <p>Employees Contractors Visitors</p> | <p>5</p> | <p>5</p> | <p>25</p> | <p>All waste that has been in contact with the relevant person, including used tissues, and masks if used, should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied and disposed of as hazardous waste line Landlord policy and procedures.</p> <p>Cleaning contractors will be fully briefed on hazardous waste disposal requirements and Landlord policy and procedures.</p> | <p>2</p> | <p>5</p> | <p>10</p> | <p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p> |
| <p>Section 7 - Working in the office</p> | <p>Contact with persons suffering from coronavirus – meetings</p> | <p>Employees Contractors Visitors</p> | <p>5</p> | <p>5</p> | <p>25</p> | <p>The business will look to reduce contact with others by:</p> <ul style="list-style-type: none"> • Using remote working tools to avoid in-person meetings; • Allowing only absolutely necessary participants to attend meetings and maintaining two-metre separation throughout; • Requiring all visitors to wear face coverings. • Requiring staff to wear face coverings where 2 metre social distancing is not practicable. • Avoiding transmission during meetings, for example by avoiding sharing pens and other objects; • Providing hand sanitiser in meeting rooms; • Holding meetings outdoors or in well-ventilated rooms whenever possible; and • For areas where regular meetings take place, using floor signage to help people maintain social distancing. | <p>2</p> | <p>5</p> | <p>10</p> | <p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p> |



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| <p>Section 8 - Working in the office</p> | <p>Contact with persons suffering from coronavirus – common areas</p> | <p>Employees Contractors Visitors</p> | <p>5</p> | <p>5</p> | <p>25</p> | <p>The business will look to reduce contact with others by:</p> <ul style="list-style-type: none"> • Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example receptions, staircases; • Staggering break times to reduce pressure on kitchen areas, break areas / rooms; • Using safe outside areas, where possible, for breaks; • Requiring all staff to wear of face coverings when moving around any communal office area, and when 2 metre distancing cannot practicably be maintained. Allowing staff to bring in their own mugs / plates / cutlery to use within the office as long as they are not carriers of COVID- 19, and there are no suspected cases within their household. Personal items used must not be left in the offices, and should be taken home at the end of each day; • Requiring all staff who use the business’ shared kitchen appliances, mugs / plates / cutlery (where available) to place these immediately into a dishwasher (where provided) or thoroughly wash them in soapy water after use.. • Requiring staff to wipe down all surfaces and appliances used within kitchenette areas (were available) before and after each use. • Encouraging workers to bring their own food; • Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions; • Encouraging staff to remain on-site and, when not possible, maintain social distancing while off-site; and • Encouraging storage of personal items and clothing by designated workstations. <p>Landlords will be responsible for:</p> | <p>2</p> | <p>5</p> | <p>10</p> | <p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p> |
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| | | | | | | <ul style="list-style-type: none"> Regulating the use of shared locker rooms, changing areas and other facility areas to reduce concurrent usage; and | | | | |
| Section 9 - Working in the office | Contact with persons suffering from coronavirus – visitors and contractors | Employees Contractors Visitors | 5 | 5 | 25 | <p>The business will look to reduce contact with others by:</p> <ul style="list-style-type: none"> Encouraging visits via remote connection/working where this is an option; Where site visits are required, explaining site guidance on social distancing and hygiene to visitors on or before arrival; Requiring all visitors to wear a face covering for the duration of their visit. Limiting the number of visitors at any one time; Limiting visitor times to a specific time window and restricting access to required visitors only; Work collaboratively with landlords to determine if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example carrying out services at night; Maintaining a record of all visitors by requiring all visitors to scan the office NHS QR code (where displayed). Revising visitor arrangements to ensure social distancing and hygiene, for example where someone physically signs in with the same pen in receptions; Providing clear guidance on social distancing and hygiene to people on arrival (for example, signage or visual aids) and before arrival (for example, by phone, on the website or by email); Establishing host responsibilities relating to COVID-19 and providing any necessary | 2 | 5 | 10 | <p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p> |



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| | | | | | | <p>training for people who act as hosts for visitors;</p> <ul style="list-style-type: none"> • Reviewing entry and exit routes for visitors and contractors to minimise contact with other people; and • Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example shared working spaces. | | | | |
| Section 10 - Working in the office | Contact with persons suffering from coronavirus – visitors and contractors | Employees Contractors Visitors | 5 | 5 | 25 | <p>The business will look to improve hygiene between others by:</p> <ul style="list-style-type: none"> • Using signs and posters to build awareness of good handwashing technique, as well as the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available; • Providing regular reminders and signage to maintain personal hygiene standards; • Providing hand sanitiser in multiple locations; • Provide hand sanitisers for employees to use within the our office domains (entrance / exit, desk, kitchen area, meeting rooms, shared equipment touch points). • Introducing enhanced cleaning for busy areas; • Providing more waste facilities and more frequent rubbish collection; and; • Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day. • Requiring all staff to wear a face covering when moving around any office area, and when 2 metrer distancing cannot practicably be maintained. | 2 | 5 | 10 | <p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p> |



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| | | | | | | Landlords will be responsible for: <ul style="list-style-type: none"> Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible; and Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities. | | | | |
| Section 11 - Working in the office | Contact with persons suffering from coronavirus – contact with objects that come into the workplace and vehicles at the worksite | Operatives, other contractors and visitors | 5 | 5 | 25 | The business will introduce: <ul style="list-style-type: none"> Cleaning procedures for goods and merchandise entering the site; Greater handwashing and handwashing facilities for workers handling goods and merchandise and provide hand sanitiser where this is not practical; Restrictions on non-business deliveries, for example personal deliveries to workers. | 2 | 5 | 10 | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible. https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19 Control measures will be revised and updated when the latest government guidance is released. |
| Section 12 - Working in the office | Contact with persons suffering from coronavirus-wearing of PPE | Employees Contractors Visitors | 5 | 5 | 25 | Existing PPE worn in a work activity to protect against non-COVID-19 risks should continue to be worn. As the workplace is outside a clinical setting and we do not respond to a suspected or confirmed case of COVID-19, this workplace will not encourage the precautionary use of extra PPE to protect against COVID-19. Staff are required to wear a face covering when moving around any office area, and when 2 metredistancing cannot practicably be maintained. It will be important to use face coverings properly and | 2 | 5 | 10 | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible. https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19 Control measures will be revised and updated when the latest government guidance is released. |



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| | | | | | | <p>wash your hands before putting them on and taking them off.</p> <p>Employees using face coverings will be encouraged to:</p> <ul style="list-style-type: none"> • Wash their hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it. • When wearing a face covering, avoid touching their face or face covering, as it could contaminate them with germs from their hands. • Change their face covering if it becomes damp or if they have touched it. • Continue to wash their hands regularly. • Change and wash face coverings daily. • If the material is washable, wash in line with manufacturer's instructions. If it is not washable, dispose of it carefully in your usual waste. • Ensure no face coverings are placed on shared surfaces within the office. Any face masks requiring disposal should be bagged and disposed of outside of the office. • Practise social distancing wherever possible. | | | | |
| Section 13 - Working in the office | Contact with persons suffering from coronavirus – shift patterns and travel to work | Employees Contractors Visitors | 5 | 5 | 25 | <p>The business will:</p> <ul style="list-style-type: none"> • As far as possible, where staff are split into teams or shift groups, fix these teams or shift groups so that, where contact is unavoidable, this happens between the same people. • Minimise non-essential travel. • Ask staff to minimise the number of people travelling together in any one personal vehicle if being used for business purposes, | 2 | 5 | 10 | <p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p> |



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| | | | | | | <p>using fixed travel partners, increasing ventilation where possible and avoiding sitting face-to-face.</p> <ul style="list-style-type: none"> • Ask staff to clean any personal vehicles between uses in the event of they are used for business purposes. • Where workers are required to stay away from their home, centrally log the stay and make sure any overnight accommodation meets social distancing guidelines. | | | | |
| Section 14 - Working in the office | Contracting and spreading of infection | Employees Contractors Visitors | 5 | 5 | 25 | <p>Staff are required to wear a face covering when moving around any office area, and when 2 metre distancing cannot practicably be maintained.</p> <p>Basic infection controls should be followed as recommended by the government:</p> <ul style="list-style-type: none"> • Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze. • Put used tissues in the bin straightaway. • Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available. • Try to avoid close contact with people who are unwell. • Clean and disinfect frequently-touched objects and surfaces. • Do not touch your eyes, nose or mouth if your hands are not clean. <p>Persons worried about symptoms should use the NHS 111, only call if they cannot get help online, and NOT go to their GP or other healthcare centre.</p> | 2 | 5 | 10 | <p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p> |



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| <p>Section 15 - Working in the office</p> | <p>Contact with visitors/contactors to site</p> | <p>Employees Contractors Visitors</p> | <p>5</p> | <p>5</p> | <p>25</p> | <p>All contractors expected to complete Living Streets' Contractor Checklist.</p> <p>Contractors only allowed on site if the work cannot be completed at another time.</p> <p>Contractors must be instructed to:</p> <ul style="list-style-type: none"> • Wear a face covering at all times, • Scan the office NHS QR code (where displayed) • Keep two metres away from all other persons at all times. <p>Contractors provided with handwashing facilities, or accesses to hand sanitiser solution where this is not possible.</p> <p>Contractors supervised at all times.</p> | <p>2</p> | <p>5</p> | <p>10</p> | |
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Risk/Priority Indicator Key

| Likelihood |
|-------------------------------|
| 1. Improbable / very unlikely |
| 2. Unlikely |
| 3. Even chance / may happen |
| 4. Likely |
| 5. Almost certain / imminent |

| Severity (Consequence) |
|---|
| 1. Negligible (delay only) |
| 2. Slight (minor injury / damage / interruption) |
| 3. Moderate (lost time injury, illness, damage, lost business) |
| 4. High (major injury / damage, lost time business interruption, disablement) |
| 5. Very High (fatality / business closure) |

| RISK / PRIORITY INDICATOR MATRIX | | | | | | |
|----------------------------------|---|---|----|----|----|----|
| LIKELIHOOD | 5 | 5 | 10 | 15 | 20 | 25 |
| | 4 | 4 | 8 | 12 | 16 | 20 |
| | 3 | 3 | 6 | 9 | 12 | 15 |
| | 2 | 2 | 4 | 6 | 8 | 10 |
| | 1 | 1 | 2 | 3 | 4 | 5 |
| | | 1 | 2 | 3 | 4 | 5 |
| SEVERITY (CONSEQUENCE) | | | | | | |

| Summary | | Suggested Timeframe |
|---------|--------|-------------------------------------|
| 12-25 | High | As soon as possible |
| 6-11 | Medium | Within the next three to six months |
| 1-5 | Low | Whenever viable to do so |



Review Record

| Date of Review | Confirmed by | Comments |
|----------------|---------------------------|--|
| 16/10/2020 | COVID-19 Management Group | Section references added. Updates to sections 1, 3, 7, 8, 9, 10, 12, 14, 15. |
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I have read the risk assessment and understand and accept its contents form part of my job role. I will keep myself informed of any changes.

| Employee Name (Print) | Employee Signature | Date |
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