



RISK ASSESSMENT FOR RETURNING TO WORK AT MHP

June, 2020

Based on guidance laid out for UK Government published 11th May, 2020

	Name	Position	Date
Document Owner	Ray O’Halloran (Owner)	Director of Facilities Management	09/06/2020
Reviewed by	Sevda Mubarek Lea Sheen Mei Ling Chan	Employee Representatives	09/06/2020
Approved By		Extended Crisis Management Team (ECMT)	12/06/2020
Noted by		Risk and Conduct Committee (RCC)	25/06/2020
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Introduction

The timing of a return to work at 8-10 Mansion House (MHP) will be approved by ExCo and will be based on a number of factors including government guidance, guidance from transport operators such as Transport for London, the readiness of plans contained in this document, operational efficiency considerations and feedback from staff. However, it is important that we start making plans for our future return to MHP.

The purpose of this risk assessment is to ensure that we keep staff as safe as possible and minimise the chances of infection at MHP and that we manage the return to the office for our staff in accordance with government advice and we protect the health, safety and well-being of our staff at all times. It is the bank's policy to follow relevant government guidance as closely as possible.

The guidance is designed to assist BACB in a site specific approach to keeping our staff, tenants and occupiers safe during the coronavirus pandemic. This advice is relevant specifically to MHP re-occupation. There has been consultation on the content of this risk assessment, including with employee representatives in accordance with government guidance. This risk assessment will be published on BACB's website.

This risk assessment is a document that details the risks and actions that will be taken across the bank, focussing mainly on the physical working environment. Closer to the time of any reoccupation of MHP it is likely to be supplemented by further advice/documents reflecting the situation at that time, including:

- guidance on social distancing within the workplace and other behavioural aspects;
- detailed Departmental plans covering, for example, policies on working from home, shift patterns and staggered working hours and Departmental procedures, including access to filing cabinets and other "high touch" areas of MHP;
- policies on those with parental and other caring responsibilities and policies on those who fall within the Clinically Vulnerable and Clinically Extremely Vulnerable categories.

The referencing for this document has been drawn using advice from Public Health England (PHE) <https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance#overvie> and UK government advice <https://assets.publishing.service.gov.uk/media/5eb97e7686650c278d4496ea/working-safely-during-covid-19-offices-contact-centres-110520.pdf>

If anyone has any questions or concerns in relation to returning to work at MHP, they should raise them with their manager in the first instance. If anyone feels uncomfortable at any time by the actions of their colleagues they are encouraged to sensitively and respectfully challenge other team members, for example if someone is not social distancing.

Key Principles

Social Distancing - The advice on social distancing measures applies to everyone. Maintaining a distance of 2 metres between individuals is recommended throughout the building at all times.

Hygiene – Everyone should wash their hands frequently using soap and water for a minimum of 20 seconds, and especially after blowing their nose, sneezing or coughing, on arrival at work, before and after eating, after using public transport, and when they arrive home. Where facilities to wash hands are not available, hand sanitisers should be used.

Communications- New workplace behaviours and personal hygiene guidelines need effectively communicating using maximum visible means such as Boris, clear signage, posters, directional aids etc.

Government draft proposals

Through the UK Government Advice issued on the 11th May ‘Working safely during COVID-19 in offices and contact centres’ specific points have been raised to allow the easing of the current lockdown measures, these are as follows;

1. Companies should identify a new risk assessment to maintain safe working practices during the pandemic (this document).
2. Working from home is recommended for months to come.
3. Monitoring the mental and physical health of staff during this time.
4. Hot desking will be curtailed.
5. Staggered shift working should be considered.
6. Staff canteens to be kept closed.
7. Lifts to be kept at 50% occupancy at all times.
8. Staff to be kept apart both at work and during breaks.
9. Plastic screens for the front of house reception area should be introduced.
10. Appropriate graphics/signage/tape should be introduced to designated areas.
11. The question of PPE for staff on site is to be considered by each organisation itself.
12. Wherever possible those working at desks should sit side-by-side or back-to-back rather than face-to-face.

Risk Assessment to maintain safe working practices at MHP during the pandemic

Description of key task	Priority Level	Current Mitigation	Current Risk Level	Further Mitigation	Future Risk Level	Time Scale	Owner
Risk Assessment	1	Draft document with BACB for approval	2	Approval of RA by BACB. Measures introduced	2	2 weeks	BACB / FMT
WFH Policy	2	95% of BACB currently WFH	3	With reoccupation of MHP risk rises	2	To be determined by BACB	BACB/HR
Monitoring the mental and physical health of staff	1	Completely review list of staff maintained by HR who are vulnerable or who have dependents that are considered vulnerable prior to commencing phased re-occupation. Regular manager communication 1:1 with their staff. HR drop-in sessions. Top tips published on working from home.	1	Regular manager communication 1:1 with their staff. HR drop-in sessions. Employee survey for confidential Bank-wide feedback. No-one who is clinically vulnerable or clinically extremely vulnerable will be permitted to return to the office until government advice is that this is safe.	2	To be determined by BACB	BACB/HR
Hot desking will be curtailed	1	Current low level occupation of MHP allows full separation on 2 nd floor.	3	Reoccupation of more staff to MHP will create larger separation issues. No hot desking will be clearly communicated at video-call briefings prior to people returning to the office. Facilities to monitor that there is no hot desking.	3	To be determined by BACB	BACB /FMT

Description of key task	Priority Level	Current Mitigation	Current Risk Level	Further Mitigation	Future Risk Level	Time Scale	Owner
Working in shifts	2	Not required at present.	3	Once occupancy rates at MHP rise in phased return departments will split their teams to the extent possible. Each sub team (or part thereof) will alternate between working in MHP for a week and then working from home for a week. The two sub-teams will alternate with minimal contact between the teams. Vulnerable employees will continue to work from home.	2	To be determined by BACB	BACB /FMT/Team Leaders
Staggered shift working	2	No need to stagger shifts at present occupation.	3	It is assumed that re-occupation will require staggered start and end times to allow people to travel at non-peak times, e.g. 7am to 3pm, 8am to 4pm, 10am to 6pm and 11am to 7pm.	2	To be determined by BACB	BACB / FMT
Toilets	2	Current trial of signage on 2 nd floor to determine effectiveness of system taking place	1	Only one person will be permitted into a toilet area at a time – there will be a “vacant/ engaged” sign on the front door to facilitate this.	2	To be determined by BACB	BACB / FMT
High touch areas within individual Departments such as filing cabinets	2	Hygiene protocols including cleaning every hour and deep cleaning overnight.	2	More detailed guidance to be provided such as staff being requested to hand wash or use hand sanitisers more regularly and wipe down surfaces after use.	2	To be determined by BACB	BACB / FMT

Description of key task	Priority Level	Current Mitigation	Current Risk Level	Further Mitigation	Future Risk Level	Time Scale	Owner
Staff canteens	2	Current low level occupation of MHP allows full separation on LG floor Canteen.	3	With a higher occupancy, staff canteen and coffee/ tea areas on each floor may be opened for one person at a time with regular cleaning of high touch points. Usage will be monitored to ensure that these do not become bottlenecks. Staff are expected to wash their own cutlery and crockery after each use or place in the dishwasher.	2	To be determined by BACB	BACB / HR
Meeting rooms	2	Occupancy limited to no more than 50%, hand sanitisers available, touch point cleaning every hour and deep clean overnight.	2	Current protocol will continue.	2	To be determined by BACB	BACB
Lift occupancy	2	Current low level occupation allows for only 1 lift to be in operation.	3	Reoccupation will require both lifts to be in service and appropriate signage and communications in place to manage levels of occupation of lifts – only four people to be allowed in a lift at any one time, all to be outward facing.	2	To be determined by BACB	BACB / FMT

Description of key task	Priority Level	Current Mitigation	Current Risk Level	Further Mitigation	Future Risk Level	Time Scale	Owner
Waste	2	General waste is collected daily as part of the cleaning process. Recycling is also collected regularly as part of the cleaning process; confidential waste paper is collected separately. There are clinical waste bins for anything potentially infected (including tissues and PPE) which are treated appropriately. Waste awaiting collection by the council is stored in a segregated bin storage area.	3	System will be kept under review to ensure that there is no additional risk to employees, premises team or cleaners. We aim to be a green organisation but safety is the top priority.	3	As necessary	FMT
One Way system	2	Not required at current low occupancy levels	3	When occupancy rates rise we will introduce one way systems through areas of high pedestrian traffic. These may include <ul style="list-style-type: none"> the foyer staircases (above GF level in the case of the Western staircase) areas around toilets, lifts and kitchens on each floor Walkways between banks of desks on 1st – 4th floors. There will be an element of trial and error to establish what is most effective.	2	To be determined by BACB	BACB / FMT

Description of key task	Priority Level	Current Mitigation	Current Risk Level	Further Mitigation	Future Risk Level	Time Scale	Owner
Staff to be kept apart both at work and during breaks.	2	Current low level occupation of MHP allows full separation.	3	Reoccupation will require buy in from staff and monitoring by management. Desks to be separated by at least 2m, arranged back to back or side by side. Meetings to observe 2m social distancing or continue to use Zoom from their desks.	2	To be determined by BACB	BACB / FMT
Plastic screens for the front of house reception area should be introduced.	1	Current low level occupation of MHP allows full separation	3	FMT has sourced appropriate screens for reception. No further action required.	3	To be determined by BACB	FMT
Appropriate graphics/signage/tape should be introduced to designated areas.	2	Current signage at reception is sufficient for occupation of MHP at this time.	3	Floor stickers, hazard tape and signage being sourced by FMT for display when reoccupation takes place. Signage to remind on hand-washing (and show how best to wash hands).	2	To be determined by BACB	FMT
Coffee/ tea areas	2	Coffee/ tea areas on each floor will be “one in one out” with touch point cleaning. The restaurant on the lower ground floor will have reduced occupancy to ensure social distancing (chairs will be removed).	2	No additional measures envisaged.	2	To be determined by BACB	FMT
PPE for staff	2	Hand sanitizer and tissues issued to staff prior to lockdown. Sanitizer on all floors and cleaning regime in place to cover all aspects of hygiene throughout MHP.	3	Initial small order of additional hand sanitizer, disposable gloves, face masks and tissues have been ordered.	3	To be determined by BACB	FMT

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Cleaning regime	1	Premises continues to be cleaned at an appropriate level and frequency for current minimal occupancy	2	Deep clean of all floors overnight Sunday to Thursday. One cleaner will constantly clean common areas such as door handles, lift buttons and hand rails.	1	To be determined by BACB	FMT
Visitors to the office	2	Visitors are not currently permitted.	3	Visitors not permitted to the office unless business critical. FMT and the relevant ExCo member must approve if a visitor is considered business critical and permitted to visit MHP.	2	To be determined by BACB	FMT
Supplier deliveries	2	Supplies are currently delivered and received by someone wearing gloves as they are in the post room and all metal and plastic objects will be wiped down before passing on inside the bank.	2	Supplies will be received by someone wearing gloves as they are in the post room and all metal and plastic objects will be wiped down before passing on inside the bank.	2	To be determined by BACB	FMT

Description of key task	Priority Level	Current Mitigation	Current Risk Level	Further Mitigation	Future Risk Level	Time Scale	Owner
Protocol for infection on-site	1	<p>The bank has procedures in place to follow if someone exhibits symptoms of Covid-19 while on the premises or shortly after attending MHP. These involve</p> <ul style="list-style-type: none"> • Immediate isolation of the individual involved and those with whom he or she has had close contact. • If medical intervention is required a 999 or 111 call will be made, in accordance with government advice at the time. • Unless the affected individual is taken to hospital he or she will be sent home as soon as possible and required to self-isolate in line with government guidelines then in force. • Affected areas of MHP will be taken out of service and deep cleaned. • If relevant, the bank will liaise with “Track and Trace” services. 	2	We will continue to update the protocol in line with the Government’s advice.	2	To be determined by BACB	FMT/HR

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Hygiene protocol for MHP	1	<p>A reduced daily cleaning regime to sanitise all contact areas has been introduced during the lockdown period since March 2020, this includes.</p> <ul style="list-style-type: none"> • Contact areas to be cleaned (door handles, push plates, stair handrail) • cleaning of all work surfaces • cleans of bathrooms and kitchens throughout the day • Disposal of contaminated waste 	3	<p>An increased daily cleaning regime to sanitise all contact areas when building occupation starts to increase.</p> <ul style="list-style-type: none"> • Contact areas to be cleaned (door handles, push plates, stair handrail) • Overnight deep clean program to be reintroduced. • Increased cleaning of all work surfaces • Increase in cleans of bathrooms and kitchens throughout the day • Alter and increase the Cleaning Operatives hours • Disposal of contaminated waste • Consider Out-of-Hours spraying of office areas 	2	To be determined by BACB on when occupation of MHP will increase	FMT
Contactless entry onto floors rather than key lock	2	All stairwell key pads are locked open at the moment with free access due to limited number of staff in the building and to reduce possible contamination. The touch point cleaning still remains in place.	3	On return to full occupation the bank will look at the risk of security breaches against contamination and make a judgement call accordingly. At all times we will be engaging with the business to find the best model going forward	2	To be determined by BACB	FMT

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Virus circulating in the office through the building air conditioning system	3	The air conditioning is currently being run for 1 hour each day to purge the system, put fresh air into the building and keep the equipment running efficiently. During the day there is no A/C running due to the lack of personnel in the building (no need and cost effective).	3	When we return to the office or numbers dictate, the system will be put on the full run program. The A/C system runs on fresh air supply only and means that there is no recirculated air in the building just treated (hot/cold, damp/dry air) at any time so reducing the chance of the virus circulating in the office. Additionally, the filtration system within the A/C system is also of a standard which reduces the chance of any contaminates getting onto the floors from outside.	3	To be determined by BACB	FMT