



# Freepoint COVID-19 Risk Assessment

July 2021

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Part 1 – General Details

<b>Location</b>	Freepoint London Office – 5 <sup>th</sup> Floor, 62 Buckingham Gate
<b>Department/Business</b>	Safe Occupation of Freepoint Office – 5 <sup>th</sup> Floor, 62 Buckingham Gate
<b>Scope of Risk Assessment</b>	<p>This document is designed as a starting point for an ongoing process of collaboration with staff and the Building Management Team (BMT) to develop safe systems for all who work at Freepoint London office (5<sup>th</sup> Floor, 62 Buckingham Gate).</p> <p>UK Government guidance currently states that it is at the discretion of employers as to how staff can continue working safely. Working from home is one way to do this, but workplaces can also be made safe by following COVID-19 Secure guidelines. Where it is not reasonable for employees to do their job from home, they may leave home for work purposes. Offices and contact centres can open, if they are COVID-secure.</p> <p>Freepoint employed the services of <a href="#">Cavendish Health</a> for expert risk assessment advice to inform our statutorily required assessment in 2020, much of their advice remains relevant today.</p> <p>Freepoint has implemented a restriction on all but essential external visitors to our office.</p> <p>This document should be read in conjunction with the LandSec document which sets out the guidance for using 62 Buckingham Gate, supplied by the BMT and up-to-date government advice, which can be accessed here:  <a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</a></p>
<b>Review Status</b>	As per the government’s advice, we have begun a gradual return to working from the office post 19 July 2021 which is step 4 of the Road Map. This document sets out how our employees can safely return to the office in line with government guidance. Although most legal restrictions have been lifted at step 4, and many people have been vaccinated, it is still possible to catch and spread COVID-19, even if you are fully vaccinated, and we are still in the third wave of this pandemic in the UK. It is a live document and its contents will be kept under review as the situation changes and issues may arise. This version is dated 23 July 2021 and reflects the information available to us on that date.
<b>COVID-19 Properties</b>	COVID-19 is a disease caused by a virus transmitted in droplets when people are breathing, most particularly when they cough, or sneeze. It causes a lung infection, which is currently estimated not to be severe in 80% of cases, but 20% of people catching it may go on to need hospital treatment. Whilst a vaccination programme is being rolled out, there is no current cure and the vaccine may not protect against transmission. Whilst it is still

	<p>thought the virus can remain “live” on hard surfaces such as handles, switches, bannisters etc. for 72 hours, it is believed that transmission and infection generally occurs when someone is in an unventilated area with, or is in close or prolonged proximity to an infected person and breathes in droplets or aerosols from an infected person. They may be symptom-free but infectious during the incubation stage, which is typically five days but can be up to a week. Cleanliness and good ventilation are therefore key. The virus can be killed using normal household detergents on hard surfaces.</p>
<p><b>Main Symptoms</b></p>	<p>A high temperature, a dry cough and loss of the sense of smell are considered the most indicative symptoms. Up-to-date information on symptoms can be found at <a href="https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/">https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/</a>.</p> <p>People with these symptoms must follow the guidance from PHE on <a href="https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance">https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance</a>. They should also let a Covid Officer know of their symptoms via electronic message. Where COVID-19 is confirmed in staff or recent visitors to the office, contact tracing process to be followed <a href="https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance">https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance</a>.</p>
<p><b>Control of Transmission</b></p>	<p>Current guidance no longer requires social distancing, but still requires regular handwashing (&gt;20 seconds) with soap and warm water, and air or disposable towel drying for decontamination of virus particles from skin surfaces. Hand-gel should be used where soap and water are not available. In other areas which are enclosed and crowded, mitigation actions are recommended: Mitigation actions in our office include, the option to wear masks, using back-to-back or side-to-side working.</p> <p>In line with WHO information and guidance, the BMT monitors air quality in the building. The BMT has stopped re-circulation of air, so only 100% fresh air is delivered onto the floors. Our building has a designed air change ratio based on the maximum occupancy of customers on each floor, for normal occupation this is six changes of air per hour, so for each person on the floor they will receive 10m<sup>3</sup> per person and every ten minutes the air is changed. The use of face coverings is currently recommended in enclosed public spaces which may be crowded and where you will come into contact with people you do not normally meet. Freepoint will make available face coverings for their team and visitors as appropriate and encourages anyone in the office to wear a mask whenever they have face to face contact which is less than 2m and/or are not sitting at their desk.</p> <p>The Government have produced Guidelines for COVID-Secure workplaces: <a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</a></p>
<p><b>Vulnerable Groups</b></p>	<p>Public Health England has specific guidance for vulnerable groups.</p> <p>Those defined as extremely vulnerable should be shielding and not return to work until the time specified by the government, or upon the advice of their doctor: <a href="https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19">https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</a></p> <p>Those at risk of severe illness are advised to stay at home as much as possible and, if they do go out, take particular care to minimise contact with others outside their household.:</p>

<https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing>

Freepoint has identified and maintains a register of all staff who are considered vulnerable, including those who care for or live with vulnerable people.

**Part 2 – Employee and Visitor Safety**

What are the hazards?	Who is at risk?	Control measures	Risk rating
<b>Mental health / psychological wellbeing</b>	Staff	<ul style="list-style-type: none"> <li>• Workplace arrangements and controls put in place to reduce risk of exposure to COVID-19 are documented in procedures and policies and disseminated to employees by Freepoint’s Covid Officer(s).</li> <li>• Regular communication with staff at firm, team and individual level to ensure staff are informed about Freepoint reoccupation plans including proposed Health and Safety measures. These will include:               <ul style="list-style-type: none"> <li>• The most recent COVID-19 risk assessment being available to all employees;</li> <li>• Training and publication of signage and other recognised media materials such as posters and videos to remind employees of the Health and Safety Measures;</li> <li>• Regular meetings or calls between the management, including Covid Officers and Covid Managers to discuss employee safety, well-being, absence management, operational risks, controls compliance and best practice;</li> <li>• Office Managers and Covid Officer to ensure effective implementation of the Health and Safety measures.</li> </ul> </li> <li>• Ongoing consultation with staff during remote working and specific engagement during the risk assessment phase of gradual reoccupation planning to ensure all concerns are identified and addressed.</li> <li>• Staff are made aware of support mechanisms available to them to help manage stress and anxiety associated with COVID-19 and remote working through HR</li> </ul>	Medium
<b>Vulnerable groups</b>		<ul style="list-style-type: none"> <li>• Freepoint has identified and maintains a register of all staff who are in vulnerable groups themselves or are caring for others and encourages them to discuss their support needs with HR</li> <li>• PHE has specific guidance for vulnerable groups:</li> </ul>	High

		<ul style="list-style-type: none"><li>▪ Those who are clinically extremely vulnerable or at risk of severe illness are advised to stay at home as much as possible and, if they do go out, take particular care to minimise contact with others outside their household: <a href="https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing">https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing</a></li></ul>	
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<p><b>Virus transmission in the workplace</b></p>	<p>Staff, visitors and contractors</p>	<p>UK Government guidance currently states that employers may require staff to return to offices and has encouraged them to do so on a gradual basis. Freepoint is following the government guidance on working safely in offices: <a href="https://www.gov.uk/guidance/working-safely-during-covid-19/offices-factories-and-labs">https://www.gov.uk/guidance/working-safely-during-covid-19/offices-factories-and-labs</a>.</p> <p>Clear signage and guidance in line with government advice to be displayed throughout the office.</p> <p>Where staff and/or visitors have been invited to attend the office:</p> <p><b>Staff and visitors returning to the office</b></p> <ul style="list-style-type: none"> <li>• Staff and visitors are to comply with all additional health and safety protocols put in place by Freepoint and the BMT.</li> <li>• Staff and visitors will be required to confirm they are symptom-free and have not been in contact with any confirmed cases of COVID-19 prior to returning to work in the office.</li> <li>• Staff issued with guide for safe working.</li> </ul> <p><b>Ingress and egress to office</b></p> <ul style="list-style-type: none"> <li>• Reduced staff numbers to promote reduced contact</li> <li>• The ability to agree to stagger working hours with assigned arrival/departure times outside of peak periods with teams and line managers</li> <li>• Provision of hand sanitiser at entry and exit points to office.</li> </ul> <p><b>Workstations</b></p> <ul style="list-style-type: none"> <li>• Clear desk policy enforced with individual lockers and pedestals being utilised for personal items.</li> <li>• Strict pre-booking process for unassigned desks/ PCs and meetings in any room to allow management of additional deep cleaning and sanitising between use by different occupants.</li> </ul> <p><b>Meetings</b></p> <ul style="list-style-type: none"> <li>• Use telephone and video conferencing to avoid in-person meetings.</li> <li>• In person meetings to be held in open areas where possible.</li> <li>• Current restrictions in place discouraging all external visitors to the office.</li> <li>• Meeting rooms may only be used by limited numbers of people.</li> <li>• Where in-person meetings are required, only absolutely necessary participants should attend, masks to be worn.</li> </ul>	<p>Medium</p>
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		<ul style="list-style-type: none"> <li>• Where possible, meetings should be held outside.</li> </ul> <p><b>Common area (kitchen/breakout/reception)</b></p> <ul style="list-style-type: none"> <li>• Handwashing facilities, disposable paper towels to dry hands and guidance posters: <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></li> <li>• Gel/foam sanitiser and sanitising wipes on each table in break-out area and one-person limit to avoid face-to-face interaction (excess furniture removed).</li> <li>• The kitchen will be able to be used by up to 5 people at a time, with social distancing encouraged and mask use.</li> <li>• Vending machine to be closed.</li> </ul> <p><b>Cleaning</b></p> <p>See <a href="#">Part 4 – Cleaning</a> below.</p> <p><b>PPE</b></p> <ul style="list-style-type: none"> <li>▪ PPE (3 ply face masks) are available for use by all visitors and staff and their use is encouraged where people are walking around the office, in the kitchen or where distance of &lt;2m is likely</li> <li>• Freepoint still encourages social distancing of c.2m where possible.</li> </ul> <p><b>IT Desktop Support</b></p> <ul style="list-style-type: none"> <li>• Where physical desktop PC support is required, IT Manager/Engineer is to:             <ul style="list-style-type: none"> <li>▪ Wear PPE (face mask only)</li> <li>▪ Sanitise hands before and after work at each station.</li> <li>▪ Wipe all equipment before and after work with sanitising wipes</li> </ul> </li> </ul>	
<p><b>Someone entering the workplace with COVID-19</b></p>	<p>Staff, visitors and contractors</p>	<ul style="list-style-type: none"> <li>• Staff must not attend the office if they feel unwell in any way.</li> <li>• Freepoint has implemented thermal imaging technology to monitor staff and visitors to the office for early detection of potential cases of COVID-19.</li> <li>• Anyone displaying symptoms of COVID-19 (<a href="https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/">https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/</a>) will be sent home and advised to follow the stay at home guidance.</li> <li>• Anyone who has:             <ul style="list-style-type: none"> <li>▪ tested positive for COVID-19;</li> </ul> </li> </ul>	<p>Medium</p>

		<ul style="list-style-type: none"> <li>▪ COVID-19 symptoms;</li> <li>▪ a member of their household self-isolating;</li> <li>▪ been contacted by Track &amp; Trace or notified by the NHS COVID App to self-isolate or take a test for COVID;</li> <li>▪ been in contact with someone who has tested positive;</li> <li>▪ been asked to take a test for COVID-19;</li> </ul> <p>must not attend the office and must inform one of the Covid Officers (by telephone or email) as soon as possible.</p> <ul style="list-style-type: none"> <li>• If advised that a member of staff or a visitor has tested positive for Covid-19 and were recently in our office, contact tracing process is to be followed: <a href="https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance">https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance</a></li> <li>• Decontamination of the office to be carried out in line with government guidance: <a href="https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings">https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</a></li> </ul>	
<b>Toilets and welfare facilities</b>	Staff, visitors and contractors	<ul style="list-style-type: none"> <li>• Toilet facilities are dedicated to Freepoint.</li> <li>• Use of masks is encouraged and social distancing to be maintained where possible in the toilet facilities.</li> <li>• Sanitiser dispensers outside the entry doors to the bathroom facilities and requirement that staff wipe down surfaces they have touched.</li> </ul>	High
<b>Accidents, security and other incidents</b>	Staff, visitors and contractors	<p><b>First aid</b></p> <ul style="list-style-type: none"> <li>• Our office is a low risk environment for accidents and we are asking some employees to undertake first aid training to provide cover during partial reoccupation.</li> <li>• Additional resuscitation face shields, N95 masks and disposable gloves added to standard first aid equipment for hands-on treatment.</li> </ul> <p><b>Fire Safety</b></p> <ul style="list-style-type: none"> <li>• Additional information will be given to all staff to ensure adequate fire safety awareness.</li> <li>• Freepoint acknowledges that all Landlord fire related systems have been maintained during lockdown.</li> </ul> <p><b>General</b></p>	Medium

		<ul style="list-style-type: none"> <li>• Staff are aware that a Fire Warden may not be on site and have been informed of the measures to take in an emergency.</li> <li>• Staff are aware that the BMT have trained first aiders available and have contact details in case of an emergency.</li> <li>• Staff involved in the provision of assistance to others are instructed to pay particular attention to sanitation measures immediately afterwards including washing hands.</li> </ul>	
<b>Deliveries</b>	Staff	<ul style="list-style-type: none"> <li>• Staff have been instructed that personal deliveries should no longer be addressed to the office.</li> <li>• All company post and deliveries are now to be managed from designated delivery area.</li> </ul>	Low

**Part 3 – Travel**

What are the hazards?	Who is at risk?	Control measures	Risk rating
<b>Travelling to work</b>	Staff	<ul style="list-style-type: none"> <li>• Staff who rely on public transport to travel to the office must comply with government guidance related to use of public transport.</li> <li>• Where possible, walking, cycling and driving/taxis are the recommended mode of travel for any staff planning to utilise the office</li> <li>• Staff advised of BMT controls in place for cyclists including shower facilities – expected high numbers of tenants cycling or walking to work may impact the use of these facilities.</li> </ul>	High

**Part 4 – Cleaning**

What are the hazards?	Who is at risk?	Control measures	Risk rating
<b>Landlord controlled communal areas</b>	Staff, visitors and contractors	<ul style="list-style-type: none"> <li>• Freepoint acknowledge BMT have produced a plan for cleaning the public access areas of the building assuming phased reoccupation.</li> </ul>	Medium

<p><b>Freepoint office cleaning ahead of reoccupation and upon return</b></p>	<p>Staff, visitors and contractors</p>	<ul style="list-style-type: none"> <li>• Freepoint employs the services of an independent contractor for the cleaning of our office and have planned for any necessary deep cleaning of the office ahead of occupation.</li> <li>• Ongoing cleaning of the office will be in line with government recommendations: <a href="https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings">https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings</a></li> </ul> <p>Where the office is opened and in use:</p> <ul style="list-style-type: none"> <li>• Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, keyboards, kitchen, reception area using appropriate cleaning products and methods.</li> <li>• Printers, photocopiers and similar high contact equipment is to be provisioned with sanitising gel and wipes.</li> <li>• Increased frequency of professional office cleaning: Working days:             <ul style="list-style-type: none"> <li>▪ 09.45-10.30 – high touch areas cleaned</li> <li>▪ 13.30-15.00 – high touch areas cleaned</li> <li>▪ 17.00-20.45 – clean of full office and workstations</li> </ul>             Saturdays:             <ul style="list-style-type: none"> <li>▪ 09.00-15.00 – deep clean of full office and workstations</li> </ul> </li> <li>• All workstations equipped with sanitising wipes (for equipment), hand sanitiser and tissues.</li> <li>• Additional sanitising stations positioned throughout the office (maintained by Freepoint).</li> </ul>	<p>Low</p>
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**Part 5 – Preparation of Office for Reoccupation**

What are the hazards?	Who is at risk?	Control measures	Risk rating
<p><b>Heating, ventilation and air-conditioning systems</b></p>	<p>Staff, visitors and contractors</p>	<ul style="list-style-type: none"> <li>• Freepoint acknowledge confirmation that BMT have maintained ventilation systems for normal working conditions.</li> <li>• BMT have advised that they are not recirculating air and are pumping fresh air into the building.</li> </ul>	<p>Low</p>

		<ul style="list-style-type: none"> <li>BMT maintain all plant/systems Freepoint is responsible for and we have requested confirmation that all maintenance is up-to-date and preoccupation checks and processes are carried out.</li> </ul>	
<b>Water related systems readiness (including Legionella)</b>	Staff, visitors and contractors	<ul style="list-style-type: none"> <li>Freepoint acknowledge BMT have maintained Landlord water systems for normal working conditions.</li> <li>Platinum maintain all water systems Freepoint is responsible for and we have requested confirmation that all maintenance is up-to-date and preoccupation checks and processes are carried out.</li> </ul>	Low
<b>Status of passenger lift systems</b>	Staff, visitors and contractors	<ul style="list-style-type: none"> <li>Freepoint acknowledge that all maintenance and thorough examination visits have continued during lockdown.</li> </ul>	Low

**Part 6 – Contractors**

What are the hazards?	Who is at risk?	Control measures	Risk rating
<b>Confirmation of COVID-19-free Status of Workers and of COVID-19 Secure Workplace</b>	Staff, other building users and contractors	<ul style="list-style-type: none"> <li>All contractors will be expected to have measures in place to control their activities for COVID-19 risks and will be required to submit a risk assessment outlining these.</li> <li>Completion of COVID-19 Questionnaire prior to visiting the office.</li> <li>Provide completed copy of COVID-19 Secure 2021 notice.</li> </ul>	Low
<b>Timing of activities/access to site</b>	Other building users and contractors	<ul style="list-style-type: none"> <li>Where possible, all contractor visits/work is to take place out of hours either overnight or at weekends to limit numbers in the building. If not possible to schedule works out of hours, arrival times must be agreed between 1030 to 1130 hrs start with shift end time scheduled no earlier than 1930 hrs.</li> <li>Agreement in advance with BMT the specific entry, circulation and exit routes from building for contractor workers. This should be presented in the form of a circulation layout plan dovetailing with the building plan. To include: <ul style="list-style-type: none"> <li>recognition of increased demands on all lifts;</li> <li>arrangements in place to ensure no queuing in public areas to gain access to work area;</li> <li>routes to welfare facilities.</li> </ul> </li> <li>Site-specific details as to how sign-in will be managed for the area under their control, minimising contact.</li> </ul>	

<b>Contractor Inductions</b>	Other building users and contractors	<ul style="list-style-type: none"> <li>All contractors will be required to undergo new induction for the building to familiarise them with the COVID-19 control measures in common areas. Contractors will be instructed to raise any breaches of control measures during work on site.</li> </ul>	
<b>Deliveries for Site and Removal of Waste</b>	Other building users and contractors	<ul style="list-style-type: none"> <li>Contractor to agree with the BMT in advance of all deliveries and waste removal visits.</li> </ul>	
<b>Handwashing Facilities and Toilets</b>	Other building users and contractors	<ul style="list-style-type: none"> <li>Contractor to agree with the BMT in advance the toilet facilities, which can be made available to contractors. Agreed circulation routes to be in place to access them.</li> <li>Contractors are required to wash/sanitise hands on arrival and departure from the office.</li> </ul>	