

Risk Assessment – Working Safely During Covid-19

Following relevant government guidance as laid out in this Risk Assessment and on consultation with the appropriate TOG Staff this Risk Assessment outlays all practical measures TOG are performing to help control workplace risk during this pandemic.

Assessment date:	14/05/2020
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Updated date:	26/06/2020
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Hazards Identified	Controls
Travelling to and from TOG buildings	TOG has implemented staggered shifts for building teams to allow alternating arrival and departure times. This aims to reduce crowding in and out of TOG buildings and spaces. We also encourage members to consider this as an option.
	The majority of TOG buildings have bike storage available for members to use and we encourage cycling as a commuting option wherever possible.
	Where possible, TOG has limited access and egress to separate entrances. This is to reduce congestion and aid the free continuous flow of foot traffic.
	All buildings are equipped with lockers as provisions for personal items. Each building team will organise use of these on a first-come-first-served basis.
	We are operating a one-way directional flow wherever possible throughout all TOG buildings. These are clearly indicated with floor markings and signage.
	TOG has invested in the installation of wall-mounted sanitisers through all common areas, as well as making provision for members to purchase additional sanitiser for their office spaces.
	TOG has invested in signage to encourage those using the spaces to follow government-advised physical distancing guidelines at all times. More information on these guidelines can be found on the GOV.UK website.
	TOG has created a new cleaning team to focus on common areas and frequently touched items, who will have a presence in all our buildings. All cleaning supplies have been increased to a medical grade. Data sheets and COSHH assessment available upon request.
	TOG will be undertaking temperature checks for all employees. We would encourage members to explore similar options for their staff if possible.

Travelling to and from TOG buildings	Any member who has recently returned from abroad must follow all government guidelines before re-entering a TOG space and make their building team aware of this.
	Face coverings are now mandatory on public transport. All TOG staff will be following these guidelines and we ask members to ensure they and their staff also comply.
Moving around TOG buildings and worksites	TOG will be allocating each of our current coworking and lounge members a fixed desk at a local building level and informing them of this.
	TOG have ceased selling any forms of coworking membership until further notice to allow extra space in these areas.
	All TOG field-based teams are to work from one TOG building per day where possible.
	TOG have installed signage, including directional arrows, to help improve the free flow of people around the space. For a circulation plan, please contact your building manager.
	TOG will utilise signage to encourage conscious use of lifts and to take the stairs wherever possible, as well as increasing the cleaning frequency in lifts throughout the day. TOG will prioritise people with assisted access requirements for lift usage.
Meetings	TOG has invested in additional remote technology like Zoom to ensure members can hold meetings with several attendees while respecting social distancing measures.
	Where possible, TOG will give free upgrades to a larger space for members booking meeting rooms to aid them in following social distancing guidelines.
	Increased changeover periods between bookings mean meeting room coordinators can ensure that the meeting rooms are sanitised between uses.
	TOG will be removing shared stationery from the meeting rooms. This will be made available upon request.
	There will be a provision of hand sanitiser in all meeting rooms for client use.
Common areas	The Office Group have been working collaboratively with landlords and other tenants in multi-tenanted sites to ensure consistency across common areas. We have adapted these processes across the estate for consistency. However, some buildings may have additional site-specific requirements. This will be communicated to members at a local building level.
	TOG has adopted a policy of staggered breaktimes for their employees, which will be managed by the relevant building manager. We would encourage members to adopt a similar process where possible.
	Cafés within the TOG buildings will be closed until further notice.

Commons areas	Weather permitting, TOG would encourage the use of outside areas to be utilised for fresh air and breaks. A list of building lists that include roof terraces or outside meeting spaces can be requested from your building manager.
	TOG staff will be encouraged to bring their own snack and lunch food. We would advise limiting trips to shops and restaurants where possible to limit a risk of exposure.
	Seating and tables will be reconfigured for improved social distancing in all common areas.
	TOG staff will be asked to remain on-site during their shift and will be limiting off site activities in an effort to reduce risk of exposure. We would encourage members to adopt similar policies.
	TOG-manned and Manor gyms will remain closed until further government advice has been issued.
	TOG would encourage staff and members to store personal items to be away in spaces such as lockers or pedestals during working hours where available.
Accidents, incidents and fire safety	In an emergency, preservation of life always takes priority. For example, in the event of a fire, social distancing guidelines need not apply if unsafe to do so.
	Whilst social distancing guidelines are in place, TOG will be adjusting its fire evacuation procedures to implement a dispersal order in the event of an evacuation from a building. Site-specific information will be provided to all members.
	People involved in the provision of assistance to others should pay particular attention to personal sanitation measures immediately after assisting.
	All accidents and incidents to be reported using TOG's existing incident reporting process and specific COVID-19 questionnaire. This will be available to all clients from their building team.
Workplace activities	We encourage all members to follow government advice on working from office spaces. This can be found on the GOV.UK website.
	TOG will be installing perspex screens across all food counters.
	All documents sent to TOG receptions to print should be collected from the print room where possible
Workstations	TOG will be allocating fixed desks for all current coworking and lounge members at a local building level.
	TOG have ceased selling any forms of coworking until further notice to allow extra space in these areas.
	TOG has invested in floor-mounted signage to encourage social distancing and improve the flow of foot traffic throughout our buildings.
	Three new desk divider options are now available to purchase to customise office space.

Managing clients and visitors	Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival.
	TOG recommends that members limit the amount of guests visiting TOG locations where possible.
	Guests will only be permitted to TOG buildings between the hours of 9am-5pm Monday to Friday.
	TOG employees will not facilitate or allow food deliveries past reception. Members must collect these directly from the driver.
	All employees have been provided guidelines for the safe handling of post or parcels. This will be carried out using PPE.
	Guest and visitor guidelines have been made available to all members on TOG's website theofficegroup.com/RTW .
	Perspex screens to be installed at numerous TOG buildings.
	All visitors and guests are to sign in with the reception team. Use of the iPad signing in process has been temporarily suspended.
Managing contractors	All TOG contractors have been provided a specific COVID-19 risk assessment for working in our buildings. TOG will maintain our robust 'contractor working on site' rules and procedures.
	TOG has created a contractor risk assessment to manage our third-party providers.
Cleaning	We would encourage members to adopt a clean desk policy to assist us with our out of hours cleaning process.
	TOG has made adequate disposal arrangements for waste is via our cleaning contractor.
	The chemical fogging of all common areas across our network will be introduced on a periodic regime.
	TOG actively encourages members to follow government guidance on personal hygiene, particularly regarding regular handwashing throughout the day.
	Precautionary sanitisation, office deep cleans and office fogging is available upon request for office spaces
Hygiene: handwashing, sanitation facilities and toilets	TOG has invested in the installation of wall-mounted hand sanitiser throughout all common areas.
	Each building is now offering a new client service offering hygiene consumables available for purchase. These include: <ul style="list-style-type: none"> • Anti-bacterial wipes • Disposable face masks • Disposable gloves • 500ml Sanitiser • Tissues

Hygiene – handwashing, sanitation facilities and toilets	Where possible we will encourage opening windows and doors frequently to improve ventilation.
	Our third-party cleaning contractor is revising their waste strategy to follow government guidelines.
	TOG has increased the maintenance regime on all air-handling equipment and has upgraded air filtration filters where possible to improve indoor air quality.
	Showers, lockers and changing rooms to be kept clean and clear of personal items.
Symptomatic staff and members	A clearly signposted room or area in each building will be designated to use as a ‘safe space’ for people feeling unwell.
Changing rooms and showers	We would encourage members to bring their own flipflops or sliders when using the showers.
	TOG will be managing these spaces at a higher frequency and any items left will be removed by the cleaning contractors.
	Social distancing guidelines to remain in place.
	An enhanced cleaning regime is in place for these spaces.
Lifts and stairwells	Directional signage is in place in the stairwells to aid social distancing.
	Zoono products will be used across our lifts and landing call buttons in all buildings. Zoono is a product proven to kill 99.99% of germs and lasts up to 30 days.
	An enhanced cleaning regime is in place across all buildings for all lifts and stairwells
PPE (Personal Protective Equipment)	Client services offering available for hygiene consumables at each building. These include: <ul style="list-style-type: none"> • Anti-bacterial Wipes • Disposable face masks • Disposable gloves • 500 ml Sanitiser • Tissues
	Employees working in more high-risk environments, such as maintenance teams, will be provided additional PPE.

PPE (Personal Protective Equipment)	<p>Wearing a face covering indoors is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off.</p> <ul style="list-style-type: none"> • Wash your 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 your face or face covering, as you could contaminate them with germs from your hands. • Change your face covering if it becomes damp or if you've touched it. • Continue to wash your hands regularly. • Change and wash your face covering daily. • If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.
	<p>PPE-specific waste bins are in place across all buildings to allow the safe disposal of used personal protective equipment.</p>
Inbound and outbound goods	<p>All TOG budget owners and building teams to consolidate ordering where possible to reduce frequency of deliveries.</p>
	<p>Anti-bacterial wipes and disposable gloves will be provided to all building teams for the handling of goods delivered to site.</p>
	<p>TOG would ask all members to limit deliveries to business critical only and all personal items to be delivered to non-TOG sites where possible.</p>
	<p>Clear guidance on social distancing and hygiene will be provided to people on arrival via signage or visual aids and before arrival or by the TOG website and email where possible.</p>
Providing guidance	<p>All members will be provided with return to work information – this is available at theofficegroup.com/RTW.</p>
	<p>TOG will continue to work collaboratively with landlords and multi-tenanted sites ensure members are kept up to date with any changes.</p>
	<p>A communication will be created to cover all new guidelines including socialising, team gatherings or large groups to be discouraged.</p>
Social and internal events	<p>TOG is running virtual events, available to all members.</p>
Wellbeing	<p>TOG is running wellbeing-focused virtual events for members.</p>

This risk assessment has been reviewed and endorsed by an independent third party health and safety advisor.