

COVID-19 Travel Counsellors Workplace Health & Safety Risk Assessment

Assessor	Kate Simcox - Group Health & Safety Manager
Assessment Date	13 December 2021
Version	1.9
Review Date	10 January 2022
Business Type	Office
Location	Venus, No. 1 Old Park Lane, Trafford City, Manchester M41 7HA

Latest status

The government's move to Plan B has reintroduced guidance for office workers to work from home where we can, and Travel Counsellors supports this. However, given the continuing challenges facing the travel industry certain key roles are attending the office where necessary for operational reasons. The office also remains open for those colleagues who wish to attend for wellbeing or other personal reasons. COVID-19 safe protocols remain in place with regular monitoring.

Risk assessment

Workplace hazards associated with the risk of COVID-19	Persons at risk	Current control measures	Further / revised control measures	Latest actions completed by	Date of completion
Building facilities and communal areas					
The building is managed by Peel Land and Property Group (Peel). Peel are responsible for all the common areas of the building.	All building users	<ul style="list-style-type: none"> Continue to work collaboratively with Peel to ensure the ongoing health and safety of our colleagues and other individuals attending Travel Counsellor's offices. 			
Reception area					
Risk to reception staff through interfacing with visitors entering the premises. Also risk of transmission for those visiting.	Colleagues Visitors Contractors	<ul style="list-style-type: none"> Perspex screens fitted to the two reception desks. The Visitor process is managed by the Welcome Host. Visitors are advised of the COVID protocols via the Visitor Form completed 48 hours prior to the visit. 			
Number of staff in the office					
Greater risk of COVID-19 transmission when higher volumes of colleagues attend the office.	Colleagues Cleaning contractors Peel personnel Visitors	<ul style="list-style-type: none"> Hybrid working policy. Colleagues reminded to maintain distance and respect other colleagues' personal space. Hand sanitisers available by the main entry doors, in desk areas and communal areas. Prominent hygiene signage displayed to remind colleagues to practise effective self-hygiene. Yellow lanyards are available for colleagues who wish to make other colleagues aware of their preference to visibly and clearly practise social distancing. The mechanical ventilation system is operating at optimal capacity for the number of people per area/floor space to ensure continued fresh air flow in all areas. Air conditioning system fully serviced. 	<ul style="list-style-type: none"> Colleagues are working from home where they can, reducing the number of staff attending the office. 	KS	13.12.21
Seating					
Office layout can contribute to the risk of COVID-19 transmission.	Colleagues	<ul style="list-style-type: none"> All colleagues allocated desks and managed within each department. No hot desking will be permitted. Clear desk policy. Seating layouts in line with current government guidance and face to face seating to be within current EU and WHO guidance on social distancing. Desk use to be reduced via hybrid working. 			

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Meeting rooms					
Risk of COVID-19 transmission in an enclosed space.	Colleagues Visitors	<ul style="list-style-type: none"> • Capacity managed via appropriate signage prominently displayed on meeting room doors. • Contamination from surfaces is now considered to be lower risk, however cleaning and hygiene measures remain the key control measure with a clean as you go policy in place. • Mechanical ventilation and air conditioning systems operating as above. 			
TCTV studio & office					
Risk of COVID-19 transmission as a high capacity room with camera equipment and studio audience.	Colleagues Visitors	<ul style="list-style-type: none"> • Capacity managed via appropriate signage prominently displayed on studio and office door • Contamination from surfaces is now considered to be lower risk, however cleaning and hygiene measures remain the key control measure with a clean as you go policy in place. • Mechanical ventilation and air conditioning systems operating as above. 			
Communal break out areas					
High volume area so greater risk of virus transmission.	Colleagues	<ul style="list-style-type: none"> • Reduced seating in place to limit numbers. • Break out areas are used voluntarily and on average around 30 minutes at a time reducing periods of time of face to face contact. • Contamination from surfaces is now considered to be lower risk, however cleaning and hygiene measures remain the key control measure with a clean as you go policy in place. • Communal food and crockery / cutlery is available for use on the basis of lower risk of contamination. 			
IT					
Risk of virus transmission as smaller semi-enclosed spaces with communal touch points. Risk of virus transmission whilst providing IT support.	Colleagues	<ul style="list-style-type: none"> • Build area and server room capacity managed via appropriate signage prominently displayed on build areas and server room door. • Contamination from surfaces is now considered to be lower risk, however cleaning and hygiene measures remain the key control measure with a clean as you go policy in place. • IT service desk team to wear face masks at their discretion. 			

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Office cleaning					
Risk of virus transmission from various high contact surfaces and objects around the office.	Colleagues Cleaning contractors Visitors	<ul style="list-style-type: none"> Cleaning provided throughout the day by cleaning contractor with continued monitoring of any reported issues. Risk assessment in place. 			
Travel to the office					
Risk of virus transmission via public transport.	Colleagues	<ul style="list-style-type: none"> Colleagues directed to the government's safe travel advice. 			
Cases of COVID-19					
Risk of transmission in the office if someone has COVID-19 or has been a close contact with someone who tests positive for COVID-19.	Colleagues Cleaning contractors Peel personnel Visitors	<ul style="list-style-type: none"> Internal policies covering required colleague actions in relation to cases of COVID-19 and outbreak management in place. Regular review of documentation and procedures. 	<ul style="list-style-type: none"> Internal COVID-19 policies updated and communicated with regards to Omicron variant and work from home guidance. 	KS	13.12.21
Vulnerable employees					
The health risks faced by these colleagues require individual consideration.	Colleagues	<ul style="list-style-type: none"> Individual requirements are appropriately and confidentially managed by the people team in line with government guidance. 			



Steve Byrne
CEO