

## RED London Office Risk Assessment

Company Name: **Red Commerce Ltd**

Assessment carried out by **Lisa Wells** (Office Manager) on **14<sup>th</sup> September 2020**

Identified Hazards?	Who might be harmed and how?	Controls	Further action needed to control the risk	Carried out by who?	Completed by
<b>Slips &amp; Trips</b>	Staff and visitors may be injured if they trip over objects such as floor boxes/bags/loose carpet tiles or if they slip due to spillages	<ul style="list-style-type: none"> <li>• Good general housekeeping with lunchtime and evening cleaners</li> <li>• Daily walk around to ensure all areas are well lit, including stairwells</li> <li>• Walkways and exits are kept clear, e.g. no boxes left in walkways, deliveries stored immediately</li> <li>• Coats and bags stored in cupboards or under desks</li> <li>• Staff to report any spillages to FOH</li> </ul>	<ul style="list-style-type: none"> <li>• To reduce the amount of exposed cables with cable tidies</li> <li>• Ensure power boxes are closed</li> </ul>	<p>IT team</p> <p>FOH &amp; IT team to check</p>	<p>By Next H&amp;S audit</p> <p>On-going</p> <p>On-going</p>
<b>Manual Handling</b>	Staff risk injuries or back pain from handling heavy/bulky objects, e.g. deliveries of paper and heavy lifting of computers/desks. Staff can also suffer from repetitive movements involved in filing documents, reaching up/down to reach shelving in storage room, lifting & moving archiving boxes	<ul style="list-style-type: none"> <li>• Staff are encouraged not to carry heavy items and if necessary, posters are displayed illustrating how to's</li> <li>• Manual handling aids provided e.g. Trolleys</li> <li>• High shelves for light objects only</li> </ul>			
<b>Display Equipment</b>	Staff risk posture problems and pain, discomfort, or injuries, e.g. to their hands/ arms, from overuse or improper use or from poorly designed workstations or work environments. Headaches or sore eyes can also occur, e.g. if the lighting is poor	<ul style="list-style-type: none"> <li>• DSE training and assessments of workstation carried out</li> <li>• Actions documented and accessed</li> <li>• Equipment such as chairs, back rests, foot stalls, mouse and keyboard rests purchased to help ease any discomfort and to</li> </ul>	<ul style="list-style-type: none"> <li>• Team Leaders to monitor to ensure staff continue to get breaks away from the computer</li> <li>• Staff should inform their Manager/FOH of any pain they have that may</li> </ul>	<p>Managers</p> <p>Staff</p>	<p>On-going</p> <p>On-going</p>

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		<p>promote good posture, avoid glare and reflections on the screen</p> <ul style="list-style-type: none"> <li>• Work planned to include regular breaks or change of activity</li> <li>• Lighting and temperature suitably controlled</li> <li>• Adjustable blinds at window to control natural light on screen</li> <li>• Noise levels controlled</li> <li>• Eye tests provided when needed, RED to pay for basic spectacles specific for regular users of visual displays</li> <li>• Laptop users trained to carry out own DSE assessment for use away from office</li> <li>• When used at office, laptop should be used with docking station, screen, keyboard, and mouse</li> </ul>	be linked to computer use		
<b>Working at height</b>	<p>Filing on top shelves, putting up decorations etc</p> <p>Falls from any height can cause bruising and fractures</p>	<ul style="list-style-type: none"> <li>• Shelves not too high – all equipment is reachable</li> <li>• Step ladders, which are correctly stored are at hand for staff to use if needed. FOH team know how to use them</li> <li>• Ladder safety chain installed to prevent ladders from falling</li> </ul>	<ul style="list-style-type: none"> <li>• How to use the ladders safely signs</li> </ul>	FOH	ASAP
<b>Electrical</b>	<p>Staff could get electrical shocks or burns from using faulty electrical equipment. Electrical faults can also lead to fires</p>	<ul style="list-style-type: none"> <li>• Staff to spot and report (to FOH or IT Team) any defective plugs, discoloured sockets, or damaged cable/equipment</li> </ul>	<ul style="list-style-type: none"> <li>• 5-year fixed wire electrical test – next due in 2023</li> </ul>	<p>Friedman Maintenance</p> <p>Office Manager</p>	<p>2023</p> <p>ASAP</p>

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		<ul style="list-style-type: none"> <li>• Defective equipment taken out of use safely and promptly replaced</li> <li>• Staff told not to bring in their own appliances, toasters, fans etc</li> </ul>	<ul style="list-style-type: none"> <li>• PAT testing to be organised</li> </ul>		
<b>Water Quality</b>	Staff and visitors - Hot water should be stored at 60 °C at least to kill legionella bacteria. Water temperatures must be regularly taken to reduce legionnaires	<ul style="list-style-type: none"> <li>• Ensure incoming and stored water remains at a temperature of less than 20 °C. Outgoing water should be at least 60 °C</li> <li>• Water must read at least 60 degrees and Engineer or our contracted maintenance (Freidman's) carry out water readings. Monthly checks carried out and findings recorded by Engineer</li> <li>• The water temperature should be at least 50 °C within one minute of running the water</li> <li>• Billi taps have a 6-monthly filter change and service contract</li> </ul>	<ul style="list-style-type: none"> <li>• On site building Engineer or Friedman Maintenance called if any issue arises</li> </ul>	Friedman Maintenance/FOH	On-going
<b>Fire</b>	If trapped, staff could suffer fatal injuries from smoke inhalation/ burns	<ul style="list-style-type: none"> <li>• Fully commissioned fire extinguishers installed and serviced</li> <li>• Annual Fire Risk Assessment</li> <li>• Monthly visual inspection carried out</li> <li>• Trained Fire Wardens – adequate number for employees</li> <li>• Staff briefed on fire exits &amp; assembly point</li> <li>• Feedback given after Fire Drills</li> </ul>	<ul style="list-style-type: none"> <li>• Set up a WhatsApp Group for all RED staff</li> </ul>	Lisa	Monday 21 <sup>st</sup> September 2020

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<b>Working with toxic substances around e.g. toners, cleaning products in cleaner's cupboard</b>	Staff	<ul style="list-style-type: none"> <li>• Photocopiers are in well ventilated areas</li> <li>• Cleaning products are locked away in cleaner's cupboard</li> <li>• Toner disposal bin in place</li> <li>• Regular collection of toners</li> <li>• Cleaners keep cupboard tidy and locked when not in use</li> </ul>			
<b>Kitchen Appliances &amp; Tea points</b>	Over heating or misuse of appliances Burns from hot water or touching hot surfaces Severe scalding from superheated food & fluids Only catering staff to use coffee machine	<ul style="list-style-type: none"> <li>• Ensure regular checks on equipment, cables and leads and ensure any incidents are reported</li> <li>• Signs of how not to use in the microwave in place</li> <li>• How to use equipment signs in place</li> <li>• Only Marcio (café manager) to use appliances in his area all necessary appliances switched off at night</li> </ul>			
<b>Thermal Control</b>	Staff can suffer from heat exhaustion or dehydration and headaches if the office is too warm or too cold	<ul style="list-style-type: none"> <li>• Building Management are immediately informed should a temperature issue arise</li> <li>• Small USB desk fans are provided and opening doors, windows, and vents where practical if cooling system fails</li> <li>• Providing filtered water via installation of Billi taps or bottled water</li> </ul>	<ul style="list-style-type: none"> <li>• Increase regular walk arounds of office to monitor the temperature and feel of airflow and monitor staff for signs of heat distress</li> </ul>	FOH	On-going

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		<ul style="list-style-type: none"> <li>Inform staff to wear lighter and loose-fitting clothing during hot weather or dress warmer during wintertime</li> </ul>			
<b>Stress</b>	Staff	<ul style="list-style-type: none"> <li>Staff understand what their duties and responsibilities are</li> <li>Staff can talk to supervisors or manager if they are feeling unwell or at ease about things</li> <li>Staff they can speak confidentially to their manager or supervisors if they are feeling unwell or ill at ease because of work</li> </ul>			
<b>Lone Working</b>	Staff could suffer injury or ill health while out of the office, e.g. when visiting clients' offices, or while working alone in the office	<ul style="list-style-type: none"> <li>Staff are to seek approval to work after office hours, therefore managers, FOH &amp; building security are aware of who is in the building</li> <li>RED'S Travel Management system traces and locates staff and informs them of danger in the area and staff can report through the system of their safety</li> </ul>			
<b>Contracting &amp; spreading the Coronavirus</b>	Staff Visitors Contractors	<ul style="list-style-type: none"> <li>Employees who are feeling unwell are encouraged to stay at home</li> <li>If staff are experiencing symptoms of the COVID-19, they are to self-isolate for a minimum of 10 days</li> </ul>	<ul style="list-style-type: none"> <li>Managers/Team Leads to monitor any staff illness whilst in the office</li> </ul>		Ongoing

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		<ul style="list-style-type: none"> <li>• If staff are living with someone who has displayed symptoms or has tested positive for coronavirus, should stay at home and self-isolate for 14 days</li> <li>• This guidance remains unchanged whether working remotely or in the office</li> <li>• An emergency area has been set up in RED's Reception area for those that feel unwell to the extent that they are unable to travel home</li> <li>• Staff to take their own temperature before leaving home to travel to work</li> <li>• Encourage the use of masks when travelling on public transport and when entering shops</li> <li>• If feeling unwell upon arrival or during work hours, temperature devices can be located at Reception</li> </ul>			
<p><b>Contracting or spreading the virus by not social distancing</b></p>	<p>Staff Visitors Contractors</p>	<ul style="list-style-type: none"> <li>• Identified places where, under normal circumstances, staff would not be able to maintain social distancing rules with sections of the office cordoned off (Central Services/Breakout Area/Bathrooms)</li> <li>• Identified how to keep people apart in line with social distancing rules in the first instance. To include -</li> </ul>			

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		<ul style="list-style-type: none"> <li>• Use of one-way system clearly marked with floor areas and wall signs</li> <li>• Limiting the number of people on site at one time (35 max)</li> <li>• Back to back/Side to side working</li> <li>• Removing desks &amp; seating to maintain 2m distance</li> <li>• Holding meetings virtually rather than face to-face</li> <li>• Encourage staff to move around the office as little as possible</li> <li>• Staff to remain seated when on phone – no walking around</li> <li>• Limiting the amount of people in meeting rooms</li> </ul>			
<b>Getting or spreading coronavirus by not washing hands or not washing them adequately</b>	Staff Visitors Contractors	<ul style="list-style-type: none"> <li>• Provide water, soap and drying facilities at wash stations</li> <li>• Provide information on how to wash hands properly and display posters</li> <li>• Designated hand sanitiser stations</li> </ul>	<ul style="list-style-type: none"> <li>• Put in place monitoring and supervision to make sure people are following controls</li> <li>• Maintain supplies of hand sanitiser at each bank of desks</li> </ul>	FOH team	Ongoing
<b>Getting or spreading coronavirus in common use high traffic areas such as corridors, toilet facilities, breakout area, entry/exit points to facilities, lifts,</b>	Staff Visitors Contractors	<ul style="list-style-type: none"> <li>• One-way system to control any congregating that flows through entire office floor and through walkways and corridors</li> <li>• Staff to remain seated when on phone – no walking around</li> </ul>	All senior leaders to continue monitoring and supervision to ensure people are following controls put in place, eg following hygiene procedures, washing hands, following one-way systems - Near-miss reporting may also help	Managers	On-going

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<p><b>shower rooms and other communal areas</b></p>		<ul style="list-style-type: none"> <li>• Meeting rooms are only allowed a maximum amount of people at any one time, adhering to social distancing rules</li> <li>• Breakout area out of use, only to be used as part of the one-way system and to access toilets</li> <li>• Pool tables taken out of action</li> <li>• Kitchen areas &amp; microwaves taken out of action</li> <li>• Café 33 to be cordoned off, no equipment to be used including the use of Microwaves</li> <li>• Communal seating removed</li> <li>• No Tea &amp; Coffee making equipment available – cold water and paper cups to be provided</li> <li>• Social distancing in toilets – only 2 people allowed at a time with a queuing system in place adhering to the 2m rule</li> <li>• No ‘deal celebration` to take place to avoid shaking of hands or hugging</li> <li>• Touch points such as printer and iPads are not to be used</li> <li>• Storage cupboards are not to be used</li> <li>• Windows can be open when people are working in the office to allow more fresh air</li> </ul>	<p>identify where controls cannot be followed or people are not doing what they should</p>		
<p><b>Getting or spreading coronavirus by not cleaning surfaces,</b></p>	<p>Staff Contractors Visitors</p>	<ul style="list-style-type: none"> <li>• Enhanced daily cleaning of all frequently used and shared touchpoints</li> </ul>			



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<p><b>equipment and workstations</b></p>		<ul style="list-style-type: none"> <li>• Doors will be kept open for walkways to avoid touching of handles</li> <li>• Storage cupboards out of use</li> <li>• Implemented a hot desk booking system where staff have a designated desk 2 metres apart, with no swapping of desks</li> <li>• Clear desk policy with desks disinfected daily by both cleaners and staff after use</li> <li>• Staff are encouraged to move around the office as little as possible to reduce potential spread of contamination through touched surfaces</li> <li>• Staff are also encouraged to wash and sanitise their hands frequently with both disinfectant wipes and hand sanitiser available on each bank of desks/at designated sanitiser points</li> <li>• Staff advised not to share any stationery or office equipment</li> </ul>			
<p><b>Mental health and wellbeing affected through isolation or anxiety about coronavirus</b></p>	<p>Staff</p>	<ul style="list-style-type: none"> <li>• Series of wellbeing guidance and resources produced and distributed to all staff members, and readily available via Teams</li> <li>• Regular HR-led 'keep in touch' calls and meetings with anyone identified as vulnerable</li> <li>• Third party services through Vitality and MetLife to offer</li> </ul>			

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		<p>support and counselling to anyone in need of an outlet</p> <ul style="list-style-type: none"> <li>• Programme of support for managers in how to address mental health and wellbeing issues with their team members</li> <li>• Forum to discuss any wellbeing issues during weekly Operating Board meeting</li> <li>• Holiday policy to ensure that all staff take meaningful rest breaks whilst the situation is ongoing, and whether working from home or elsewhere</li> </ul>			
<p><b>Getting or spreading coronavirus through travelling to &amp; from work</b></p>	<p>Staff</p>	<ul style="list-style-type: none"> <li>• Encouraged staff to avoid the following to reduce the chances of infection and transmission:</li> <li>• Wear a face mask</li> <li>• Being in close proximity with anyone else – maintain a distance of at least 1.5m at all times</li> <li>• Touching anything (wherever possible), especially surfaces, objects, or other people</li> <li>• Touching of mouth, nose, or eyes</li> <li>• To wash hands before and after journey</li> <li>• Carry a hand sanitiser and use regularly, particularly if they touch surfaces</li> <li>• Use contactless payment methods to pay for travel</li> </ul>			

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<p><b>Musculoskeletal disorders because of using DSE at home for a long period of time</b></p>	<p>Staff</p>	<ul style="list-style-type: none"> <li>• There is no increased risk for people working at home temporarily but if this arrangement becomes long term the risks should be assessed - For anyone experiencing any discomfort, a DSE can be done via a video call and given training on how to protect themselves, e.g. take regular breaks, stretching exercises, set the equipment up properly etc.</li> <li>• Staff can also collect their chair from the office should they wish</li> </ul>			
<p><b>Poor workplace ventilation leading to risks of coronavirus spreading</b></p>	<p>Staff</p>	<ul style="list-style-type: none"> <li>• HVAC to remain on - Fresh air is drawn into the building and supplied direct to the floors, a separate air extraction system then draws air from the floors and expels it back to the outside</li> <li>• Opening of windows and doors (that are not fire doors) if additional ventilation is needed together with desk fans</li> </ul>			
<p><b>Increased risk of infection and complications for vulnerable workers</b></p>	<p>Staff</p>	<ul style="list-style-type: none"> <li>• Return to office is optional and voluntary, to ensure that those who are vulnerable or who live with someone who is vulnerable are not exposed to increased risk</li> <li>• RTO policy provides clear guidance on what to do in the event of you or someone you live with feeling unwell, suffering symptoms, or testing positive. All guidance is regularly reviewed</li> </ul>			

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		and updated in line with government and expert advice. <ul style="list-style-type: none"><li>• Clear communication on hygiene and social distancing measures taken to protect staff whilst in the office, and disciplinary procedures in place should measures not be adhered to</li></ul>			
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