



# Covid 19: Risk Assessment

Katie Connor  
Customer Experience Team Leader  
01922 658632  
[Katie.connor@maintel.co.uk](mailto:Katie.connor@maintel.co.uk)

# Covid 19 Risk Assessment

This risk assessment is to be referred to in conjunction with Maintel Covid 19 Policy Statement. Maintel has in place a mature risk assessment methodology and policy which ensures, at least, monthly reviews of Operational and Corporate risk registers which take input from Senior Management, Maintel employees and employee representatives, Customers, Suppliers, and updated guidance from UK Government and HSE.

Category	Risk description	Significance Value/ Risk Level	Control Strength (S,M,W)	Threats	Impacts	Current Risk Management Strategy
Individuals	Impact to staff travelling to customer sites - Social distancing on public transport	Medium	M	Inability to service customer requirements	Lack of service Loss of customers	Work from home wherever possible Essential travel only to customer sites to complete customer incident and project work as agreed with customer Travel to customer sites to be, wherever possible by Car, Walking or Bike - Avoid public transport if possible Unavoidable public transport travel to adhere to social distancing and wear mask/face covering. Sensible steps email issued, i.e. Wash Hands, limit travel
Hardware assets	Potential impact to parts manufactured and supplied from China	Low	M	Inability to service customers requirements	Delay in provision	Risk assessment and regular monitoring of top 20 Strategic Suppliers Multiple procurement options in place
Individuals	Customer on site Maintel employees unwell or self isolating	Medium	M	Lack of replacement resource	Lack of service Delay in provision	Sensible steps in place for all Maintel employees contracted to be permanently on site at customer locations Agreement of arrangements with specific customers Replacement with alternative resource Regular status communication with customer
Individuals	Outbreak of Covid 19 in the office	Medium	M	Employee self isolation and absence Lack of resource for key functions	Any member of staff and their families who have had contact with infected employee falling ill	Working from home where possible Safe working policy Monitoring absence reports Regular management contact with teams
Individuals	Vulnerable / High Risk employees	Low	M	High risk groups more susceptible to Covid 19 infection	Absence of staff	Working from home for vulnerable employees Safe working policy Monitoring absence reports Regular management contact with teams

Category	Risk description	Significance Value/ Risk Level	Control Strength (S,M,W)	Threats	Impacts	Current Risk Management Strategy
Hardware assets	Shared equipment - Photocopiers / Printers	Low	M	Risk of infection from previous user	Absence of staff	Nominated users Working from home PPE provided for nominated users (Gloves and wipes) Review need to print/photocopy and wash hands after use Hand sanitiser unit available Wipe photocopier / printer with anti bacterial wipe after use
Maintenance	Touch points - Doors, handles, bannisters	Medium	M	Risk of infection from previous touch of high use items	Spread of infection between staff	Additional regular cleaning of multi touch items Hand sanitiser units throughout office Hand sanitiser to be used on entry and exit to building and local office area Restricted access signage for non-critical areas of office
Hardware assets	Kitchen touch points: Fridge, Kettle, Tap, Glasses, Mugs, Cutlery	Medium	M	Risk of infection from previous user	Spread of infection between staff	Temporary suspension of canteen facilities provided by landlords Working from home wherever possible Allotted time for use of kitchen/break area Employees encouraged to bring own cup, glass, plate, cutlery and lunch Hand sanitiser and wipes - All items to be wiped after touching Employees to obtain only their own drinks One way system marking
Individuals	Multiple staff taking breaks at similar times and using breakout area	Medium	M	Risk of infection Non-adherence to Social distancing guidelines and safe working	Spread of infection between staff	Allotted times to utilise breakout area Hand sanitiser in place - use on entering and exiting Employees encouraged to take a walk outside during break times
Individuals	Use of hot desks	Medium	M	Risk of infection from previous user	Spread of infection between staff	Working from home wherever possible Hot desking not provided Desks and chairs marked with allocated user name Antibacterial wipes available for start and finish of shift Desks cordoned off to ensure Social Distancing
Maintenance	Use of meeting rooms	Medium	M	Risk of infection from previous user	Spread of infection between staff	Working from home wherever possible Meeting rooms marked with social distancing Wipes for table and chairs provided for start and finish of each meeting Meeting room use by exception only - Management approval
Hardware assets	Use of toilets	Medium	M	Risk of infection from previous user Lack of social distancing	Spread of infection between staff	One in - One out policy using occupied/unoccupied signs Hand sanitiser to be used on entering and handwashing before exit

Category	Risk description	Significance Value/ Risk Level	Control Strength (S,M,W)	Threats	Impacts	Current Risk Management Strategy
Individuals	Visitors and Contractors	Medium	M	Risk of infection spread to employees	Spread of infection	Only business critical visitors/contractors to be authorised to visit (EMT sign off) Virtual meetings to take place wherever possible Covid 19 policy to be provided and risk assessment completed prior to authorisation to visit PPE equipment to be work in warehouse environment Employees to wear gloves if signing for goods
Hardware assets	Work station equipment	Low	M	Risk of infection spread to employees	Spread of infection	Work from home wherever possible Desk monitors, Keyboards and Mouse removed - Employee may bring their allocated mouse/keyboard No sharing of allocated equipment
Individuals	Employees or visitors/contractors with symptoms	Medium	M	Risk of infection spread to others Increased work place anxiety	Spread of infection	Work from home wherever possible All employees, visitors and contractors to confirm they do not have a temperature prior to accessing the office Managers to actively look for signs/symptoms in individuals Employees to use self isolation/sickness reporting procedures Anyone with temperature or symptoms to leave the office environment and immediately return home
Individuals	Social distancing - Risk to other employees where an employee, visitor or contractor does not adhere to social distancing guidelines	Medium	M	Risk of infection spread to employees	Spread of infection	Non-critical areas cordoned off Signage Allocated working areas/desks Regular communication Management monitoring of work place Disciplinary process for employees
Individuals	Respiratory hygiene: Coughs, Colds and Hay fever	Low	M	Risk of spread of infection	Spread of infection	Work from home wherever possible Staff to remain absent from the office in self isolation until confirmed as not Covid 19 Employees with allergies/hay fever to wear masks wherever possible and follow best hygiene practises: Dispose of used tissues immediately and/or cough/sneeze into elbow
Individuals	Visits to customers	Medium	M	Risk of infection spread	Spread of infection	Virtual meetings to be undertaken. Pre-Appointment review of customer Covid 19 working safely requirements Risk assessment of work to be undertaken Implementation of safeguarding measures: Mask, Face cover, gloves and hand sanitiser Adhere to social distancing

Category	Risk description	Significance Value/ Risk Level	Control Strength (S,M,W)	Threats	Impacts	Current Risk Management Strategy
Individuals	Handling goods inward at warehouse	Medium	M	Risk of spreading infection	Spread of infection	Increased handwashing Using hand sanitiser on entry, exit and after accepting deliveries Encourage delivery drivers to stay in vehicles wherever possible
Individuals	Delivery drivers using Maintel facilities	Medium	M	Risk of infection spread	Spread of infection	Hand sanitiser to be used prior to accessing Maintel toilet facilities Restrict access to one facility only
Individuals	Accidents, Security and Fire: Employees not able to social distance during event.	Low	M	Risk of infection spread	Spread of infection	In an emergency situation only it is acceptable to be within 2 metres of each other for the shortest period possible Wear face mask Utilise hand sanitiser or wash hands immediately the event is completed
Individuals	Mental health and wellbeing impacted during Covid 19 restricted period and when working in offices	Medium	M	Employees anxious Loss of productivity	Loss of customer confidence	Regular employee communication Teams well being site Virtual coffee mornings and get together Employee personal use of Teams after working hours Happy people counselling services

*Joanne Ballard*

Joanne Ballard

Customer Experience Director

## Document Information

Area	Information
<b>Document Title</b>	Covid 19 Risk Assessment
<b>Author</b>	Customer Experience Director
<b>Process Owner</b>	Chief People Officer
<b>Date Created</b>	27/05/2020
<b>Initial Approval</b>	06/01/2020
<b>Approved By</b>	Customer Experience Director
<b>Summary</b>	Current Covid 19 risk assessment
<b>Classification</b>	Public

This document is uncontrolled if any pages are printed or it is downloaded.

## Change Record

Latest change date	Detail	Re-approval
<b>28/05/2020</b>	Initial publication	Approval Provided
<b>06/01/2020</b>	Review and update	Approval provided