

RISK ASSESSMENT

Document Ref / Title:	DWSRA03 – Managing Health & Safety of home workers during COVID-19 pandemic		
Site / Location:	Home Working (temporary)		
Environment or Task Assessed:	Staff working from home		
Assessment Created by:	Jane Taylor – Health & Safety Advisor	Assessment Reviewed by:	Jane Taylor
Initial Assessment Date:	26 th June 2020	Review Date/s:	2.11.20, 6.1.21, 26.3.21
Next Review Date:	As needed / to suit changes in UK.Gov guidance		

For more detailed information about working from home safely (non-COVID-19 related) please refer to DWSRA04 – Working from Home risk assessment.

Identified Hazard	Who may be harmed and how?	Existing control measures	Risk Rating High/Medium/Low	Proposed / additional actions	Action by / Proposed Timescale	Action Completed Date / Initial
Decreased provision of information and instruction to persons working from home	<p>Employees</p> <p>Lack of suitable and sufficient guidance and information resulting in reduced awareness of COVID-19 and the risks associated with it.</p> <p>Lack of awareness of company procedures and government guidance</p>	<p>Official guidance and advice for individuals and business is available via the following authoritative websites: https://www.gov.uk/coronavirus https://www.nhs.uk/conditions/coronavirus-covid-19/ https://www.hse.gov.uk/news/coronavirus.htm https://www.who.int/health-topics/coronavirus#tab=tab_1</p> <p>The aforementioned are regularly reviewed and applicable advice adopted where necessary.</p>	LOW			

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	<p>resulting in persons working from home becoming infected with COVID-19.</p>	<p>Existing business continuity plans have been reviewed and activated where necessary. These continue to be regularly reviewed and updated to meet with business needs and to suit leading authority advice and guidance.</p> <p>Information and company updates are regularly sent to staff via internal communications and where applicable, via line managers.</p> <p>Staff use Microsoft Teams, telephones and email to stay connected. Teams/Intranet/SharePoint are used as an informal platform to share information across the business.</p> <p>Where appropriate, business communications are produced in accordance with leading authority (Gov.UK, NHS, HSE, WHO etc) advice and guidance and as from March 21 the Citation helpline via the purpose of our H&S Atlas platform.</p>				
<p>Virus transmission for staff working from home</p>	<p>Employees, members of the same household</p> <p>Catching or spreading the disease via contact with infected persons or contaminated surfaces.</p>	<p>Staff have been briefed on current government led advice on staying protected and the business actively promotes the 'catch it, bin it, kill it' and 'stay at home' messages endorsed by Gov.UK, NHS, HSE & WHO.</p> <p>HR have a record of staff at higher risk due to known or self-declared health conditions.</p> <p>Germs can easily spread by:</p> <ul style="list-style-type: none"> - Coughing, sneezing or talking - Touching your face with unwashed hands after touching contaminated surfaces or objects - Touching surfaces or objects that may be frequently touched by other people 	<p>LOW</p>			

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		<p>Hand Washing & Respiratory Hygiene: Staff have been instructed to follow established government guidance by regularly washing their hands with soap and water for at least 20 seconds. Staff are encouraged to following established NHS guidance: https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</p> <p>The business encourages staff to follow Gov.UK guidance to help prevent the spread, including:</p> <ul style="list-style-type: none"> - Washing your hands more often for at least 20 seconds - Use a hand sanitiser if soap and water is not available - Avoid touching your eyes, nose, and mouth with unwashed hands - Avoid close contact with people who have symptoms - Cover your mouth and nose with a tissue when you cough or sneeze - Throw used tissues in the bin - If you don't have a tissue, cough or sneeze into your elbow, not your hands - Clean and disinfect frequently touched objects and surfaces <p>Social Distancing: All business meetings have been cancelled and are carried out via Microsoft Teams or other forms of video link.</p> <p>Staff observe the social distancing rule of staying more than 2m apart from anyone other than members of own household.</p> <p>Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature, new and continuous cough and/or loss of taste.</p> <p>Avoid any physical contact (hugs and handshakes etc) with people outside your own household.</p>				

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		<p>Avoid non-essential use of public transport.</p> <p>Cleaning:</p> <p>Staff are advised to increase environmental cleaning within their workplace / homes. Frequently touched objects and surfaces should be cleaned and disinfected regularly.</p> <p>Cleaning an area with normal household disinfectant after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection on to other people. Particular attention should be paid to frequently touched areas and surfaces, such as bathrooms, grab-rails, door handles and TV remotes etc.</p> <p>Maintain regular hand washing to help stop the spread of germs, when coughing and sneezing, staff are reminded to cover their mouth and nose with a tissue or the crook of their elbow. Tissues should be immediately disposed of and hands washed.</p>				
Suspected COVID-19 case	<p>Employees, members of the same household</p> <p>Transmitting the disease to others</p>	<p>Gov.UK state that the most common symptoms of COVID-19 are recent onset of a new continuous cough, high temperature and loss or change of smell and/or taste. For most people, coronavirus will be a mild illness.</p> <p>A member of staff who develops related symptoms should:</p> <ul style="list-style-type: none"> - Avoid touching anything. - Cough or sneeze into a tissue (or the crook of their elbow). Tissues should be immediately disposed of and hands washed. - Follow NHS / Gov.UK guidance on self-isolation. 	LOW			

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Contact with person who has suspected COVID-19	Catching the disease via contact with infected persons	<p>Contact with others suspected of having caught COVID-19 will be avoided wherever possible.</p> <p>Staff are reminded to maintain good levels of hand hygiene, social distancing and keep work areas clean to help avoid spread of infection.</p> <p>Where it is suspected that contact has been made with an individual infected with COVID-19, then staff should immediately wash their hands and are reminded to avoid touching their eyes, nose or mouth if their hands are not clean.</p> <p>Where it is suspected that close, sustained contact (less than 1+metres for more than 15 minutes) has been made with an infected individual then the following will be implemented:</p> <ul style="list-style-type: none"> - Staff should immediately wash their hands and are reminded to avoid touching their eyes, nose or mouth if their hands are not clean. - If symptoms present themselves, follow NHS / Gov.UK guidance on self-isolation. - If it is established that any member of staff has contracted COVID-19 they should inform their Line Manager. - Maintain regular communications with Line Manager. 	MEDIUM			
Psychological / Staff Wellbeing	<p>Employees</p> <p>Staff feeling isolated due to lack of communication with line managers and colleagues.</p> <p>Risk of anxiety due to lack of knowledge and/or understanding of business related issues.</p>	<p>Microsoft Teams, telephones and email are used to maintain regular contact between line managers and teams.</p> <p>WhatsApp is used as a way of communicating within smaller teams.</p> <p>Regular Internal Comms from the business and communications from line managers ensure that staff continue to stay updated and informed.</p>	LOW			

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		<p>Staff are encouraged to raise concerns on workload issues or support needs to their line manager.</p> <p>Staff have full access to resources via the Intranet/Sharepoint and a Working from Home Support Pack has been created for all employees and Line Managers</p>				
Reduced emergency provision in the home.	Employees	<p>First Aid: Normal domestic first aid equipment is sufficient to meet the needs of home workers carrying out low-risk, desk-based work.</p> <p>Staff should ensure that a fully functional means of communication is available should they need to contact the emergency services.</p> <p>Any accidents or incidents that arise from carrying out business related duties should be reported via the Online Accident Form and to Line Managers as soon as possible following the incident.</p> <p>Self-care and administering of first aid in the home resources and advice has been provided within the Homeworking Support Pack and via the Intranet Health and Safety page for all employees.</p> <p>Fire Safety: Staff are responsible for ensuring that suitable fire safety provisions are in place within their home.</p> <p>Smoke detectors should be in place and kept in good working order.</p> <p>Links to Fire Safety in the home and general advice has been provided within the Homeworking Support Pack and via the Intranet Health and Safety page for all employees.</p>	LOW	Fire safety awareness training via Atlas	<p>Jane Taylor to arrange</p> <p>Employees to complete</p> <p>TBC – waiting for Atlas to become LIVE for employees to access</p>	

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Use of Display Screen Equipment (DSE)	<p>Employees</p> <p>Muscular skeletal disorders, pain, discomfort and injury due to overuse, poor posture or incorrect set up.</p> <p>Headache, eye fatigue and stress</p>	<p>All staff given sufficient information, instruction and training in use of display screen equipment and associated peripherals.</p> <p>Training is provided on the importance of adopting and maintaining correct posture. Work is planned to include change of activity and/or regular breaks.</p> <p>Staff working from home are encouraged to complete the Temporary Home Worker Assessment Form to ensure that a safe working environment can be established and maintained within the home. The completed forms are sent to the Line Manager & H&S Advisor for review. Any areas of concern are discussed with the individual and/or the Line Manager.</p> <p>Guidance documents and helpful resources are made available to staff via Temporary Working From Home section of Intranet and are issued to all staff via internal comms on an ongoing basis. These documents provide useful information relating to setting up of workstations, adopting and maintaining good posture, health, exercise, manual handling and fire safety.</p> <p>All equipment provided by the business is adjustable. Line managers ensure that staff know how to adjust the equipment provided.</p> <p>Staff understand the need for regular work breaks to avoid injuries / strain.</p> <p>Lighting and temperature are controlled by the individual.</p> <p>Free eye tests are available via HR (if required).</p>	LOW	DSE training module to complete via Atlas	<p>Jane Taylor to arrange</p> <p>Employees to complete</p> <p>TBC – waiting for Atlas to become LIVE for employees to access</p>	

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Travel	Employees	All non-essential business-related travel is prohibited without prior authorisation from the business.	LOW			

Notes for guidance

- Workplace health and safety law applies to homeworkers and the DWS Group has the same legal duty to protect your health, safety and welfare, as if you were working from a site. You also have a legal duty to protect the health, safety and welfare of yourself and others. You must co-operate with your employer and co-workers to help everyone meet their legal requirements.
- Under the Management of Health and Safety at Work Regulations, the DWS group is required to assess the risk of work activities carried out by staff who work at home. In most cases the risk assessment can be carried out by the homeworker him/herself, although guidance may be sought from the Health and Safety Advisor and/or HR. Completing a risk assessment involves identifying the hazards relating to work activities carried out in the home environment and deciding whether appropriate steps (control measures) have been taken to prevent harm to yourself or to anyone else who may be affected by your work.

A risk assessment will:

- identify hazards (a hazard is anything that may cause harm);
- decide who might be harmed and how;
- assess the risks (a risk is the chance, great or small, that someone will be harmed by a hazard) and take appropriate action to remove them or reduce (control) them as far as possible;
- record the findings
- review from time to time to assess if there have been any changes to working conditions, equipment, activities, personnel etc and what further control measures to put into place, if required

Temporary Homeworkers: - are required to complete a [Temporary Home Worker Assessment](#). The [Online DSE Assessment](#) is also available and should be completed where staff have specific concerns regarding DSE usage and workstation set up.

Permanent Homeworkers: - are required to complete an [Online DSE Assessment](#) and also the [Home Worker Assessment Form \(HR\)](#).