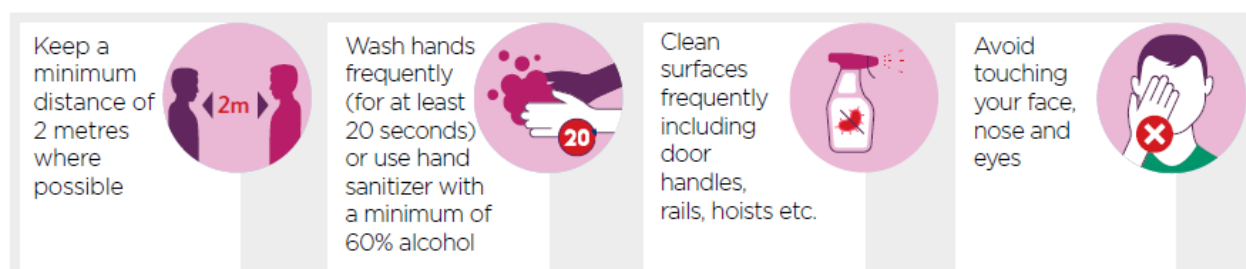


## Risk Assessment Concierge staff


1	Site / Location:	Risk Assessment number: No. Covid-19 4.4	Used in Conjunction with:
	Assessor's name:	Signature:	
	Approved by (Manager)' name:	Signature:	Profit Centre:
	<i>Please see section 11 for review dates</i>		

***This assessment is to be used during the COVID 19 (Coronavirus) pandemic.  
To be reviewed where local restrictions apply  
Where necessary, please also refer to the site specific COVID 19 Risk assessment***



**Unless an individual is exempt, face coverings must be worn when we have face to face interaction with members of the public.**

2	Work activity	Concierge Staff
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	<p>When carrying out any risk assessment, follow the 5 step process:</p> <ol style="list-style-type: none"> <li>1. Identify the hazards</li> <li>2. Decide who might be harmed and how</li> <li>3. Evaluate the risk and introduce controls</li> <li>4. Record your findings and implement them</li> <li>5. Review assessment and amend as necessary</li> </ol>	<p>In all cases consideration must be given to the following:</p> <ul style="list-style-type: none"> <li>• Manual handling requirements</li> <li>• Hygiene</li> <li>• Working at height</li> <li>• Good housekeeping</li> <li>• Any training, instruction or supervision that may be required</li> <li>• Use of PPE</li> </ul>
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3	<b>Potential Hazards</b>			
	Assault, Abuse, Aggression	Slips, Trips and Falls	Manual Handling	Cuts, Illness
	Fire	Chemicals	Covid 19	

Others:									
4	Who will be affected	Employee	✓	Members of Public	✓	Contractor		Visitor	✓
Others: please specify									

5	Evaluate Risk - Risk Rating Table			
	Probability of Occurrence	P	Potential Severity	S
	Common	5	Fatal	5
	Probable	4	Major	4
	Occasional	3	Serious	3
	Possible	2	Minor	2
	Improbable	1	Slight	1
Risk Rating : (P) Probability x (S) Severity = Risk Rating    (1-8 Low)    (9-15 Medium)    (16-25 High)				

Risk (R)	Likelihood					
Severity	1	2	3	4	5	<b>Low:</b> Continue but review regularly to ensure controls remain effective. <b>Medium:</b> Continue, as above, but implement additional controls where possible. Monitor regularly. <b>High:</b> Stop the activity and re-assess. Identify new controls. Seek advice from manager or Health and Safety team
	2	4	6	8	10	
	3	6	9	12	15	
	4	8	12	16	20	
	5	10	15	20	25	

6	Risk Assessment Overall Risk Rating - Pre Control : Medium			
	Assault, Abuse, Aggression	4 x 4 = 16	Fire	3 x 5 = 15
	Slips, Trips and Falls	3 x 4 = 12	Chemicals	3 x 4 = 12
	Manual Handling	3 x 4 = 12	Exposure to COVID 19 virus	4 x 4 = 16
	Cuts	3 x 3 = 9		

7	List the existing controls – when choosing your controls ensure you use the hierarchy of controls, eliminating hazards where possible
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7.1	Cleaning (Non-Healthcare settings) during COVID19 Where cleaning may be required	Revised Risk Rating PxS
	<a href="https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings">https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</a>  <b>Principles of cleaning after an individual with symptoms of, or confirmed COVID-19, has left the setting or area</b>	3 x 4 (Med)

7.1	Cleaning (Non-Healthcare settings) during COVID19 Where cleaning may be required	Revised Risk Rating PxS
	<ul style="list-style-type: none"> <li>• <b>Personal Protective equipment (PPE)</b></li> <li>• The minimum PPE to be worn for cleaning an area after a person with symptoms of or confirmed COVID-19, has left the setting possible is disposable gloves and an apron. Wash hands with soap and water for 20 seconds after all PPE has been removed.</li> <li>• If a risk assessment of the setting indicates that a higher level of virus may be present (for example, where someone unwell has spent the night such as in a hotel room or boarding school dormitory) or there is visible contamination with bodily fluids, then additional PPE to protect the cleaner's eyes, mouth and nose must be considered e.g. the use of a mask or face shield.</li> <li>• <b>Cleaning and disinfection</b></li> <li>• Public areas where a symptomatic person has passed through and spent minimal time but which are not visibly contaminated with body fluids, such as corridors, can be cleaned thoroughly as normal.</li> <li>• All surfaces that the symptomatic person has come into contact with, must be cleaned and disinfected, including <ul style="list-style-type: none"> <li>○ objects that are visibly contaminated with bodily fluids</li> <li>○ all potentially contaminated and frequently touched areas such as bathrooms, door handles, telephones, grab rails in corridors and stairwells</li> </ul> </li> <li>• Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings – think one site, one wipe, in one direction.</li> <li>• Use one of the options below: <ul style="list-style-type: none"> <li>• a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine (ppm av.cl.)</li> <li>• or</li> <li>• a household detergent followed by disinfection (1000 ppm av.cl.). Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants</li> <li>• or</li> <li>• if an alternative disinfectant is used within the organisation ensure that it is effective against enveloped viruses</li> </ul> </li> <li>• Avoid mixing cleaning products together as this can create toxic fumes.</li> <li>• Avoid creating splashes and spray when cleaning.</li> <li>• Any cloths and mop heads used must be disposed of and should be put into waste bags as outlined below.</li> <li>• When items cannot be cleaned using detergents or laundered, for example, upholstered furniture and mattresses, steam cleaning should be used.</li> </ul>	

7.2	COVID 19 Additional controls	Revised Risk Rating PxS
	<ul style="list-style-type: none"> <li>Any member of staff that shows symptoms of COVID 19 – high temperature, constiunal coughing and /or anosmia (change in taste / smell sensation) must stay at home and observe the appropriate self-isolation period for their household.</li> <li>Staff must inform us if they feel they are within a 'vulnerable or at risk' group and an individual assessment will need to be carried out</li> <li>Is the work necessary?</li> <li>Consider whether start / break / finish times can be staggered</li> <li>PPE must only be worn as per existing COSHH and risk assessments. If masks are to be worn, i.e. bodily spills they must be worn as per manufacturers instructions.</li> <li>Unless exempt, face coverings must be worn when we have face to face interaction with members of the public.</li> <li>All staff must regualrly wash their hands. If hand washing facilities are not available, sanitising gel or simialr must be available</li> <li>Avoid sharing equipment or handling other people's equipment. If this is necessary, equipment should be wiped down and 'drop off' zones created to try and meet the social distancing guidance</li> <li>Avoid splitting teams up. Where possible keep the same two people in a team.</li> <li>Keep the activity as short as possible – without compromising any other safety issues e.g. don't rush the work.</li> <li>Wherever possible maintain social distancing</li> <li>Work back to back or side to side but avoid face to face work activities</li> <li>In situations where a Pinnacle colleague is <u>meeting with a customer face-to-face in an enclosed space</u> where social distancing is not possible, colleagues must wear a face covering for the duration of the meeting</li> </ul>	<p><b>3 x 5 = 15</b></p> <p><b>Med</b></p>
7.3	Assault, Abuse, Aggression	Revised Risk Rating PxS
	<ul style="list-style-type: none"> <li>CCTV in place</li> <li>Access to office by invite only</li> <li>Office door to be secure</li> <li>Emergency contacts available including local police</li> <li>Staff advised to avoid conflict and not to retaliate where possible</li> <li>Staff trained to deal with such situations</li> <li>Aggressive incidents are recorded and reported accordingly</li> <li>Manager to arrange visits to lone workers where possible</li> <li>Staff to remain vigilant and report any anti social or suspicious behaviour.</li> <li>Try to keep to well lit areas</li> <li>Dial 999 if necessary</li> <li>Ensure residents are aware of their responsibilities</li> <li>It is recognised that not all residents, their visitors or members of the public will behave in an acceptable way.</li> <li>We may not be able to control the behaviour of a third party.</li> <li>If anyone fearful for their safety, get away as fast as possible. All incidents to be reported</li> </ul>	<p><b>3 x 4 = 12</b></p> <p><b>Medium</b></p>

	to the line manager and client where necessary.	
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<b>7.2</b>	<b>Slips, Trips and Falls</b>	<b>Revised Risk Rating PxS</b>
	<ul style="list-style-type: none"> <li>Observe good housekeeping at all times</li> <li>Ensure routes are clutter –free</li> <li>Spills to be cleared immediately</li> <li>Report any damaged areas accordingly</li> <li>Try to keep to well lit areas</li> <li>Staff to carry torch if areas are dark</li> <li>Regular checks should be carried out to check for trip hazards and anything that could cause harm</li> </ul>	<b>2 x 4 = 8</b> <b>Low</b>
<b>7.3</b>	<b>Manual Handling</b>	<b>Revised Risk Rating PxS</b>
	<ul style="list-style-type: none"> <li>Assess each parcel / package delivered.</li> <li>Consider using two people or mechanical aids to move package</li> <li>Arrange for package to be cleared / collected as soon as possible</li> <li>If moving bins etc. attend manual handling training</li> <li>Where taking deliveries, where possible use the delivery person to move package</li> </ul>	<b>2 x 4 = 8</b> <b>Low</b>
<b>7.4</b>	<b>Cuts</b>	<b>Revised Risk Rating PxS</b>
	<ul style="list-style-type: none"> <li>Remain vigilant around the workplace – to avoid accidents in the first place</li> <li>Keep first aid kit on site</li> <li>Have contact details to report injury</li> <li>Dial 999 if serious</li> <li>At least one concierge person to have first aid training</li> </ul>	<b>2 x 3 = 6</b> <b>Low</b>
<b>7.5</b>	<b>Fire</b>	<b>Revised Risk Rating PxS</b>
	<ul style="list-style-type: none"> <li>All staff to receive fire awareness safety training</li> <li>All staff to be familiar with emergency procedures</li> <li>All electrical items to be regularly tested</li> <li>Any defective equipment to be taken out of use.</li> <li>No Smoking</li> <li>Ensure rubbish isn't left out for too long</li> <li>Staff to look out for signs of arson, or other fire related issues</li> <li>Dial 999 if necessary.</li> </ul>	<b>2 x 5 = 10</b> <b>Low</b>
<b>7.6</b>	<b>Chemicals</b>	<b>Revised Risk Rating PxS</b>
	<ul style="list-style-type: none"> <li>Staff should be competent in using and storing chemicals</li> <li>Use the lowest risk chemicals where possible</li> <li>Only store necessary amount</li> <li>Observe good hygiene procedures</li> </ul>	<b>2 x 4 = 8</b> <b>Low</b>

<b>Post Control Risk Rating :</b>	<b>Medium</b>
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<b>8</b>	<b>Are the existing control measures adequate? Yes</b>
	<div>If No : <i>go to 9</i></div> <div>If Yes: <i>go to 10</i></div>

<b>9.1</b>	Identify and list the additional control measures required for safe working using the following hierarchy: <b>1</b> Eradicate the hazard <b>2</b> Reduce the hazard <b>3</b> Isolate the hazard <b>4</b> Contain the hazard	<b>Please also refer to 7.2</b>
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<b>9.2</b>	<b>Local issues (Consider: Site/ Equipment &amp; PPE /Employees /Specific issues)</b>	<b>Revised Risk Rating PxS</b>

<b>10</b>	<b>Final risk rating (To be completed)</b>	<b>Low</b>
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<b>11</b>	<b>Risk assessment sheet completed</b>	<b>Have all relevant employees signed awareness sheet to say they have been informed/trained in controls</b>
	Signed	Signed
	Date	Date
	<b>Risk assessment sheet reviewed</b>	<b>Have all relevant employees signed awareness sheet to say they have been informed/trained in controls</b>
	Signed	Signed
	Date	Date
	<b>Risk assessment sheet reviewed</b>	<b>Have all relevant employees signed awareness sheet to say they have been informed/trained in controls</b>
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