



CloserStill Media – COVID-19 Risk Assessment

The government requires every setting must carry out a risk assessment before re-opening. All employers have a duty to consult employees on health and safety and this document helps to meet this requirement. The purposed of this risk assessment is to identify the potential contact points of transmission of COVID-19 within the CloserSill offices and the steps we have taken to protect of staff, contractors and visitors from exposure to COVID-19.

COVID-19 is thought to spread mainly through close contact from person-to-person. Some people without symptoms may be able to spread the virus.

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs, sneezes, or talks.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- COVID-19 may be spread by people who are not showing symptoms.
- It may be possible that a person can get COVID-19 by **touching a surface or object that has the virus on it** and then touching their own mouth, nose, or possibly their eyes.

This risk assessment will be reviewed on a monthly basis, or as and when government guidelines change

Office Location	CloserStill Media, Exhibition House, Addison Bridge Place, Hammersmith, W14 8XP
Description	The offices comprise of 5 units within the building. There are other units in the building occupied by other commercial and residential tenants who share the same common areas (stairways, halls, lifts). The Closerstill offices are open plan (except unit 21 which also has executive offices). There are open plan kitchens, 2 shower cubicles, meeting room, toilets and boardroom
COVID Compliance Officer	Suzanne King
Single point of contact (SPOC)	Stephane James or Rena Zhou in her absence
Risk Assessment prepared by	Julie Mann, Office Manager, Health & Safety representative
Date of assessment	19 th August 2020
Distribution	This risk assessment will be shared with all CloserStill employees, relevant contractors and will be published on the Closerstill Website

Monitoring	The COVID Compliance officer is responsible for ensuring government guidance and internal policies are adhered to within the CloserStill Offices
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Risk Assessment Key
P Probability: Likelihood of transmission of COVID-19
S Severity: Extent to which COVID-19 impacts health
R Risk: calculation of probability x severity
Action Level: Level or risk once control measures are in place

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Probability (P)	Severity (s)
1: Low	1: Minor
2: Moderate	2: Significant
3: Even Chance	3: Major
4: Moderate	4: Fatality / life changing
5: Certain	5: Multiple Fatalities

Calculation of Risk (R) P x S		
1-5	Low (L)	Acceptable Risk
6-11	Medium (M)	Acceptable risk but daily monitoring required
12-28	High (H)	Implement immediate changes and further controls
19-25	Unacceptable (U)	Cease action immediately

Hazard/Risk identified	Those affected	P	S	R	Control measures	P	S	R	Action Level
Spread of virus from high touch points including handles, Entrances to Building and individual units	Staff	2	2	4	<ul style="list-style-type: none"> Hand sanitiser at entrance to building/units Enhanced cleaning of high touch point areas Signage reminding people to socially distance and wash/sanitise hands Where possible doors are to be kept open Only 1 person allowed in lift at any time Signage on staircases to remind people to socially distance 	1	2	2	LOW
	Vulnerable staff	2	4	8		1	4	4	LOW
	Contractors	2	2	4		1	2	2	LOW
	Visitors	2	2	4		1	2	2	LOW
Spread of virus from high touch points in kitchen areas (fridge, taps,	Staff	2	2	4	<ul style="list-style-type: none"> Hand sanitiser available in kitchen Enhanced cleaning of high touch point areas 	1	2	2	LOW
	Vulnerable staff	2	4	8		1	4	4	LOW

coffee machine) and airborne transmission from people being in kitchen areas	Contractors Visitors	2 2	2 2	4 4	<ul style="list-style-type: none"> Bread/butter not provided so food not contaminated Signage to ask people to wash hands before touching fruit, and washing fruit before eating Signage reminding people to socially distance and wash/sanitise hands before handling food or equipment Signage limiting the number of users permitted in the kitchen at any time Food preparation kept to a minimum 	1 1	2 2	2 2	LOW LOW
Spread of virus from high touch points in Meeting areas/offices (door handles, table surface, phones, remote controls, chairs) and airborne transmission from people being in close proximity	Staff Vulnerable staff Contractors Visitors	2 2 2 2	2 4 2 2	4 8 4 4	<ul style="list-style-type: none"> Hand sanitiser and anti-viral surface wipes available Capacity limited depending on size of room Enhanced cleaning of high touch point areas Signage reminding people to socially distance Chairs in excess of capacity removed or taped off so they are not used External guests discouraged 	1 1 1 1	2 4 2 2	2 4 2 2	LOW LOW LOW LOW
Spread of virus from high touch points on work stations (Keyboards, Mouse, desks, Chairs) and airborne transmission from people being in close proximity	Staff Vulnerable staff Contractors Visitors	2 2 2 1	2 4 2 2	4 8 4 3	<ul style="list-style-type: none"> Hand sanitiser and anti-viral surface wipes available Enhanced cleaning of high touch point areas Signage reminding people to socially distance Capacity of usable workstations reduced to allow for socially distanced working. No face to face working permitted No sharing of IT equipment Allocated desks for tracing purposes All desk full sanitised every day 	1 1 1 1	2 4 2 2	2 4 2 2	LOW LOW LOW LOW
Spread of virus from high touch points in toilets	Staff Vulnerable staff Contractors Visitors	2 2 2 1	2 4 2 2	4 8 4 3	<ul style="list-style-type: none"> Hand sanitiser and anti-viral surface wipes available Enhanced cleaning of high touch point areas Signage reminding people to socially distance 	1 1 1 1	2 4 2 2	2 4 2 2	LOW LOW LOW LOW

Spread of virus from high touch points in Showers	Staff Vulnerable staff	2 2	2 4	4 8	<ul style="list-style-type: none"> • Hand sanitiser and anti-viral surface wipes available • Enhanced cleaning of high touch point areas • Cyclists have been provided with a plastic box to store their belongings and shower items • Cleaners briefed to clean the shower cubicles after every user • No items to be stored in the showers 	1 1	2 4	2 4	LOW LOW
Spread of virus from Travelling	Staff Vulnerable staff Contractors Visitors	2 2 2 2	2 4 2 2	4 8 4 4	<ul style="list-style-type: none"> • Employees to limit travel where possible. • When using public transport face coverings are required, and they are available for employees to use (stored in reception) • Teleconferencing is encouraged rather than Face to face meetings • Anyone who has been abroad must inform the office manager, and the employee must self isolate in accordance with the government rules for that country 	1 1 1 1	2 4 2 2	2 4 2 2	LOW LOW LOW LOW
Spread of virus from Airconditioning	Staff Vulnerable staff Contractors Visitors	2 2 2 2	2 4 2 2	4 8 4 4	<ul style="list-style-type: none"> • Air conditioning is switched off and windows opened to ventilate rooms instead 	1 1 1 1	2 4 2 2	2 4 2 2	LOW LOW LOW LOW
Effect on mental health due to the pandemic / anxiety of returning to the office / travelling on public transport	Staff Vulnerable staff	2 2	2 4	4 8	<ul style="list-style-type: none"> • Management/HR to promote mental health & wellbeing awareness to employees during the Coronavirus outbreak and will offer whatever support they can to help Reference – https://www.mind.org.uk/information-support/helplines/ https://www.hse.gov.uk/stress/mental-health.htm 	1 1	2 4	2 4	LOW LOW

					<ul style="list-style-type: none"> • Regular meetings with employees and line managers to understand and alleviate any anxiety • All employees have access to the EAP programme. • Flexible working offered for travel outside of peak times • Quiet room (unit 14) for staff to work in who feel they are particularly at risk and do not want to mix with other employees 				
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Action plan for someone who has displayed signs of coronavirus	<p>If anyone becomes unwell with a new continuous cough or a high temperature or displays any of the additional symptoms of Covid-19 in the workplace they should be sent home and advised to follow the stay at home guidance and get tested</p> <p>Managers should maintain regular contact with employees during this time.</p>
Action plan for someone who has confirmed case of coronavirus	<p>If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises)</p> <p>Cleaning:</p> <ul style="list-style-type: none"> • All surfaces that a symptomatic person has come into contact with must be cleaned and disinfected, especially objects visibly contaminated with body fluids and all potentially contaminated high contact areas such as toilets • Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids can be cleaned thoroughly as normal • Cleaning contractors use disposable cloths or paper roll and an appropriate alcohol based viricidal disinfectant solution. • Cleaning contractors are advised to wear appropriate PPE • Waste from cleaning of areas where possible cases have been (including disposable cloths and tissues) should be “double-bagged” and tied off; it should be placed in a secure holding area for 72 hours before being disposed of in general waste. <p>Details of close contacts of the person with a confirmed case will be disclosed to NHS track and Trace team should a test be positive.</p> <p>Those that have been</p>

- within 1 metre face-to-face contact for 1 minute
- Within 2 meters for more than 15 minutes

Typically, this could be people working on the same pod of desks, those in the same meeting, Anyone they have had a conversation with (for more than a minute).

Track & Trace procedure for confirmed cases in the workplace

If a worker develops symptoms and orders a test

If a worker develops symptoms, they should [request a free test](#) as soon as their symptoms start.

Once they have ordered the test, they'll be asked by the NHS Test and Trace service to provide details of anyone who they have been in close recent contact with. This will not automatically be all their co-workers, but anyone who meets the definition of a close contact.

A close 'contact' is a person who has been close to someone who has tested positive for COVID-19 anytime from 2 days before the person was symptomatic up to 7 days from onset of symptoms (this is when they are infectious to others). This could be a person who:

- spends significant time in the same household
- is a sexual partner
- has had face-to-face contact (within one metre), including:
 - being coughed on
 - having skin-to-skin physical contact, or
 - contact within one metre for one minute
- has been within 2 metres of someone who has tested positive for COVID-19 for more than 15 minutes
- has travelled in a small vehicle, or in a large vehicle or plane

Where an interaction between 2 people has taken place through a Perspex (or equivalent) screen, this would not be considered sufficient contact, provided that there has been no other contact such as any of those indicated above.

The contact tracers will not consider the wearing of personal protective equipment (PPE) as a mitigation when assessing whether a recent contact is likely to have risked transmitting the virus.

Alerting close contacts

When someone first develops symptoms and orders a test, they will be encouraged to alert the people that they have had close contact with in the 48 hours before symptom onset. If any of those close contacts are co-workers, the person who has developed symptoms should Inform CloserStill Media to alert those co-workers.

Close contacts at this stage do not need to self-isolate unless requested to do so by NHS Test and Trace or a public health professional, but they should:

- avoid contact with people at high increased risk of severe illness from coronavirus, such as people with pre-existing medical conditions
- take extra care in practising social distancing and good hygiene
- watch out for symptoms and self-isolate if they also show signs of coronavirus

Closerstill will keep staff informed about COVID-19 cases among their colleagues. However, we will not name the individual. If a co-worker is at risk because of close contact with the positive case, then they will be notified to self-isolate by the NHS Test and Trace service. CloserStill will make sure our offices are safe by regular cleaning and by encouraging good hygiene practice.

If the test is positive

If the person with symptoms tests positive for COVID-19, the NHS Test and Trace service will notify their close contacts and instruct them to self-isolate.

This will occur by either a phone call, text message, email or letter. The period of self-isolation will be for up to 14 days, from the point of most recent contact with the person who has tested positive for coronavirus. When Test and Trace advises contacts to self-isolate, the service does not tell them the identity of the person who has tested positive.

Make sure your workers self-isolate

We will help employees self-isolate if they:

- have coronavirus symptoms and are waiting for a test result
- have tested positive for coronavirus
- are a member of the same household as someone who has symptoms or has tested positive for coronavirus
- have been in close recent contact with someone who has tested positive and received a notification to self-isolate from NHS Test and Trace

Where workers are asked to self-isolate because they are a close contact of a positive case

If a worker is asked by the NHS Test and Trace service to self-isolate, CloserStill will:

- not ask them to come into work and tell them to stay at home for their period of self-isolation
- continue to communicate with them and provide support
- allow them to work from home if they remain well and it is practicable to do so, for example, by finding alternative work that can be completed at home

If a worker cannot work from home, we:

- will ensure they receive Statutory Sick Pay (SSP) provided they meet the eligibility criteria
- may consider giving them the option to use their paid leave days if they prefer

Employees in self-isolation are entitled to SSP for every day they are in isolation, as long as they meet the eligibility conditions.

The NHS Test and Trace service will provide evidence to employees that they have been told to self-isolate. We will ask them to follow the [instructions on getting an isolation note](#)

If contacted by NHS Test and Trace, employees will need to isolate for the full 14 days from when they came into contact with the positive case. They will not be able to leave self-isolation early even if they are not symptomatic as it can take up to 14 days to develop symptoms.

They should not take a test if they are not symptomatic as this could generate a false negative and they may then go on to develop symptoms in the following days.

Multiple cases in the workplace

If there is more than one case of COVID-19 in a workplace, We will contact their local health protection team to report the suspected outbreak.

The health protection team will:

- undertake a risk assessment
- provide public health advice
- where necessary, establish a multi-agency incident management team to manage the outbreak

Collecting customer and visitor data for NHS Test and Trace

The opening up of the economy following the COVID-19 outbreak is being supported by NHS Test and Trace.

We will assist this service by:

- keeping a temporary record of customers and visitors for 21 days
- assisting NHS Test and Trace with requests for that data if needed

This could help to contain clusters or outbreaks.

Full details of government advice <https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance>