



# Covid-19 Risk Assessment

Date of last review: October 20, 2020

# Covid-19 Risk Assessment

## Date of risk assessment - April 2020

This risk assessment has been carried out in line with government advice on working safely within the workplace throughout the COVID-19 pandemic

## Date of last review – October 20, 2020

Date for Review – This assessment will be reviewed monthly as current Safety and Government advice are changing frequently

## Assessment carried out by:

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## Consultation

This assessment of the initial risks was completed by consulting with HR Director for Claranet, The Claranet Human Resources Team, The Claranet Health and Safety Committee, Claranet Staff Representatives and the Data Centre Operations Team and reviewed by Arthur J Gallagher Risk Management Consultants.

## Areas Represented

Locations which are included are properties which Claranet operate including all Data Centres, Offices in London, Bristol, Gloucester, Warrington and Leeds. Also considered are vehicles used by Claranet staff for business use.

This risk assessment covers all Claranet staff in the UK, Visitors to Claranet Properties and Contractors.

## What is the Hazard?

This assessment is focused on minimising the risks of an individual being exposed to COVID-19 (the hazard) in Claranet workplaces. Unless otherwise stated, most items considered in this assessment have identified COVID-19 infection as “the Hazard.”

**COVID-19** is a highly infectious Coronavirus disease which causes a respiratory illness. Many who are infected can experience a mild to moderate illness which does not require medical attention. Vulnerable individuals and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

## How is the Virus Spread?

The COVID-19 virus spreads primarily through tiny droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it’s important that all staff practice respiratory etiquette and strict hygiene practices. Wash Hands Frequently and always cough or sneeze into your elbow.

## Risk Rating

To effectively manage this risk, we have considered the severity of the hazard and the likelihood of it occurring. We will endeavour to reduce the risk by putting effective controls in place.

### Risk Rating = Likelihood x Severity

<b>S e v e r i t y</b>	Catastrophic	5	5	10	15	20	25
	Significant	4	4	8	12	16	20
	Moderate	3	3	6	9	12	15
	Low	2	2	4	6	8	10
	Negligible	1	1	2	3	4	5
			1	2	3	4	5
			Improbable	Remote	Occasional	Probable	Frequent
			<b>Likelihood</b>				

  

Catastrophic	STOP
Unacceptable	URGENT ACTION
Undesirable	ACTION
Acceptable	MONITOR
Desirable	NO ACTION

Hazards	Who Could be Harmed and How?	Existing Risk Controls (in relation to item)	INITIAL RISK			Further Action Required (in relation to item)	RESIDUAL RISK			Action by whom and when
			L	S	RL		L	S	RL	
<b>Lack of Communication or understanding about Covid 19</b>	Anyone entering Claranet premises or vehicle not understanding the required safety precautions	<ul style="list-style-type: none"> <li>Weekly updated by the CEO.</li> <li>Regular contact with managers and co-workers.</li> <li>Government Advice/Media information</li> <li>Public Health England and NHS information</li> </ul>	3	3	9	<ul style="list-style-type: none"> <li>Prepare and distribute FAQs for staff about all risks and what controls are in place</li> <li>Create a COVID-19 working policy</li> <li>Enlist Staff Representatives and consult H&amp;S committee</li> <li>Regular information updated on Yammer</li> </ul>	2	2	4	HR, Facilities in From August 2021  Completed Aug 2021
<b>Lack of understanding of controls or procedures in place</b>	<ul style="list-style-type: none"> <li>Staff not knowing procedures</li> <li>Not knowing who to ask if they have an issue</li> <li>Monitoring of building access controls</li> </ul>	<ul style="list-style-type: none"> <li>Risk Assessments</li> <li>Policy on safe working during COVID-19</li> <li>Other staff on site</li> <li>Posters and floor markings</li> </ul>	3	3	9	<ul style="list-style-type: none"> <li>Claranet to appoint one COVID Representative per site to monitor procedures and act as liaison.</li> <li>Create an FAQ document for simple reference</li> </ul>	1	3	3	HR / Staff Rep in August 2021  Complete Aug 2021
<b>Carers of (or living with) Clinically Vulnerable Individuals being exposed to virus in workplace</b>	Staff who care for people who are classed as clinically vulnerable can pass on viruses to them.	Homeworking available with support from managers.	4	5	20	<ul style="list-style-type: none"> <li>HR to work with managers to ensure that appropriate support is available for carers.</li> <li>The requirement for carers to isolate must be understood and accepted by teams and managers.</li> </ul>	3	4	12	HR / Managers ongoing as required

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<b>Exposure to infected individuals in workplace</b>	Any staff, contractor or visitor exposed to virus through infected individuals by contact, exposure, air,	<p>Staff are prohibited from coming to work when unwell.</p> <ul style="list-style-type: none"> <li>• Regular cleaning regimes</li> <li>• Hand cleaning facilities, PPE and hand gel provided.</li> <li>• Homeworking currently available to all.</li> </ul>	4	5	20	<ul style="list-style-type: none"> <li>• Policy enforcement for not attending work when ill under any circumstances.</li> <li>• Reception/Security record temperatures of people entering building. Refuse entry if temperature above 38C Use Booking System as track and trace.</li> <li>Posters explaining this process.</li> <li>• Posters saying, "Do not come in if ill."</li> <li>• Staff are prohibited from working in offices when ill or with Covid-19 symptoms.</li> <li>• Anyone who has symptoms of Coronavirus or has been exposed to someone with the virus must self-isolate away from work for a minimum of 14 days</li> </ul>	3	4	12	<p>SMT - Managers - HR - Facilities –</p> <p>Posters complete.</p> <p>Temp Checks in place.</p> <p>ongoing</p>

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<b>Staff returning to the workplace when they shouldn't</b>	<ul style="list-style-type: none"> <li>• Staff feeling pressured to return to work could come in when feeling unwell or leaving family commitments.</li> <li>• Returning to the office if it isn't necessary will burden the limited quota allowed into offices and limit space for other, critical staff.</li> <li>• Staff returning to workplace from areas which are in lockdown.</li> </ul>	<ul style="list-style-type: none"> <li>• Homeworking is available to all and positively encouraged</li> <li>• Regular meetings on Teams</li> <li>• Regular contact with Manager and co-workers</li> </ul>	2	4	4	Any return to the office must be: <ul style="list-style-type: none"> <li>• Discussed with staff member and manager then individuals book their access to individual offices through the booking system</li> <li>• For the benefit of the role or task requirements or if staff cannot perform duties at home</li> <li>• Observe and strictly adhere to social distancing guidelines and controls in place.</li> <li>• Wear masks in the office and practice good hygiene in the workplace</li> <li>• Staff living in areas which are in local lockdown are strictly forbidden from returning to the workplace</li> </ul>	1	3	3	All staff and line managers and HR  This is ongoing

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<b>Too many staff in workplace</b>	Uncontrolled access could result in the properties being heavily occupied and make social distancing difficult	Homeworking as an alternative to working in the offices	4	5	20	<ul style="list-style-type: none"> <li>Utilise the booking system which will help to control numbers of people who are authorised to attend site.</li> <li>Maximum of 30% of staff only allowed on each site</li> <li>Front of house and Staff Reps will monitor that everyone has been booked in and record temperatures.</li> <li>Return to offices should be by mutual agreement with manager and staff member.</li> <li>Plan where you are going to sit.</li> <li>Social distancing applies to desk use and any seating within the properties</li> </ul>	3	4	12	<p>All Claranet Staff, managers and visitors.</p> <p>Ongoing</p>
<b>Empty building unlocked with alarms turned off</b>	Buildings are not insured if the alarms are turned off and there is no staff on site. Someone with ill intent could access an unalarmed premise.	Security patrol unlock. Comprehensive electronic security systems including access control, CCTV and alarms	3	2	6	<ul style="list-style-type: none"> <li>Do not unlock building unless there is someone guaranteed to be in attendance.</li> <li>A dedicated staff attendee will be required to be on site.</li> </ul>	1	3	3	Facilities ongoing

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<b>Water Hygiene/legionella</b>	Anyone drinking or inhaling water droplets as water may have increased microbes or bacteria due to low use during lockdown	<ul style="list-style-type: none"> <li>Weekly maintenance procedures to flush systems</li> <li>Water risk assessments manufacturer’s instructions.</li> <li>Contractors doing weekly service checks and tap temperatures.</li> </ul>	4	5	20	<ul style="list-style-type: none"> <li>Ensure that all water tanks have been cleaned and water dispensers/boiler/coffee machines are disinfected</li> <li>Water hygiene regimes to be reviewed prior to return to work</li> <li>Water Risk Assessments to be reviewed and up to date with contractors</li> </ul>	2	5	10	Facilities Team in August  Ongoing as office stay locked
<b>Safety for Teams who need to work with the equipment of others</b>	<ul style="list-style-type: none"> <li>Teams such as IT Support or Facilities need to work with or move another people’s equipment.</li> <li>Items handled by others and the interaction with multiple individuals increases risk of cross infection.</li> </ul>	<ul style="list-style-type: none"> <li>PPE is supplied gloves, masks, hand gel</li> <li>Social distancing in place.</li> <li>Limiting staff numbers on each site</li> </ul>	4	5	15	<ul style="list-style-type: none"> <li>Ensure IT Support always wear PPE when working with another people’s equipment</li> <li>Create a “Drop Off Point” for equipment coming in or out</li> <li>Teams working with another people’s equipment always to wear appropriate PPE</li> <li>Wipe down equipment with suitable anti-bacterial/viral wipes</li> </ul>	2	5	10	IT Support, Facilities PPE Supplied April 2020  Ongoing



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<b>Lone Working</b>	An indivial could have an accident which required immediate assistance. If there was nobody else in the building, it could take too long to get help.	<ul style="list-style-type: none"> <li>• Safe Lone Working Policy 2020 (HS09)</li> <li>• Data Centre Engineers use lone worker man-down devices</li> <li>• Security Patrol inspect and lock up buildings at end of day</li> <li>• Regular contact with co-workers via Teams</li> </ul>	3	4	12	<ul style="list-style-type: none"> <li>• If only one person is booked to work from a site, this will be cancelled, and the property will remain locked.</li> <li>• If the work is critical then a regular call with a co-worker or line manager must be pre-arranged as check in and informing when leaving site.</li> <li>• Nobody can work alone in building without procedures in place</li> <li>• If someone must work alone in the building, they must inform line manager and check in periodically</li> <li>• Anyone working alone must have the ability to raise an alarm i.e. mobile phone, man-down device</li> </ul>	2	3	6	<p>Managers, staff, by August</p> <p>Ongoing</p>

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Using shared stationery	Shared stationery and lanyards potentially holding virus and spreading to others	Hand Washing facilities,  Hand sanitising gel,  Contact with Security in Bristol or Reception in BW/Lon.	4	5	20	<ul style="list-style-type: none"> <li>• Guard/Reception to sign person in once they have seen identification (with no contact)</li> <li>• If pens used, box for used ones to go in for cleaning and other box for new/cleaned pens</li> <li>• Clean stationery / passes with antiviral spray between uses</li> <li>• Have box to collect passes/lanyards when person leaves.</li> <li>• Do not reuse pass/lanyard again in same day</li> <li>• Reception to sign in visitors/contractors and record temperature</li> <li>• Written instructions for contractors/Visitors to agree to on arrival</li> </ul>	2	5	10	Reception / Guards in place by August 21  Fac to provide written instructions in October

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<b>Exposure to virus through contact</b>	<p>Any staff, contractor or visitor exposed to virus through physical contact inadvertently passing the virus to others through contact by touching, handling items, on door handles, cups etc.</p> <p>Coronavirus has been detected on surfaces for long periods of time after initial contact.</p>	<ul style="list-style-type: none"> <li>• Comprehensive handwashing facilities,</li> <li>• Hand disinfectant gel available throughout offices.</li> <li>• Homeworking available to all</li> <li>• Hygienic wipes available to everyone</li> </ul>	3	5	15	<ul style="list-style-type: none"> <li>• Handwashing and hand gel posters throughout sites</li> <li>• Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels.</li> <li>• Reminded to catch coughs and sneezes in tissues –</li> <li>• Follow Catch it, Bin it, kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace at every site</li> <li>• Antiviral spray to be used by cleaners and available for use by all. Left in toilets.</li> </ul>	2	4	8	Facilities June  Complete

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<b>Lack of social distancing/using lifts/small spaces</b>	Any staff, contractor or visitor exposed to virus through contact, exposure, air,	<p>Staff are working independently, complying with the Governments recommended social distancing guidelines wherever possible. This includes:</p> <ul style="list-style-type: none"> <li>• Working in offices,</li> <li>• Use of lifts,</li> <li>• Taking deliveries</li> <li>• Supporting our customers on-site.</li> <li>• Regular Cleaning Regimes</li> </ul>	3	5	15	<ul style="list-style-type: none"> <li>• Posters encouraging social distancing</li> <li>• Marks on floor highlighting social distancing</li> <li>• Staff and visitors are to always be alert and patient to avoid crowding or close contact with others</li> <li>• Limit number of people who get into lift. Preferably no more than one</li> <li>• Comply with the (two metre) social distancing guidelines</li> <li>• Be aware in workplace common areas</li> <li>• Provide signage showing maximum occupancy of meeting rooms and offices based on 30% of normal occupancy.</li> <li>• Increase ventilation, air con and open doors.</li> </ul>	2	5	10	<p>Facilities, management team – May</p> <p>Complete May 2020</p>

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			L	S	RL		L	S	RL	
<b>Lack of social distancing/using lifts/small spaces continued</b>	Close contact with co-workers, face to face or side by side - Desks are joined by single beam so not movable	<ul style="list-style-type: none"> <li>Daily Cleaning Regime</li> <li>Limited numbers of staff in offices at a time (maximum 30%)</li> </ul>	4	5	20	<ul style="list-style-type: none"> <li>Everyone to be seated in alternate desks side to side</li> <li>Signage reminding staff to not sit directly beside or face to face</li> <li>If there is a shift, the next rota should sit at the alternate seats which have not been used.</li> <li>Monitors on arms and screen provide some barrier but not constant.</li> <li>Posters on all desks reminding of procedures</li> <li>Ventilate the rooms well using windows, AC and fans</li> </ul>	2	5	10	Teams and Managers  Ongoing
	Anyone being in an enclosed area with an infected individual.	<ul style="list-style-type: none"> <li>Face masks supplied</li> <li>Social Distancing</li> <li>Other lifts and time to wait</li> <li>Signage dictating single occupier</li> </ul>	4	5	20	<ul style="list-style-type: none"> <li>Patience and cooperation</li> <li>Follow signage</li> <li>One person in lift at a time</li> </ul>	2	5	10	All lift users

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<b>Government imposed localised lockdown</b>	Spike of cases in an area affecting several people coming onto premises and spreading it further.	When there is a spike in new cases of COVID-19 in an area the local government will impose a local lockdown.	4	5	20	<ul style="list-style-type: none"> <li>Claranet offices and premises will remain locked and alarmed during local lockdowns</li> <li>Any recommended lockdown will be strictly observed by Claranet and local properties will not be opened.</li> <li>Data Centres will impose strict access regimes to control the number of attendees to site.</li> </ul>	2	5	10	Facilities, HR, Local Managers  As required
<b>Using Meeting Rooms/ small spaces</b>	Anyone using the rooms, being exposed to airborne virus.	<ul style="list-style-type: none"> <li>Meetings on teams</li> <li>Meetings in open plan office area</li> </ul>	3	5	15	<ul style="list-style-type: none"> <li>Never have more than 30% capacity in any meeting room</li> <li>Use of ventilation/Windows or AC</li> <li>Limit meeting times to minimise exposure</li> <li>Signage explaining maximum capacity installed</li> </ul>	2	5	10	All users of meeting rooms Facilities complete by June

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<b>Door Handles holding virus</b>	<ul style="list-style-type: none"> <li>Exposure to virus through hand contact on doors.</li> <li>If doors are held open then this negates the intumescent benefits of the smoke seals on doors.</li> </ul>	<ul style="list-style-type: none"> <li>Fire doors are in place to protect from spread of fire and smoke. Doors close automatically to prevent the spread of smoke and fire.</li> </ul>	2	5	10	<ul style="list-style-type: none"> <li>Install Door Guards to hold doors open which will activate in the event of a fire alarm.</li> <li>Facilities to assess, purchase and install.</li> <li>Not for use in toilets, secure areas or external doors</li> <li>Increased cleaning frequency</li> <li>Provide antibacterial wipes</li> </ul>	2	4	8	For use by all staff  ongoing
<b>PPE Supply and Disposal</b>	<ul style="list-style-type: none"> <li>Used masks will have saliva on them and could potentially be infectious to someone touching it.</li> <li>Cleaners will need to pick up discarded PPE as part of the cleaning regime which could expose them to virus.</li> </ul>	<ul style="list-style-type: none"> <li>Waste Bins</li> <li>Sani waste bins</li> <li>Gloves</li> </ul>	3	5	15	<ul style="list-style-type: none"> <li>Provide detailed information posters about the importance of disposing of used PPE.</li> <li>Cleaners to always wear gloves and PPE.</li> <li>Consider providing a proper medical waste disposal bin for appropriate disposal.</li> </ul>	2	5	10	Facilities  Ongoing

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Use of kitchens creates High Touch Areas	Staff/visitors using breakout areas for lunch and breaks. Contact with items handled by others such as crockery, cutlery, glasses, common seating areas	Daily cleaning regime. Signage, policy and FAQs for information	3	5	15	<ul style="list-style-type: none"> <li>• Avoid using kitchen facilities in the offices.</li> <li>• Disposable (biodegradable) cutlery and cups provided</li> <li>• Staff to bring own lunch and take containers home for cleaning.</li> <li>• Use reusable water bottles for drinking and take home to clean</li> <li>• Limit the number of people in kitchen at one time to <b>ONE</b></li> <li>• No eating in breakout. Close off shared tables to provide appropriate social distancing</li> <li>• Each use of coffee/water machine should be wiped down after. Wipes provided</li> <li>• Dishwashers always to be run on hottest setting</li> <li>• Claranet to provide individual bag of essential PPE to all staff attending</li> </ul>	1	5	5	<p>All staff –</p> <p>Ongoing daily FM to monitor and update signage</p>



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<b>Congestion and Bottlenecks in Buildings.</b>	People in overcrowded areas being exposed to virus through close personal contact due to high number of people at same time.	<ul style="list-style-type: none"> <li>• Home working is available to all and some have flexible working hours.</li> <li>• Utilise all entrances to spread out entering and exiting buildings</li> </ul>	2	5	10	<ul style="list-style-type: none"> <li>• Stagger start/leave times to minimise the number of people</li> <li>• Staff should be restricted to use different doors depending on where they are based.</li> <li>• Some doors to only be used for entering and other for exit to keep single direction of travel when possible.</li> </ul>	2	5	10	all staff and managers  ongoing
<b>Toilets Hygiene</b>	All staff, visitors, contractors using toilet facilities exposed to virus  High touch areas in toilets	<ul style="list-style-type: none"> <li>• Multiple toilets available.</li> <li>• Daily Cleaning Regimes</li> </ul>	3	5	15	<ul style="list-style-type: none"> <li>• One person per toilet (room) at a time even if it has multiple stalls.</li> <li>• Increase the cleaning to multiple times per day</li> <li>• Block off every second sink or urinal to accommodate social distancing</li> <li>• Provide anti-viral spray to clean before use</li> <li>• Provide signage inside and out of toilets.</li> </ul>	2	4	8	All staff and users by August  complete

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<b>Leisure Travel</b>	Virus being brought to offices via someone who has been infected on vacation	<ul style="list-style-type: none"> <li>• Risk Assessments</li> <li>• Policy</li> <li>• FAQ's</li> <li>• Other staff on site</li> <li>• Restricted/prohibited travel</li> </ul>	4	5	20	<ul style="list-style-type: none"> <li>• Staff should self-isolate for 14 days after travelling in virus hotspot.</li> <li>• Staff must not come into work if they know that they have been exposed to the virus or if they feel unwell.</li> <li>• Government advice should be observed with all European or international travel</li> </ul>	2	5	10	<p>All Staff</p> <p>Ongoing</p>
<b>Exposure to many people on busy public transport</b>	Anyone being in crowded spaces may be exposed to virus from an infected commuter and bring the virus to co-workers in the workplace.	<ul style="list-style-type: none"> <li>• Homeworking</li> <li>• Masks provided by Claranet for use on public transport.</li> <li>• Alternate ways to get to work</li> <li>• Bike storage and lockup.</li> </ul>	3	5	15	<ul style="list-style-type: none"> <li>• Avoid crowded public transport if possible</li> <li>• Continue to work from home.</li> <li>• Walking, Cycling are to be encouraged</li> <li>• Staff and visitors should be encouraged to use alternative ways to get into the workplace where possible.</li> <li>• NO non-critical travel between sites</li> </ul>	1	5	5	<p>ALL staff ongoing</p> <p>SMT to support</p> <p>Ongoing</p>

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<b>Vehicle Cleaning</b>	Next driver to use the vehicle exposed by through contact.	Periodic cleaning	3	5	15	<ul style="list-style-type: none"> <li>• Limit the use of pool vehicles.</li> <li>• Engineers handing over vans:</li> <li>• Will use provided anti-bacterial wipes to clean all surfaces internally and external door handles, Concentrating on vehicle controls.</li> </ul>	2	4	8	vehicle drivers every time vehicles are used.  ongoing
<b>Using public fuel pumps</b>	Person using pump touching public handles	Fuel cards / pay at pump reduce interaction	2	5	10	When re-fuelling, use gloves and pay-at-pump whenever possible.	2	5	10	drivers ongoing
<b>PPE and Cleaning Materials stock for vehicles</b>	Drivers and users of vehicles exposed through exposure	PPE provided by Facilities Team	2	3	6	<ul style="list-style-type: none"> <li>• Gloves and wipes should always be available in the vehicle.</li> <li>• Please include in monthly checks until further notice.</li> <li>• Drivers are to notify a Team Leader before these run out.</li> </ul>	1	3	3	contact facilities if stocks need replenishing ongoing
<b>Exposure to multiple sites and people</b>	Drivers and users of vehicles	none	2	5	10	<ul style="list-style-type: none"> <li>• Where possible engineers to limit travel between sites to minimise cross-contamination.</li> <li>• Should you need to travel between sites, please run this by a Team Leader/Manager.</li> </ul>	2	5	10	managers ongoing

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<b>Exposure to customers, contractors, visitors</b>	DC Ops staff working in data halls	Engineers are to minimise any physical contact with staff or customers	2	5	10	<ul style="list-style-type: none"> <li>In instances where contact cannot be avoided, all staff to use masks and/or gloves as necessary. These will be provided at all locations, please check availability each day and notify a Team Leader before they run out.</li> <li>An example of unavoidable contact would be an install or any manual handling requiring more than one person, such as a heavy piece of hardware i.e. an MSA or delivery. Consider if the work needs to take place and liaise with a Team Leader for clarification if unclear.</li> </ul>	2	5	10	<p>All DC Ops staff – ongoing</p> <p>Site manager to monitor and report</p>
<b>Accidents when lone working in isolation due to coronavirus</b>	DC Ops staff working in data halls	<p>ALL engineers must use Stay Safe when lone working.</p> <p>This will be monitored and enforced. This is key for your safety.</p>	3	5	15	Continued use of the lone working applications	2	5	10	Head of DC Ops by August Complete

Activity	Who Could be Harmed and How?	Existing Risk Controls (in relation to item)	INITIAL RISK			Further Action Required (in relation to item)	RESIDUAL RISK			Action by whom and when
<b>Data Centre Usage Policy</b>	DC Engineers not knowing local safety policies	<ul style="list-style-type: none"> <li>Detailed risk assessments and policy/procedures on host website</li> <li>Training and induction requirement to enter building</li> <li>Signage and information</li> </ul>	2	4	8	<ul style="list-style-type: none"> <li>Ensure all engineers are briefed on all policy changes and local procedures</li> <li>Tool box talks</li> <li>Signage</li> </ul>	1	4	4	Head of DC Ops - by August  complete
<b>Hand and Eye requests</b>	DC Ops staff working in data halls	As per the current procedure, any internal, colocation or managed request requiring a remote hands element above visual inspection from DC Ops, needs to be approved by Team Leaders.	3	5	15	<ul style="list-style-type: none"> <li>Endeavour to carry out changes as requested by colocation customers during this period, if the change does not impact or put at risk any service using shared infrastructure.</li> <li>Always observe Social Distancing Guidelines</li> </ul>	1	5	5	Head of DC Ops - By August
<b>Working in Host Sites Information</b>	Staff unaware of procedures or expectations when working off site	Regular communications with manager	3	5	15	Detailed Risk assessment to be done for Pen Testers working at Hosts properties, working off site risk assessment to be completed	1	5	5	Practice Lead- July

Hazards	Who Could be Harmed and How?	Existing Risk Controls (in relation to item)	INITIAL RISK			Further Action Required (in relation to item)	RESIDUAL RISK			Acton by whom and when
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Staff working in Host properties - Customer sites etc.	Staff, Engineers, Service Managers if the Covid management procedures are not acceptable	Claranet safety procedures apply but staff must adhere to Hosts instructions and recommendations of their own Risk Assessments. If possible, try to do work remotely.	2	5	10	Host's Risk Assessment must be provided prior to staff working on their site.  Staff must adhere to all safety instructions and practice suitable social distancing.	2	5	10	Visiting staff –  July  Ongoing
Staff working in Host properties - Customer sites etc.	Staff, Engineers, Service Managers if exposed to infected person	Claranet has provided personal hand gels, disinfectant wipes and masks for use by all staff. If possible, try to do work remotely.	3	5	15	<ul style="list-style-type: none"> <li>Gloves and masks must be worn on external sites.</li> <li>Enough stocks should be taken to cover full period of attendance with frequent changing.</li> <li>Wash hands frequently,</li> <li>Avoid shared drinking vessels.</li> </ul>	2	5	10	visiting staff - Ongoing
Staff working in Host properties - Customer sites etc.	Staff, Engineers, Service Managers if they feel unwell on external site.	Whenever possible, do work remotely.	3	5	15	Inform host that you do not feel well and leave. Host must be informed if you test positive for Covid 19.	3	5	15	Visiting staff ongoing

Hazards	Who Could be Harmed and How?	Existing Risk Controls (in relation to item)	INITIAL RISK			Further Action Required (in relation to item)	RESIDUAL RISK			Action by whom and when
<b>First Aiders</b>	Cross contamination can occur with the proximity required to assist someone as a First Aider	<ul style="list-style-type: none"> <li>Gloves and face mask must always be worn.</li> <li>Full formal training is provided.</li> <li>Staff are required to work from home so there is no first aid requirement on sites.</li> <li>H&amp;S updates from Facilities Team</li> </ul>	4	5	20	<ul style="list-style-type: none"> <li>First Aiders must always protect themselves</li> <li>Call 999 for assistance immediately in an emergency</li> <li>When performing CPR, use a cloth over casualty's face, focus on compressions and not breaths, ensure ambulance is on way first.</li> <li>Facilities to acquire face shields for first aiders</li> <li>Always protect yourself and follow recommended your training advisors advice on practicing first aid during the pandemic</li> </ul>	3	5	15	First Aiders / Facilities - Ongoing
<b>Fire Marshals</b>	<ul style="list-style-type: none"> <li>Cross contamination due to proximity</li> <li>Staff standing too close at Assembly Points and forgetting to social distance</li> <li>Fire doors which are propped open to reduce contact with handles etc</li> </ul>	<ul style="list-style-type: none"> <li>Social Distance Guidelines</li> <li>Reduced staff working in offices</li> <li>'Door Guards' releasing fire doors on alarm activation</li> </ul>	3	5	15	<ul style="list-style-type: none"> <li>Fire Marshals must remind people to stay 2 m apart when evacuating</li> <li>Remind evacuees to use all available exits to reduce bottlenecks and congestion</li> <li>Safe distance at Assembly Point</li> <li>Staff to wash their hands when they return</li> <li>Regularly test the Doors</li> </ul>	2	5	10	All staff / Fire Marshals / Facilities - ongoing

Hazards	Who Could be Harmed and How?	Existing Risk Controls (in relation to item)	INITIAL RISK			Further Action Required (in relation to item)	RESIDUAL RISK			Acton by whom and when
<b>Receiving Deliveries</b>	Individuals receiving deliveries/parcels being in contact with virus on items	Storage, lock away securely	1	5	5	<ul style="list-style-type: none"> <li>• cleaning procedures for items</li> <li>• Receiver wearing PPE</li> <li>• Quarantining parcels</li> <li>• No personal items to be delivered to the workplace, facilities to send a note out to all staff</li> </ul>	1	5	5	Receivers –  ongoing
<b>Signage and Communications</b>	Lack of communication for staff and visitors	Statutory safety signage	3	3	9	<ul style="list-style-type: none"> <li>• Branding design posters to assist informing staff of procedures, practices in Claranet brand</li> <li>• Regular updates from interim UK MD</li> <li>• Updates from SMT</li> </ul>	2	2	4	Branding June  Complete
<b>Mental Health</b>	Staff suffering from mental health issues during lockdown	Regular one to ones with manager	4	4	12	<ul style="list-style-type: none"> <li>• HR and Facilities to investigate mental health first aiders</li> <li>• One to ones to be conducted over Teams</li> <li>• Mental Health awareness programmes</li> <li>• Training and awareness for line managers</li> </ul>	3	3	9	HR / Facilities / Line Managers by June  ongoing



Hazards	Who Could be Harmed and How?	Existing Risk Controls (in relation to item)	INITIAL RISK			Further Action Required (in relation to item)	RESIDUAL RISK			Acton by whom and when
<b>Enough ventilation in areas</b>	All people in room with lack of ventilation exposed to virus through air	<ul style="list-style-type: none"> <li>• Windows,</li> <li>• Aircon</li> <li>• Fresh air</li> </ul>	3	5	15	<ul style="list-style-type: none"> <li>• Maintain AC to manufacturers recommended standards</li> <li>• Monitor advice from HSE / Government</li> <li>• Inform staff of need for fresh air</li> <li>• Keep internal doors open when possible</li> <li>• Use fans to circulate Windows open when possible</li> <li>• Frequent filter cleaning and changes</li> <li>• Face masks to be worn in face to face meetings</li> </ul>	2	4	8	All Staff, Facilities/ Maintenance teams  ongoing
<b>Managing customers and visitors</b>	Visitors bringing virus into buildings	<ul style="list-style-type: none"> <li>• PPE provided</li> <li>• Regular contractors' visitors</li> <li>• Staff working from Home and access is provided specifically for contractors</li> </ul>	3	5	15	<ul style="list-style-type: none"> <li>• Safe system of work for contractors</li> <li>• Memorandum of understanding before they enter</li> <li>• Face masks to be worn when sites occupied</li> </ul>	2	5	10	Contractors, Facilities  Ongoing

Hazards	Who Could be Harmed and How?	Existing Risk Controls (in relation to item)	INITIAL RISK			Further Action Required (in relation to item)	RESIDUAL RISK			Action by whom and when
<b>Track and trace</b>	Monitoring who has been in the buildings in the event of a coronavirus case	<ul style="list-style-type: none"> <li>Access Control Records</li> <li>Internal Communications</li> <li>Office booking portal</li> </ul>	4	4	16	Using the office booking portal to record who has been in the buildings and when.	2	3	6	HR / IT / Facilities / Reception by Aug  Complete ongoing
<b>Expectant mothers</b>	Expectant mother contracts virus and passes to child.	Maternity risk assessment as soon as individual informs manager	4	4	16	<ul style="list-style-type: none"> <li>Expectant mothers must isolate and work from home from 28 weeks onwards</li> <li>Individual to seek advice from doctor or midwife</li> <li>Policy to allow them to work from home if they choose too</li> </ul>	2	3	6	Expectant mothers / HR and Facilities before 28 weeks  As required
<b>Showers and lockers</b>	Old clothes and high touch points in showers	Regular cleaning procedures	3	5	15	<ul style="list-style-type: none"> <li>Limit the use of shower</li> <li>Limit the use of items stored in locker rooms</li> <li>Only one person to use showers between cleaning services</li> <li>Consider lock for existing shower rooms</li> </ul>	2	5	10	Users of area, Facilities ongoing

Hazards	Who Could be Harmed and How?	Existing Risk Controls (in relation to item)	INITIAL RISK			Further Action Required (in relation to item)	RESIDUAL RISK			Acton by whom and when
<b>What to do if there is an outbreak</b>	Unknown procedures and staff continuing to get ill if there is an outbreak at the workplace	Staff working from home if there is an outbreak  Recording staff and temperatures at all offices used for track and trace.,	4	4	16	<ul style="list-style-type: none"> <li>• Send all local staff back to working from home</li> <li>• Any potentially affected people must get tested</li> <li>• Inform business and implement BCP</li> <li>• Senior FM to inform local PHE (use full words)</li> <li>• Use Booking system and Access control to track and trace</li> <li>• Full antiviral deep clean of the workplace</li> <li>• Devise formal plan for dealing with an outbreak</li> </ul>	3	4	12	<p>HR / Facilities / Line Managers ongoing in reaction.</p> <p>Facilities to devise procedure in Octobers</p>
<b>Fruit supply</b>	Fruit is usually delivered to all offices. People fondling the items could infect the fruit which would then be unknowingly eaten by another.	delivered in box for people to help themselves. Healthy snacks.	3	5	15	Do not re-establish the deliveries until there is a better option	1	5	5	Facilities

Hazards	Who Could be Harmed and How?	Existing Risk Controls (in relation to item)	INITIAL RISK			Further Action Required (in relation to item)	RESIDUAL RISK			Acton by whom and when
<b>Homeworking</b>	Most staff are working from home in isolation. They are lone working exposed to ULDs and MSD. Electrical and fire safety are also a concern.	<ul style="list-style-type: none"> <li>• Induction training informing all staff of posture and equipment,</li> <li>• Staff reminded to contact <a href="mailto:ITSupport@uk.clara.net">ITSupport@uk.clara.net</a> for equipment and <a href="mailto:facilities@uk.clara.net">facilities@uk.clara.net</a> for online workstation assessments and equipment.</li> <li>• HR puts out questionnaire to all staff giving them the opportunity to request assistance.</li> <li>• Line managers to insist on regular face to face meetings over Teams with Camera's ON.</li> <li>• HR Team rolling out mental health awareness program and recruiting MHFA's across business.</li> <li>• Employee Assistance Program for conf advice</li> </ul>	4	4	16	<ul style="list-style-type: none"> <li>• Facilities to post information and videos on yammer reminding staff of requirements and assistance available</li> <li>• Facilities to present to team meetings via Teams calls explaining appropriate workstation set up and reminding them who to contact for assistance.</li> <li>• Facilities carrying out workstation assessments on line to gauge requirements and advise on set up</li> <li>• Facilities to put out safety reminders regarding electrical and fire safety in the home</li> <li>• Facilities and IT Support to collaborate to assist in setting up workstations suitably with monitors, keyboards, mouse, chairs etc.</li> <li>• HR and Facilities to follow up with staff regarding comfort and safety</li> </ul>	3	4	12	<p>HR / Facilities / Line Managers ongoing in reaction.</p> <p>Facilities to devise procedure in Octobers</p>

