



# 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 Gov and HSE.

Category	Item title	Risk description	Significance Value / Risk Level	Accept or Treat risk	Current Risk Management Strategy
Individuals	Pandemic/ Epidemic	Staff travelling to customer sites becoming infected	Medium	Accept	Follow UK Gove and transport guidance - Wear face covering in busy/confined spaces Travel to customer sites to be, wherever possible by Car, Walking or Bike - Avoid crowded public transport if possible Unavoidable public transport travel to adhere to transport operator and UK Gov guidance i.e. Wear a face. Used hand sanitiser/wash hands after travel
Individuals	Pandemic/ Epidemic	Outbreak of Covid 19 in the office	Medium	Accept	Local office guidelines No entry with symptoms Track and Trace Monitoring absence reports Regular management contact with teams Visitors informed through track and trace
Individuals	Pandemic/ Epidemic	Vulnerable / High Risk employees	Low	Accept	Individual review through HR and H&S assessment Local office guidelines Monitoring absence reports Regular management contact with teams

Category	Item title	Risk description	Significance Value / Risk Level	Accept or Treat risk	Current Risk Management Strategy
Hardware assets	Pandemic/ Epidemic	Shared equipment - Photocopiers / Printers	Low	Accept	Hand sanitiser and wipes provided PPE provided for nominated users Review need to print/photocopy Hand sanitiser unit available Wipe photocopier / printer with anti-bacterial wipe after use
Maintenance	Pandemic/ Epidemic	Touch points - Doors, handles, bannisters	Low	Accept	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
Hardware assets	Pandemic/ Epidemic	Kitchen touch points: Fridge, Kettle, Tap, Glasses, Mugs, Cutlery	Low	Accept	Temporary suspension of canteen facilities provided by landlords 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	Pandemic/ Epidemic	Multiple staff taking breaks at similar times and using breakout area	Medium	Accept	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 Cohort arrangements
Individuals	Pandemic/ Epidemic	Use of hot desks	Low	Accept	Antibacterial wipes available for start and finish of shift Calendar booking providing track and trace Perspex screens where appropriate to enable face to face working

Category	Item title	Risk description	Significance Value/ Risk Level	Accept or Treat risk	Current Risk Management Strategy
Maintenance	Pandemic/ Epidemic	Use of meeting rooms	Low	Accept	Wipes for table and chairs provided for start and finish of each meeting Visitor Covid 19 risk assessment Recorded meeting room bookings
Hardware assets	Pandemic/ Epidemic	Use of toilets	Low	Accept	One in - One out policy using occupied/unoccupied signs Hand sanitiser to be used on entering and handwashing before exit Cohort working Additional cleaning
Individuals	Pandemic/ Epidemic	Visitors and Contractors	Low	Accept	Covid 19 visitor questionnaire prior to visit Hosted visit only Provision of local office guidelines No close working requirement Office signage
Hardware assets	Pandemic/ Epidemic	Workstation equipment	Low	Accept	Desk Allocation Hand sanitiser and wipes provided Hot Desk booking per day No sharing of allocated equipment
Individuals	Pandemic/ Epidemic	Employees or visitors/contractors with symptoms	Low	Accept	Visitors to complete Covid 19 Questionnaire. No access with symptoms Cohort working Desk allocation 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

Category	Item title	Risk description	Significance Value/ Risk Level	Accept or Treat risk	Current Risk Management Strategy
Individuals	Pandemic/ Epidemic	Social distancing - Risk to other employees where an employee, visitor or contractor does not adhere to social distancing guidelines	Low	Accept	Allocated working areas/desks Cohort and flexible working arrangements local to each office Regular communication Management monitoring of workplace
Individuals	Pandemic/ Epidemic	Respiratory hygiene: Coughs, Colds and Hay fever	Low	Accept	Staff to remain absent from the office in self-isolation until confirmed as not Covid 19 Employees to follow best hygiene practises: Dispose of used tissues immediately and/or cough/sneeze into elbow
Individuals	Pandemic/ Epidemic	Visits to customers	Low	Accept	Virtual meetings where appropriate. Pre-Appointment review of customer Covid 19 working safely requirements. Risk assessment of work to be undertaken. UK Gove guidance compliance: Face covering where appropriate and by choice
Individuals	Pandemic/ Epidemic	Delivery drivers using Maintel facilities	Low	Accept	Hand sanitiser to be used prior to accessing Maintel toilet facilities Restrict access to one facility only
Individuals	Pandemic/ Epidemic	Accidents, Security and Fire: Employees not able to social distance during event.	Low	Accept	Wear face mask if wish to Utilise hand sanitiser and/or wash hands immediately the event is completed
Individuals	Pandemic/ Epidemic	Mental health and wellbeing impacted during Covid 19 restricted period and when working in offices	Medium	Accept	Regular employee communication Teams wellbeing site Virtual coffee mornings and get together Employee personal use of Teams after working hours Happy people counselling services

Category	Item title	Risk description	Significance Value/ Risk Level	Accept or Treat risk	Current Risk Management Strategy
Individuals	Pandemic/ Epidemic	Employee not aware they have symptoms - specifically temperature and can spread infection in offices	Low	Accept	<p>Notices at all entrances - Do not enter with temperature or symptoms.</p> <p>HR System notification for all symptoms and internal track and trace notification to employees</p> <p>Additional cleaning resource available at short notice</p> <p>Agile working - 3 days minimum per week in office</p>

Joanne Ballard  
 ESG Strategy and Compliance Director

# Document Information

Area	Information
Document Title	Covid 19 Risk Assessment
Author	Customer Experience Team Leader
Process Owner	Customer Experience Director
Date Created	27/05/2020
Initial Approval	27/09/2023
Approved By	Customer Experience Director
Summary	Current Covid 19 risk assessment
Classification	Public

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

## Change Record

Latest change date	Detail	Re-approval
27/09/2023	Document review	Approval Provided