



Fluent Money Group Ltd

COVID-19 On-Site Working Risk Assessment

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Version Control

Any changes, edits and updates made to the document will be recorded in here. It is the responsibility of the updater to ensure that all notice of changes are communicated.

Whenever there is an update to the document, Fluent Money Group requires that the version number be updated to indicate this.

Version Number	Change date	Changed by	Change details
1.1	18/05/2020	Stuart Almond	Authored
1.2	20/10/2020	Stuart Almond	Revised and heavily updated in line with Government and Local Authority guidelines
1.3	18.02.2021	Michelle Wren	Changed to number of people allowed in a bank of 6/8 from 2 to 3. Updated to current restrictions in place in the office



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1 Introduction

Objective

This risk assessment is a requirement following the COVID-19 global pandemic and in following UK Government and Local Authority (where applicable) rules and guidelines to effectively consider and manage workplace safety for all staff for firms with more than 50 employees.

This risk assessment was written on the understanding of the guidance as it stands on 18th May 2020 and has been revised and augmented in January 2021 as the pandemic, and requisite rules and guidance have matured/evolved.

2 Related Material or Guidance

- HM Government **Working safely during COVID-19** in offices and contact centres. <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>
- Guidance for employers, employees and the self-employed. <https://www.gov.uk/coronavirus-business-reopening?priority-taxon=774cee22-d896-44c1-a611-e3109cce8eae>
- HSE website www.hse.gov.uk

3 Considerations

3.1 Planning for safe numbers

Fluent Money Group (FMG) have considered and will continue to consider the wider government and more specific Local Authority guidance with regard to the workforce remaining at home until such a time as there is a recommendation or business need to migrate home-working staff back on site at Rivington House. Appropriate consideration has been given to the maximum possible headcount we could safely accommodate on site. Additionally, we have reviewed what we believe to be an optimal number, based on desk spacing, office and room structure and general layout of the premises at Rivington House.

Consideration has and will continue to be given to the office layout and structure along with the significance of our provided 'mitigations' to risk identified with on-site working. These consist of (non-exhaustive list); provided and installed pod screen dividers, face covering use, sanitising stations, people traffic flow, kitchen and shared space restrictions, management of doorways and any 'hotspots' for people movement, signage, office cleaning and 'Covid-19 safe fogging treatments' etc.

We have decided the following restrictions will be shape our safe working environment on site;

- "4 desk bank or fewer" – no more than 1 person capacity
- "6 or 8 desk bank" – maximum 3 person capacity, ideally placed where screens are deployed, staff always 2m or more apart and face to face avoided, back to back employed where possible with adjacent banks.
- Based on a site survey and availability of desk banks situated throughout the building, the maximum on site capacity for safe working is 209.



3.2 Managing social distancing

FMG take the adoption of this principle seriously and will deal with the issues it raises as follows.

Signage & Information

As part of our on-going communications plan, FMG will maintain clear, large print posters to be distributed throughout Rivington House re-affirming the government guidelines and working practices about staying COVID-19 safe in a working office environment.

These will cover; "hands/face/space", hygiene and hand washing, the 2m rule, social spaces, kitchens, toilets, entry and exit points, corridor movement, meetings, smoking space, canteen arrangements, lockers, swipe points and communal equipment.

Face Coverings

FMG believe we should adopt the Government philosophy on wearing face coverings and have mandated their use in all settings, **excluding** when sat at workstation.

We will continue to monitor the risks of close contact internally and review face covering usage in line with emerging risk and/or Government or local authority guidance or stipulations, as necessary.

Staff should follow sensible procedures for the frequency of changing face coverings and for their safe disposal in our waste bins or re-washing frequently off site.

It is also mandated that whilst queueing at the sandwich van at any time of the day, staff should wear a face covering and maintain social distancing at all times.

Gloves

FMG again will accommodate and understand any member of staff who may prefer to use latex (or similar) gloves. Staff should again follow sensible procedures for the frequency of changing such items and for their safe disposal in our waste bins. FMG believe the hand-washing protocols repeatedly suggested by Government guidance is just as, if not more effective at maintaining hygiene and preventing virus contagion.

Car Parking

All staff can be accommodated on site with our car park areas, but with immediate effect, staff should park in alternate bays, leaving a clear car space in between to ensure adherence with the 2m distancing guidance.

Lockers

FMG have considered the location and closeness of locker provision for staff and concluded the moving or detaching and subsequent spacing is not a workable option. The easiest and most practicable method of managing locker traffic is simply to enforce the 2m exclusion zone when another member of staff is accessing their locker near another. Staff must simply wait until others have moved away and are more than 2m away again.

Moving Around the Building

Clear signage will confirm and instruct all staff to 'keep left' in corridors and on any stairs, and to maintain safe distancing in all other areas at all times. Staff will be discouraged from moving around the building unless absolutely necessary. Contact with other staff should be mostly by internal telephone. Face-to-face meetings should be reduced to the essential only and these should be strictly socially distanced and with face coverings deployed as noted earlier.

Break times and lunchtimes will be staggered by the management to avoid natural spikes in movement to or away from the main doors.



Visitors

At this time, external parties visiting the office premises will be kept to a minimum and on an approved only basis. Visitors will be asked and required to 'pass' the appropriate on-site attendance survey (facilitated by EmployeeExperience@fluentmoney.co.uk before entry is permitted.

Where a visitor does arrive, safe social distancing measures must be adopted and maintained throughout their visit. Additionally, visitors will be instructed to access Fluent QR code for Track and Trace system usage as a condition of their visit on site.

Smoking

The smoking shelter remains available for staff, although to prevent breaking of social distancing rules, it is suggested staff should smoke on their own and not in groups. If more than one person goes outside to smoke, they should distance themselves away from the shelter at 2m intervals as per physical distancing rules. Staff should stand away from the cigarette bins so that disposal of cigarette butts can be completed by others without breaching the 2m interval rule. The maximum capacity within the smoking shelter has been set at "3" at any given time and should be strictly followed.

3.3 Hygiene

Cleaning

The office premises will be cleaned by an external contractor and the focus will be on;

- Door push plates (though most doors will remain open during business hours)
- Toilet areas
- General surfaces – in particular kitchen worktops, counters, vanity units
- Entrance and exit doors, handles
- Communal equipment – printers, Paxton swipe sensors, InVentry swipe in units

Hand Hygiene

Staff are encouraged to wash their hands for 20 seconds in line with guidance as often as possible.

Additionally, FMG have provided hand sanitiser stations throughout the building and, via signage and communications, staff are again encouraged to use these stations as frequently as possible when moving around the premises. Staff are encouraged to have their own supply of hand sanitiser available at their desks for regular application, as necessary.

Work Stations

Staff will have their desk stations cleaned by our contractors, but staff are encouraged to sanitise their keyboard, mouse, screens and telephones plus desk drawers at regular intervals using wipes. FMG will help and support staff with supplies of wipes and tissues upon request.

3.4 Travel

Staff are asked and strongly encouraged to travel to the office via the acceptable 'best' method of; private car (not sharing), walking or cycling. Public transport use should be limited where possible but if no alternative is available, staff should maintain a face covering in line with Government rules.



3.5 Operational Practises

FMG will continue to operate and thrive during this COVID-19 outbreak, and there are a number of additional considerations for us to plan for and be cognisant of, within the safe operation of the business.

Upstairs/Downstairs “Bubbles”

FMG have initiated a clear policy on separation between ground floor staff and first/tower area personnel. Connecting doors will be kept deactivated in a bid to be sure staff do not unnecessarily interact. Contact with other staff, as previously noted, should be minimised and the use of alternate media (telephone, Teams etc.) used extensively.

Bathrooms

Until further notice on-site staff are required to adhere to the following bathroom site usage policy;

- Units 101/102/105 Ground Floor – use bathrooms situated on the mezzanine floor level only
- Units 103/104 Ground Floor – use ‘main ground floor corridor’ bathrooms on the ground floor only
- All 1st Floor and Tower based staff – use 1st floor corridor bathrooms only

Drinks / Eating – Kitchens

FMG have introduced a strict no kitchen usage policy to assist with safe on site working. Staff requiring hot drinks should either bring in their own in a suitable thermos type flask, or purchase from the visiting sandwich/drinks van. There are no dishwashing or cleaning contractor-based crockery washing services available and so use of company mugs will not be permitted.

Further, staff must consume any food or drinks only at their individual workstations. No communal areas are in use until further notice.

Shifts & Teams

Fluent management will factor and consider wherever possible the needs of staff and their safety in permitting access to, and working within, Rivington House.

Wherever possible, management will use ‘fixed teams’, where the same small unit of staff remain on the same shift pattern and physical work area to avoid cross contamination across groups. The business will avoid unnecessary movement of staff within teams, again, to mitigate and reduce risk exposure.

Shift systems and rotas may need to change to permit the lead-working capacity the business requires, but this will be offset against key spikes in staff arriving/leaving or taking breaks etc. FMG may amend shift patterns from time to time so that staff have some time at home and some time on site to facilitate this. At this time, future patterns are not known, but this note is to advise staff of its consideration in the wider risk assessment context.

Health Assessment Surveys

FMG believe being able to work on site and being permitted to work on site are two distinct issues. We have taken necessary steps to safeguard staff who may migrate back towards office working again and ensure that they are suitably vetted and checked against Government health criteria. We take seriously the needs of the many not being outweighed by the needs of one individual.



Accordingly, on application for a return to site working, or a one-off visit for business purposes, staff are surveyed against COVID-19 triage questions to establish their current health situation. Additionally, staff are asked to declare they will alert FMG management should any aspect of their personal or household-related family situation change. This will ensure that FMG can continue to maintain and monitor our risk exposure to COVID-19 effectively.

Managing Home Working

FMG remain aligned to the Government's strategy prevailing at the time of this risk assessment of workers working from home, where they can.

FMG management are committed to ensuring the working environment for staff is suitable, fit for purpose and technically adapted to the needs of the business during the pandemic. We understand and appreciate not every home situation is necessarily ideal but that, via the use of surveys, we will remain engaged with staff at all levels to ensure their working pattern is satisfactory for the wider needs of the business.

Naturally there is and remains some variability to this situation as the home situation of staff may be affected by external factors, for example school opening/closing, partners furloughed or returning to work and childcare provision. FMG will continue to monitor this aspect and remain in dialogue with staff.

Migration to Office Working

Limited numbers of employees will continue to work in the office under strict COVID-19 safe working practices. This will include but is not limited to;

- employees who cannot work from home due to persistent connectivity or hardware issues;
- those who do not have the space or home environment to facilitate effective working from home;
- where there is an evidenced adverse effect on the employees' health from homeworking, or;
- in the case of a new starter needing training and/or picking up equipment or where the employees productivity falls short of required business requirements and/or a PIP is in place

Staff Falling Ill or Self Isolating

FMG will continue to consider the needs of staff falling ill or needing to self-isolate as a result of specific COVID-19 related symptoms including the need for quarantine from a foreign country. FMG issued clear guidance to all staff on sick pay arrangements on 16th March 2020 and these remain current. We are clear this has been communicated and delivered to staff effectively.

FMG management expects staff to take appropriate responsibility for their own health and well-being, including that of others – relative to COVID-19 symptoms. It is expected as a minimum, that staff should maintain awareness of symptom onset and review against Government advice at any given time and accept the responsibility to not endanger themselves or others by failing to observe safe conduct.

FMG believe all staff should download and retain the **NHS COVID-19 Test & Trace** app for smartphones and crucially follow the advice therein, including if contacted and provided advice.



3.6 External Fluent Representation

Staff are reminded and should continue to consider their personal responsibility to themselves, other Fluent staff and the general public when outside of the work premises and/or when wearing our uniform. It is expected staff will act in accordance with laws and guidance and in the spirit they are intended both to maximise their own and others safety. FMG expects staff to represent Fluent in a professional, considerate and safe manner at all times.

3.7 On-going Developments

This assessment is written based on the information and guidance available on 18th May 2020 and further nuance and/or new rules/guidance prevailing at 4th January 2021. Clearly FMG will remain in tune with changes and amendments to the situation, and will make adjustments in accordance with those changes as they occur or have impact.