



RISK ASSESSMENT

Company Name: Fourwalls Ltd
Manager: Owen Turgoose

Date Prepared: 05/11/2020
Review Date: 05/11/2021

Division / Department: Offices
Address / Location: Suite 1.14, Building Three, Watchmoor Park, Riverside Way, Camberley, Surrey, GU15 3YL
Activity being assessed: Office work

Hazards	People at Risk	Precautions/controls required to reduce the level of risk to the lowest practicable level	Residual Risk Low/medium/high
Violence and threatening behaviour and verbal abuse	Members of staff	<ul style="list-style-type: none">Support available during business hours from other staff or other tenants at Watchmoor Park.All incidents to be reported to a DirectorStaff trained to provide good polite service and not to argue with clients	Low
Slips and trips	Members of staff, visitors & cleaners	<ul style="list-style-type: none">General good housekeepingAll areas well lit, including stairsNo trailing leads or cablesWork areas kept clear e.g. no boxes left in walkways, desk drawers not left openHand sanitiser spillages to be cleared up immediatelyStaff to tidy as they goOffices regularly cleaned by cleaner each week	Low

Manual handling of paper & office equipment	Members of staff	<ul style="list-style-type: none"> ▪ Request assistance from other members of staff to move items you consider may pose a risk to yourself ▪ Split loads and/or use multi-man lifting ▪ High shelves only to be used for light objects 	Low
Display screen equipment causing musculoskeletal disorders, headaches or sore eyes	Members of staff	<ul style="list-style-type: none"> ▪ All staff to carry out workstation assessment when starting or moving desks ▪ Inform a Director if you have pains you believe are associated with using computers ▪ Ensure you take short breaks away from your workstation ▪ Use blinds to control natural light on screen ▪ Eye tests provided for those staff who want them 	Low
Stress - affected by factors such as lack of job control, bullying, tiredness, work/life balance etc	Members of staff	<ul style="list-style-type: none"> ▪ Talk to your line manager or Human Resources if you are feeling unwell or ill at ease about things at work ▪ Ensure that necessary understanding, support and recognition is available from colleagues ▪ All staff should be briefed what their duties responsibilities are by a director ▪ Take account of known organizational stress factors, such as workloads, and the particular medical and personal factors affecting you ▪ Agreed frequency of rest breaks 	Low
Work at height / Filing on top shelves etc	Members of staff	<ul style="list-style-type: none"> ▪ Staff to source a step ladder if needed – do NOT use furniture ▪ Request assistance from other members of staff to move items you consider may pose a risk to yourself 	Low
Contact with substances carrying a hazard warning e.g. cigarette smoke	Members of staff & visitors	<ul style="list-style-type: none"> ▪ Company-wide no smoking policy within buildings and vehicles 	Low
Contact with substances carrying a hazard warning e.g. hand sanitiser	Members of staff & visitors	<ul style="list-style-type: none"> ▪ Keep containers in secure storages areas ▪ Always read manufactures instructions prior to use ▪ Do not use on hands with cuts and grazes. ▪ Staff to keep bottles out of reach of children 	Med

		<ul style="list-style-type: none"> ▪ Store containers in a way to avoid heat, flames and other sources of ignition ▪ Handle containers with care ▪ First aiders aware of action to take if staff or visitors consumes or if solution gets in eyes 	
Infectious diseases – Chickenpox / shingles	Members of staff & visitors	<ul style="list-style-type: none"> ▪ All staff to inform management if they have been in contact with chicken pox or shingles (as there are members of staff of childbearing age. 	Med
Spread of COVID-19 (Coronavirus)	Members of staff & visitors	<ul style="list-style-type: none"> ▪ Remember – ‘Hands. Face. Space,’ at all times ▪ All staff and managers are trained on minimising and managing infection ▪ Face coverings to be worn in all communal areas of the building <p>Hand Washing</p> <ul style="list-style-type: none"> ▪ Hand washing facilities with soap and water in place ▪ Hand sanitiser available in the office ▪ Stringent hand washing taking place, following the NHS hand washing guidance. Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap ▪ Catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace ▪ Gel sanitisers in any area where washing facilities not readily available <p>Cleaning</p> <ul style="list-style-type: none"> ▪ Frequent cleaning and disinfecting of objects and surfaces that are touched regularly particularly in areas of high use such as door handles, door buzzer and kitchen area ▪ Antibacterial and disinfectant is available in the office 	Med

		<p>Social Distancing</p> <ul style="list-style-type: none"> ▪ If working from the office, reducing the number of employees in work area to comply with the 2-metre (6.6 foot) social distancing gap recommended by the Public Health Agency ▪ Management taking steps to review work schedules including start & finish times/shift patterns, working from home etc to reduce number of workers on site at any one time (with relocating workers to other tasks) ▪ Resigning process to ensure social distancing in places ▪ Conference calls to be used instead of face to face meetings and interviews ▪ Social distancing also to be adhered to in café, communal kitchen and smoking area <p>Self-isolation</p> <ul style="list-style-type: none"> ▪ If anyone has symptoms of COVID-19, self-isolate for at least 10 days from when symptoms started. A COVID-19 test should be carried out ▪ If anyone lives with others all other household members need to stay at home and not leave the house for 14 days. <p>Symptoms of Covid-19</p> <ul style="list-style-type: none"> ▪ If anyone becomes unwell with a new continuous cough or a high temperature in the workplace, they will be sent home and advised to follow the stay at home guidance set by the NHS ▪ Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation ▪ Line managers will offer support to staff who are affected by Coronavirus or has a family member affected <p>Mental Health</p> <ul style="list-style-type: none"> ▪ Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can do to help 	
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Lone working – could suffer ill health or injury e.g. when visiting clients or whilst working alone in the office	Members of staff	<ul style="list-style-type: none"> ▪ All staff to ensure that their manager has your contact number (including going out to the shops at break times) ▪ All staff to check to confirm that staff are not in toilets or other areas before locking up 	Low
Electrical – possibility of electric shocks and burns from misuse or using faulty electrical equipment. Electrical faults can also lead to fires.	Members of staff	<ul style="list-style-type: none"> ▪ All electrical equipment is in possession of a current PAT certificate prior to use ▪ No work is to be carried out on live unprotected equipment ▪ All staff to monitor and report to Directors any defective plugs, discoloured sockets, damaged cable and switches and to take defective equipment out of use. ▪ Unplug unused electrical equipment ▪ Electrical safety check of premises carried out by electrician 	Low
Fire – if trapped could suffer fatal injuries from smoke inhalation and / or burns	Members of staff & visitors	<ul style="list-style-type: none"> ▪ Assistance from fire marshal and other members of staff is to be provided should building evacuation be required ▪ Keep work areas and evacuation routes clear e.g. no boxes left in walkways ▪ Fire doors not to be wedged open at any time ▪ Emergency lighting is installed and maintained to BS 5266 	Low

IF YOU IDENTIFY ANY FURTHER HAZARDS, PLEASE CONTACT ONE OF THE DIRECTORS OR HUMAN RESOURCES URGENTLY.

Division / Department:

Staff working in the field

Address / Location:

Travel to / working on client sites and working in home office

Hazards	People at Risk	Precautions/controls required to reduce the level of risk to the lowest practicable level	Residual Risk Low/medium/high
Road traffic collision	Members of staff & members of the public	<ul style="list-style-type: none">▪ Drivers to be qualified and competent and to adhere to all road traffic laws▪ Vehicles to be properly maintained▪ Drivers to drive in a manner appropriate to prevailing traffic conditions▪ Work to be scheduled with due regard to traffic conditions and need for drivers to rest (i.e. both short and long term rest) and drivers to take regular breaks away from the vehicle▪ Drivers not to set out if feeling unwell▪ Drivers to carry mobile phone to summon help if required	Low
Risk of verbal or physical assault	Members of staff	<ul style="list-style-type: none">▪ Staff trained to provide good polite service and not to argue with clients▪ Staff to withdraw from site / potentially dangerous situation as soon as possible and seek urgent advice from Floorplanz	Med
Slips and trips	Members of staff	<ul style="list-style-type: none">▪ Staff to assess property for hazards and inform the office immediately of any concerns▪ Do not leave trailing leads or cables▪ Keep floor areas kept clear e.g. don't leave bags or equipment in walkways▪ Staff to tidy their equipment as they go	Low
Manual handling of camera equipment / furniture	Members of staff	<ul style="list-style-type: none">▪ Request assistance from others to move items you consider may pose a risk to yourself▪ Split heavy loads and / or use multi-man lifting▪ Use trolleys etc where possible	Low

Stress - affected by factors such as lack of job control, bullying, tiredness, work/life balance etc	Members of staff	<ul style="list-style-type: none"> ▪ Talk to your line manager or Human Resources if you are feeling unwell or ill at ease about things at work ▪ Ensure that necessary understanding, support and recognition is available from colleagues ▪ All staff should be briefed what their duties responsibilities are by a Director ▪ Take account of known organizational stress factors, such as workloads, and the particular medical and personal factors affecting you ▪ Agreed frequency of rest breaks 	Low
Work at height / taking elevated photography	Members of staff	<ul style="list-style-type: none"> ▪ Use step ladder if necessary do not use furniture. Always thoroughly inspect step ladders prior to use ▪ Request assistance from others move items you consider may pose a risk to yourself 	Med
Lone working – could suffer ill health or injury	Members of staff	<ul style="list-style-type: none"> ▪ All staff to ensure that the office has their mobile contact number ▪ Staff to ensure that the time for any appointment they are attending is registered on the CRM system ▪ All staff to contact office immediately if there is anything about the site that concerns them from a Health & Safety point of view (e.g. dog, poor state of property) ▪ Head office to follow Missing Lone Worker response plan if member of staff does not turn up at appointment and cannot be contacted 	Med
Display screen equipment causing musculoskeletal disorders, headaches or sore eyes	Members of staff	<ul style="list-style-type: none"> ▪ All staff to carry out workstation assessment on work space at home if using computer for more than 3 hours at a time ▪ Inform a Director or Human Resources if you have pains you believe are associated with using computers ▪ Eye tests provided for those staff who want them 	Low
Electrical – possibility of electric shocks and burns from misuse or using faulty electrical equipment. Electrical faults can also lead to fires.	Members of staff	<ul style="list-style-type: none"> ▪ Visually inspect all equipment before each use. ▪ All electrical equipment to be PAT tested at appropriate intervals 	Low

		<ul style="list-style-type: none"> Faulty equipment to be taken out of service immediately and repaired / replaced 	
Fire – if trapped could suffer fatal injuries from smoke inhalation and / or burns	Members of staff	<ul style="list-style-type: none"> On arrival, staff to familiarise themselves with the layout of the property and possible exit routes in case of a fire. 	Low
Contact with substances carrying a hazard warning e.g. hand sanitiser	Members of staff & visitors	<ul style="list-style-type: none"> Keep containers in secure storages areas Always read manufactures instructions prior to use Do not use on hands with cuts and grazes. Staff to keep bottles out of reach of children Store containers in a way to avoid heat, flames and other sources of ignition Handle containers with care First aiders aware of action to take if staff or visitors consumes or if solution gets in eyes 	Med
Spread of COVID-19 (Coronavirus)	Members of staff	<ul style="list-style-type: none"> Remember ‘Hands. Face. Space.’ At all times Diary coordinators will be asking if anyone in the household has COVID-19 symptoms, has tested positive for COVID-19 in the last 14 days or is self-isolating to follow travel quarantine procedures. If their response is negative, we will confirm this via email and attach our COVID-19 T&Cs highlighting that they need to vacate the property on our arrival or wear a mask while we are in the property. Our field workers will be asking the same questions when they arrive at the property in case someone has started showing symptoms since the appointment was made. <p>Hand Washing</p> <ul style="list-style-type: none"> Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap, where possible Catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it to avoid touching face, eyes, nose or mouth with unclean hands. Gel sanitisers should be used in any area where washing facilities not available 	Med

		<p>Cleaning</p> <ul style="list-style-type: none"> All staff should frequently clean and disinfect their equipment <p>Social Distancing</p> <ul style="list-style-type: none"> Comply with social distancing gap (2-metres) at all times Conference calls to be used instead of face to face meetings and interviews Travel in own car, alone where possible <p>PPE</p> <ul style="list-style-type: none"> Face coverings to be worn in all properties, as well as estate agents' offices Wear gloves at all times whilst in properties (have hand sanitiser available as a back up) Additional PPE equipment can be purchased and expensed for all remote workers (this includes; masks, gloves, sanitiser and anti-bacterial wipes) <p>Self-isolation</p> <ul style="list-style-type: none"> If anyone has symptoms of COVID-19, self-isolate for at least 10 days from when symptoms started. A COVID-19 test should be carried out If anyone lives with others all other household members need to stay at home and not leave the house for 14 days. <p>Symptoms of Covid-19</p> <ul style="list-style-type: none"> If anyone becomes unwell with a new continuous cough or a high temperature, they should return home and notify their line manager Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation Line managers will offer support to staff who are affected by Coronavirus or has a family member affected <p>Mental Health</p>	
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IF YOU IDENTIFY ANY FURTHER HAZARDS, PLEASE CONTACT ONE OF THE DIRECTORS OR HUMAN RESOURCES URGENTLY.

Key To Assessment: LOW - Minor impact/damage quickly repaired MEDIUM - Moderate impact/partial loss of operations HIGH - Disaster/very serious

Conclusion: Have the possible risks been controlled to an acceptable level? YES / ~~NO~~

This risk assessment will be reviewed annually or more frequently if required.

Name of person completing review: Owen Turgoose

Signature:



Date 05.11.2020