



General Details

Assessor	Andrew Eagles
Assessment Date	18/08/2020
Assigned Reviewer	Jeremy Bennett
Next Review Date	18/08/2021

Signed Off By	Andrew Eagles
Signed Off On	18/08/2020

Operation Assessed	Workplace Risk Assessment: Covid-19-KA2-Education
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Associated with specific area

- Key Accounts 2
- Food Services - Education
- Region 1
- New Lambeth
- All

Description of work area and/or activity assessed

This risk assessment takes account of a number of general hazards associated with working in during the Covid-19 pandemic. There are a range of hazards that are relevant to the environment in which ISS employees work; such as the most significant exposure to biological hazards (Covid-19) at present as well as general hazards such as access/ egress, use/ transiting of the workplace and emergency preparedness. This risk assessment is designed to be tailored to local site needs with controls proportionate to risk and scope of service. The ability to influence controls will vary depending on ISS' role providing a single service or role as IFS provider.

The approach to risk assessment is dynamic and is likely to change throughout the duration of the pandemic based upon latest scientific advice, government/ HSE guidance and best practice that is adopted across the country; led by the PHE. ISS ensure current and adequate risk controls are adopted as well as keeping upto date with the latest advice through its strategic partnerships with Government and the NHS. The output of this process will be the issue of regular alerts, instructions and information to support safe working. In addition there will be localised cooperation/ coordination with clients and facilities management teams to inform controls.






Overall Current Risk

Medium Risk








Persons Affected




- Children
- Cleaners
- Contractors
- Employees
- Office Staff

Current Rating	Hazard Information	Task Status
Medium Risk 	 Biological Agents Exposure to COVID-19 within general building use; exposure to other colleagues, clients/ customers and members of the public: High risk groups	  
Measures Currently in place to prevent risk of injury		
<ul style="list-style-type: none"> -Identification of high risk and severely high risk groups with underlying health conditions. -Shielding in accordance with government advice. -Review of government advice and individual risk assessments where required. -Modification of duties where permitted by government advice to low risk activities. -Occupational health referrals as required. 		




Potential Rating	Additional Controls Required
No Score	<p>No Remedial Actions Entered</p> <p>If there are any reasonably practicable actions which can be taken to reduce the risk associated with this hazard please use the form above to enter them.</p>

Current Rating	Hazard Information	Task Status
Medium Risk 	 Biological Agents Exposure to Covid-19 from contact with customers and contaminated cash when serving/ taking payments for services e.g. cash register, retail and cashing up duties.	  
Measures Currently in place to prevent risk of injury		
<ul style="list-style-type: none"> -Safety briefings to employees on risk controls and awareness around transfer of biological hazards e.g social distancing, hygiene, common symptoms of Covid-19 and self-isolation. -Provision of adequate hand washing facilities, soap, clean running water and paper towels. -Provision of alcohol gels for disinfection. -Provision of PPE (gloves) to prevent exposure to contaminated cash and surfaces. -Reduced food offering requiring less employees to serve food or use of grab and go offer to increase distancing and reduce queues. -Reduction in staffing behind food counters and markings to indicate 2m distancing for example employees distanced to serve each element of dishes. -Cashless payments to be adopted in retail outlets to limit risk of Covid-19 spread through direct cash contact where possible. -Clear signage for customers on social distancing e.g. social distancing in place, tape to indicate 2m distance to others in areas where individuals need to queue, tape to indicate distance to cashier or retail team member. -Use of protective screens where distance of 2m cannot be maintained. -Standard food hygiene practices for sanitisation of food surfaces. -Enhanced touch point cleaning for till screens, chip and pin machines etc 		





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Current Rating	Hazard Information	Task Status
Medium Risk 	 Stress Stress and mental health conditions arising from exposure to high-pressure environment surrounding Covid-19 pandemic e.g. personal circumstances and changes to routine delivery.	
Measures Currently in place to prevent risk of injury		
<ul style="list-style-type: none"> -Work to be organised to reduce excessive strain e.g. not placing newly inducted employees in more physically and mentally demanding roles. -Provision of regular breaks and welfare facilities adequate to allow socially distanced time away from the immediate workplace. -Contracts to support employees, conduct wellbeing reviews and provide support networks to identify individuals that require assistance/ signposting to professional advice. -ISS mental health and wellbeing support provided through signposting to professional advice through manager referral or charities. -Wellbeing communications sent to the business. -Referrals to occupational health where mental health/ wellbeing issues identified. 		





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Current Rating	Hazard Information	Task Status
Medium Risk 	 Biological Agents Biological hazards (Covid-19) exposure and spread due to shared workspaces and use of buildings.	
Measures Currently in place to prevent risk of injury		
<ul style="list-style-type: none"> - Phased year group return reducing pupil numbers as per the governments advice -Signage indicating social distancing measures in place. -Employees briefed IPC COVID-19 controls and PPE standards as defined by PHE. - Phased year group return reducing pupil numbers as per the governments advice -Increased frequency of touchpoint cleaning e.g. door handles, lift buttons, hand operated machines etc. -Designation of specific work spaces for individuals where possible. -Where shared work spaces are used adequate disinfection cleaning between users e.g. Dirty cutlery and plat stations -Social distancing in workstation set up where possible 2 metres distance. -Maintenance of social distancing where possible when transiting workplace e.g. use of one way routes. -Employee awareness campaigns/ training on hand hygiene, transmission of COVID-19, self-isolation and common symptoms. -Staggered work times to aid social distancing -Alternative signing in and out arrangements and/or regular disinfection of T and A machines to reduce contact to potentially contaminated surfaces. 		






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Current Rating	Hazard Information	Task Status
Medium Risk ■ ■ ■	 Biological Agents Breakdown in social distancing	  
Measures Currently in place to prevent risk of injury		
<p>-Awareness campaign and training materials on social distancing delivered to employees and detailed on staff noticeboards.</p> <p>-Signage indicating social distancing areas across buildings, taped areas where bottlenecks likely to happen indicating 2m distancing.</p> <p>-Managerial and supervisory workarounds identifying individuals who are not socially distancing; challenging others where safe to do so.</p> <p>-Provision of PPE where work within 2m is required of others, use of gloves and surgical mask.</p>		






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Current Rating	Hazard Information	Task Status
Medium Risk ■ ■ ■	 Shared Work Areas Exposure to Covid-19 arising from limited space within workspaces, shared equipment and two-person tasks.	  
Measures Currently in place to prevent risk of injury		
<p>-Work to be planned and considered with social distancing in mind; specifically where two person jobs are required consider use of manual handling aids, separation of 2m; rather than sharing the load with other individuals where safe to do so.</p> <p>-Workforce planning and staggering of shifts to limit total number of employees to permit social distancing.</p> <p>-Reduction in the number of the employees at work (depending on service offering) to reduce overall risk of breakdown in social distancing and space pressures.</p> <p>-Allocation of work equipment; Kitchen tablet, cleaning equipment where not possible disinfect after use using approved sanitisation product and/ or use of PPE such as gloves.</p> <p>-Allocation of small zonal teams such that workplace exposure to other employees is limited e.g. staggered break times within work sections so contact is reduced to one team limiting any potential spread of Covid-19.</p>		






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Current Rating	Hazard Information	Task Status
Medium Risk 	 Biological Agents Potential exposure to biological agent (Covid-19) arising from contact with contractors/ deliveries.	  
Measures Currently in place to prevent risk of injury		
<ul style="list-style-type: none"> -Delivery area to be delineated; restrict access to premises and touch points for deliveries drivers. -Maintenance of 2m social distancing when dealing with contractors and delivery drivers. -Do not sign for deliveries and devices. -Do not share pens or other items with contractors/ delivery drivers. -Use of PPE where close contact cannot be avoided; gloves, surgical mask. -Provision of hand washing facilities, soap, running water and hand towels. -Provision of alcohol gels. -Plan contractor works when buildings and work areas are least occupied where possible. -Induct contractors to site including information on social distancing, hygiene measures on site, indications for self-isolation etc. 		






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Current Rating	Hazard Information	Task Status
Medium Risk 	 Biological Agents Exposure and potential spread of biological agents (Covid-19) arising from support function/ management team visits.	  
Measures Currently in place to prevent risk of injury		
<ul style="list-style-type: none"> -Only essential visits conducted e.g. statutory compliance, specific safety issues requiring urgent attention. -Restriction of support and senior management teams core activities. -Online support provided; email, kitchen tablet skype, teams and telephone. -Restructure of functional requirements, temporary suspension of some audits e.g. DNV-GL. -When visits are required, social distancing of 2m, hand hygiene, awareness of self-isolation requirements etc. 		




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Current Rating	Hazard Information	Task Status
Medium Risk 	 Biological Agents Exposure to biological agents (Covid-19) arising from travel into work using personal and public transport.	  
Measures Currently in place to prevent risk of injury		
<ul style="list-style-type: none"> -Encourage employees to walk or cycle to work to reduce exposure to other on public transport. -Work with clients to agree use of bicycle racks to encourage use of. -Cease any car sharing agreements if in place to remove exposure to others within 2m distance. -Cease use of minibuses and other transportation on site (if used) -Upon entry into buildings adherence to hygiene rules, provision of alcohol gels and hand washing facilities. -Where possible one way entry into buildings and one way system for transiting the building. 		




Potential Rating	Additional Controls Required
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Current Rating	Hazard Information	Task Status
Medium Risk 	 Biological Agents Exposure to biological agents (Covid-19) arising from contact with contaminated surfaces and exposure via use of building facilities for example welfare facilities such as toilets, showers, beverage facilities and restaurants.	  
Measures Currently in place to prevent risk of injury		
<ul style="list-style-type: none"> -Touch point cleaning to reduce risk of exposure to Covid-19 from touching contaminated surfaces on door handles, access points and machines. -Provision of alcohol gels across workplace for use and regular decontamination. -One way systems implemented across premises to ensure that there is maintenance of physical distancing of 2 metres; tape and other prompts on flooring and physical barriers where required. -Reduction in seating capacity within restaurants and other welfare facilities to force physical distancing by design e.g. removal of tables, break out areas and positioning of minimised seating. 		



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Current Rating	Hazard Information	Task Status
Medium Risk 	<div data-bbox="277 80 1243 190">  <p>Biological Agents Exposure to biological agent (Covid-19) arising from work activities within a kitchen environment, inclusive of possible exposure to the customer.</p> </div> <div data-bbox="277 190 1243 246"> <p>Measures Currently in place to prevent risk of injury</p> </div> <div data-bbox="277 246 1243 510"> <ul style="list-style-type: none"> -Double the concentrate of D10 in-line with manufacturers guidance. -Higher levels of personal hygiene are to be adopted inclusive of hand cleaning when entering or leaving the kitchen. -Regular touch point cleaning i.e. dishwasher handles, surfaces and door handles. -2m social distancing to be strictly enforced whether by design or reduced staff numbers. -Avoid face-to-face working if this cannot be implemented consider the use of PPE (Surgical Masks) -Simplify menu to reduce perpetration time and in turn workplace exposure time. -Implement a one-way system if possible. -No self-service items to be placed out for service. </div>	<div data-bbox="1243 80 1519 190">  </div>

Potential Rating	Additional Controls Required
No Score	<div data-bbox="507 609 1503 748" style="background-color: #fff9c4; padding: 10px;"> <p>No Remedial Actions Entered If there are any reasonably practicable actions which can be taken to reduce the risk associated with this hazard please use the form above to enter them.</p> </div>

Current Rating	Hazard Information	Task Status
Medium Risk 	 Biological Agents Exposure to biological hazard (Covid-19) transmitted through contact with others, contact or via food; whilst undertaking or providing catering services.	
Measures Currently in place to prevent risk of injury		
<p>Service Controls</p> <ul style="list-style-type: none"> -Takeaway or delivery to collection points should be encouraged. -Consider increasing service periods or allocating times to groups to reduce the risk of queues. -Where takeaway or delivery only, hygiene supervisors should be introduced. -Menus should be reduced and simplified to reduce production time and staff numbers required. -Screens provided in between customers and team members at service points and till points, where 2M social distancing is not possible. -Encourage contactless card payments only. -Salad bars and other self- service food should be removed. -Condiments should be removed, single serving sachets issued instead. -Disposable crockery and cutlery should be considered. -If used trays, crockery and cutlery should be issued by team members with the food order. -If dining seating areas remain open, remove furniture to ensure 2M distancing in-between chairs or if furniture is fixed tape off seats which must not be used. -Clear signage must be displayed reminding customers to maintain a 2M distance. Tape or other floor marking should be in place to manage queues and ensure that customers remain 2M behind counters etc. -Hand sanitiser should be provided at the entrance to each food service area (subject to supply) -Hand contact surfaces must be frequently sanitised. <p>Front of House</p> <ul style="list-style-type: none"> -Where there are no practical alternatives canteens must be set up so that users are socially distanced to 2 metres. -Tables to be cleaned between users. -No condiments or other objects on the table so facilitate effective disinfection. -Minimise the number of people in the restaurant, for example by using a rota. -Additional tray collection points placed on different locations to enable social distancing on return of trays etc. <p>Back of House & General Controls</p> <ul style="list-style-type: none"> -Team members must bring in a clean uniform each day and only change into the uniform onsite. Team members must wash their uniform on a separate hot wash. -Shift patterns reviewed and team member numbers reduced to minimise contact. -Face to face working must be avoided, instead team members should work back to back or side to side. -Where 2M social distancing cannot be maintained due to space limitations, risk assessment to be undertaken and if work processes cannot be amended team members to wear type II or type IIR masks. -Heightened cleaning should be completed of all touch points and shared equipment cleaned in-between use e.g. probe thermometers, trolleys -Ensure that there are sufficient hand washing facilities available and team members must be reminded to wash hands frequently. -Team members reminded not to touch their face. -After touching dirty crockery team members must wash hands thoroughly and sanitise the handle of the dishwasher. -The maximum of team members that can be accommodated in small spaces such as changing rooms, storerooms, walk in refrigeration should be determined and the maximum number of team members permitted displayed on the door. 		

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No Score	<p style="text-align: center;">No Remedial Actions Entered</p> <p style="text-align: center;">If there are any reasonably practicable actions which can be taken to reduce the risk associated with this hazard please use the form above to enter them.</p>

Current Rating	Hazard Information	Task Status
Medium Risk 	<p>Biological Agents Exposure to Biological Hazard (COVID-19) arising from airborne particles.</p> <p>Measures Currently in place to prevent risk of injury</p> <ul style="list-style-type: none"> -Liaise with Hard FM provider on existing controls in respect of ventilation systems and impact on occupancy levels within specific rooms. -External windows to be opened to allow ventilation where no fresh air is supplied via ventilation system (may require liaison with Hard FM provider) -Limit traffic flow and occupancy levels within rooms with poor ventilation proportionate to size. -Masks to be used when ventilation is limited. -Portable fans and AC units should not be used where no fresh air is entering the room. -Where portable fans and AC units have a supply of fresh air this is not to be directed at individuals. 	

Potential Rating	Additional Controls Required
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Name	Job Title	Signature	Date
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