

Jacobs COVID-19 Risk Assessment

The following risk assessment looks at the likelihood and impact of a variety of risks that could cause business disruption as identified in the Business Impact Analysis. Risks that could disrupt the key functions and services will be considered.

Health and Safety requirements must not be compromised. Employers have a duty to reduce risk to the lowest reasonably practicable level by taking preventative measures and work with any other employers or contractors sharing the workplace so that every ones health and safety is protected. This risk assessment will be shared with all office based individuals and the results made public. We must comply with the latest Government advice on COVID-19 at all times.

By using the risk matrices below, and the information from the business impact analysis of critical functions, the risk will be scored in terms of likelihood and impact.

Likelihood

Level	Descriptor	Likelihood over 5 years	Likelihood over 5 years
1	Negligible	>0.005%	1 in 20,000 chance
2	Rare	>0.05%	1 in 2,000 chance
3	Unlikely	>0.5%	1 in 200 chance
4	Possible	>5%	1 in 20 chance
5	Probable	>50%	1 in 2 chance

IMPACT		Negligible (1)	Rare (2)	Unlikely (3)	Possible (4)	Probable (5)
	Catastrophic (5)	5	10	15	20	25
	Significant (4)	4	8	12	16	20
	Moderate (3)	3	6	9	12	15
	Minor (2)	2	4	6	8	10
	Insignificant (1)	1	2	3	4	5

Very High
 High
 Medium
 Low

A contingency risk score will also be assigned per the table below:

Priority Rating	Descriptor
1	No risk treatment required currently but subject to ongoing risk assessment and periodic review
2	Limited risk treatment may be required. Monitor adequacy of existing generic emergency planning arrangements
3	Some additional work may be required to render the risk manageable within generic emergency plans
4	Further actions required, this may include preparation of specific emergency plans or integration into existing protocols and training
5	High priority for action and preparation of specific emergency plans. Examine possibility of measures to reduce the overall level of risk.

		Risks with no controls				Risks with controls			
Risk	What key functions / services would be impacted?	L	I	Risk Rating (L*I)	Controls currently in place	L	I	Risk Rating (L*I)	Contingency Risk Score
Psychological wellbeing	Jacobs Employees Visitors Clients Public Sub-contractors Other contractors on site	4	3	12	<p>Regular communication is in place to ensure employees are kept informed about how to work safely and any government guidance and changes.</p> <p>New workplace protocols/controls are in place to reduce the risk of exposure to COVID-19 are documented in procedures and policies and communicated to employees through HR and Managers.</p> <p>Managers are aware of how changes to work arrangements may cause additional work-related stress and affect their employees' mental health and wellbeing.</p> <p>Managers hold regular informal discussions with their teams and look for ways to reduce causes of stress.</p> <p>Concerns on workload issues or support are escalated to management.</p> <p>Managers are trained to recognise signs and symptoms that a person is working beyond their capacity to cope and also to deal sensitively with employees experiencing problems outside of work.</p> <p>Employees who are in vulnerable groups themselves or caring for others are encouraged to discuss their needs with their Manager.</p> <p>Employees are made aware of the supportive mechanisms available to them e.g. Mental Health First Aider, HR etc.</p>	2	2	4	3
COVID-19 transmission in the workplace	Jacobs Employees Visitors Clients Public Sub-contractors Other contractors on site	4	5	20	<p>A COVID Health & Safety Inspection Checklist has been undertaken to identify the control measures to consider reducing the risk of workplace infections and as a part of a proactive monitoring regime and checking that preventative and protective control measures are implemented in line with current health and safety general duties.</p> <p>Specific Individual Risk Assessments will be undertaken with any employees who have health conditions which make them clinically extremely vulnerable and at a higher risk from Coronavirus. These employees will be offered home working if their job role permits it.</p>	2	2	4	3

				<p>If home working is not possible for high risk employees then additional measures will be taken to help increase their safety e.g. additional PPE, moving to an isolated desk space, issuing work in areas with less COVID cases etc.</p> <p>Some employees will be asked to work from home to reduce the number of workers in the office to facilitate social distancing.</p> <p>Home workers are encouraged to maintain regular contact with their teammates and Managers will contact their home workers a minimum of weekly by phone.</p> <p>Work has been arranged so that employees are able to maintain the government guidance for social distancing based on our industry.</p> <p>Employees are made aware of the impact of COVID-19 on their job and the changes in their working environment.</p> <p>Posters are displayed throughout the office to remind staff to stay at home if they develop any potential symptoms of COVID and what the common symptoms are.</p> <p>Employees are regularly communicated with regarding the latest self isolation rules as per the government guidance.</p> <p>Office workers are required to have a weekly non symptom test at a test site using the lateral flow tests.</p> <p>Employees and visitors must wear a face covering when entering our offices and when travelling around. They can only be removed once a person is seated. Signs are displayed to inform of how to wear face coverings safely.</p> <p>Employee activities are segregated to promote 2m distance where possible and 1+m if not, always in compliance with government guidance.</p> <p>Where social distancing guidelines cannot be followed in full in relation to a particular activity, consideration has been given as to whether that activity needs to continue for the business to operate.</p> <p>The activity time involved is kept as short as possible and the frequency minimised.</p> <p>The importance of hand hygiene and surface cleaning is promoted and signs are</p>			
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				<p>displayed around the office to this effect.</p> <p>Employees on rotating shift patterns are assigned to fixed groups to reduce mixing.</p> <p>Office seating re-configured to accommodate 2m or 1+m safe working distances, also ensuring nobody is sitting directly opposite anybody else.</p> <p>Back-to-back or side-to-side working rather than face-to-face is used where possible.</p> <p>Employees are educated on preventative care and are regularly communicated with regarding their behaviour and adherence to government guidelines outside of work.</p> <p>Regulated use of high traffic areas such as corridors, lifts and walkways to maintain social distancing.</p> <p>Split walkways implemented with visual aids such as floor strips and signage used for maintaining 2m social distancing.</p> <p>Reduced capacity for lifts to 1 person at a time and the use of stairs encouraged.</p> <p>Rules during essential meetings signposted in all meeting areas e.g. the maximum number of people the room permits, opening the windows, maintaining distance from others, not sitting opposite one another.</p> <p>Signs have been displayed to educate staff on how to cough, sneeze and blow nose safely.</p> <p>Wall mounted alcohol hand sanitizers have been installed throughout the office and at every entrance and exit.</p> <p>Anti-bacterial wipes and disinfectant sprays are provided on every bank of desks and employees are asked to clean their own desks and equipment daily at the end of their shift.</p> <p>Anti-bacterial wipes and disinfectant sprays are provided by any high touch objects such as in the kitchenettes, meeting spaces and by printers. Employees are encouraged to clean objects before use.</p>				
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<p>COVID-19 transmission whilst at work</p>	<p>Jacobs Field Agents</p>	<p>4</p>	<p>5</p>	<p>20</p>	<p>All Agents must watch the "CIVEA COVID Safety" training video.</p> <p>All Agents must follow and work according to the "CIVEA COVID Safety" training video and guidance.</p> <p>All Agents must work to the Public Health England and Ministry of Justice Guidance "Working safely during COVID-19: enforcement agents (bailiffs)".</p> <p>Agents are not permitted to enter residential premises until further notice.</p> <p>All Agents to have undertaken Vulnerability Training so fully versed in dealing with COVID in the community and in accordance with individual client guidelines.</p> <p>All Agents to follow the guidance given in the training video regarding the use of PPE and how to remove and dispose of it safely.</p> <p>All Agents will be provided with following PPE:</p> <ul style="list-style-type: none"> - antibacterial wipes - disinfectant cleaning spray - hand sanitizer - face masks - nitrile gloves - bin liners <p>A PPE Checklist will be completed and signed for every time PPE is issued.</p> <p>Agents can also be provided with a safety visor if desired.</p> <p>Agents must withdraw immediately where a debtor advises they have tested positive for COVID or have Coronavirus symptoms.</p> <p>Compulsory hand sanitising before entering vehicle and upon leaving vehicle on every visit.</p> <p>Compulsory wearing of nitrile gloves and face mask when leaving vehicle and walking to visit premises.</p> <p>Compulsory use of antibacterial wipes and disinfectant spray for cleaning vehicle every morning and evening.</p> <p>Compulsory use of antibacterial wipes and disinfectant spray to clean all equipment</p>	<p>2</p>	<p>2</p>	<p>4</p>	<p>3</p>
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Increase risk to Employees undergoing 1:1 training	Jacobs Contact Centre Agents & Field Agents	5	5	25	<p>New Starters are issued with a "Working Safely during COVID" booklet detailing all our rules and protocols ahead of starting their employment. This is gone through in detail as part of their initial training programme.</p> <p>Start dates for new starters are planned efficiently to ensure groups remain small to enable social distancing in the training office during the induction process.</p> <p>Employees partnering for one on one training are asked to wear a face covering at all times and to endeavour to maintain a safe distance.</p> <p>Group Induction Training has been revised so that TeamViewer is used to able Trainers and Trainees to maintain a distance from one another and so that equipment does not need to be shared.</p> <p>Any Trainers with clinical vulnerabilities or who live with somebody with a higher risk can opt out of training during the COVID-19 crisis.</p> <p>Remote listening has been set up so Trainers and Trainee can listen to the same calls and also communicate with each other through separate headphones therefore maintaining safe social distancing.</p> <p>Field Agent Trainees and Trainers must wear a face mask when travelling in the vehicle together and a visor for increased protection is optional.</p> <p>Field Agent Trainees and Trainers are encouraged to carry out discussions for training outside of the vehicle maintaining social distancing but being mindful of GDPR and data protection.</p>	2	2	4	3
Travelling to work	Jacobs Employees Visitors	2	5	10	<p>Employees are advised to avoid public transport where possible and walking and cycling is promoted.</p>	1	3	3	3

	Sub-contractors Other contractors on site				<p>Parking has not been restricted but employees advised to maintain social distancing in the car park.</p> <p>Sub-contractors have designated parking spaces situated away from employee spaces.</p>				
Driving at work	Jacobs Field Agents & Client Managers	2	5	10	<p>The number of people travelling together in one vehicle is minimised, using fixed travelling partners, increasing ventilation when possible and avoiding sitting face-to-face.</p> <p>Where any vehicles are swapped i.e. for services, new vehicle deliveries, employees will first ensure vehicle is thoroughly disinfected.</p> <p>All Agents have been issued with a laminated Vehicle Sanitization Checklist to keep in their vehicles to remind them of all the high touch objects in their vehicle which need to be regularly cleaned. This checklist is also issued to every new starter.</p> <p>Where employees are required to stay away from home, overnight accommodation will be checked to ensure it is meeting social distancing guidelines.</p>	1	3	3	3
Deliveries and Entry and Exit of building	Jacobs Employees Visitors Sub-contractors Other contractors on site	4	5	20	<p>Staggered entrance and exiting of the building is to be undertaken so to maintain social distancing.</p> <p>Access and exit from the building for visitors will be logged by Senior Administrator only or the same alternative designated person in his absence.</p> <p>Access to the offices is restricted to visitors and contractors and their visits will be confined to strictly defined areas, unnecessary movements around the offices will be avoided.</p> <p>Hand sanitisers are available at every entrance, exit, office and on main travel routes and the Senior Administrator will instruct all visitors to use it upon entry.</p> <p>Any visitors must complete a COVID Questionnaire before being permitted access to our offices to confirm that they do not have Coronavirus, they haven't tested positive within the last 14 days, that they do not currently have symptoms and that they haven't been in contact with anybody with the virus within the last 14 days.</p> <p>Visitors must wear a face mask at all times during their visit, unless seated.</p>	2	3	6	3

					<p>Collaborative working conducted with other tenants in number 4 will ensure consistency across common entrance and exit areas including stairs and lifts.</p> <p>Employees instructed not to receive personal deliveries to work to minimise contamination and interaction with third parties outside the office environment.</p> <p>Designated person to receive deliveries and 2 designated people to dispatch items to recipient to reduce contact.</p> <p>Contractors reason to be onsite kept to 'necessary only' to minimise risk and social distancing guidance training carried out with them prior to working on site.</p> <p>Only designated employees to deal with visitors/contractors and to issue visitors questionnaire for completion before allowing access. If access granted then visitor/contractor to follow guidance in questionnaire in order to reduce contact.</p>				
Cleaning and hygiene measures	Jacobs Employees Visitors Public Clients Sub-contractors Other contractors on site	5	5	25	<p>A Cleaning Checklist has been introduced for our cleaners to use daily. Completed checklists are handed to the Head of Finance daily to ensure all tasks have been completed.</p> <p>All hand contact points will be cleaned on a frequent basis throughout the day including door handles, light switches, furniture, handrails, equipment, desks, phones, flush plates, taps, dispensers, toilets, break out areas, shared amenities</p> <p>Where blinds are used one person per bank of desks is responsible for operating them so as to minimise contamination.</p> <p>Fitted carpets and mats will be hoovered each night and all hard floors disinfected.</p> <p>Employees waste bins are lined with a plastic bin liner so that they can be emptied without touching the contents. Cleaners are advised that the emptying of waste bins should be followed by hand washing.</p> <p>Anti-bacterial wipes and disinfectant sprays are provided on every bank of desks and employees are asked to clean their own desks and equipment daily at the end of their shift.</p> <p>Anti-bacterial wipes and disinfectant sprays are provided by any high touch objects such as in the kitchenettes, meeting spaces and by printers. Employees are encouraged to clean objects before use.</p>	2	2	4	2

					<p>In accordance with safe usage employees have been issued with the COSHH risk assessment due to the increased use of PPE and disinfectant sprays which are normally kept under lock and key. Product Data Sheets are also available upon demand and in the event of an emergency.</p> <p>Cleaners have been issued with the appropriate PPE (face masks, nitrile gloves, and disposable aprons).</p>				
Inspections	Jacobs Employees Visitors Public Clients Sub-contractors Other contractors on site	3	4	12	<p>Every week the Junior Administrators will complete a "COVID Building Checklist"; inspecting all offices to ensure signage and floor markings are displayed clearly, hand sanitisers are filled and anti-bacterial wipes and disinfectant spray are available where they should be. Replenishments will be arranged without delay.</p> <p>All Managers have been issued with a "Manager Responsibilities" document to ensure they are helping to monitor staff to ensure all protocols are being adhered to.</p>	1	2	2	2
Increased risk when undertaking recruitment activities	All Employees Public	5	5	25	Until further notice all interviews will be undertaken remotely e.g. by Skype, Teams, Facetime etc.	1	1	1	1
Someone entering the workplace with COVID-19	Jacobs Employees Visitors Clients Public Sub-contractors Other contractors on site	4	5	20	<p>Request that companies who regularly attend our premises provide their health and safety policy/arrangements or RAMS (risk assessment and method statement) regarding COVID-19 including 'COVID-19 secure' assurance notice.</p> <p>Any visitors must complete a COVID Questionnaire before being permitted access to our offices to confirm that they do not have Coronavirus, they haven't tested positive within the last 14 days, that they do not currently have symptoms and that they haven't been in contact with anybody with the virus within the last 14 days.</p> <p>Work with supply chain to ensure that they're adopting good practices to prevent the spread of COVID-19 to discuss arrangements and control measures.</p> <p>Employees are made aware of COVID-19 symptoms via training and visual aids such as posters in key locations.</p> <p>Employees are instructed to self-isolate if they develop potential symptoms, live with somebody with symptoms, share a support bubble with somebody with symptoms or have been in recent contact with anybody who has tested positive.</p>	2	3	6	2