

OXFORD INNOVATION: COVID-19 RISK ASSESSMENT (EDITION 5)(November 2020)

Health and Safety Representative: Rob Wyatt, Operations Manager

This Risk Assessment is designed to identify the risks appropriate to Oxford Innovation Limited (OI) and detail everything reasonably practicable to control those risks, recognising that we cannot completely eliminate the risk of COVID-19 until such time as it can be vaccinated against.

HAZARD: COVID-19 Coronavirus

RISK: Transmission & spread of COVID-19 Coronavirus

CONSEQUENCE: Infection, illness and death

RISK RATING: **HIGH**

Likelihood	Severity		
	1	2	3
	Minor injury; minor damage to property/equipment	Over 7-day injury (RIDDOR); damage to property/equipment	Death; major injury; major damage or major loss of property/equipment
1 Unlikely to occur	LOW (1)	LOW (2)	MEDIUM (3)
2 Likely to occur	LOW (2)	MEDIUM (4)	HIGH (6)
3 Extremely likely to occur	MEDIUM (3)	HIGH (6)	HIGH (9)

Risk prior to control measures: Extremely likely to occur (3) x severity is death (3) = **Risk score of 9 (HIGH RISK)**

Risk post-implementation of control measures: Unlikely to occur (1) x death (3) = **Risk score of 3 (MEDIUM RISK)**

This Risk Assessment applies to:

ALL Employees & Employers working within the Oxford Innovation’s managed and leased Innovation Centres (“the workplace”). This includes but is not limited to: Clients, Customers, Visitors, Agency Workers, Contractors, Cleaners, Suppliers and Delivery Drivers.

Special consideration is given to Vulnerable Groups and especially persons with an underlying health condition, the elderly, persons with a disability and pregnant women.

Key definitions are set out at **Appendix A**.

1. Managing Risk

Objective:

To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.

Oxford Innovation Limited (OI) has a duty to reduce workplace risk to the lowest reasonable practicable level by taking preventative measures. We will work with other employers or contractors sharing the workplace, so that everybody’s health and safety is protected. In the context of COVID-19 this means making every reasonable effort to enable working from home as a first option. Where working from home is not possible, then every reasonable effort must be made to comply with the government’s “COVID-19 Secure” guidelines, in particular through a hierarchy or system of controls including social distancing, high standards of hand hygiene, increased surface cleaning, fixed teams or partnering, and other measures such as using screens or barriers to separate people from each other.

Where the “COVID-19 Secure” guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between staff.

The control measures relevant to each Innovation Centre are detailed in centre-specific “COVID-Safe Plans”. They have been determined by this Risk Assessment and are based on the government’s “COVID-19 Secure” guidelines and OI’s Social Distancing General Principles. They will be flexed as and when there is a significant change in HMG guidance or the COVID Local Alert Level (tier) system.

All OI customers are required to submit a Risk Assessment (if five employees or more) or to complete a Risk Assessment questionnaire (if four employees or fewer), as a pre-requisite of their business continuing to operate within an Innovation Centre (IC). A template is available from the OI Quality Management System (QMS) platformed on SharePoint.

OI’s Risk Assessment has been approved by the Managing Director. A signed copy of this declaration will be displayed prominently at each IC:

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____ Date _____

Who to contact: _____
Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

The control measures set out in this Risk Assessment (RA) will be monitored remotely by the OI Operations Manager and OI Compliance, Quality and Health & Safety Manager, in conjunction with centre teams. Centre COVID-Safe Plans will be peer-reviewed through OI's Centre Management Team, where any feedback, including from customers and clients, will be considered. Any changes will be escalated to OI's Senior Management Team and where appropriate to the Management Board. The RA and centre plans will be updated accordingly and clients and customers informed within a reasonable period of a change being agreed.

Those likely to be at risk	Recommended government guideline	OI response to risk	Action by whom?	Action by when?	Complete
2. Who should go to work?					
ALL	Objective: That everyone should work from home, unless they cannot work from home.	<p>OI's aim is to keep all centres operational and accessible for as long as possible, whilst maintaining a safe environment for all staff and customers.</p> <p>Its position remains: <i>to follow HMG guidance in achieving our aim and to work jointly with our clients in adapting it to comply with any local policy.</i></p> <p>OI's ICs will flex and reflect any significant change in HMG guidance or the COVID Local Alert Level (tier) system. This may impact on who goes to work.</p> <p>All Central Services staff will work from home and support the Centre Teams and business risk where appropriate.</p> <p>A temporary home working policy was published on 4 June and is available in the OI QMS.</p>	OI Board CM and ACMs Central services Head of HR	27 May 27 May 27 May 5 June	✓ ✓ ✓ ✓
2.1 People who are higher risk					
STAFF	Objective: To protect clinically vulnerable and clinically extremely vulnerable individuals.	<ul style="list-style-type: none"> All staff who are in a vulnerable category have been asked to work from home or have been furloughed. For their safety, they will not be asked to return to the workplace until it is safe to do so A signed health declaration is required from all staff prior to returning to the workplace. Those who are clinically vulnerable will also be required to complete a personal risk assessment prior to returning to work 	Head of HR Head of HR	1 April 27 May	✓ ✓

Those likely to be at risk	Recommended government guideline	OI response to risk	Action by whom?	Action by when?	Complete
		<ul style="list-style-type: none"> We will involve and communicate appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any measures we are considering implementing inappropriate or challenging for them We will consider whether we need to put in place any particular measures or adjustments to take account of our duties under the equalities legislation We will make reasonable adjustments to avoid disabled workers being put at a disadvantage and will assess the health and safety risks for new or expectant mothers We will ensure that the steps we take do not have an unjustifiable negative impact on some groups compared to others, e.g. those with caring responsibilities or religious commitments We will ensure that our Risk Assessment is in line with our Equality, Diversity and Inclusion Policy & Procedure 	Ops Manager	29 May	✓
2.4 Ventilation					
ALL	Objective: To use ventilation to mitigate the transmission risk of COVID-19. Ventilation into the building should be optimised to ensure the maximum fresh air supply is provided	<u>Heating Ventilation and Air Conditioning</u> <ul style="list-style-type: none"> Most air conditioning systems do not need adjustment, however, advice can be sought from the heating ventilation and air conditioning (HVAC) engineers or advisers Ensure all HVAC units are serviced and maintained as detailed in the Compliance Toolkit Where centralised systems are in place, check the functionality (with contractor/engineer) to see if air is distributed between rooms or contained within each room. Re-circulation of air between 			

Those likely to be at risk	Recommended government guideline	OI response to risk	Action by whom?	Action by when?	Complete
	<p>to all areas of the facility wherever possible.</p> <p>Ventilation systems should provide a good supply of fresh air.</p>	<p>spaces, rooms or zones occupied by different people should be avoided</p> <ul style="list-style-type: none"> Any HVAC system that normally runs with a re-circulation mode should be re-set to run on full outside air where this is possible In the case of any systems serving a single space, partial re-circulation of air within that space, such as through a local fan coil unit, is less of a concern as the primary objective is to maximise the air exchange rate with outside air and to minimize the risk of any pockets of stagnant air Open windows and doors frequently to encourage ventilation where possible and ensure ventilation grilles are kept clean Monitor and manage filters in accordance with the manufacturer's instruction Operate the ventilation system when there are people in the building Increasing the existing ventilation rate by adjusting the fan speed 			
3. Social distancing at work					
ALL	<p>Objective:</p> <p>To maintain 2m social distancing wherever possible, including while arriving at and departing from work, while in work and when traveling between sites.</p>	<p>Following the Prime Minister's statement on 23 June 2020, OI reviewed and reiterated (on 24 June) its commitment to a social distance of 2-metres, rather than of "1-plus-metres". The published (on 22 June 2020) evidence of the Centre for Evidence-Based Medicine (CEBM) (part of the Nuffield Department of Primary Care Health Sciences at the University of Oxford and a WHO collaborating centre) was considered in making this decision, which was promulgated on 24 June 2020.</p>	OI Board	24 June	✓
3.1 Coming to work and leaving work					
ALL	Objective:				

Those likely to be at risk	Recommended government guideline	OI response to risk	Action by whom?	Action by when?	Complete
	To maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival.	<ul style="list-style-type: none"> Stagger arrival and departure times to reduce crowding, taking account of the reduction in public transport capacity Reluctance to use public transport for commuting will put pressure on car parks, even if numbers of customers expected to return immediately are low Provide additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible Encourage users to be “park aware” Where possible, utilise building design to enable one access point and a different egress point, or more entry points to reduce congestion Travel alone, unless within a bubble, to and from the workplace and between centres 	All	Ongoing	
3.2 Moving around the workplace					
ALL	Objective: To maintain social distancing wherever possible while people travel through the workplace.	<ul style="list-style-type: none"> Use markings to implement one-way flow along corridors and staircases where possible; make use of recesses, stairwells or landings to allow passing Doors can remain open where compliance with Fire Regulations is maintained (this will normally require a hold-open device that releases the fire door on the activation of the fire alarm) Contraflow may be needed to access toilets or kitchens Encourage “corridor etiquette”: – <i>common sense and respect for others must prevail</i> Ensure that sanitiser wipes are provided at high-touch-point areas to disinfect equipment between use 	CM and ACMs	27 May (17 centres)	✓

Those likely to be at risk	Recommended government guideline	OI response to risk	Action by whom?	Action by when?	Complete
		<ul style="list-style-type: none"> Co-working / shared office space must be reconfigured to comply with the 2m rule <p><u>Breakout Space</u></p> <ul style="list-style-type: none"> <i>Reduce the capacity</i> by ‘disabling’ desks and chairs as practicable Restrict use of sofas to enforce social distancing 	All	Ongoing	
3.4 Meetings					
ALL	<p>Objective:</p> <p>To reduce transmission due to face-to-face meetings and maintain social distancing in meetings.</p>	<ul style="list-style-type: none"> Use remote working tools to avoid in-person meetings or limit the numbers involved in in-person meetings Allow internal meetings <u>only</u>, <i>reducing the capacity</i> by removing or ‘disabling’ tables and chairs as necessary to maintain social distancing Provide hand sanitiser in all meeting and conference rooms and apply appropriate signage Hold meetings outdoors or in well-ventilated rooms whenever possible No refreshments to be provided by the centre team until further notice Avoid sharing pens, documents and other objects <p>If authorised, any external meeting facilitator must complete the COVID-19 Meeting Room Risk Assessment (available in the OI QMS) and each request will be reviewed on a case by case basis. The Compliance, Quality and H&S Manager, Operations Manager and Commercial Manager must each approve the RA prior to accepting the external meeting booking.</p>	CMs & ACMs	Ongoing	
3.5 Common Areas					

Those likely to be at risk	Recommended government guideline	OI response to risk	Action by whom?	Action by when?	Complete
ALL	<p>Objective:</p> <p>To maintain social distancing while using common areas.</p>	<p><u>All areas</u></p> <ul style="list-style-type: none"> • The layout of common areas must be re-arranged to deter small gatherings – <i>reduce the capacity</i> • Restrict use of sofas to enforce social distancing • Restrict use of booths to one person at a time • Using safe outside areas for breaks, especially for lunch breaks <p><u>Cafes</u></p> <ul style="list-style-type: none"> • Keep closed unless operating as a takeaway service (“pre-order & collect”) – with consent and in compliance with the COVID-Secure guidance • Encourage staff and customers to bring their own food and drink to the centre • The NHS app QR Code must be used – by law - where centres are operating cafes in accordance with this RA <p><u>Kitchens, Kitchenettes and Tea Points</u></p> <ul style="list-style-type: none"> • Stagger break times and limit the number of users in a kitchen to ONE at a time (noting some are open plan) • Encourage “kitchen etiquette”: <ul style="list-style-type: none"> ○ don’t hog or linger ○ clean hands, utensils and equipment before and after use, as set out in the OI Cleaning Specification (5.2) ○ wipe down touch points before & after 	All	Ongoing	

Those likely to be at risk	Recommended government guideline	OI response to risk	Action by whom?	Action by when?	Complete
		<p>In cases where:</p> <ul style="list-style-type: none"> • an unintended incident at work has led to someone’s possible or actual exposure to COVID-19 • a worker has been diagnosed as having COVID 19 and there is reasonable evidence that it was caused by exposure at work • a worker dies as a result of occupational exposure to COVID-19 <p>the HSE must be informed of “a dangerous occurrence or a case of disease” to comply with RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013).</p> <p>A COVID-19 scenario paper, <i>What happens if</i>, was promulgated on 30 June and updated on 24 July. It was complemented with a ‘COVID-19 Positive’ aide memoire on 23 September, which was updated on 2 November. Both are available in the OI QMS.</p>	CM or ACMs	As necessary	
4. Managing your customer, visitors & contractors					
4.1 Manage contacts					
ALL	<p>Objective:</p> <p>Minimise the number of unnecessary visits to the workplace.</p>	<ul style="list-style-type: none"> • Revise visitor arrangements to ensure social distancing and hygiene, e.g. where physical signing-in is the norm • The layout and configuration of reception areas must be adapted to protect CEAs and staff on duty at all times • Restrict the use of seating and sofas to enforce social distancing – <i>reduce the capacity</i> by removing to storage only if practicable 	All	Ongoing	

Those likely to be at risk	Recommended government guideline	OI response to risk	Action by whom?	Action by when?	Complete
		<ul style="list-style-type: none"> • If feasible and where social distancing cannot be maintained, install plexiglass barriers as an additional element of protection, ensuring they are cleaned and disinfected as often as is appropriate • Restrict access to the e-reception iPad - to CEAs or person on duty • Limit the number of visitors at any one time; position “Wait here” sign (or high-vis floor tape) to hold visitor 2m away • Hand sanitiser to be made available for all visitors or hand washing facilities as they enter the premises • All persons entering the centre are required to book in and out via the e-reception Companion App, which was piloted by OI’s Centre Management Team and rolled-out on 21 July 2020 <p>OI and customer contractors must present RAMS prior to all works; these should include at least the following:</p> <ul style="list-style-type: none"> • Regular cleaning of high touch areas such as door handles and light switches at the start & end of every day • Minimise touch risk by blocking doors open at the start of the day and opening windows where possible • If tasks cannot be completed within social distancing guidelines, carry out works in assigned teams with face-to-face contact not exceeding 15 minutes; once complete follow hand washing procedure • If works likely to exceed 15 minutes wear site issue PPE and RP • Clean-down procedure must be in line with Construction Leadership Council guidance at the end of each day or activity 	<p>All</p> <p>Contractors</p>	<p>Ongoing</p> <p>Before operating in the workplace</p>	
4.2 Providing and explaining available guidance					
ALL	Objective:				

Those likely to be at risk	Recommended government guideline	OI response to risk	Action by whom?	Action by when?	Complete
	To make sure people understand what they need to do to maintain safety.	<ul style="list-style-type: none"> All staff are required to read the centre specific COVID Safe Plan All customers are to be sent a copy of the COVID-Safe Plan or have access to it via the centre website All visitors & contractors should be briefed on the hierarchy of control measures when booking into the IC Signage is to be displayed with the IC control measures set out in this Risk Assessment 	OI Board	As necessary	
5. Cleaning the workplace and infection control					
5.1 Before re-opening					
ALL	Objective: To make sure that any site or location that has been closed or partially operated is clean and ready to restart.	In this scenario: <ul style="list-style-type: none"> Do not drain-down water systems Liaise with centre contractors to determine the requirement for re-commissioning and liaise with the Operations Team to approve their proposals Centres with tanks, showers, calorifiers and more complex pipework will need to carry out more extensive flushing, followed by cleaning and disinfection prior to re-occupation Sampling to BS7592 should be considered for re-commissioning plans, to validate the effectiveness of the cleaning and disinfection process. As per HSG274 Part 2, samples should be taken 2-7 days following re-commissioning and not on the day of disinfection. Follow-up samples may need to be considered as part of the re-commissioning plan 	ACMs	1 June	✓

Those likely to be at risk	Recommended government guideline	OI response to risk	Action by whom?	Action by when?	Complete
		<ul style="list-style-type: none"> • OI Operations Manager and OI Compliance, Quality and Health & Safety Manager will review all Water Risk Assessments to support centre teams • For Ventilation Systems, refer to section 2.4 			
5.2 Keeping the workplace clean					
ALL	Objective: To keep the workplace clean and prevent transmission by touching contaminated surfaces.	<ul style="list-style-type: none"> • Urge everyone to follow the guidance on hand washing and hygiene (see 5.3), which will minimise the risk of infection from frequently touched surfaces • Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards • Provide hand sanitiser around the workplace (see 5.3) • Frequently clean and disinfect objects and surfaces that are touched regularly, in accordance with the OI Cleaning Specification <p>Cleaning after a known or suspected case of COVID-19 should be in accordance with the OI Cleaning Specification, available in the OI QMS. Sanitisation Fogging deep cleans of potentially contaminated areas should be carried out - in addition to the normal cleaning regime. The COVID Positive Aide Memoire provides further guidance on Sanitisation Fogging deep cleans and is available in the OI QMS.</p>	All	Ongoing	
5.3 Hygiene – handwashing & sanitation facilities					
ALL	Objective: To help everyone keep good hygiene	The best way to prevent the spread of infections and decrease the risk of getting sick is by washing your hands with plain soap and water. Washing	All	Ongoing	

Those likely to be at risk	Recommended government guideline	OI response to risk	Action by whom?	Action by when?	Complete
	through the working day.	<p>hands often with soap and water for at least 20 seconds is essential, especially after going to the bathroom; before eating; and after coughing, sneezing, or blowing one’s nose. If soap and water are not available, an alcohol-based hand sanitizer that contains at least 60% alcohol must be used.</p> <p><u>Hand sanitiser</u></p> <p>Hand sanitiser or pop-up handwashing stations are required in the following locations, as a minimum:</p> <ul style="list-style-type: none"> ○ Entrances and exits ○ Meeting rooms ○ Immediately adjacent to WCs ○ Common areas ○ Common area doors that cannot be left open ○ Delivery areas ○ Reception and waiting areas ○ Communal printers <p>If possible, provide paper towels as an alternative to hand dryers in handwashing facilities.</p> <p>Monitor waste collections and provide more facilities / more frequent rubbish collection if required.</p>	ACMs	3 June	✓
5.4 WCs, changing rooms & showers					
ALL	Objective:				

Those likely to be at risk	Recommended government guideline	OI response to risk	Action by whom?	Action by when?	Complete
	To minimise the risk of transmission in WCs, changing rooms and showers.	<ul style="list-style-type: none"> Control access to and use of communal areas using “Respect social distancing” signage Isolate cubicles to minimise use Provide hand sanitisers outside WCs Clean according to the OI Cleaning Specification (5.2) Minimise risk of touchpoints 	ACMs	1 June	✓
6. Personal Protective Equipment (PPE) - gloves					
STAFF	Objective: To advise on the appropriate time when PPE is required.	<ul style="list-style-type: none"> The risk posed by COVID-19 must be managed through a combination of control measures, the priority being good personal, respiratory and hand hygiene along with social distancing If latex gloves are worn they should be disposed of in the general waste and hands washed with soap and water for at least 20 seconds 	All	Ongoing	
6.1 Face coverings					
ALL	Objective: To guide on the use of face coverings.	Face coverings are not classed as PPE because: <ul style="list-style-type: none"> there is currently no need to conform to a manufacturing standard they do not provide protection for work risks such as dust and spray. However, staff, customers, visitors and contractors are strongly encouraged to use face coverings, provided they: <ul style="list-style-type: none"> wash hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it 	All	As appropriate	

Those likely to be at risk	Recommended government guideline	OI response to risk	Action by whom?	Action by when?	Complete
		<ul style="list-style-type: none"> • avoid touching their face or face covering, as this could contaminate with germs from hands • change their face covering if it becomes damp or if it's been touched • continue to wash hands regularly • change and wash the face covering daily • if the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in normal waste • practise social distancing at all times <p>Some people are exempt and do not have to wear a face covering including for health, age or equality reasons.</p>			
7. Workforce management					
7.1 Shift patterns and working groups					
STAFF	Objective: To change the way work is organised to create distinct groups and reduce the number of contacts each employee has.	<ul style="list-style-type: none"> • As far as possible, divide staff into fixed teams, partnering or shift groups, so that where contact is unavoidable, this happens between the same people • The size of the workplace will determine the working pattern • Where this creates lone working, refer to the HSE Lone Worker Guidance, available in the OI QMS • Identify areas where people directly pass things to each other, for example office supplies, and devise ways to remove direct contact, such as using drop-off points or transfer zones 	All	Ongoing	
7.1.2 Outbreaks in the workplace					
STAFF	Objective:				

Those likely to be at risk	Recommended government guideline	OI response to risk	Action by whom?	Action by when?	Complete
	To provide guidance in an event of a COVID-19 outbreak in the workplace	A COVID-19 scenario paper, <i>What happens if</i> , was promulgated on 30 June and updated on 24 July. It was complemented with a 'COVID-19 Positive' aide memoire on 23 September, which was updated on 2 November. Both are available in the OI QMS.	All	Ongoing	
7.2 Work-related travel					
7.2.1 Cars, accommodation and visits					
STAFF	Objective: To avoid unnecessary work travel and keep people safe when they do need to travel between locations.	<ul style="list-style-type: none"> • Walking or cycling where possible. When not possible use public transport or drive. Face coverings must be worn when using public transport • Non-essential travel must be minimised: consider remote options first • The number of people travelling together in any one vehicle must be minimised, using fixed travel partners where possible • Where staff are required to stay away from their home this must be approved in advance with a member of the OI Board, details of the stay logged and any overnight accommodation checked to ensure it complies with government COVID-Secure guidance 	All staff	As appropriate	
8. Laboratories					
STAFF	Objective: To provide a safe and clean working environment for all	<ul style="list-style-type: none"> • Normal procedure applies, i.e. everything in the laboratory is assumed to be contaminated • All lab customers must submit a Risk Assessment (if 5 employees or more) or complete a Risk Assessment questionnaire (if 4 employees or 	Lab Manager and Ops Manager	TBC prior to re-occupation and subject	✓

Those likely to be at risk	Recommended government guideline	OI response to risk	Action by whom?	Action by when?	Complete
	persons working in a shared laboratory.	fewer), as a pre-requisite of their business returning to or continuing to operate in an Innovation Centre <ul style="list-style-type: none"> • All Risk Assessments are to be approved by the OI Lab Manager • Ensure that lab staff are divided into fixed cohorts or teams / shift groups, so that where contact is unavoidable, this happens between the same people • Control the use of shared labs through a rota • Restart and test specialist equipment, which may have been unused for a longer than usual period of time • Determine the required cleaning process for expensive equipment that cannot be washed down, designing protection around machines and equipment • Designate exclusive entry/exits points and provide handwashing facilities or hand sanitisers at an adjacent point 		to Customer RA	
9. Communications and training					
9.1 Returning to work					
STAFF	Objective: To make sure all workers understand COVID-19 related safety procedures.	<ul style="list-style-type: none"> • Make regular announcements to remind staff and customers to follow social distancing rules and wash their hands regularly • Encourage the use of digital and remote transfers of material rather than paper format • Provide clear and regular communication to improve understanding and consistency in ways of working • Remain aware and focussed on the importance of mental health • Use whiteboards or signage to reduce the need for face-to-face communications 	OI Board SMT	Ongoing	

Those likely to be at risk	Recommended government guideline	OI response to risk	Action by whom?	Action by when?	Complete
9.2 Ongoing communications and signage					
ALL	<p>Objective:</p> <p>To make sure all workers are kept up to date with how safety measures are being implemented or updated.</p>	<p>All staff, including those furloughed, are invited to the Managing Director’s regular (usually monthly) call for an update on OI’s response to the pandemic. Those without OI IT equipment have been provided with a license enabling them to access Microsoft Teams from their own devices, if furloughed.</p> <p>All non-furloughed staff working from home have been provided with appropriate equipment to ensure that they can work safely and effectively, e.g. remote access systems. Line managers are to keep their teams updated on policy changes, regardless of their role.</p> <p>Very frequent communication is provided to keep OI staff, customers and clients informed and involved. In the case of IC staff, this sometimes will be daily but mostly every week via dedicated Microsoft Teams channel and through weekly meetings of the CMT.</p> <p>Formal communications have been sent to all OI customers on 28 May, 29 May, 24 June, 25 September, 29 September and 2 November. Website banner messages providing the status of each IC were published and updated on 25 March, 27 July, 4 August and 5 November.</p> <p>Social distancing signage will be displayed in line with the Centre Signage Guidance located in the OI QMS.</p> <p>A Business Support Hotline can be accessed by emailing oibizsupport@oxin.co.uk or calling 01865 261 500. This answer-</p>	All	Ongoing	

Those likely to be at risk	Recommended government guideline	OI response to risk	Action by whom?	Action by when?	Complete
		<p>service is available to all OI customers throughout the working week (8.30am – 5.30pm Monday to Friday) and will be staffed by an Innovation Directors.</p> <p>A separate Customer Hotline answer-service is available on 01865 959 360, for any operational, finance or commercial enquiries.</p>			
10. Inbound and outbound goods					
ALL	<p>Objective:</p> <p>To maintain social distancing and avoid surface transmission when goods enter and leave the site.</p>	<ul style="list-style-type: none"> • Restrict non-business deliveries, e.g. personal deliveries to staff & customers • Arrange holding area for post & deliveries, to minimise interactions and keep at distance • Use non-contact deliveries wherever possible and where the product allows for use of electronic pre-booking • Reduce the frequency of deliveries wherever possible, for example by ordering larger quantities, less often • Encourage drivers to stay in vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways 	ACMs	Ongoing	

Where to obtain further guidance

HMG Recovery Strategy:

<https://www.gov.uk/government/publications/our-plan-to-rebuild-the-uk-governments-covid-19-recovery-strategy/our-plan-to-rebuild-the-uk-governments-covid-19-recovery-strategy>

Working safely during COVID-19:

<file:///C:/Users/TSmith/OneDrive%20-%20SQW%20Group/Documents/COVID-19%202020/Re-mobilisation/working-safely-during-covid-19-offices-contact-centres-110520.pdf>

Guidance for employers, employees and businesses during COVID-19:

https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19?utm_source=3aeb15f-0b6d-4116-84e6-57a28c3d1250&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

APPENDIX A - DEFINITIONS

Common Areas	The term 'common area' refers to areas and amenities which are provided for the common use of more than one person including canteens, reception areas, meeting rooms, areas of worship, toilets, gardens, fire escapes, kitchens, fitness facilities, store rooms, laundry facilities.
Clinically extremely vulnerable	<p>Clinically extremely vulnerable people will have received a letter telling them they are in this group or will have been told by their GP. Guidance on who is in this group can be found here:</p> <p>https://www.gov.uk/government/publications/guidance-on-shielding-andprotecting-extremely-vulnerable-persons-from-covid-19/guidance-onshielding-and-protecting-extremely-vulnerable-persons-from-covid-19</p>
Clinically vulnerable people	<p>Clinically vulnerable people include those aged 70 or over and those with some underlying health conditions, all members of this group are listed in the 'clinically vulnerable' section here:</p> <p>https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others/full-guidance-on-staying-at-home-and-awayfrom-others</p>