

# *Health & Safety Risk Assessment*

## *Section 1: General details*

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Activity name:	2020078: COVID 19: mobilization of offices
Date risk assessment completed:	26 <sup>th</sup> July 2020
Location of activity:	PwC UK
Risk assessment completed by:	Lesley Davies: Head of PwC Health, Safety and Environment
Date risk assessment to be reviewed by:	Under continual review
Risk Assessment Signed off by PwC representative and date:	n/a

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## *Section 2: Brief description of the activity*

This risk assessment is a live document and covers the controls the firm has put in place to reduce the risk to Partners, staff, service providers and visitors of contracting and spreading COVID 19. Employers are required to put into place controls to allow staff to carry out their tasks and maintain the 2-meter distancing to reduce the risk of spreading COVID 19.

This risk assessment covers the risks areas where staff could spread COVID 19 and the controls the firm has put in place. The key areas of concern are:

- Travel to and from the office
  - Access points to and from the office
  - Moving around the office (lifts, stairs)
  - Working areas/desks
  - Meetings and group working
  - Common areas such as refreshment provision, toilets
  - Our people
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### Section 3: General details *(when reviewing controls, the hierarchy of risk control are taken into consideration)*

A= eliminate: B= Substitute: C= Engineering controls: D= Administrative controls E= PPE

Hazard	Potential incident	People at risk	Likelihood rating	Severity rating	Risk evaluation	Current controls	Residual risk evaluation
<b>Travel to and from the office</b>							
Inhalation/ ingestion and transmission via contact of biological agents	Risk of contracting virus due to contact with person with COVID	Partners & Staff  3 <sup>rd</sup> Parties	3	3	9	<ul style="list-style-type: none"> <li>Internal travel between PwC Offices restricted (A)</li> <li>Working from home option for staff. (A)</li> <li>Internal travel monitored and reported to BUL to ensure it is essential travel only (D)</li> <li>Staff advised if travelling by public transport to travel out of rush hour (D)</li> <li>Staff to follow government guidance and walk, cycle or drive where possible (D)</li> <li>Staff to follow government guidance regarding use of face coverings while travelling (E)</li> </ul>	3
Inhalation/ ingestion and transmission via contact of biological agents	Risk of contracting virus due to travel over seas	Partners & Staff	3	2	6	<ul style="list-style-type: none"> <li>No travel to high risk countries (check PwC google site for details) (A)</li> <li>Non-Business International travel restricted (A)</li> <li>All but critical international business travel suspended. Critical IBT requires LoS Leader approval (D)</li> <li>Travel monitor procedure implemented to control travel of staff with sign off procedure in place (D)</li> </ul>	0
Human Factors	Risk of ill health due to being anxious	Partners & Staff	3	3	9	<ul style="list-style-type: none"> <li>Staff advised to work from home and only those who feel comfortable to travel to the office to attend site (D)</li> <li>Staff who may be required to travel to the office but feel anxious at doing so to raise concerns with career coach (D)</li> </ul>	2
Human Factors	Risk of ill health or death due to coming in to contact with COVID 19	Partners and staff with underlying health conditions	3	3	9	<ul style="list-style-type: none"> <li>Staff who fall into the venerable groups (NHS letter to stay at home or have underlying medical conditions to be able to continue to work from home and be able to choose not to come into the office (A)</li> </ul>	0

Poor ergonomics	Risk of injury due to staff carrying laptops home every day	Partners & Staff	3	2	6	<ul style="list-style-type: none"> <li>Staff provided with rucksacks and advised not to carry papers home (A)</li> </ul>	2
<b>Access points to and from the office</b>							
Inhalation/ingestion and transmission via contact of biological agents	Risk of contracting virus due to contact with potential carriers in office on entry to office	Partners & Staff	3	3	9	<ul style="list-style-type: none"> <li>Number of staff allowed into the office controlled to ensure physical distancing can be maintained (B)</li> <li>Staff advised to use sanitiser/wash hands as soon as they enter the building (B)</li> <li>Access to office controlled so as not to have staff grouping on entry by staff required to book day and time of entry via office BOT (B)</li> <li>Access to lifts to be controlled as to prevent crowding (B)</li> <li>Self-declaration by staff due to access the building to be completed to confirm they do not have symptoms of COVID 19 and will not be a risk to others. (D)</li> <li>Temperature checks at entry to office (D) <i>See separate temperature checks risk assessment for details</i></li> <li>Signage in place to guide staff (D)</li> <li>Staggered start times to reduce congestion at entry and exit points (D)</li> </ul>	3
Foreseeable hazards outside the firm's control	Risk of ill health and death due to spread of virus in common parts in offices under landlords' control	Partners & Staff	3	3	9	<ul style="list-style-type: none"> <li>PwC Real Estate team and Workplace office managers working with local landlords on controls they are putting in place (D)</li> </ul>	6
<b>Moving around the office (lifts, stairs)</b>							
Biological agents transmitted via contact	Risk of spread of virus due to contact with virus on hard surfaces	Partners & Staff	3	2	6	<ul style="list-style-type: none"> <li>Cleaning and spraying continue in the office where key staff are having to work (C)</li> <li>Reporting of staff with symptoms process in place to allow cleaning to be activated (D)</li> <li>Hand sanitiser stations located throughout the office in key areas (E)</li> </ul>	2

Inhalation/ ingestion and transmission via contact of biological agents	Risk of ill health or death due to pinch points on traffic routes within the office	Partners & Staff Service partners Visitors	3	3	9	<ul style="list-style-type: none"> <li>Offices reviewed and one-way system implemented (D)</li> <li>Signage in place to direct staff on one-way systems implemented (D)</li> <li>Reduced number of staff in the office will ease the traffic flow (D)</li> </ul>	3
Inhalation of biological agents	Risk of contracting COVID 19 due to droplet spread person to person	Partners & staff Service partners Visitor	3	3	9	<ul style="list-style-type: none"> <li>No tasks within PwC offices requires individuals to shout therefore increase risk of droplets produced (A)</li> <li>Choir practices cancelled (A)</li> <li>Physical distancing reminders throughout the office (B)</li> <li>Sneeze guards in place where face to face communication cannot be avoided (C)</li> </ul>	2
<b>Working areas/desks</b>							
Poor Ergonomics	Risk of injury due to incorrect workstation set up	Partners & staff	3	2	6	<ul style="list-style-type: none"> <li>Equipment provided in the office meet the requirements of the legislation and are ergonomically compliant (C)</li> <li>Online risk assessment available for staff who are at risk of MSK issues to allow adjustments to be made (D)</li> <li>Staff with priority desks will be allowed to use them if they are part of the team returning to the office (D)</li> </ul>	2
Biological agents transmitted via contact	Risk of ill health or death due to contact with COVID 19 on workstation surfaces	Partners & Staff	3	3	9	<ul style="list-style-type: none"> <li>Desks are cleaned and sprayed on a regular basis (C)</li> <li>Use of desks will alternate each day (D)</li> <li>Staff advised to wash or sanitize their hand before eating (D)</li> <li>Sanitising stations available around the office (D)</li> </ul>	3
Inhalation/ ingestion and transmission via contact of biological agents	Risk of ill health or death due to contracting COVID 19 due to sitting next to others	Partners & Staff	3	3	9	<ul style="list-style-type: none"> <li>Desk rotation system in place so alternate desks are used maintaining physical distancing as per government guidelines (D)</li> <li>Sensor system to be used to identify anyone using the wrong desk and sitting too close to anyone (D)</li> <li>Signage in place to remind staff to follow the physical distancing as per government guidelines and personal hygiene guidance of washing hands (D)</li> <li>Office behaviour rules introduced which Partners and staff are expected to follow (D)</li> <li>One team to monitor and monitor adherence to the office behaviours introduced (D)</li> </ul>	3

### Meetings and group working

Inhalation/ingestion and transmission via contact of biological agents	Risk of spread of COVID 19 due to contact with visitors to the firm	Partners & Staff Visitors	3	3	9	<ul style="list-style-type: none"> <li>• Question if meeting needs to take place face to face and could it be carried out by hangout (A)</li> <li>• Meetings to be staggered so clients can be escorted directly to meeting rooms and not congregate in the reception area (B)</li> <li>• Physical distance marker in front of all reception desks (B)</li> <li>• Increased setup time to allow meeting rooms to be cleaned between meetings (C)</li> <li>• Meeting rooms to be sprayed on a regular basis (C)</li> <li>• Visitors access to be delayed ensuring the procedures implemented are workable (D)</li> <li>• Capacity of meeting rooms to be re assessed to ensure occupants can physical distance as per government guidelines (D)</li> <li>• Visitors badges to be issued with no plastic cover and then thrown way at the end (D)</li> <li>• Clients to use hand sanitiser on arrival to office (D)</li> <li>• Protocols developed and communicated to meeting participants in advance - No handshakes when greeting clients (A)</li> <li>• Refreshments to be made by individuals at refreshment hubs in client area and taken into the meeting rooms (D)</li> <li>• Masks available if requested (D)</li> <li>• ALL external visitor names and contact details to be notified 48 hours in advance of meeting – Response to health questionnaire required 24 hours prior to arrival at office (D)</li> </ul>	3
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### Common areas

Inhalation/ingestion and transmission via contact of biological agents	Risk of ill health or death due to contact with COVID 19 in toilet areas	Partners & Staff	3	3	9	<ul style="list-style-type: none"> <li>• Sensor system implemented where possible to indicate to staff if there is space in the toilets (C)</li> <li>• Signage in place to remind staff of self-distancing and hand washing rules (D)</li> </ul>	3
Inhalation/ingestion and transmission via contact of biological agents	Risk of ill health or death due to contact with COVID 19 in service hubs	Partners & Staff	3	3	9	<ul style="list-style-type: none"> <li>• Number of devices available reduced (B)</li> <li>• Clean keys available for use if staff request one (D)</li> <li>• Sanitiser located throughout office for staff to use, advised to use after using device (D)</li> </ul>	3

Inhalation/ ingestion and transmission via contact of biological agents	Risk of ill health or death due to contracting COVID 19 from surfaces or persons in restaurant area	Partners & Staff	3	3	9	<ul style="list-style-type: none"> <li>Restaurants to provide packaged food via click and collect service (D)</li> <li>Physical distancing to be maintain when queuing (D)</li> <li>Contactless payment only (D)</li> <li>Signage in place to remind staff to physically distance (D)</li> <li>Means of distancing staff from Restaurant staff to be implemented (D)</li> <li>Service provider to complete own RA and implement controls regarding food industry (D)</li> <li>Wipes to be provided next to microwaves which will be space out around the restaurant area with signage to clean microwave after use (D)</li> </ul>	3
Inhalation/ ingestion and transmission via contact of biological agents	Risk of ill health or death due to contracting COVID 19 in Refreshment Hubs	Partners & Staff	3	3	9	<ul style="list-style-type: none"> <li>Mugs are washed in a commercial dishwasher which reaches a higher temp than domestic (C)</li> <li>Areas will be cleaned on a regular basis (D)</li> <li>Staff to maintain physical distancing when getting a drink (D)</li> <li>Signage in place to tell staff not to touch the zip taps with their bottles and cups (D)</li> </ul>	3
Inhalation/ ingestion and transmission via contact of biological agents	Risk of death or ill health due to potential areas where staff can group	Partners and Staff	3	3	9	<ul style="list-style-type: none"> <li>Meeting rooms and offices to be clean sealed (D)</li> <li>Partners and staff to follow government guidance in respect to physical distancing. (D)</li> <li>One team to monitor areas and break up any groupings (D)</li> <li>Maximum head count set for team meetings (D)</li> </ul>	3
Inhalation/ ingestion and transmission via contact of biological agents	Risk of death or ill health due to dealing with persons who may carry the virus	Welcome team/ Security team	2	3	6	<ul style="list-style-type: none"> <li>Physical distance to be marked to keep staff away from welcome team desk/reception/security desk (B)</li> <li>Client meetings to be reduced (B)</li> <li>Barrier to be put in place between welcome team and staff (C)</li> <li>Welcome team to practice physical distancing (D)</li> <li>Risk assessments and controls put in place for key areas where grouping could take place (D)</li> <li>Hand sanitisers to be issued to welcome team (E)</li> </ul>	3
Inhalation/ ingestion and transmission via	Risk of contracting virus due to	Partners & Staff	3	3	9	<ul style="list-style-type: none"> <li>Number of staff allowed into the office controlled to reduced numbers (B)</li> <li></li> </ul>	6

contact of biological agents	contact with infected staff while working						<ul style="list-style-type: none"> <li>• Access to office controlled so as not to have staff grouping on entry (B)</li> <li>• Self-declaration by staff due to access the building to be completed to confirm they do not have symptoms of COVID 19 and will not be a risk to others. (D)</li> <li>• Staff to book date and time of access to office via Office BOT (D)</li> <li>• Guidance provided to staff when in the office <ul style="list-style-type: none"> <li>○ Wash your hands with soap and water often – do this for at least 20 seconds;</li> <li>○ Use hand sanitiser gel if soap and water are not available;</li> <li>○ Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze;</li> <li>○ Put used tissues in the yellow bin located at entrance and wash your hands afterwards; and</li> <li>○ Do not touch your eyes, nose or mouth if your hands are not clean.</li> <li>○ Sit at alternate desks and physical distance from each other when moving around the site</li> <li>○ Do not share equipment</li> <li>○ Make your own refreshments</li> <li>○ Arrange your own lunch</li> <li>○ Open a door use your elbow of clothing to contact door or a copper keyring hook</li> <li>○ Do not share food</li> <li>○ Limit the use of public spaces and kitchens</li> <li>○ Staff who have their own face masks should take them home to dispose of.</li> <li>○ If staff start to feel unwell should leave the office immediately.</li> </ul> </li> </ul>
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Inhalation/ ingestion and transmission via contact of biological agents	Risk of ill health or death due to contracting COVID 19 in shower areas	Partners Staff Cleaning staff	3	3	9	<ul style="list-style-type: none"> <li>• See separate risk assessment on shower use and cleaning (D)</li> </ul>
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Inhalation/ ingestion and transmission via contact of biological agents	Risk of ill health or death due to dealing with staff and IT equipment	Tech Lounge team	2	3	6	<ul style="list-style-type: none"> <li>Physical distance to be marked to keep staff away from tech desk (B)</li> <li>Barrier to be put in place between tech team and staff (C)</li> <li>Tech team to practice physical distancing (D)</li> <li>Preferred option for Tech Lounge help can be obtained by a on demand basis or via chat rooms (D)</li> <li>Risk assessments and controls put in place for key areas where grouping could take place (D)</li> <li>Que control implemented (D)</li> <li>Wipes and gloves to be provided for tech team when handling IT equipment (E)</li> <li>Hand sanitisers to be issued to welcome team (E)</li> </ul>	3
Inhalation/ ingestion and transmission via contact of biological agents	Risk of ill health or death due to contracting COVID 19 due to contact with contaminated waste	Cleaning staff Partners & staff	3	2	6	<ul style="list-style-type: none"> <li>Waste to be doubled bagged (B)</li> <li>Where storage is no possible bags to be sprayed with sanitiser before sealing (B)</li> <li>Discarded masks to be placed in yellow bin by entrance (D)</li> <li>Bags to be stored for 72 hours before being collected (D)</li> </ul>	3
Inhalation & ingestion of biological agents	Risk of spread of virus via air conditioning system	All in building	2	2	4	<ul style="list-style-type: none"> <li>Filters in air systems (C)</li> <li>Fresh air included in air circulation system (C)</li> </ul>	0
Inhalation of biological agents	Risk of legionella due to water systems not in use	All in building	3	2	6	<ul style="list-style-type: none"> <li>Water management to continue as BAU (D)</li> <li>Water systems to be set up ready for re occupation to office where PwC has control (D)</li> <li>Landlord responsible for main water systems in tenanted buildings (D)</li> </ul>	2



## Our People

Lack of communication of management control	Risk of ill health due to stress, anxiety due to developing conditions outside the firm	All partners and staff	3	2	6	<ul style="list-style-type: none"> <li>Controlled communications sent to partners and staff via all mediums (D)</li> <li>Member of the firm's communications team part of the incident team (D)</li> <li>Firms EAP 24/7 call line for staff (D)</li> <li>Guidance on mental health launched through communications channels (D)</li> <li>Staff who feel anxious on returning to office to speak to career coach and work from home (D)</li> </ul>	4
Human factors	Risk of contracting virus due to having pre-existing medical condition	Staff who have an immune deficiency condition Pregnant staff	3	2	6	<ul style="list-style-type: none"> <li>Self-isolation introduced in line with UK governments guidance (A)</li> <li>Staff falling into the high-risk category to remain in self-isolation (A)</li> </ul>	2
Foreseeable hazards outside the firm's control	Risk of spread of virus outside PwC by suspect virus carrier going home	General public	3	2	4	<ul style="list-style-type: none"> <li>Masks to be handed to staff suspected as having virus to wear on way home (B)</li> <li>Staff advised to get black cab home where possible to prevent spread on public transport (D)</li> </ul>	4
Foreseeable hazards outside the firm's control	Risk of injury to staff who maybe in an abusive relationship	Staff in an abusive relationship	2	2	4	<ul style="list-style-type: none"> <li>HC to provide guidance when dealing with staff who find themselves in an abusive relationship (D)</li> <li>Consideration by business staff being included in staff allowed back into office (D)</li> </ul>	4
<b>Emergency response</b>							
Adequacy of emergency procedure	Risk of death or injury due to lack of 1 <sup>st</sup> aiders/Fire wardens	All in office	3	3	9	<ul style="list-style-type: none"> <li>Appointed Person training to be provided to members of the one team to support the first aiders process. (D)</li> <li>Members of the one team to be briefed on actions to take in the event of a fire alarm activating to provide support to the fire warden process (D)</li> <li>Separate risk assessment to be completed and controls put in place (D)</li> </ul>	3

Adequacy of emergency procedure	Risk of ill health due to first aiders being in contact with suspect infected persons	First aiders	3	2	6	<ul style="list-style-type: none"> <li>Guidance provided to first aiders on actions to be taken if a staff member exhibits symptoms (A)</li> <li>Separate risk assessment to be completed and controls put in place (D)</li> <li>Masks available to be given to staff exhibiting symptoms so they can travel home (E)</li> </ul>	4
Foreseeable hazards outside the firm's control	Risk of outbreak of coronavirus within PwC UK	All partners and staff	2	2	4	<ul style="list-style-type: none"> <li>STEECO team meetings on a regular basis to help manage situation (D)</li> <li>Incident team formed to review developments and make recommendations to firm to prevent outbreak of coronavirus as far as reasonably practical (D)</li> <li>SOC monitors developments 24/7 for changes (D)</li> <li>Monitoring of positive cases within PwC to allow tracking of hot spots (D)</li> <li>Office lock down procedure in place and monitored by firms business continuity team (D)</li> </ul>	2
<b>Our Buildings</b>							
Equipment hazards	Risk of injury due to building plant and lifting equipment fail	All in building	2	2	4	<ul style="list-style-type: none"> <li>Maintenance of building plant and lifts under PwC control maintained during lock down (C)</li> <li>Plant and lifting equipment under PwC control checked before office opens (C)</li> <li>Statutory inspections under PwC control checked are in date prior to opening (C)</li> <li>Landlord responsible for plant, lifts in tenanted office buildings (D)</li> </ul>	2
Equipment hazards	Risk of injury due to failure of refreshment hub equipment due to lack of use during lock down	All using refreshment hubs	3	2	6	<ul style="list-style-type: none"> <li>All equipment checked prior to re occupation by engineers (C)</li> </ul>	2
Equipment hazards	Risk contracting COVID 19 from multiply use of MFD	All using service hubs	2	2	4	<ul style="list-style-type: none"> <li>Clean keys available for staff to use if they request one (D)</li> <li>MFD's cleaned as part of office cleaning regime (D)</li> <li>Hand sanitiser stations available throughout the office (D)</li> </ul>	2

Inhalation of biological agents	Risk of ill health or death due to outbreak of Legionella during lock down	All in building	3	3	9	<ul style="list-style-type: none"> <li>Chlorination of water systems under PwC control completed prior to occupation (C)</li> <li>Water maintenance procedures in place (D)</li> <li>Landlord responsible for main water systems in tenanted office buildings (D)</li> </ul>	3
Location of activity	Risk of injury or ill health due to issues developed in buildings during lock down	All in building	2	2	9	<ul style="list-style-type: none"> <li>Offices during lockdown were monitored by engineer team (C)</li> <li>All offices are checked prior to office being occupied for any issues developed during lock down (D)</li> </ul>	2

## Section 4: Risk assessment methodology (Risk evaluation and hierarchy of risk control)

Risk evaluation					
Severity	Likely (Rating of 3)	9	6	3	Occurrence once every month / > 75% chance of occurrence
	Remote (Rating of 2)	6	4	2	Occurrence once every 2-3month / 25- 75% chance of occurrence
	Improbable (Rating of 1)	3	2	1	Occurrence once 3+ months / < 25% chance of occurrence
		Significant (Rating of 3)  <i>Fatality</i>	Moderate (Rating of 2)  <i>Major injury to one or more people resulting in hospital treatment</i>	Negligible (Rating of 1)  <i>Minor injury to one person</i>	

