

Task Risk Assessment

Before Controls	HIGH 20 RISK	MEDIUM 12 RISK	After Controls
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Task Title	Working Safely during COVID-19 Visa Europe (UK) Public Risk Assessment		
Process Title	Risk Assessment inline with the government guidelines on safe working practices. Applicable to Visa Offices and subsidiary companies during COVID-19 in the UK.		
Location	VISA Offices Inc subsidiary Company Offices (UK)		
Assessed On	24/06/2020	Assessed By	Jayesh Vekaria
Review Date	24/06/2021	Reference	RA981293
Signed By	Jayesh Vekaria	Revision	3
People Affected	Disabled, Employees, Visitors, Contractors, New and Expectant Mothers, Members of the public, Home Workers, venerable people		

Hazards

PPE

Task/Procedure/Method Statement

This Risk Assessment is part of the **"Working Safely During COVID-19 in Offices & Contact Centers"** guidance set in the UK.

The Risk Assessment applies to all Visa Offices, sites and subsidiary companies within the UK.

A detailed specific Risk Assessments has been produced to further manage the risk in line with Visa Europe's requirements.

All potential Hazards / Events / Scenarios have been assessed Pre and Post control measures in place.

The HSE Poster including the COVID -19 Safety notice will be displayed.

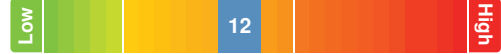
Task Related Hazards & Controls



Before Controls: **High Risk (16/25)**



After Controls: **Medium Risk (12/25)**






Hazard Description

Section 3. Social Distancing at work

Controls In Place

-  Disinfectant / wipes in meeting rooms
-  People to follow good hygiene practice
-  Social Distancing guides, markers / signs on site
-  Welfare Facilities social distancing signs / guidance
-  Break times / Food servings to be staggered to reduce flow of people.
-  One way staircases ,routes and exits will be implemented on our sites
-  Group Distancing: 2 Meters to be kept at all times in all communal areas
-  Limited number of people on floors inline with social distance floor mapping
-  Hand Sanitizer stations at key points on site including entry and exit points
-  Reduce face to face meetings. Keep social distancing at all times where possible.
-  Protective Screens to be used at reception areas where social distancing can't be kept
-  People encouraged not to rush at work. Allow adequate time to enter and leave the site
-  Dedicated walkways, entry points and one way system will be implemented in our workspace.
-  Only use face coverings where social distancing is not possible on site and where specified task are required to do so under a Risk Assessment

Emergency Controls In Place

-  First Aiders are to follow COVID-19 guidance
-  Covid reporting procedure in place
-  During emergency evacuation social distancing is not required.

Before Controls: High Risk (20/25)

After Controls: Medium Risk (9/25)

Hazard Description
Section 2. Protecting People who come to work

Controls In Place

- No children allowed on site
- Clinically / High Risk People should not come to work
- Limited numbers and restricted access in areas of work
- Workers who are unable to work from home due to home circumstances should ONLY come to work
- No New & Expectant Mothers - MUST undergo an individual risk assessment if they are required to come into the workspace.
- Covid Isolation & Reporting procedure
- Visitors are strictly limited and subject to approval.
- Social Distancing must be maintained through out the site

Before Controls: High Risk (16/25)

After Controls: Medium Risk (9/25)

Hazard Description
Section 2. People working from home

Controls In Place

- DSE Training / Assessments available
- Regular communication with team / manager
- Visa mental health / well-being information on Insite
- Ensure all work equipment provided is in good safe condition
- Take regular breaks including support guidance for employees

Before Controls: High Risk (16/25)

After Controls: Medium Risk (9/25)

Hazard Description
Section 5. Cleaning of the workplace

Controls In Place

- Hand Sanitizer available at key locations
- More waste facilities and frequent collections
- Communal Touch Points regularly cleaned and checked
- Extraction Fan / HVAC systems cleaned and monitored
- Ongoing Inspection and records of all cleaning points
- Enhanced cleaning taking place at all points of the site
- Ensure correct temperature / air flow monitoring in place
- Strictly essential deliveries only to site. No personal deliveries.
- Good hygiene signs / information at points for staff eg. Cover When Coughing
- "Clean desk" processes to allow cleaners to regular clean desk / equipment
- Disinfectant / wipes available at all times. Increased Disinfectant / Enhanced Cleaning in place.
- Sanitation stations at goods / materiel handling covering deliveries both in and out of the site.
- Good hygiene signs / information at points for staff eg. washing hands for 20 Seconds with soap & water
- Clear instructions and guidance on the use of welfare including shower rooms facilities during COVID-19. Enhanced cleaning to take place



Before Controls: **High Risk (16/25)**



After Controls: **Medium Risk (9/25)**



Hazard Description

Section 7. Workforce Management

Controls In Place



Staff to undergo a COVID-19 Visa training module



Workforce engagement and communication on awareness, current and new controls to be implemented



Drop off points / transfer zones in place where items need to be passed to other members of staff



Staff are to be split into groups / teams so where contact is unavoidable it is limited to the group



None essential travel has been stopped in favor of remote options. Where business travel is required refer to Visa procedures



Before Controls: **High Risk (16/25)**



After Controls: **Medium Risk (9/25)**



Hazard Description

Section 1. Managing Risk of COVID-19 Virus

Controls In Place



COVID-19 Reporting / Training in place



Employees should work from home if they can.



Hand Sanitizer stations available at key points across the site.



Increased Disinfectant / Enhanced Cleaning in place at all times.



Limited numbers of employees will only be able to access the office.



Social Distancing measures within the office are to be maintained and controlled



Where there is a group of people on site they should maintain social distancing



Those who are on the site should maintain good personal hygiene eg. Cover When Coughing



Personal hygiene signs / guidance are to be followed - eg. washing hands for 20 Seconds with soap & water

Emergency Controls In Place



First aiders are to follow COVID-19 Guidance



Before Controls: **High Risk (16/25)**



After Controls: **Medium Risk (8/25)**



Hazard Description

Section 4.Managing Visitors & contractors

Controls In Place



Dedicated areas for visitors meetings to take place



Visitors are to be limited with restricted times being applied



All contractors to provide a revised set of RAMS under COVID-19 conditions



All contractors, visitors are to follow Social Distancing guidance and signs.



All Visitors are to be approved, signed in and fully inducted to our COVID-19 Controls



Contractor working restricted to shift patterns / scheduled work where there is less people.

General Controls & Emergency Controls

Controls In Place



Cover When Coughing (good hygiene)



Covid Mandatory controls in place



Disinfectant points



Face covering only when social distancing is not possible or specified on a risk assessment.



Hand Sanitizer points



Social Distancing as per guidance



Good hygiene practice eg. washing hands for 20 seconds with soap and water.

Emergency Controls In Place



First aid arrangements during COVID-19



Social distancing does not apply when evacuating a building for an emergency.

Health Surveillance

Individual cases to be referred to Occ Health & HR as per Visa processes.