



## COVID-19

### RETURN TO THE WORKPLACE

Agency: McCann Erickson Central Limited

Address: Highlands Road, Shirley, Solihull B90 4WE

Number of Employees: 300

Number of Seats: 45

Anticipated Office Re-Opening Date: 28<sup>th</sup> September 2020

#### **1. Regulatory Compliance/Legal**

Confirm that the office will be in compliance with all government and health laws/guidelines

HM Government guidance

<https://assets.publishing.service.gov.uk/media/5eb97e7686650c278d4496ea/working-safely-during-covid-19-offices-contact-centres-110520.pdf>

In line with Government guidance, McCann Central will make every possible effort to enable working from home as an effective and efficient option. Where working from home is not possible, we will consider all mitigating actions possible to reduce the risk of transmission between staff and every effort to comply with social distancing guidelines set out by the government. Members of staff who are vulnerable or extremely vulnerable, as well as individuals whom they live with, will be supported as they follow the recommendations set out in the guidance on social distancing and shielding respectively.

Risk assessments have been carried out to identify low, medium and high-risk areas and action plans put in place to reduce any risks. These actions are summarised in the following sections. Dynamic risk assessments will also take place to monitor and respond to changes to risk likelihoods and impact/consequences ensuring all necessary measures to reduce the risk of transmission of the virus are in place. Risk assessments and control measures will be shared with staff and published on the company website. Appropriate training will be delivered before a return to the office



		Likelihood				
		Very Unlikely	Unlikely	Possible	Likely	Very Likely
		1	2	3	4	5
Negligible	1	1	2	3	4	5
Minor	2	2	4	6	8	10
Moderate	3	3	6	9	12	15
Major	4	4	8	12	16	20
Severity	Extreme	5	10	15	20	25

Risk matrix used in risk

Assessment below  
RR – residual risk

### Coronavirus (COVID-19) risk assessment

Assessment date: 10<sup>th</sup> September 2020

Review date: 9<sup>th</sup> October 2020 or following significant change

Version: 1.0

Hazard	Risk	Control measures	RR	Persons at risk
<p>Exposure from others due to:</p> <p>1) Living with someone with a confirmed case of COVID-19.</p> <p>2) Have come into close contact (within 2 metres for 15 minutes or more) with a confirmed case of COVID-19.</p> <p>3) Being advised by a public health agency that contact with a diagnosed case has occurred.</p> <p>4) Being advised by HR/H&amp;S competent person that contact with a diagnosed</p>	4 x 3 = 12	<p>Make every reasonable effort to enable working from home an effective and efficient option.</p> <p>For everyone to follow government action of self isolation and only to leave home and mix with others outside of your household in line with government guidance.</p> <p>Existing individual risk assessments (disability, young persons or new / expectant mothers) to be reviewed in line with changing Government guidance</p> <p>To maintain communication between all staff and Human Resources (HR) and to follow company policy / guidance.</p> <p>Travel is only required for essential travel; reduce the amount of time using public transport and to</p>	4 x 1 = 4	Individual workers



<p>case has occurred in the workplace</p> <p>5) Use of shared areas such as Toilets</p> <p>6) Cross contamination via hard surfaces</p>		<p>implement social distancing where possible (2m clearance from persons and not to travel in groups of more than 2 unless it is someone from your household)</p> <p>To continue following ongoing government guidance and wear a face mask where required.</p> <p>Ensure extremely vulnerable persons (Solid organ transplant recipients; people with specific cancers: people with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer; people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment; people having immunotherapy or other continuing antibody treatments for cancer; people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors; people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppressive drugs; People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD; People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell); People on immunosuppression therapies sufficient to significantly increase risk of infection; Women who are pregnant</p>		
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		<p>with significant heart disease, congenital or acquired.) are shielding themselves and following their specific medical advice issued to them Follow good NHS hygiene measures at all times</p> <p>Do not approach delivery staff, allow packages to be left on the doorstep</p> <p>Maintain a 2m distance whilst shopping and follow government guidance and wear a face mask where 2m distance is compromised</p> <p>Enhanced cleaning of the building to be undertaken on a regular basis. Desk cleaning to be re-introduced to the cleaning schedule.</p> <p>Under desk waste bins removed and centralised pedal bins with lids positioned on all floors.</p> <p>Toilet blocks to be reduced to single occupancy. In Use light (PIR activated) to notify of toilet being occupied.</p> <p>Put the toilet lid down before flushing to prevent particle distribution.</p> <p>Designated waiting points at 2m distance for persons queuing for the toilets</p> <p>All staff and visitors must follow all control measures put in place within the office.</p>		
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Suspected case whilst working at the office  Confirmed Case	4 x 4 = 16	<p>If a member of staff develops a high temperature or a persistent cough or feels unwell while at work, they should:</p> <ol style="list-style-type: none"><li>1. Return home immediately</li><li>2. Avoid touching anything</li><li>3. Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow.</li><li>4. They must then follow the guidance on self isolation and not return to work until their period of self-isolation has been completed.</li><li>5. All suspected and confirmed cases should be reported to HR by either the staff member affected or their representative</li><li>6. All confirmed cases to be documented and reported to the Wave Manager</li><li>7. Staff who came into close proximity to be informed. Personal details of the confirmed case will not be disclosed.</li></ol>	4 x 1 = 4	Individual workers
General travel including foreign travel	4 x 4 = 16	<p>Do not travel unless you cannot work from home– implement teleconferencing for meetings such as Teams and Zoom</p> <p>Travel is not permitted between sites</p> <p>Where a staff member has recently visited abroad, they must follow government guidance and quarantine as necessary and notify the Wave Manager</p>	4 x 1 = 4	Individual workers



		<p>Staff to continue to follow any further national government advice provided</p> <p>All persons to limit their use of public transport. Where travel is essential, please use private single occupancy where possible</p>		
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Access / egress to site	4 x 4 = 16	<p>Stop all non-essential visitors</p> <p>Introduce staggered start and finish times to reduce congestion and contact at all times</p> <p>Designate and monitor access points to enable social distancing</p> <p>Disable fob controlled entry door to Account Handling, Media, Creative and PR to prevent the touching of release buttons. Sound activated door closures fitted to ensure automatic closure of the doors following sounding of evacuation alarm</p> <p>Hand sanitizer dispensers at all entry and entry points for staff to use upon entry and exit of the building</p> <p>Ensure entrance areas are kept clear to provide plenty of space to enable staff a 2m distance between them whilst waiting to enter site</p> <p>Regularly clean common contact surfaces in reception, office, access controls and delivery areas e.g. scanners, screens,</p>	4 x 1 = 4	Individual workers
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		<p>telephone handsets, desks, particularly during peak flow times. Antibacterial wipes available at all these locations. Pedal bin with lid provided for disposal of used wipes</p> <p>Reduce the number of people in attendance at site inductions and conduct them outdoors wherever possible</p> <p>Deliveries placed in the post room, no signing or contact between delivery person and staff. Post is managed by the Front of House staff. No personal deliveries.</p>		
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Bistro/Refreshments-exposure from large numbers of persons	4 x 4 = 16	<p>Bistro to remain closed under current government restrictions.</p> <p>Mobile M&amp;S van and Cafe2U to visit site and sell pre-prepared and packaged foods from the main car park, contactless payment only. Staff will queue outside ensuring a 2m distance</p> <p>Staff to consume food and refreshments at their desks, removal of face mask permitted during these activities</p> <p>Break times staggered to reduce congestion and contact at all times</p> <p>Hand sanitiser to be available at the entrance of any room where people eat and must be used by all persons when entering and leaving the area</p>	4 x 1 = 4	Individual workers
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		<p>All persons attending site to bring pre-prepared meals and refillable drinking bottles from home, no access to microwaves or fridges.</p> <p>Workers will sit 2 metres apart from each other whilst eating and avoid all contact . Face masks can be removed during this activity</p> <p>When catering is eventually provided on site, it will provide pre-prepared and wrapped food only - Payments taken by contactless payment and all company owned crockery, eating utensils, cups etc. will not be used, disposable utensils only</p> <p>Drinking water to be provided with enhanced cleaning measures of the tap mechanism</p> <p>Tables should be cleaned between each use</p> <p>All rubbish to be put straight in the bin and not left for someone else to clear up</p> <p>Vending machines, if operational, to be wiped down after every use</p> <p>All areas used for eating must be thoroughly cleaned at the end of each break, including chairs, door handles, vending machines and payment devices.</p>		
Use of Changing facilities and showers	4 x 4 = 16	Introduce staggered start and finish times to reduce congestion and contact at all times	4 x 1 = 4	Individual workers





		<p>Introduce enhanced cleaning of all facilities throughout the day and at the end of each day</p> <p>Plan for enhanced use from staff cycling in. Cleaning products to be provided and staff to clean the area before and after use.</p> <p>Provide suitable and sufficient rubbish bins with regular removal and disposal</p> <p>All personal belongings to be removed from the shower room and placed in a plastic bag, double wrapped and stored with the user. Any personal belongings left behind will be treated as hazardous waste and disposed of accordingly</p>		
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Working within 2 metres of working team	$4 \times 4 = 16$	<p>Workers are to limit face to face working and work facing away from each other ensuring a 2m distance at all time</p> <p>Do not engage in activities where less than 2m distance is not achievable</p> <p>Supervision to monitor distancing.</p> <p>Face masks worn at all times when indoors.</p> <p>One way system around the building.</p> <p>Entry to the building - All staff to enter the building via Reception and take the main staircase to access other floors. The lift is out of action.</p> <p>Exiting the building – Designated exit points per division to reduce numbers and ensure a one way system;</p>	$4 \times 2 = 8$	Individual workers
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	<p>Account Handling leave via the back door</p> <p>HR/Management/Finance leave via the side door</p> <p>Media leave by the side staircase leading down to the side door</p> <p>Creative, Studio, Production, Digital and PR to exit via the rear staircase down to the back door</p> <p>IT to exit via the side staircase leading down to the side door</p> <p>Reception to leave via the side door</p> <p>Working teams to remain together.</p> <p>Continue to conduct dynamic risk assessments</p> <p>All equipment to be thoroughly cleaned by the user before and after use. Used wipes to be placed in an appropriate bin</p> <p>For First Aid activity where a 2m distance may not be met the appropriate PPE in the form of a visor and gloves will be provided. Equipment must be face fit tested to all users</p> <p>Reusable PPE to be thoroughly cleaned after use and not shared between workers. User responsible for storing appropriately.</p> <p>Single use PPE should be disposed of so that it cannot be reused and potential contamination is controlled. Hazardous waste bins available.</p> <p>When entering the building all face coverings to be removed and stored</p>		
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		<p>securely with the owner. Other face coverings such as scarfs or other materials used to cover the face to be removed and stored in a plastic bag. Gloves to be removed and stored or disposed of accordingly.</p> <p>Determine which functions need to return to work and at what frequency to manage projected space utilization</p> <p>Stagger access to the workplace based upon business demands</p> <p>Evaluate mechanisms to track ongoing utilization to ensure planning capacity is not exceeded (e.g., security, IT network)</p> <p>Provide for extended work from home, establish clear guidelines, promote healthy work routines, consider allowances for furniture and supplies as appropriate</p> <p>Prepare contingency plans in anticipation of relapses or changing governmental regulations</p>		
<p>Personal Health &amp; Safety</p>	<p>4 x 4 = 16</p>	<p>Signage &amp; communication; posters, employee intranet, email alerts, texts alerts, floor markings tape (or other means to denote spatial boundaries)</p> <p>Regularly remind staff to wash their hands in line with government guidance.</p> <p>Posters reminding staff to adhere to 2m social distancing</p> <p>Staff not to come into the work place if they are unwell in anyway.</p>	<p>4 x 2 = 8</p>	<p>Individual workers</p>



	<p>To control the virus staff to remain on their designated floor for the duration of their stay. Facilities are provided on each floor and staff will not access toilet facilities elsewhere in the building. In the event of a confirmed/suspected case this will ensure a simple track and trace of staff who may have become infected.</p> <p>Supplier Readiness; Cleaning and waste disposal, adjust cleaning specifications and schedules, mail handling, amenity providers</p> <p>Furniture, fixtures, equipment; perspex reception screens, social distancing floor indicators, desks not to be used to be taped off with hazard tape, booths out of use, no sharing of equipment, no hot desking.</p> <p>Utilization of tracking technologies, as they become available will be downloaded to all company mobiles and all staff encouraged to download onto their personal devices</p> <p>Clear desk policy. Personal items stored in labelled pedestals placed in storage, made available to the owner when they return to the office</p>		
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**DOCUMENTS TO SUPPORT THE IMPLEMENTATION OF THE RISK ASSESSMENT**

Training for staff and Training Logs to include

- Personal Health and Safety Training
- Healthy Building, Office and Workspace
- Staffing, Density Reduction and Wave Management
- HR Policy – Including Travel
- Client and External Interaction
- Production, Activation and Event Policy

