Example Risk Assessment for Visitors to the Workplace

Remember to follow a set process for risk assessing the transmission of Coronavirus (COVID-19) in the workplace.

Eliminating the risk should be your first option (for example by not permitting visitors) if this is not possible you need to reduce the risk (for example by reducing the time and frequency). You should redesign work to ensure that staff can maintain physical distancing. For more information about this go back to our 'Risk Assessment for COVID-19' guide.

What are the Hazards	Who might be harmed	Current controls	Additional controls required	Action by whom	Action by when	Done
Spread of COVID-19 Virus	Staff, visitors, contractors, service users, members of the public.	**Managing Interaction** – Routine arrangements for visits to the workplace. **Maintaining Social Distance and Hygiene** – None for social distancing. Normal handwashing, welfare and sanitary facilities provided. Routine workplace cleaning in place. **Collection and Delivery of Items** – Routine arrangements for collection and delivery of items.	You will need additional control measures, for examples. See below.			

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Additional Control Measures

Consult with your employees to identify further controls and to decide on their implementation. These are some suggested control measures:

Managing Interaction

Manage face-to-face interaction between staff and visitors in the workplace as far as possible to reduce the potential transmission of COVID-19. To do this, you can:

- Ensure any unnecessary visitors are not permitted access.
- Encourage visits by remote connection or remote working where possible e.g. virtual meetings, online and phone orders.
- Promote use of and accept electronic paperwork as much as possible. Revise procedures to minimise contact where paper copies need to be exchanged.
- Regulate the number of visitors at a time e.g. specify the maximum number of visitors at a time in advance via email or telephone, your website, social media, signage at the entrance to your workplace.
- Limit visits to a particular time period and/or by appointment, leaving sufficient time between appointments to avoid visits overlapping. Only allow required visitors entry.
- Arrange visits for essential services and from contractors at times when fewer people will normally be present to reduce interaction and overlap where possible e.g. early in the morning or at night.
- Monitor the number of visitors at any one time by maintaining a visitors' record where practical.
- Where working in shared premises, coordinate and cooperate with other occupiers, including other businesses, landlords and tenants.

Maintaining Social Distance and Hygiene

COVID-19 can be transmitted through respiratory droplets emitted when an infected person coughs or sneezes or through contact with contaminated surfaces. It is therefore vital to maintain social distance and good hygiene standards to reduce the risk of transmission. You can do this by undertaking these steps:

Deliver regular briefings to staff members on hand hygiene measures, consider using these videos on how to wash hands: alcohol-based rub and soap and water.

- Provide visitors with clear guidance on social-distancing and hygiene, both before arrival e.g. via phone call, email, your website, social media, and on arrival e.g. signage, visual aids.
- Advise visitors in advance and on arrival by the means mentioned above not to visit if they or members of their household have experienced COVID-19 symptoms within the past 14 days.
- Inform visitors that if they experience any COVID-19 symptoms while on site, they must report this to a member of staff, and arrangements will be made for them to leave the site safely.
- Make visitors aware that they will be asked to leave the site if they do not maintain social distance or behave unsafely.
- Allow visitors, especially delivery drivers, access to welfare facilities, including toilets and those for handwashing. However, take appropriate precautions, such as limiting the number who use the facilities at the same time, reminders to clean hands properly after use and regular cleaning.
- Provide hand sanitisers, ideally non-touch dispensers, or hand sanitising wipes at entrances and exits and encourage visitors to use them.
- Regularly clean during the day all common touchpoints by visitors in the workplace e.g. entry/exit controls, door handles, desk-tops, pens.
- Look at means to reduce common touchpoints by visitors where possible e.g. automate the opening/closing of doors by a foot-operated pedal, replace touch entry/exit controls with suitable contactless controls.
- Install a physical barrier between reception staff and visitors where possible e.g. a screen.

- Implement a one-way system through the premises, with a separate, designated entrance and exit, to reduce contact with others where possible.
- Display signage and two metre markings on the floor/ground to ensure social distancing is followed when queuing, both indoors and outdoors.
- Implement a one-way queuing system, use barriers and have staff direct customers to avoid any queues outside your workplace from posing a risk to others.
- Check any entry, exit and queue management changes reflect required reasonable adjustments e.g. for disabled visitors.
- Review first aid and fire evacuation arrangements for visitors to reflect social distancing and good hygiene/infection control practices.
- Consider providing additional parking or facilities to enable visitors to walk, run or cycle where possible and avoid using public transport e.g. a bike rack.
- Where working in shared premises, coordinate and cooperate arrangements with other occupiers, including other businesses, landlords and tenants.

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Collection and Delivery of Items

Organise items to be collected and delivered in such a way that aims to avoid potential transmission of COVID-19 and maintain social distancing. You should look to take appropriate steps to:

- Limit unnecessary contact on arrival at the premises to collect or deliver items e.g. by use of electronic pre-booking for items that can be collected or delivered without the need for physical contact.
- Request contactless delivery and receipt confirmation to avoid physical contact when items are being delivered.
- Look to stagger collection and delivery times to avoid overlap between staff and multiple visitors at the one time.
- Arrange for items to be collected from or delivered to a pre-agreed location outside the workplace e.g. use of click and collect arrangements.
- Review collection and delivery points, procedures, signage and markings.
- Identify how deliveries can be made less frequently e.g. bulk ordering.
- Have one person load or unload vehicles, if safe and possible. Otherwise use the same pairs of people.
- Encourage delivery drivers to remain in their vehicles where possible.
- Where working in shared premises, coordinate and cooperate with other occupiers, including other businesses, landlords and tenants.

Basic Decontamination of Items

The aim is to reduce the risk of cross-contamination between delivered items and your workers. The risk of infection from COVID-19 following contamination of surfaces decreases over time. It is not yet clear at what point there is no risk, however studies suggest that, in most circumstances, the risk is likely to be reduced significantly after 72 hours.

- Keep delivered items in a separate area until you are satisfied that they pose no threat.
- Use gloves to remove outer packaging and safely dispose of both.
- Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use, e.g. a household or your usual disinfectant.
- Follow safety procedures specified by the manufacturer for the disinfectant you are using.
- Waste packaging, cloths and gloves and so on. should be double-bagged, stored securely for at least 72 hours then disposed of in the regular rubbish.
- Decontaminate the surfaces where the packages have rested.
- Wash hands regularly with soap and water for 20 seconds, and after touching surfaces or removing gloves, aprons and other protection used while cleaning.

Resources to Help with Risk Assessments

- Access our COVID-19 page to read more about how to implement a healthy return to work.
- Read more on how to carry out a risk assessment and use our template.
- Learn the risk assessment process by completing our online module 'Sensible risk assessment'.
- Become a Healthy Working Lives Approved trainer and deliver risk assessment training for your employees, read more about it here.

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