



Southern Water COVID 19 Risk Assessment

This risk assessment addresses the risks that COVID 19 poses in Southern Water's office environments

Please note:

- Date of risk assessment: 22/05/20
- Version 1
- Risk assessment to be reviewed on a monthly basis or in light of any significant change in risk profile or updated Government guidance.

Over recent weeks, we have identified the COVID 19 related risks in our workplaces, and put in place measures to mitigate those risks. We are working with UNISON, Company Wide Business Involvement Group (CWBIG), industry bodies, our supply chain and regulators sharing with them our approach to risk assessment and risk management. The table below gives an overview of our assessment of risk across the organisation and details the safety measures in place.

We constantly monitor the arrangements in our offices and operational sites to ensure that they continue to meet the Southern Water COVID 19 minimum standard. We recognise that we have a wide range of work places and that each will have differing requirements. We therefore ask our managers to continue to undertake dynamic risk assessments and to provide feedback of any areas where additional risk has been identified to the HSSW team at HSSW@southernwater.co.uk so that the risk assessment can be reviewed and updated where necessary.

Southern Water aims to treat everyone in Southern Water workplaces equally and fairly.

If you are worried about anything, feel that something is not in place that should be, or that you are not being treated fairly, please speak to your manager or contact HSSW@southernwater.co.uk or CV19@southernwater.co.uk. Employees can also contact their UNISON or CWBIG Rep.

Hazards	Potential harm	Impacted parties	Actions taken to control the risks	Further action required	Action to be taken by	Action required by
Spread of COVID 19 through contact with surfaces	Contracting COVID 19	Staff, contractors and visitors to offices and sites	<ul style="list-style-type: none"> • Washrooms have electric hand dryers installed or paper hand towels • Enhanced cleaning introduced for the main seven sites, to include objects and surfaces that are touched regularly, e.g. door handles, keyboards, light switches and desks as well as kitchen and toilet facilities • Operational sites to ensure suitable cleaning is undertaken, including surfaces which are touched regularly • Cleaning wipes and hand sanitiser available for use e.g. on printers and other frequently touched surfaces • Restrictions on meeting room use in place and white board pens are being removed • Hand wash posters are displayed in prominent places • All common areas in offices including refreshment areas are closed. • Staff are asked to bring in their own food and drink and not rely on using fridges, kettles etc. whilst at work. Water machines will be available but may only be used with the cups provided, not personal bottles. • Controls to address risk from COVID 19 included on "H&S460" (Safety Instruction to Contractors) forms for contractors working on site • Reduced use of offices on operational sites 	<ul style="list-style-type: none"> • Regular local monitoring and communication to be put in place when the main offices are re-populated • Cleaning procedures for company vehicles and restricting the sharing of company vehicles to be confirmed. • Requirement for PIN entry with SW pass to be removed to avoid unnecessary contact points 	<p>Facilities team</p> <p>Facilities team</p> <p>Facilities team</p>	<p>Ongoing</p> <p>01/06/20</p> <p>01/06/20</p>

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<p>Spread of COVID 19 through contact with other people (social distancing)</p>	<p>Contracting COVID 19</p>	<p>Staff, contractors and visitors to offices and sites</p>	<ul style="list-style-type: none"> • Wherever possible staff are asked to work from home • Re-population of offices at present is limited to: <ul style="list-style-type: none"> ○ Those members of staff who have been working from the office throughout the lockdown period ○ Those members of staff where there is critical work which can only be undertaken from an office ○ Those members of staff who are at significant risk of detrimental effects on their mental health through prolonged working from home or where their home situation prevents them from working from home • Those working from offices will be provided with a letter of authority and guidance document in order to enter the building • A review of the minimum number of people required on site to operate safely and effectively has been undertaken • If an individual has reported COVID 19 symptoms, the business will work to understand who they may have been in contact with. • All non-public areas in the main offices have been reviewed to promote social distancing for staff with measures including: <ul style="list-style-type: none"> ○ Desk spacing to maintain 2m distance, including side to side spacing rather than face to face ○ Hot desking will be maintained with those desks which are available marked with a green sticker and those which are not with a red 	<ul style="list-style-type: none"> • Regular local monitoring and communication • Consideration to be given to providing additional facilities such as bike racks to help people to walk, run or cycle to work where possible • Limiting passengers in corporate vehicles e.g. reminding staff not to carry passengers in company vehicles to be confirmed. Those travelling in private vehicles are also strongly recommended not to carry passengers • One-way system in Durrington, Falmer and Chatham to be introduced, including one door in and one door out • Screens to be installed in Durrington and Falmer reception • Potentially staggering start and finish times for members of staff to reduce congestion on travel to and from sites / offices and at entrance and exit points • Social distancing signage to be displayed in prominent 	<p>Facilities</p> <p>Facilities team</p> <p>Facilities team</p> <p>Facilities team</p> <p>Facilities team</p> <p>Facilities team</p> <p>HR</p> <p>Facilities / Operations</p>	<p>Ongoing</p> <p>01/07/20</p> <p>01/06/20</p> <p>01/06/20</p> <p>01/06/20</p> <p>01/06/20</p> <p>01/06/20</p> <p>01/06/20</p>



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			<p>sticker. Once a desk is occupied it should not be used by another member of staff that day. It will then be cleaned at the end of the day.</p> <ul style="list-style-type: none"> ○ Clear desk policy to be enforced to enable desks to be cleaned daily ○ Events that involve bringing groups of people together will be cancelled or changed to become virtual events e.g. team meetings via video conferencing (Cisco WebEx) or conference call ○ Floor stickers have been introduced showing 2m distancing <ul style="list-style-type: none"> ● All non-essential face to face training postponed. Where possible training has been moved online e.g. Water Hygiene renewals. ● Customers are not currently invited into the offices ● Lifts are to be limited to one person at a time and only those members of staff who need to use them. All other staff should use the stairs ● Cleaning wipes are available for staff to clean desks and items such as phones and keyboards ● Staff are encouraged to use company mobile phones rather than desk phones where possible ● Working collaboratively where there are other multi-occupied premises such as operational sites where supply chain partners are present ● All common areas including refreshment areas are closed in main offices and staff are asked to bring in their own food and drink. Staff are reminded not to rely on using fridges, water machines etc. whilst at work 	<p>locations both in offices and on operational sites</p> <ul style="list-style-type: none"> ● Guidance on restricting visitors to sites and offices to be developed and host responsibilities relating to COVID 19 to be established ● Temperature screening equipment is to be installed in Durrington, Falmer and Chatham 	<p>Customer Services / Facilities</p> <p>Facilities team</p>	<p>01/06/20</p>

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			<ul style="list-style-type: none"> • Social distancing practiced on operational sites with limits on the number of people allowed in communal areas at any one time • Regulating the use of locker rooms, changing areas and other welfare facilities to reduce concurrent usage • Health and safety visits to site have been reformulated to enable them to take place whilst maintaining social distancing • Additional phone / video calls have been put in place to provide health, safety and security support to staff • Following Construction Leadership Council guidelines for safe working practices on our operational sites • All staff are advised to: <ul style="list-style-type: none"> ○ Avoid groups of people and enclosed, crowded spaces ○ Maintain a physical distance of 2m ○ Perform hand hygiene frequently, using soap and water or an alcohol-based hand gel ○ Cover their nose and mouth with a bent elbow or paper tissue when coughing or sneezing, dispose of the tissue immediately after use, and perform hand hygiene ○ Refrain from touching their mouth, nose and eyes. • Only one member of staff is allowed in the toilet / shower facilities in SW main offices at any one time and locks have been fitted to the main door to facilitate this. Signage is also provided. 			



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			<ul style="list-style-type: none"> All staff are required to follow SIB 101 Southern Water Safety Instruction on Personal Hygiene Numbers of staff in sites and offices to be kept to the minimum possible As far as possible, where staff are split into teams or shift groups, these groups of people will be fixed so that where contact is unavoidable this happens between the same people 			
Essential activities where social distancing guidelines cannot be fully followed	Contracting COVID 19 through transmission between staff		<ul style="list-style-type: none"> Increased hand washing to be undertaken Such activities are to be kept as short as possible If possible follow side to side working rather than face to face working 	<ul style="list-style-type: none"> Screens / barriers to be installed in Durrington and Falmer reception 	Facilities team	01/06/20
Spread of COVID 19 through inbound and outbound goods and post	Contracting COVID 19	Staff in post rooms, internal courier and external delivery services	<ul style="list-style-type: none"> Adopting non-contact deliveries Outbound post from the main post room is being managed by one member of staff Wherever possible, a single person should unload vehicles. 	<ul style="list-style-type: none"> Increased signage at drop-off / collection points Review methods of safely re-introducing the internal courier or use of external courier firms 	Facilities team	
Changes in working practices	Increased stress and negative impact on mental health	Members of staff	<ul style="list-style-type: none"> Promotion of positive wellbeing of staff during these challenging times is critical and has included: <ul style="list-style-type: none"> Providing support through resources such as the Employee Assistance Programme, mental health first aiders and materials posted on Workplace Encouraging team members to keep in regular contact 			

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	Physical health impacts from working from home		<ul style="list-style-type: none"> ○ Introduction of weekly “Ask Ian” call to enable staff to raise any questions they may have directly to the CEO and others ○ Creation of weekly Pulse publication to share key information on health and wellbeing ○ Promotion of LinkedIn online learning which all staff have access to ○ Monitoring the wellbeing of people who are working from home ● Measures to reduce anxiety <ul style="list-style-type: none"> ○ Creation of COVID 19 hub on the intranet with information for staff and Managers ○ Creation of dedicated email address CV19@southernwater.co.uk ○ Reassurance provided by managers, HSSW team and mental health first aiders ● Provision of equipment for people to work at home safely and effectively e.g. remote access to work systems 			
Accidents, security and other incidents	Ratio of fire wardens and first aiders to staff numbers	Staff, contractors and visitors to offices and sites	<ul style="list-style-type: none"> ● A review has been undertaken to ensure that there are sufficient numbers of fire wardens and first aiders ● Safety is to be prioritised during incidents, we are following Government advice¹ that in the event of an emergency e.g. accident or fire, people do not have to stay 2m apart if it would be unsafe 			

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			<ul style="list-style-type: none"> • People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands. • Operational sites to ensure they have sufficient fire wardens and first aiders • Competent Facilities personnel will backfill any reduction in numbers of first aiders and fire wardens to ensure the appropriate ratio is in place. 			
Members of staff at higher risk of contracting COVID 19	Contraction of COVID 19	Staff	<ul style="list-style-type: none"> • Where members of staff are categorised as clinically vulnerable or clinically extremely vulnerable they are being supported to self-shield at home and provided with remote access to systems to enable them to work from home • Support is available via the Employee Assistance Programme and mental health first aiders 			
Welfare facilities such as showers used less frequently than previously	Legionella if systems are not used frequently / regularly flushed / flushed after a period of disuse	Members of staff	<ul style="list-style-type: none"> • Shower facilities and taps in main offices are being flushed twice per week and this is being recorded • Shower facilities and taps on operational sites to be flushed regularly, in line with current Southern Water processes 			
Ventilation of buildings	Inadequate ventilation where offices / sites or parts of offices / sites have been closed	<ul style="list-style-type: none"> • Members of staff working in these areas 	<ul style="list-style-type: none"> • All doors which are not fire doors, or those on magnetic release to be kept open to maintain ventilation throughout the buildings 	<ul style="list-style-type: none"> • Air conditioning systems to be adjusted so that they do not re-circulate air 	Facilities team	01/06/20

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<p>Communication and training</p>	<p>Lack of adherence to company policy around COVID 19 due to lack of awareness or understanding</p>	<ul style="list-style-type: none"> Members of staff 	<ul style="list-style-type: none"> Ongoing communication with members of staff (through UNISON, CWBIG, and direct communication) to monitor and understand any unforeseen impacts of changes to working environments Awareness and focus on the importance of mental health at times of uncertainty Simple clear messaging explaining current guidelines Communicating approaches and sharing experiences and best practices amongst industry bodies, IOSH, UNISON and the supply chain 	<ul style="list-style-type: none"> All staff given access to Southern Water buildings to be provided with written rules of behaviour Where appropriate, the use of whiteboards, noticeboards and signage to explain changes to schedules, breakdowns, materials shortages etc. to reduce the need for face to face communication to be introduced 	<p>Facilities team</p> <p>Facilities / Operations</p>	<p>01/06/20</p> <p>Ongoing</p>



Appendix one

Definitions

Term	Definition
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	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: 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
Clinically vulnerable people	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: 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

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