COVID-19 risk assessment

February 2022

Summary

At Unum, we are committed to the safety of our people, our partners and our customers at all times. In line with the UK Government and Health and Safety Executive guidance, we've taken several additional steps because of coronavirus to provide added protection.

Our offices are now open, and some measures continue to be in place to help reduce the risk of infection and support our people's psychological safety. We have surveyed our employees and informed the Chair of the Employee Consultation Group (ECG) and regularly issued company communications to ensure everyone is kept fully up to date.

We continue to encourage employees to "clean as you go" using the antibacterial wipes and sanitiser provided and have a number of optional measures in place, encouraging employees to exercise sensible choices, such as working from home if you are feeling unwell and use face-coverings in crowded areas.

This current risk assessment details the controls we have put in place. We will continue to monitor the situation, along with ongoing government guidance, and update our risk assessment as required.

Business risk assessment

This risk assessment has been completed in line with government guidance published in February 2022.

Business hazards associated with the coronavirus pandemic	Control measures	Government H&S guidance: Corresponding reference	Risk status
Workplace measures, test and learn			
UK government guidance published on 14 July 2021 and updated several times with the last update February 2022.	We established sensible non-mandated workplace measures. We continue to review and align with the evolving government guidance and to outline appropriate workplace measures for areas of risk. Continued "test and learn" approach utilising data to make decisions on whether measures are effective. • Continue to capture employees infected by COVID-19. • Continue to review specific workplace measures put in place • Continue to review the number of employees attending the office • Continue to review productivity	N/A	Completed

Infection prevention, cleaning, and employee safety			
Risk of transmission between people: • **People do not follow the guidance/rules** • **People catch the virus from surfaces** • **People catch the virus from each other.**	Employee guidance for all employees for working in the office. This includes government advice to protect yourself and others, work from home if feeling unwell, use face-coverings in crowded areas.	Thinking about risk	Completed
Cleaning	Employees adopt "clean as you go" with antibacterial wipes and sanitising gel provided to prevent the spread of infection. Signage in place to remind employees of this habit. Employees can request cleaning support by contacting Facilities. Enhanced daily clean focusing on high volume touch points and weekly deep cleans to continue.	Cleaning the workplace	Completed
	Restrictions on communal equipment in place and "clean as you go" on key items such as printers. Tables in the restaurant (Dorking) will be cleaned between use — the system for identifying that a table needs cleaning will continue.	Thinking about risk	Completed
Office layout, supplies, and face-coverings	Additional space desks available for those who consider themselves medically vulnerable	Reducing contact for workers	Completed
	Face-coverings will be provided for staff to wear if they wish. This will be advisory in crowded areas.	PPE and face-coverings	Completed
Ventilation	Our air conditioning is maximised for office use in accordance with both the recommendations of our specialist contractor and current HSE guidelines. In areas of reduced ventilation, we will reduce occupancy numbers Our ventilation system provides 100% fresh air to the offices with no mixing of air extracted from the offices. The filters are changed on a regular basis in accordance with the guidelines Where appropriate windows can be opened to increase fresh air flow. Portable air-conditioning units are available for meeting rooms that don't have air-conditioning and / or where windows can't be opened. Employees should contact Facilities for further information.	Ventilation	Completed

Wellbeing, desk booking, and equipment sharing			
Sharing of equipment increase the risk of virus transmission.	Hybrid working and "locate for your day" in place from 1 March 2022.	Reducing contact for workers	Completed
	HR and line managers to monitor wellbeing and ensure there is plenty of support and tools available such as Help@Hand and EAP. We have a wellbeing policy in place located on Inside available to managers and employees.	N/A	Completed
	Employees will be advised to clean desk at the end of each day. Employees working in the office are requested not to share desks and remain located at the same desk for the day.	Reducing contact for workers	Completed
	Employees encouraged not to share equipment unless necessary and to clean equipment between use.	Reducing contact for workers	Completed
Keep social contact to a minimum			
Although there is no legal requirement to maintain social distancing, reducing social contact will help reduce the risk of infection.	Employees have been encouraged to keep social contact to a minimum. Be mindful of the personal space of others. If an area is too crowded: • Stand back • Wait • Return at a quieter time • Limit your time in the space.	Reducing contact for workers	Completed
External meetings.	Guidance available to employees who are receiving visitors on site or attending external meetings. Employee attending external meetings are required to comply with any measures set by the location that they are visiting. Employees can also take additional optional measures as they wish such as wearing face-coverings.	Reducing contact for workers	Completed
Unum Bus, gym, Mill House and showers.	The Unum bus will be operational. The Mill House is open with cleaning of high touch points. The Unum Gym is open. Employees will need to adopt the "clean as you go" approach and the facility is bookable with only 2 people allowed at any given time for 30 mins at a time. Employees will be advised to open the windows. Showers are in use.	Reducing contact for workers	Completed

Higher-risk areas of the workplace			
Heavily used areas such as staff toilets and restaurants are more likely to present an infection transmission risk. Some areas aren't as well ventilated as others such as toilets/changing rooms. Employees may not wash their hands. Increased risk of people coughing and touching door handles, taps and toilet flush handles.	Employees should adopt "clean as you go" with sanitising wipes, regular handwashing and use of sanitisers to prevent the spread of infection.	Cleaning the workplace	Completed
	Signage in place to remind employees and visitors of this process. Enhanced cleaning regime in place which includes high volume touch points and weekly deep clean.		Completed
Vulnerable and extremely vulnerable staff			
	Line Managers and HR are holding conversations with employees who are anxious about either retuning to the office quickly or worried about returning to office working. Working through each case individually and finding suitable outcomes to help people feel comfortable.	N/A	Completed
Staff may have pre-existing medical conditions which mean they are more vulnerable.	Conversations with employees are sensitive and comprehensive considering impact of COVID-19 on all communities and those with disabilities (whether these are seen or unseen). Where appropriate we would carry out a specific risk assessment to address any identified medical concerns. Employees should contact their manager or Facilities if they wish to highlight any specific needs so that we can respond to them as appropriate. We may refer the employee to occupational health for review to obtain specific guidance on safe return to the office.	Who should go to work	Completed

Staff health and staffing levels			
Staff may get sick with coronavirus. People who have symptoms must follow government guidelines to prevent them from passing on the infection.	We continually monitor and follow the government guidelines in relation to the rules around self-isolation. Staff who are sick should follow the established process of informing their manager if they are unable to work. Additional steps and processes are in place for those who have COVID-19 symptoms or have tested positive. All employees who are unwell should work from home.	Who should go to work	Completed
Testing regime	Staff communications and education are in place to remind staff that they should not come to work if they are feeling unwell. Employees can participate lateral flow testing regime prior to attending an office.	Who should go to work	Completed
Vaccination	Employees are encouraged to participate in the vaccination programme where it is recommended by their medical professional. We also request that vaccinated employees continue to follow the guidance (including adhering to the hygiene requirements) to support the wellbeing of themselves and others at work.		Completed
Business continuity	Pandemic plans in place for all functions as part of our BCP.	N/A	Completed
Fire marshals and first aiders	Additional first aiders and fire marshals have been trained to maintain minimum levels of cover in the offices. All facilities staff are first aid trained.	Thinking about risk	Completed

Premises access and travel			
Travel to and from work may lead to greater risk of virus transmission. Access to building may create a virus transmission risk if staff all seek entrance at once. Risks may be increased for disabled staff who may have reduced options for access.	Employees that travel to work via public transport should follow Government guidance about wearing face-coverings and other safety measures. Employees start and finish times are staggered at Unum with employees starting between 8am and 10am and finishing between 4pm and 6pm. Queuing for entering and leaving the building isn't expected.	Thinking about risk	Completed
Spread of COVID-19 to contractors or visitors			
This could result in multiple individuals becoming infected or ill.	Our visitor and contractor guidelines are sent to all site visitors before their attendance which includes and guidance on handwashing and behaviour around offices.	Thinking about risk	Completed

Cases of possible infection on site			
People could become unwell on site.	Staff who are ill should follow the established process of informing their manager if they are unable to work. Additional steps and processes are in place for those who have COVID-19 symptoms or have tested positive.	Who should go to work	Completed
	Cleaning staff should use clean cloths and/or use paper roll and a combined detergent disinfectant solution at dilution of 1,000 parts per million available chlorine. Waste from cleaning of areas where there have been possible cases should be double bagged and tied off. It should be placed in a secure holding area for 72 hours before being disposed of in general waste.	Cleaning the workplace	Completed
	Cleaning staff should wear appropriate PPE.	PPE and face-coverings	Completed
COVID-19 Resurgence Plan.	The COVID-19 Resurgence Plan is in place. This outlines the contingency plan should someone present COVID-19 symptoms and confirms the approach if the UK government announces further lockdown measures. If an employee has a positive LFT/PCR they must inform their line manager and the HR Response Team via Service now. Employees requested to inform those they have had "close contact" with if they have a positive covid test result. They need to include the 2 days before symptoms or positive test result. Process established for informing local Public Health office if there is an "outbreak".	Thinking about risk and workforce management	Completed
Ergonomic injuries			
It may be difficult to perform workspace risk assessments while maintaining physical distancing or if employees are sitting in different locations each time they are in the office.	Individual workplace online DSE risk assessment sent to employees. Virtual DSE assessment process in place.	Thinking about risk	Completed

Business continuity			
The crisis threatens business continuity and ability to delivery essential services to our customers.	Managers should refer to the business continuity policies and procedures that are in place.	N/A	Completed
Information and communication			
The pandemic has been accompanied by a large amount of official guidance. However, some sources of guidance may be 'fake news' or myths. If these gain traction within the organisation they can obscure and confuse vital health and safety measures.	Any wellbeing initiatives will follow government advice and there will be regular ongoing communications that are clear, simple, and consistent. Questions or concerns can be raised by employees to their line manager or the future of work core team.	N/A	Completed
	Communications will be reviewed by senior management.	N/A	Completed
	Senior management will continue to review this risk assessment update.	N/A	Completed
	Internal communications will work closely with our marketing communications team to ensure consistency of messages.	N/A	Completed
	Employee consultation group will be updated accordingly.	Thinking about risk	Completed
Cyber security			
Cyber security threats often accompany a crisis, including computer viruses, phishing, scam emails and coronavirus related "ransomware". **With the organisation and individual staff more reliant than ever on digital communications and the internet, and with more staff working from home and using a variety of digital devices, the need to ensure the security and function of our digital systems is more important than ever.**	Our information security team will review cyber security and surveillance infrastructure and ensure that all reasonable protections are in place.	N/A	Completed
	Warnings will be circulated to staff and managers of any credible cyber threats, especially scam emails and text messages.	N/A	Completed
	All staff working from home using remote-working systems are covered by cyber-risk protections.	N/A	Completed
	Homeworking arrangements maintain standards of data protection and IT security.	N/A	Completed