

Covid-19 Risk Assessment Illingworth Research Group Ltd

Illingworth Research Group Limited (a Syneos Health Company) takes its duty as an employer seriously, the current Covid-19 situation requires and additional level of care and focus to ensure a safe working environment.

This document discusses the reasonable steps that Illingworth Research Group Ltd (“IRG”) will be taking as an employer, to protect our employees, and others during the current Covid-19 situation.

Whilst IRG will make every endeavor to protect its employees during these uncertain times, we would like to remind our employees that they also have a responsibility to protect themselves and each other during these times. Employees should consider how their actions could impact themselves and others.

We ask our employees to adhere to the recommendations contained within this Risk Assessment. Any employee whose consistent, deliberate actions contravene this Risk Assessment could be subject to disciplinary actions, aligned to the UK Disciplinary Policy.

More information and checklists are contained in the UK Government Information guidelines – “Working Safely during Covid-19 and Contact Centres.”
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

Name	Title	Electronic Signature & Date
Jacqui Mundy (External Vendor)	FAST in consultation with Syneos Health	<i>Jacqui Mundy</i> <small>Electronically signed by: Jacqui Mundy Reason: I am the reviewer Date: Jun 25, 2021 17:30 GMT+1</small>
Gill Beton (Illingworth Research Group)	Director of Facilities	<i>Gill Beton</i> <small>Electronically signed by: Gill Beton Reason: I am the reviewer Date: Jun 28, 2021 12:33 GMT+1</small>
Eleri Davies (Illingworth Research Group)	VP of Human Resources	<i>Eleri Davies</i> <small>Electronically signed by: Eleri Davies Reason: I am the reviewer Date: Jul 30, 2021 15:39 GMT+1</small>
Annabelle Newman (Syneos Health)	VP, Assistant General Counsel – Head of Legal EMEA	<i>Annabelle Newman</i> <small>Electronically signed by: Annabelle Newman Reason: I am the reviewer Date: Jul 2, 2021 13:56 GMT+1</small>
Nyla Singh (Syneos Health)	VP, Business Finance	<i>Nyla Singh</i> <small>Electronically signed by: Nyla Singh Reason: I am the approver Date: Jul 2, 2021 13:58 GMT+1</small>

Hazard	To Whom	Control Measures in Place	Risk (Residual)			Further Action
			A	B	Factor (A x B)	
			Severity (Worst Case) 1=minor 2=medium 3=major 4=severe	Likelihood 1=very unlikely 2=unlikely 3=medium 4=probable		
1. Returning to work	Staff Visitors Contractors Suppliers Other tenants Commuters Delivery drivers Family members Personal contacts. Please refer to the COVID 19 Employee Scenario Process Flow. "Who is a Contact", definitions of contact as per NHS Website	Ensure that CRES relay the information to staff, visitors, suppliers and contractors regarding procedures and any changes to them at the earliest opportunity. This will either be on the day of the visit or in advance where possible when approval is granted. Staff must continue to work from home where possible, especially if they are particularly vulnerable to the virus Deep clean the office where required. If you're told to self-isolate by NHS Test and Trace - NHS (www.nhs.uk) Two-metre distance reminders have been added to the walls.	4	3	12	

		Signage in the kitchen to remind people of social distancing and signage to indicate one person per table.				
		Give way to people coming up the stairs maintaining the social distancing requirements and mask wearing requirements. Signage displayed to confirm this.				
2. Local lock downs	Staff	This is dependent on Government guidance; HR will be monitoring local lockdown requirements in accordance with Government guidelines. If a lockdown affects the office, then employees are not permitted to travel into the office.	4	4	16	
3. Working from home		Regular video check ins from Line Management to keep in touch with employees.	1	1	2	
		Include employees in any team / department meetings via video conferencing where applicable.				
		Encourage a virtual 'open door' with line management/HR.				
		Manager to liaise with employee to ensure they are managing appropriately. DSE assessment completed by all staff as part of induction and again if the staff member has a concern or anything changes. Results will be acted on, as				

		appropriate by the IRG H&S team.				
		Remote systems of working provided for all employees and support available from BT via the Service Desk for any issues.				
4. Offsite workers		Remote systems of working provided for all off site workers and support available from BT via the ServiceDesk for any issues	4	3	12	For travel guidance please refer to IRG global travel management company
		Encourage staff to take their own supply of hand sanitiser in case there is none available offsite.				
		Encourage staff to bring their own masks.				
		Ensure good supply of suitable cleaning materials for vehicle and other equipment.				
		Maintain hands, space, face principle at all times. https://coronavirusresources.phe.gov.uk/hands-face-space-fresh-air/				
		Encourage staff to follow government guidance on sanitisation and Covid mitigation practices.				
5. Showing symptoms		Staff displaying symptoms must self- isolate for the amount of time according to Government/NHS guidelines Book a test immediately by dialing 119 or visit website:	4	3	12	Refer to cleaning contractors risk assessment for further guidance.

		<p>Get a free PCR test to check if you have coronavirus (COVID-19) - GOV.UK (www.gov.uk) or</p> <p>Staff requested to self-isolate due to encountering someone who has received a positive test must do so according to Government/NHS guidelines. If they begin to develop symptoms themselves, they should also follow the Government/NHS guidelines.</p> <p>Please refer to the COVID 19 Employee Scenario Process</p> <p>If the staff member tests positive and has been in the office, then CRES should ensure that they inform any visitor's organisation, as necessary.</p> <p>The workplace will be decontaminated following governmental guidance.</p>				
6. Getting to and from work		<p>Encourage staff who have been approved to visit the office to walk, run, cycle, or use their own car instead of using public transport.</p> <p>Follow Government/NHS guidelines on sanitization e.g., maintain hands, space, face principle at all times. https://coronavirusresources.page.gov.uk/hands-face-space-fresh-air/</p>	4	3	12	

7. Using public transport	Staff Visitors Contractors Suppliers Other tenants Commuters Delivery drivers Family members Personal contacts.	Follow the guidance by the public transport provider e.g., use face coverings where required according to public transport/ Government guidelines. Where possible pay fares in advance or use contactless method. Follow government/public transport provider guidance on social distancing and hygiene.	4	3	12	
8. Arriving/leaving work		Encourage staff to maintain a two-metre distance when entering and leaving the building/office site. When arriving at or leaving the office staff must ensure a mask is worn and must avoid touching anything before washing/sanitising your hands – handwashing facilities and sanitiser are available. Foot pump operated sanitiser stations are positioned in all of the communal areas including reception. Maintain hands, space, face principle at all times. https://coronavirusresources.page.gov.uk/hands-face-space-fresh-air/ Sign 'Please use the stairs where possible.	4	3	12	

9. Using the lift		Guidance for lifts - essential use only. Limit lift to one person.	4	3	12	
10. Maintaining personal hygiene		Frequent handwashing/sanitisation. Hand sanitiser stations throughout the office including at the entrance. Adequate supplies of water, soap, sanitiser and paper towels are provided on site.	4	3	12	CRES to ensure handwashing and Sanitising facilities are available upon arrival in office.
		All staff to use the hand sanitiser at the entrance on arrival.				Handwashing guidance signs are displayed in all wash areas.
		Use hand sanitiser if hand-washing facilities are not available for any reason.				Employees will be regularly reminded regarding the importance of hand washing and using the sanitisers provided.
		Hand Sanitisers provided in all Toilets and Client Suite, extra hand sanitisers in client meeting rooms and pods Employees to adhere to social distancing measures whilst using toilet facilities. Signage provided to remind employees of their responsibilities in line with government guidelines. Sign to encourage staff to close the toilet lid before flushing.				Remind employees to report any problems in regard to skin dryness and cracking and report this to their Manager/HR
		Sign to encourage staff to minimise items on workstation.				Refer to the Clear desk policy in the employee handbook.
		Staff required to keep personal belongings out of the way.				

		<p>Personal lockers can be allocated by CRES if required.</p> <p>Frequent cleaning of work areas, especially at the end of the employee's working day.</p> <p>Staff to ensure all rubbish is placed in a bin before leaving the office.</p> <p>Avoid touching high contact points Maintain hands, space, face principle at all times. https://coronavirusresources.phe.gov.uk/hands-face-space-fresh-air/</p>				
11. Proximity to staff		<p>Allocated workstations will be a minimum of two metres apart.</p> <p>Guidance poster reminders for two metre distancing.</p> <p>Staff must avoid sharing desks and equipment. If sharing is required, thoroughly clean items between uses.</p> <p>Staff encouraged to avoid printing if possible. If this cannot be avoided staff to be aware of the need to regularly wipe down photocopier. Wipes will be provided for the printers – recommend use before and after printer use.</p> <p>High volume contact areas must be cleaned regularly, e.g., door handles.</p> <p>Try to minimise internal traffic within the office by grouping necessary tasks together.</p>	4	3	12	<p>If two metre distance cannot be maintained, consider working back-to-back, working side by side across diagonals, working bubbles, face coverings.</p> <p>Signage and cleaning stations provided all around the office for staff to wipe down equipment or meeting rooms after use.</p>

		<p>Where practical use phone or IM rather than face to face contact/moving around building when communicating with colleagues.</p> <p>Remember to stay Covid aware if leaving the office at lunchtime and visiting other areas of the business park and follow applicable guidelines.</p> <p>Avoid touching high contact points.</p> <p>Maintain hands, space, face principle at all times. https://coronavirusresources.phe.gov.uk/hands-face-space-fresh-air/</p> <p>An information poster highlighting the symptoms and the risk of COVID-19 is placed on entry/sign in point. Symptomatic individuals will not be allowed entry. COVID-19 information posters are placed in designated locations within the workplace (toilets, notice boards etc.) for all employees & visitors. Best practice hygiene requirements (handwashing etc.) are being enforced and included in all new starter inductions. Employees are encouraged to wash their hands frequently for at least 20 seconds duration. No handshaking.</p>				
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		All employees have been/will be issued with and are encouraged to read the government issued guidelines 'Working safely during Covid-19 in offices and contact centers. Visitors are only permitted with prior approval from Gill Beton or her delegate and must sign in and leave contact details which will be held for 3 weeks for contact tracing purposes only. Visitors will have temperature checked (although no data will be held) a mask will be provided if they do not have their own.				
		If the person is a visitor, Gill Beton or her delegate will inform the individual if there have been any reported confirmed cases in the office.				
12. Proximity to external visitors in office Other building users		Visits by external people must be arranged in advance with timings approved for the duration of their visit.	4	3	12	Approval application required for all individuals including visitors. Visitor log still required.
		Covid-19 approval request forms to be completed prior to visit.				
		Manage expectations by informing visitors in advance of practices/protocols in place.				
13. Meeting Rooms – cleanliness and meeting attendee numbers		Employee must use cleaning equipment provided: - sanitiser and paper towels or anti-	4	3	12	CRES to provide cleaning equipment.

		<p>bacterial wipes to clean the desks, chairs (including arms), any remote controls or any other touch point areas before and after their meeting.</p> <p>Meeting numbers will be identified per room to ensure social distancing measures are met.</p> <p>Signage outside meeting room denoting room capacity. 2-metre distance sign displayed in meeting rooms for 2 people or more. For internal room booking please check with reception/CRES for the booking process. Please check signage for room capacity prior to booking. Meeting room tracking will be managed by the room booking calendar.</p> <p>Employees must use the room booking calendar to ensure tracking and must not just "use" a room for a few minutes.</p>				<p>CRES will ensure that employees are ensuring the room is cleaned before and after use.</p> <p>Add checklist in meeting rooms for all points to be included for cleaning.</p> <p>CRES to ensure that meeting room numbers are identified.</p> <p>CRES to ensure room tracking system will be updated to include maximum employee numbers.</p>
14. Contractors, visitors, and vendor employees		<p>The same processes apply for Contractors as visitors, clients, vendor employees and other building users above.</p> <p>CRES will request the policy/procedures of the contractor as part of booking.</p>	4	3	12	

		If a Contractor, visitor, or vendor employee tests positive for Covid-19 refer to COVID 19 Employee Scenario Process Flow – Contractor.				
15. Use of kitchen/breakout area		Maintain two-metre distance where possible by limiting number of people using facilities at any one time. Signage displayed to remind employees that it is one person per table (10 in total). Staggered lunch breaks to minimise numbers. Employees to wear masks in kitchen area unless seated at a dining table.	4	3	12	
		Employees to be encouraged to bring own utensils if possible. Mugs to be washed and dried with paper towels provided in kitchen areas.				
		All high-volume contact items will be cleaned frequently.				
		Cleaning Supplies; cleaner, hand roll, and sanitiser have been provided in all kitchen areas as well as regular high-volume cleaning.				
16. Use of communal facilities		Adhere to procedures put in place by the landlord and follow social distancing practices.	4	3	12	Refer to Emergency Evacuation Procedures
		Maintain hands, space, face principle at all times.				

		https://coronavirusresources.page.gov.uk/hands-face-space-fresh-air/				
17. First aid & emergencies		In an emergency, for example, an accident or fire, people do not have to stay two metres apart if it would be unsafe.	4	3	12	Fire Marshal per Floor will be allocated each day by CRES and recorded in the daily checklist log. Need to review fire marshals and ensure we have sufficient cover each day. Consider swapping days / training more marshals.
		People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands.				
		People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands. Ensure first aid kit is fully equipped, including gloves aprons, and face covering for resuscitation purposes.				CRES will check all First Aid Kits are fully equipped. Face Shields to be provided to all First Aiders to use if required when dealing with a first aid issue.
18. Deliveries		Minimise deliveries by ordering different items together and in larger quantities.	4	3	12	

		<p>Personal deliveries are prohibited. As this increases the possibility of transmission. Where possible clean items on arrival with antibacterial spray and paper towels.</p> <p>Deliveries are to be dropped to the left of the reception.</p> <p>Parcels to be left at the front door to minimise people in the building. If the delivery is heavy and the driver needs to bring it inside, drivers must wear facemasks when entering the office and maintain social distancing whilst on site. Signage advises all visitors must wear masks on entering the building.</p> <p>Handle packaging as little as possible and dispose of appropriately in one of the bins provided. Gloves will be available in Reception for individuals that wish to use them when collecting business packages</p> <p>Employees receiving parcels to ensure they wash hands for at least 20 seconds after touching packaging.</p> <p>Maintain hands, space, face principle at all times. https://coronavirusresources.phe.gov.uk/hands-face-space-fresh-air/</p>				
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		Wash and sanitise hands after contact.				
20. Business travel		Minimise non-essential travel and consider remote/virtual options first. Consider travel restrictions in place by local/national authorities.	4	3	12	
		Minimise sharing vehicles with colleagues where possible and maintain hands, space, face principle at all times. https://coronavirusresources.phe.gov.uk/hands-face-space-fresh-air				
21. Offsite meetings		Consider remote/virtual options first.	4	3	12	
		Offsite meetings in homes, coffee shops or similar are prohibited: Employees will not be covered by our insurances, there are health and safety, and confidentiality issues. If a meeting is needed, we suggest that employees request to visit their respective office, taking into account distancing requirements.				
		If attending a client site, obtain Covid-19 protocols in advance to be fully prepared.				
		Do not visit sites without making an appointment.				
		Carry hand sanitiser and use as required.				
		Carry and use face coverings.				

		<p>Maintain social distancing as far as is reasonably practical. If the situation feels unsafe, postpone the meeting.</p> <p>Minimise movement around the building.</p> <p>Avoid passing items back and forth.</p> <p>Limit time spent on site.</p> <p>Avoid touching high contact points.</p> <p>Maintain hands, space, face principle at all times. https://coronavirusresources.page.gov.uk/hands-face-space-fresh-air/</p>				
22. Overnight stays		<p>Book Travel, Hotels, office access in advance.</p> <p>Ensure Covid-19 policy is in place and request details.</p> <p>Avoid sharing a room with another member of staff.</p> <p>Ensure adequate supply of hand sanitiser and face coverings.</p> <p>Minimise travel to and from accommodation.</p> <p>Minimise number of nights required.</p> <p>Frequent handwashing/sanitising.</p> <p>Avoid using high contact points. Maintain hands, space, face principle at all times.</p>	4	3	12	

		https://coronavirusresources.phe.gov.uk/hands-face-space-fresh-air/				
23. Aviation		Follow the latest government guidance and plan: Travel abroad and coronavirus (COVID-19) - GOV.UK (www.gov.uk)	4	3	12	For travel guidance please refer to IRG global travel management company.
24. Trapped abroad or required to quarantine		If any employee is required to quarantine, they must do so and speak with their line manager.	4	3	12	For travel guidance please refer to IRG global travel management company.
25. Clinically extremely vulnerable		Staff are encouraged to inform their line manager if they are clinically extremely vulnerable to enable the company to support them https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/#:~:text=People%20at%20moderate%20risk%20(.such%20as%20hepatitis) Clinically extremely vulnerable individuals are not required to shield at this time, although this may change. They can return to work if the environment if they are able to work in a Covid secure way, however, where possible and practical it is recommended that this group continues to work from home.	4	3	12	Guidance on who is in this group can be found here: COVID-19: guidance on shielding and protecting people defined on medical grounds as extremely vulnerable - GOV.UK (www.gov.uk)
26. Pregnancy		Some pregnant workers will be at greater risk of severe illness	4	3	12	See pregnancy risk assessment. Normal maternity

		<p>from coronavirus. They are defined as clinically extremely vulnerable and should stay at home where possible.</p> <p>If those clinically vulnerable are coming into the office, managers will work with HR to ensure a safe working environment, by assigning a hot office/agreeing the employee works from home or comes in aligned to staggered hours. Adjustments will be advised on a case-by-case basis.</p>				<p>risk assessment would apply, there is not a specific Covid Risk assessment, however notification of higher risk category form can also capture any issues.</p> <p>HR to track all those employees defined herein, to include underlying health conditions, shielding, those with health conditions, pregnancy, disability, and any other medical definitions not defined herein. HR will also track all those self-isolating or those with confirmed Coronavirus. HR will only mark as clinically vulnerable / self-isolating and not detail reasons. It is the employee's responsibility to ensure HR are updated accordingly.</p>
27. Use of face coverings		<p>Wash hands thoroughly with soap and water for at least 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.</p> <p>Must cover the mouth and nose.</p> <p>Do not pull face covering down under chin or up on to forehead.</p> <p>When wearing a face covering, avoid touching face or face</p>	4	3	12	<p>Government guidelines should be followed for the disposal of waste https://www.gov.uk/guidance/coronavirus-covid-19-disposing-of-waste.</p>

		<p>covering, as they could become contaminated from hands.</p> <p>Change face covering if it becomes damp or it has been touched.</p> <p>Store in a tied-up plastic bag to take home for washing or disposal as appropriate.</p> <p>Continue to wash hands regularly.</p> <p>Change and wash / dispose of face covering regularly.</p> <p>If the material is washable, wash in line with manufacturer's instructions. If it is not washable, place in a plastic bag and secure. Take home for disposal.</p>				
28. Office cleaning		<p>Staff to clean their workstation regularly and at the end of each shift. Cleaners will clean all used workstations that have been used (identified using signs left on each desk). Cleaning supplies are also placed around the desk areas if people wish to clean before/ after use.</p> <p>Review agreed cleaning schedule regularly and refine if necessary, based on number of staff in the building and government guidance re stage of lockdown.</p>	4	3	12	<p>Set up a cleaning schedule and log.</p> <p>Refer to cleaning contractors risk assessment for further guidance.</p>

<p>29. Mental health and wellbeing affected through isolation or anxiety about coronavirus</p>	<p>Employees</p>	<p>Regular keep in touch meetings with employees and managers for both work related items and mental health discussions: Ensure employees are kept up to date regarding this Risk Assessment so any personal issues or concerns can be identified and escalated to identify and find solutions, support from Manager/HR. Ensure employees receive regular communications and updates regarding office reactivation.</p> <p>HR to remind staff of the information provided by MIND and other services available to them.</p> <p>Coronavirus - mental health information and support Mind, the mental health charity - help for mental health problems</p> <p>Staff on site to be aware of fire procedures in case of fire. Fire procedures are explained at new starter induction and again on office reactivation. All fire marshals to ensure Mentor fire marshal training is up to date (certificate should be less than 12 months old).</p> <p>Staff to be encouraged to avoid lone working wherever possible. Staysafe app is</p>	<p>4</p>	<p>3</p>	<p>12</p>	<p>HR will continue to share information and advice with workers about mental health and wellbeing and specific Coronavirus stress related issues. Manager/HR will review and consider an occupational health referral if severe stress and anxiety issues are identified.</p>
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		available to all staff if lone working is unavoidable and working on their own. Staff should ensure they use the app and keep their mobile phone on their person whilst moving round the building. They are also encouraged to inform a friend or family member of the whereabouts.				
30.Training/concerns	Staff	The Company will engage with staff and staff representatives (as applicable) through existing communication routes to explain and agree any changes in working arrangements.	4	3	12	Any concerns to discuss with manager who can escalate to HR/CRES
		Communication and training materials developed for staff prior to returning to site, especially around new procedures for arrival at work. Review and update regularly.				
		Staff are encouraged to raise any concerns and queries with line management / HR at the earliest opportunity.				
		For any Specific Covid-19 related notification processes, please refer to COVID 19 Employee Scenario Process Flow for guidance.				



1. Is your journey necessary?

Before you travel you should consider whether your journey is necessary. You can reduce pressure on the public transport system and road network by:

-  Working from home
-  Shopping locally and less frequently
-  Walking and cycling

2. Plan your journey

-  Plan ahead and use a direct route
-  Can you travel off-peak?
-  Take hand sanitiser and a face covering, if you can
-  If you require assistance you should continue to request this as you normally would
-  Wash or sanitise your hands before beginning your journey

3. On your journey

-  Maintain 2 metre distance where possible
-  Use a face covering, if you can, when you will be close to others
-  Use contactless payment where possible
-  Be patient and follow instructions from transport staff
-  Wash or sanitise your hands as frequently as possible

4. Completing your journey

When finishing your journey, you should:

-  Follow guidance at your destination
-  Walk and cycle from public transport to your destination, where possible
-  Wash or sanitise your hands as soon as possible

STAY ALERT › CONTROL THE VIRUS › SAVE LIVES

For further information visit www.gov.uk/coronavirus

Risk Matrix

Severity / Likelihood	1	2	3	4
1	1	2	3	4
2	2	4	6	8
3	3	6	9	12
4	4	8	12	16

Key

1-3	Low
4-8	Medium
9-12	High
16	Unacceptable