

# Coronavirus Disease (Covid-19)

## **Hazard Identified**

Coronavirus disease (Covid-19) is an infectious disease caused by a newly discovered coronavirus. Most people infected with the Covid-19 virus will experience mild to moderate respiratory illness and recovered without requiring special treatment. Older people and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease and cancer are more likely to develop serious illness.

The Covid-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes.

## **Who could be affected and how?**

Anyone can contract the disease through exposure. Although higher risk groups have been identified it is unknown how each individual will respond to this infection and guidance is constantly changing. Poor hygiene is likely to increase transmission of the virus as is face to face contact.

## **Control Measures.**

### **Office Based staff**

Apart from a core team in the contact centre, staff will be continuing to work from home wherever possible – individual home working risk assessments have been conducted and appropriate equipment provided where necessary.

Call centre staff continuing to come into the office will work in an area that has undergone a deep cleaning process and access to that area will be restricted.

Body temperatures of individuals working in that area will be monitored daily before access to the call centre is granted.

Newly renovated facilities offer more than adequate access to soap and water for regular hand washing. In addition, anti-bac gel dispensers have been sited all over the building and these are replenished regularly. Additional dispensers will be sited at entry and exit points to the building.

Individuals will be required to observe social distancing measures and ensure that there is a distance of at least 2 metres between members of staff at all times.

Floor markings will be applied to Kitchen/ break areas to assist with social distancing. Signage will be placed at strategic points around the building to raise awareness of 'pinch points' and as constant reminders to maintain 2 metres distance from each other.

Start, finish and break times will be staggered to ensure that the entry and exit points are not congested and that break areas are not overcrowded

Members of the workforce who fall into high risk categories i.e. Over 70 years old, those with underlying medical conditions and those who are pregnant, will be required to work from home wherever possible.

New information will be communicated to the workforce in a timely manner as it becomes available.