



Prepared For: PCI Pal Staff
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PCI Pal Coronavirus Risk Assessment (UK)

Summary Statement

PCI Pal has updated their risk assessment relating to the COVID-19 situation based on guidance available from the UK Government. Please note that a separate risk assessment is available covering our US office and people.

The nature of our business means that our people can work remotely with ease. The risk of staff transmitting COVID19 whilst performing their duties for PCI Pal is considered low if all Government and advisory guidance is followed.

Current Position

Most UK PCI Pal staff continue to work from home. Subject to low numbers (as laid out in our Return to Work policy) we intend to allow those that wish to return to the office on a part time/staggered basis the option to do so. Staff are expected to make their decision regarding their work location based on government and medical advice, and based on their own personal risk assessment.

Future Position

PCI Pal have developed clear Return to Work policies which have been communicated to all staff. These policies cover the following topics:

- Applying to work in the office
- Use of communal/shared areas
- Social distancing at work
- Accidents and security
- Health and hygiene (including own hygiene and office cleanliness)
- Visitors and handling incoming goods
- PPE (personal protective equipment)
- Feeling unwell
- Protecting those deemed high risk
- Anxiety

Risk Assessment: COVID19

Risk/Hazard	Effected	Controls required	Further information	Action	Status
<p>COVID19 Transmission</p>	<p>Staff Visitors Cleaners Delivery drivers Vulnerable groups (pregnant workers, those with existing underlying health conditions) Anyone else who physically comes in contact with our business</p>	<p>Hygiene</p> <ul style="list-style-type: none"> • Hand washing facilities with soap and water • Stringent hand washing taking place. • See hand washing guidance. • Drying of hands with disposable paper towels. • Sanitiser points will be created, staff are encouraged to use these frequently and in line with government guidance. • If required staff should protect the skin by applying emollient cream regularly 	<ul style="list-style-type: none"> • PCI Pal Return to Work policies • https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ • https://www.nhs.uk/conditions/emollients/ <p>Posters are displayed in the office</p>	<p>HR CISO (UK)</p>	<p>Completed</p>
		<p>Cleaning</p> <ul style="list-style-type: none"> • Frequently cleaning and disinfecting objects/surfaces touched regularly particularly in areas of high use (e.g.) door handles, light switches, reception area using cleaning products. 	<ul style="list-style-type: none"> • Visits by external cleaning contractors to be increased • Staff are responsible for office stock levels (see PCI Pal Return to Work policy) • Staff in the office are responsible for keeping their work and shared areas sanitised and clean. 	<p>Finance</p>	<p>Completed Ongoing monitoring</p>
		<p>Social Distancing</p> <ul style="list-style-type: none"> • Maximum number of staff allowed to work in the office at any one time • Permission must be obtained prior to returning to office (visit or to work) • Reducing number of persons in work area to comply with the 2-metre (6.5 foot) gap recommended by Public Health Agency 	<ul style="list-style-type: none"> • https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely • PCI Pal Return to Work policies • Managers to ensure guidance is followed, and report any breaches to HR/CEO. • Office plan updated to show limits in enclosed spaces (e.g. kitchen) 	<p>HR Line managers</p>	<p>Completed Ongoing monitoring</p>

Risk Assessment: COVID19

Risk/Hazard	Effectuated	Controls required	Further information	Action	Status
COVID19 Transmission (continued)	All staff Visitors Cleaners Delivery drivers Vulnerable groups (pregnant workers, those with existing underlying health conditions) Anyone else who physically comes in contact with our business	Minimising Physical Contact <ul style="list-style-type: none"> Office based staff are encouraged to continue to work from home as maintaining social distancing would be problematic if all staff returned. Those that wish to work part time in the office can request to do so (initially agreeing with line manager and HR), subject to permission from CEO. Ad hoc office visits (either visiting or to work) must be agreed with HR and CEO in advance, wherever possible giving 12 hours' notice. Meetings should take place remotely wherever possible. The seating in the Ipswich meeting rooms has been adapted to assist with social distancing. Sanitiser has been placed in each meeting room. Staff must be given the option to attend remotely if they prefer. If meetings are held off site then the venue guidance must be adhered to, along with government guidance. 	PCI Pal Return to Work policies	HR Line managers	Completed Ongoing monitoring
	Staff	PPE (Personal Protective Equipment) <ul style="list-style-type: none"> PPE is not required in the office environment but staff can choose to use PPE if they feel necessary. Face coverings should be worn outside the office where required, in line with government guidance, and can be worn as personal choice within the office. Guidance must be followed regarding fitting, wearing and disposal of any PPE Face coverings are not a replacement for the other ways of managing risk 	PCI Pal Return to Work policies https://www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm	HR	Completed Ongoing monitoring

Risk Assessment: COVID19

Risk/Hazard	Effected	Controls required	Further information	Action	Status
Mental health issues (anxiety/stress) Discrimination	Staff	Mental Health <ul style="list-style-type: none"> Managers continue to hold 1-2-1s focusing on wellbeing as well as work Wellbeing and EAP helpline initial launch 1 June 2020 to all staff 	Launch plan May 2020	HR SMT	Ongoing monitoring
		Discrimination <ul style="list-style-type: none"> All staff continue to be treated in accordance with our Equal Opportunities policy and in line with relevant employment law. See “Protecting People at High Risk”. 	PCI Pal Equal Opportunities policy ACAS	HR	Ongoing monitoring
Health and safety of home workers (equipment, DSE, etc)	Staff	<ul style="list-style-type: none"> Staff who are new to working from home have completed a WFH assessment form. These people have been provided with any equipment deemed necessary to ensure their comfort and safety. DSE training has been updated and will be rolled out to all staff. Staff will be asked to undertake a new assessment 1 October 2020. 	Health and safety policy Working from home policies See staff handbook for further details	CISO HR	Complete Ongoing monitoring
Travel	Staff	<ul style="list-style-type: none"> Staff should not undertake international business travel until end December 2020, at which point this will be reviewed. Staff should ensure off site meetings comply with Government restrictions. Any requests for business travel must be submitted to HR, and approved by the CEO. All local and international guidance must be followed. 	https://www.gov.uk/guidance/travel-advice-novel-coronavirus https://www.gov.uk/guidance/coronavirus-covid-19-safer-air-travel-guidance-for-passengers	CEO HR	Ongoing

Risk Assessment: COVID19

Risk/Hazard	Effectuated	Controls required	Further information	Action	Status
<p>Infection within the workplace</p>	<p>Staff</p>	<ul style="list-style-type: none"> • Staff with symptoms of Coronavirus should quarantine immediately and book a Coronavirus test. • Staff should stay away from work until they have a negative test result. • Staff must advise HR if they receive a positive test. We will inform other co-workers who have been in contact with the individual, but will not disclose names of those with positive tests unless given permission to do so. 	<p>https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/</p>	<p>HR</p>	<p>Ongoing</p>
<p>Protecting people at high risk</p>	<p>Staff Customers or visitors to the office. The Public Health England report “Disparities in the risk and outcomes of COVID-19” shows that some groups of people may be at higher risk of infection or suffering from adverse effects if infected.</p>	<p>Staff should ensure they are aware of their own personal risk, and seek professional guidance if and where required. Staff are asked to share concerns relating to their own personal risk to ensure reasonable adjustments are made. PCI Pal make seek legal and professional advice to ensure the right support is given.</p>	<p>https://www.gov.uk/government/publications/covid-19-review-of-disparities-in-risks-and-outcomes</p>	<p>All staff HR/CEO</p>	<p>Ongoing</p>