

Orega Management Ltd. COVID-19 Risk Assessment – May 2020

The purpose of this document is to address any areas of potential risk within our business centres of how we are working to actively reduce the spread of COVID-19 and ultimately making our centres safe for our staff, clients and visitors. We have outlined in detail the measures we are taking to minimise the spread of COVID-19. COVID-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

What are the hazards?	Who might be harmed	Controls Required	Additional Controls	Action by when/who?	Done
Spread of Covid-19 Coronavirus	Staff	<p>Hand Washing</p> <ul style="list-style-type: none"> Hand washing facilities with soap and water in place in all bathrooms, tea points and kitchens. Stringent hand washing taking place in hot water. Drying of hands with disposable paper towels. Signage to remind all clients, visitors and staff to wash their hands. Gel sanitisers in all common areas, entrances and where 	<p>We have communicated the correct hand washing process to all staff, and they are reminded on a regular basis to wash their hands for 20 seconds with hot water and soap and the importance of proper drying with disposable towels. We have placed paper hand towels in each bathroom to use, as an alternative the hand dryers.</p> <p>We have placed 'wash your hands' signs around the centres to remind and encourage all clients and visitors to wash their hands regularly.</p> <p>We have placed hand sanitisers in all lift lobbies, receptions, kitchens and tea points for use by all staff, visitors and clients. We have provided tissues in all receptions, tea points, kitchens, meeting rooms and some offices to catch coughs and sneezes.</p>	Orega Centre Teams	May 2020
	Clients				May 2020
	Visitors				May 2020
	Contractors				
	Vulnerable People - Pregnant workers, those with existing underlying health conditions				May 2020

		washing facilities are not readily available			
Spread of Covid-19 Coronavirus	Staff	<p>Cleaning</p> <p>Frequently cleaning and disinfecting objects and surfaces that are touched regularly, particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.</p>	<p>Offices have been regularly cleaned throughout lockdown, regardless of occupancy. We are working closely with our cleaning teams to ensure all main touch points are priorities, lift buttons, door handles, phones etc. We have thoroughly cleaned and sanitised in all communal areas.</p> <p>Our centre teams will be conducting regular spot cleans ensuring all hand contact points are cleaned on a frequent basis throughout the day including, door furniture, handrails, IT equipment, desks, phones, push plates, taps, dispensers, toilets, kitchens and tea points.</p> <p>We have reviewed all our current processes and working closely with our cleaning companies to ensure the greatest attention is given to the cleaning of our centres and your offices.</p> <ul style="list-style-type: none"> • Improved cleaning specification within high-traffic and high-risk areas (all common areas, lift lobby and roof terraces) • Introduction of antibacterial sanitiser will be positioned around the building's common areas for client use, as well as cleaning wipes in meeting rooms. 	Orega Centre Teams	Ongoing
	Clients Visitors Contractors Vulnerable People - Pregnant workers, those with existing underlying health conditions				Ongoing
Spread of Covid-19 Coronavirus	Staff	<p>Social Distancing</p> <p>Actively promote Social Distancing in all our centres. Reducing the number of</p>	<p>We have already removed all the touch screens from our reception and signing in will now be done by our reception team on your behalf.</p>	Orega Team	April 2020
	Clients				

	<p>Visitors</p> <p>Contractors</p> <p>Vulnerable People - Pregnant workers, those with existing underlying health conditions</p>	<p>persons in any work area to comply with the 2-metre gap recommended by the Public Health Agency</p> <p>Taking steps to reduce contact between all clients, staff and visitors.</p> <p>Reduce the contact in our meeting and conferencing facilities.</p>	<p>We have placed 2-metre waiting spots on the floors in our receptions advising people where to stand and wait to be greeted at reception and asking people to respect the social distancing rules.</p> <p>Further details can be found on our website on social distancing measures we are taking in all our centres: https://info.orega.com/coronavirus-update</p> <p>We have also introduced a one-way traffic flow system around the centre. We request that all our clients and visitors respect the 2-metre social distancing guidance while working from our business centres.</p> <p>We will recommend that our clients and visitors only use alternate seats to leave space between people. We have blocked out every other sink in our bathrooms.</p> <p>We are now providing individually wrapped tea, coffee, milk and sugar in our tea points. We will also set up additional tea points throughout the centre to reduce queuing/waiting times where necessary.</p> <p>Within our meeting rooms, we encourage clients and visitors to use alternate seating and we will limit the maximum capacity based on room size until further notice.</p> <p>Where possible we will be offering complimentary upgrades to larger rooms to accommodate group size.</p> <p>Meetings will no longer be bookable back to back, we</p>	<p>All Visitors</p>	<p>May 2020</p> <p>May 2020</p> <p>May 2020</p> <p>Ongoing</p> <p>May 2020</p> <p>Ongoing</p> <p>Ongoing</p>
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			<p>will now allow half an hour between bookings to enable a thorough clean of the space, this will also allow time for air quality improvements.</p> <p>Rigorous checks will be carried out by the centre teams to ensure that the necessary procedures are being followed by all clients, staff and visitors.</p> <p>We will be erecting protective screens on our reception desk, to act as a barrier and reduce contact with our staff.</p> <p>We have removed all newspapers and magazines from common areas and all bowls of sweets from reception and the meeting rooms.</p>		<p>Ongoing</p> <p>Ongoing</p> <p>May 2020</p> <p>May 2020</p>
Spread of Covid-19 Coronavirus	<p>Staff</p> <p>Vulnerable People - Pregnant workers, those with existing underlying health conditions</p>	<p><u>Face Masks and Gloves</u></p> <p>Provide appropriate PPE for staff that are interacting with clients on a regular basis. Staff are instructed to wear gloves and face coverings as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p> <p>Staff will also be instructed to replace PPE throughout their working day and in between tasks.</p>	<p>Staff will be provided with appropriate PPE to wear while carrying out the following task:</p> <ul style="list-style-type: none"> • Delivering post to client's offices • On reception while handling the mail • Cleaning the tea points • Cleaning the meeting rooms before and after use • Interacting with clients on reception where social distancing is not possible 	Orega Management	Ongoing

			Instructions on removal of PPE gear can be found here: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/879104/PHE_COVID-19_Doffing_quick_guide_gown_version.pdf		
Spread of Covid-19 Coronavirus	Staff Clients Visitors Vulnerable People - Pregnant workers, those with existing underlying health conditions	<p><u>Symptoms of Covid-19</u></p> <p>If anyone becomes unwell with a new continuous cough or a high temperature in the workplace, they will be sent home and advised to follow the stay at home guidance.</p> <p>Line managers will maintain regular contact with staff members during this time.</p> <p>If advised that a member of staff, client or visitor has developed Covid-19 and were recently in our building, the Orega management team will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. https://www.publichealth.hscni.net/</p>	<p>Staff and clients are advised to inform a member of the Orega team if they have a suspected or confirmed case as soon as possible.</p> <p>It is advised that this is done by either calling or emailing your centre team/line manager.</p> <p>On receipt of this information, we will action deep cleans of communal spaces for confirmed cases.</p> <p>We will also escalate this to all other tenants and partners in any shared buildings.</p>	All staff, clients and visitors	Ongoing
Spread of Covid-19 Coronavirus	All Orega Staff	<p><u>Mental Health</u></p> <p>Management will promote mental health & wellbeing awareness to staff during the</p>	Orega Management will offer support to staff who are affected by Coronavirus or has a family member affected.	Orega Management	Ongoing

		<p>Coronavirus outbreak and will offer whatever support they can to help.</p>	<p>We have outsourced additional support with regards to the health and wellbeing of our teams. We are offering a 'Mental Health Awareness for Managers' to all our managers to complete. This is general awareness course of mental health and how to support our staff and clients. It is not specifically related to COVID-19.</p> <p>We have also provided support through a webinar with one of our partners giving further advice and support on mental health issues and awareness.</p> <p>We will continue to organise and facilitate weekly company virtual coffee mornings for all staff in the business.</p> <p>Regular communication for all staff through, updates, new bulletins and personal calls from management.</p> <p>Regular communication of mental health information and open-door policy for those who need additional support.</p> <p>Perkbox is available for all staff at Orega to utilise. This offers a number of wellbeing perks and courses for staff to enjoy.</p>		<p>May 2020 and Ongoing</p> <p>May 2020</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
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Orega Management Ltd.
COVID-19 Risk Assessment – May 2020
Updated October 2020 – Scotland Centres

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22 October 2020

	Vulnerable People - Pregnant workers, those with existing underlying health conditions	<ul style="list-style-type: none"> Drying of hands with disposable paper towels. Signage to remind all clients, visitors and staff to wash their hands. Gel sanitisers in all common areas, entrances and where washing facilities are not readily available 	<p>We have placed 'wash your hands' signs around the centres to remind and encourage all clients and visitors to wash their hands regularly.</p> <p>We have placed hand sanitisers in all lift lobbies, receptions, kitchens and tea points for use by all staff, visitors and clients. We have provided tissues in all receptions, tea points, kitchens, meeting rooms and some offices to catch coughs and sneezes.</p>		<p>May 2020</p> <p>May 2020</p>
Spread of Covid-19 Coronavirus	<p>Staff</p> <p>Clients</p> <p>Visitors</p> <p>Contractors</p> <p>Vulnerable People - Pregnant workers, those with existing underlying health conditions</p>	<p>Cleaning</p> <p>Frequently cleaning and disinfecting objects and surfaces that are touched regularly, particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.</p>	<p>Offices have been regularly cleaned throughout lockdown, regardless of occupancy. We are working closely with our cleaning teams to ensure all main touch points are priorities, lift buttons, door handles, phones etc. We have thoroughly cleaned and sanitised in all communal areas.</p> <p>Our centre teams will be conducting regular spot cleans ensuring all hand contact points are cleaned on a frequent basis throughout the day including, door furniture, handrails, IT equipment, desks, phones, push plates, taps, dispensers, toilets, kitchens and tea points.</p> <p>We have reviewed all our current processes and working closely with our cleaning companies to ensure the greatest attention is given to the cleaning of our centres and your offices.</p>	Orega Centre Teams	<p>Ongoing</p> <p>Ongoing</p>

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Spread of Covid-19 Coronavirus	Staff	<u>Social Distancing</u>	We have already removed all the touch screens from our reception and signing in will now be done by our reception team on your behalf.	Orega Team	April 2020
	Clients	Actively promote Social Distancing in all our centres. Reducing the number of persons in any work area to comply with the 2-metre gap recommended by the Public Health Agency	We have placed 2-metre waiting spots on the floors in our receptions advising people where to stand and wait to be greeted at reception and asking people to respect the social distancing rules.	All Visitors	May 2020
	Visitors	Taking steps to reduce contact between all clients, staff and visitors.	Further details can be found on our website on social distancing measures we are taking in all our centres: https://info.orega.com/coronavirus-update		May 2020
	Contractors	Reduce the contact in our meeting and conferencing facilities.	We have also introduced a one-way traffic flow system around the centre. We request that all our clients and visitors respect the 2-metre social distancing guidance while working from our business centres.		May 2020
	Vulnerable People - Pregnant workers, those with existing underlying health conditions		We will recommend that our clients and visitors only use alternate seats to leave space between people. We have blocked out every other sink in our bathrooms.		Ongoing

		<p>We are now providing individually wrapped tea, coffee, milk and sugar in our tea points. We will also set up additional tea points throughout the centre to reduce queuing/waiting times where necessary.</p> <p>Within our meeting rooms, we encourage clients and visitors to use alternate seating and we will limit the maximum capacity based on room size until further notice.</p> <p>Where possible we will be offering complimentary upgrades to larger rooms to accommodate group size.</p> <p>Meetings will no longer be bookable back to back, we will now allow half an hour between bookings to enable a thorough clean of the space, this will also allow time for air quality improvements.</p> <p>Rigorous checks will be carried out by the centre teams to ensure that the necessary procedures are being followed by all clients, staff and visitors.</p> <p>We will be erecting protective screens on our reception desk, to act as a barrier and reduce contact with our staff.</p> <p>We have removed all newspapers and magazines from common areas and all bowls of sweets from reception and the meeting rooms.</p>		<p>May 2020</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>May 2020</p> <p>May 2020</p>
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<p>Spread of Covid-19 Coronavirus</p>	<p>Staff Vulnerable People - Pregnant workers, those with existing underlying health conditions</p>	<p><u>Face Masks and Gloves</u></p> <p>In workplaces, staff are legally obliged to wear a face covering in communal areas indoors, unless exempt.</p> <p>Orega to provide appropriate PPE for staff that are interacting with clients on a regular basis and while moving throughout the centre, in communal areas, tea points and while interacting with any other person.</p> <p>Staff are instructed to wear gloves and face coverings as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p> <p>Staff will also be instructed to replace PPE throughout their working day and in between tasks.</p>	<p>In workplaces, you are legally obliged to wear a face covering in communal areas indoors, unless exempt.</p> <p>Staff will be provided with appropriate PPE to wear while carrying out the following task:</p> <ul style="list-style-type: none"> • Moving throughout the centre, in communal areas, tea points and while interacting with any other person. • Delivering post to client's offices • On reception while handling the mail • Cleaning the tea points • Cleaning the meeting rooms before and after use • Interacting with clients on reception where social distancing is not possible <p>Instructions on removal of PPE gear can be found here: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/879104/PHE_COVID-19_Doffing_quick_guide_gown_version.pdf</p>	<p>Orega Management</p>	<p>October 2020</p> <p>Ongoing</p>
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<p>Spread of Covid-19 Coronavirus</p>	<p>Staff Clients Visitors Vulnerable People - Pregnant workers, those with existing underlying health conditions</p>	<p><u>Symptoms of Covid-19</u></p> <p>If anyone becomes unwell with a new continuous cough or a high temperature in the workplace, they will be sent home and advised to follow the stay at home guidance.</p> <p>Line managers will maintain regular contact with staff members during this time.</p> <p>If advised that a member of staff, client or visitor has developed Covid-19 and were recently in our building, the Orega management team will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. https://www.publichealth.hscni.net/</p>	<p>Staff and clients are advised to inform a member of the Orega team if they have a suspected or confirmed case as soon as possible.</p> <p>It is advised that this is done by either calling or emailing your centre team/line manager.</p> <p>On receipt of this information, we will action deep cleans of communal spaces for confirmed cases.</p> <p>We will also escalate this to all other tenants and partners in any shared buildings.</p>	<p>All staff, clients and visitors</p>	<p>Ongoing</p>
<p>Spread of Covid-19 Coronavirus</p>	<p>All Orega Staff</p>	<p><u>Mental Health</u></p> <p>Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help.</p>	<p>Orega Management will offer support to staff who are affected by Coronavirus or has a family member affected.</p> <p>We have outsourced additional support with regards to the health and wellbeing of our teams. We are offering a 'Mental Health Awareness for Managers' to all our managers to complete. This is general awareness course of mental health and how to support our staff and</p>	<p>Orega Management</p>	<p>Ongoing</p> <p>May 2020 and Ongoing</p>

		<p>clients. It is not specifically related to COVID-19.</p> <p>We have also provided support through a webinar with one of our partners giving further advice and support on mental health issues and awareness.</p> <p>We will continue to organise and facilitate weekly company virtual coffee mornings for all staff in the business.</p> <p>Regular communication for all staff through, updates, new bulletins and personal calls from management.</p> <p>Regular communication of mental health information and open-door policy for those who need additional support.</p> <p>Perkbox is available for all staff at Orega to utilise. This offers a number of wellbeing perks and courses for staff to enjoy.</p>		<p>May 2020</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
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