

Tulketh Assessment as at 30 Sept 2020

Context	Actions Required to reduce the risk	Risk Controls What are you doing now?	Further Actions What more can you do?	30 Sep Assessment	Comment
<b>Areas of working practice that current guidance requires be considered</b>	<i>The following are the specific issues that your risk assessment should address.</i>	<i>Insert in this column how you have implemented the actions detailed in the cell to the left. Where a risk control refers to a policy, procedure or other document, update this document as necessary and detail the document by name and version.</i>	<i>Insert in this column details of why you have not implemented the Actions Required. If the 'Action Required' is not applicable in your case insert "N/A". If the 'Action Required' is applicable but not implemented, detail why. If the control will be implemented later, detail what you are going to do below and insert the date it will be implemented and by whom in the cells to the right.</i>	<i>Insert the date the 'Action Required' will be implemented</i>	<i>Insert the name of the person(s) or group to whom the further action is assigned</i>
<b>Who should be returned to work</b> Staff should work from home if possible	<b>[Explain how you will:]</b> ensure all staff are instructed to work from home if possible.	Managers and staff have reviewed where people can effectively work from home. Currently only skeleton staff in for Finance, HR and Training		Complete	
Where homeworking not possible consider who is needed in the office	<b>[Explain how you will:]</b> ensure only the minimum number of people required to operate from the office safely and effectively will be required to attend (refer to a document evidencing this).	All activities assessed, training stopped, HR and Finance working from home. Oversight of support work necessary, but not always from office, so working from other bases too. Rota is the crunch activity as 2 or 3 really needed for effective working. HR scanning documents to homeworkers Finance Scanning but also picking up work out of hours Each Office assessed to endure 2m Social distancing OK		Complete	
Monitoring the wellbeing of staff who are working from home	<b>[Explain how you will put in place:]</b> a programme of monitoring the wellbeing of staff who are working from home and ensuring they remain connected, involved and are not excluded from duties, authority and responsibilities associated with their roles.	HR in bi-weekly contact by line manager		Complete	
Monitoring of welfare, mental and physical health and personal security of home workers	<b>[Explain how you will:]</b> ensure welfare, mental and physical health and personal security of home workers will be routinely monitored and issues acted upon, utilising external providers where necessary.	Line Manager in bi-weekly contact Health assured available to them Mental health First Aiders in place.		Complete	
Working equipment for safe home working	<b>[Explain how:]</b> working equipment for safe home working based on appropriate risk assessments (E.G. DSE) will be supplied to home workers.	Most staff working from home have taken full PC and Monitor and regular check that space is adequate.		Complete	

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Staff unable to travel to work in safety	<b>[Confirm that:]</b> staff who are unable to travel in a means which minimises risk will be a lower priority for return to work.	Those working from home are all car drivers		Complete	
Staff with no child or eldercare responsibilities or with concerns regarding working from home	<b>[Confirm that:]</b> where possible staff who have no childcare or elder care responsibilities or who have expressed concerns regards working from home will be prioritised for return to work over staff who do have care responsibilities or have expressed a preference to work from home.	No staff have requested to RTW but each will be risk and preferences considered		Complete	
<b>Protecting People at Higher Risk</b> Support for mental health and wellbeing	<b>[Confirm that:]</b> provision of support is in place for all staff relating to mental health and wellbeing (note what provision: e.g. third party helpline).	Health assured in place and regularly directed to... Mental health First Aiders		Complete	
Staff at elevated risk due to age, health or proximity to others at high risk	<b>[Confirm that:]</b> staff who are at elevated risk due to age, health or proximity to those at risk will not be considered for return to work.	Yes		Complete	
<b>People who need to self-isolate</b> Permitting self-isolating staff to work from home	<b>[Explain what:]</b> provision is in place to allow staff to work from home in the event they need to self-isolate.	Yes, office-based staff can work from home if isolating		Complete	
Requirements for self-isolation of staff	<b>[Confirm that:]</b> staff are instructed that if they have symptoms, are living with someone who has symptoms or have been exposed to someone with symptoms they must self-isolate and are expected not to attempt to attend work.	Support staff reminded every week and part of management oversight Office staff is part of management oversight Daily log in place Need to tell office staff		Complete	
Staff encouraged to utilise the NHS Tracker App and self-isolate where exposure informed	<b>[Confirm that:]</b> staff are aware of the NHS tracker App (when available) and self-isolate if it shows exposure.			Complete	
<b>Social distancing at work</b> Maintenance of 2m social distancing	<b>[Confirm that:]</b> maintenance of 2m social distancing wherever possible is enforced.	Yes		Complete	

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Mitigating actions where social distancing of 2m cannot be achieved	Where social distances cannot be achieved, implementing mitigating actions including: <b>[Delete Inapplicable and insert alternate arrangements where relevant]</b> - Further increasing handwashing and surface cleaning - Keeping the activity time involved as short as possible - Using screens and barriers to separate people from each other - Using back to back or side to side working whenever possible - Reducing the number of people each person has contact with by using fixed teams or partnering - Alternating Desk facing	Always achieved		Complete	
<b>Coming to work and leaving work</b> Staggered arrival and departure times	<b>[Explain how you will:]</b> arrange for staggered arrival and departure times to reduce crowding into and out of the workplace with specific reference to those with protected characteristics.	There are no fixed start or end times – more QR codes		Complete	
Additional Parking, bicycle racks and other facilities	<b>[If applicable, explain:]</b> what additional parking, bike racks or other facilities you will put in place to help staff drive, walk, run or cycle to work where possible.	Adequate parking available at Stocks Road		Complete	
Use of corporate vehicles	<b>[If corporate vehicles in use advise how:]</b> you will limit passengers or allow for social distancing.	Now covers Social enterprise vans		Complete	
Limiting congestion at entrances and exits	<b>[Explain how you will:]</b> limit congestion and entrances and exits (e.g. one-way systems, additional entrances).	Only one point of entry – more QR Codes		Complete	
Additional storage for staff clothes	<b>[Confirm if:]</b> additional storage for staff clothes and bags is provided.	Not required, adequate space available		Complete	
Markings to encourage social distancing and one way travel	<b>[Confirm if:]</b> markings will be in place to encourage social distancing and one way travel.	Adequate space in and around offices		Complete	
Handwashing and Sanitising stations	<b>[Confirm what:]</b> handwashing, sanitising stations in place.	Yes		Complete	

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Replacing touch based security/access systems	<b>[Confirm that:]</b> touch based security (key pads etc.) have been replaced with alternate options.	Unlock all internal doors? Could communal rooms like reception, training, outreach, projects and managers be left unlocked at all times? Complete Procedure for front door - must sanitise immediately after entering the building through use of front door keypad – even before signing in, use elbow to get out? - Complete		Complete	
Replacing turnstiles/ barriers with contactless means of access/egress	<b>[Confirm that:]</b> turnstiles and similar measures replaced with visual inspection of ID or other contactless means of access/egress.	N/a		N/a	
<b>Moving around buildings and worksites</b> Reducing movement by discouraging non-essential trips within buildings and sites	<b>[How will you:]</b> reduce movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of radios or telephones, where permitted, and cleaning them between use.	Only necessary visits made		Complete	
Restricting access between different areas of a building or site	<b>[How will you:]</b> restrict access between different areas of a building or site (where travel is not desirable).	Only necessary visits made		Complete	
One way flow through buildings	<b>[How will you:]</b> introduce more one-way flow through buildings, paying particular attention to long corridors.	One way not Possible - Open windows wherever possible		Complete	
Reducing job and equipment rotation	<b>[Advise what measures you have in place to:]</b> reduce job and equipment rotation.	Everyone except service coordinators and Quality Team have own desks, others work at consistent desks - Anita and Louise on agency cover needs to be more "managed"? No more than 2 in if someone else needs access someone should leave? Have mentioned to Louise she needs to pick somewhere to work and stay put. Joan's desk or outreach room? Have mentioned to Louise she needs to pick somewhere to work and stay put. Joan's desk or outreach room? Now re-organised		Complete	
Managing Lift use	<b>[How will you:]</b> manage lift use (maximum occupancy, social distance markings, hand sanitiser provision, extending break times to encourage stair use etc.).	No lifts		N/a	

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Managing lift use for disabled users	<b>[How will you:]</b> ensure lifts remain available for disabled users.	N/a			
Regulating high traffic areas	<b>[How will you:]</b> identify and regulate high traffic areas (corridors, turnstiles, walkways etc.).	Reception and agency room key touch points, "visitors" to only enter Agency if necessary.  Photocopier can create a pinch point in reception.		Complete	
<b>Workplaces and workstations</b> 'Hot desking' or multiple use of workstations	<b>[Confirm you have:]</b> eliminated "hot desking" and assigned socially distanced workstations to single individuals Or Arranged for sanitising of workstations between uses.	Identify multi-use desks Make use of Joan's desk on middle floor Sanitise Agency .		Complete	
Revision of layouts and processes to allow social distancing	<b>[Confirm you have:]</b> reviewed layouts and processes to allow socially distanced working where possible and what measures are in place where this is not possible.	Plan floor in training room Agreed seating in Projects - Clarify Projects Office Two desks in Project rooms are problems. PH near photocopier and KB is too close to CB and CB we have measured all of them and the others are ok. – Desks noy out of bounds	Duty rota an advantage	Duty rostars o/s and on-going discussions	Otherwise Complete 31/12
Marking floors	<b>[Have you:]</b> marked floor areas to encourage social distancing.	Could leave tables up and only have 6 chairs this is 2 metres apart for everyone . If chairs were removed? Buy 6 plastic chairs as easier to sanitise Set out tables to enforce 2m Procedure to wipe down tables, chairs and all used equipment after all meetings Door handles for last one out... Bring your own keyboard Take your paper with you		Complete	
Alternative working arrangements where 2m distance cannot be ensured.	<b>[If it is not possible to ensure a 2m distance between workstations have you:]</b> alternated facing direction of desks or otherwise arranged for staff to face away from one another.	Can be ensured		Complete	
Screens between workstations	<b>[Have you:]</b> installed screens between workstations where necessary.	N/a		N/a	
Occupancy levels in line with social distancing	<b>[Confirm you have:]</b> calculated occupancy levels in line with social distancing	Visually managed		Complete	

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<b>Meetings</b> Replacing in-person meetings with remote working tools	<b>[Confirm you have:]</b> a policy in place to replace in person meetings with remote working tools.	Actively using Teams and Zoom		Complete	
Reducing meeting numbers to ensure 2m separation throughout	<b>[Confirm you have:]</b> instructed staff to ensure that the minimum number of people possible should attend in person meetings and only with sufficient space to maintain 2m separation throughout.	<b>Separate plan for training room</b> - Complete Reinforce Teams where appropriate		Complete	
Eliminating/reducing sharing of pens, remotes, "clickers", touchscreens or other objects	<b>[Confirm you have:]</b> banned the sharing of pens, remotes, "clickers", touchscreens or other objects.	Signage Wipes in reception for pens and by ALL photocopiers Give everyone their own keyboard and mouse		Complete	
Provision of hand sanitiser	<b>[Confirm you have:]</b> provided hand sanitiser in meeting rooms.	In all offices		Complete	
Facilities for meetings	<b>[Report if you have:]</b> facilities for meetings to take place outdoors or in well ventilated rooms.	Training room is well ventilated		Complete	
Floor markings to ensure 2m social distancing	<b>[Confirm if you have:]</b> marked the floor in meeting places to ensure 2m social distancing.	Desks aligned in training room		Complete	
<b>Common Areas</b> Arrangements to ensure consistency across common areas/reception etc.	<b>[Confirm what arrangements you have:]</b> to work with landlords/other tenants/security companies to ensure consistency across common areas/reception etc.	N/a		N/A	
Staggered break times	<b>[Confirm you have:]</b> staggered break times.	No defined break times		Smokers? 2 by 30/11	Otherwise Complete
Safe outdoor areas for breaks	<b>[Confirm you have:]</b> safe outdoor areas for breaks.	N/a		n/a	
Creation of additional break space	<b>[Confirm if you have:]</b> created additional break space with freed up workspace to allow for socially distant breaks.	Eat at desks		Complete	
Screens	<b>[Confirm you have:]</b> installed screens at reception and similar areas.	Reception 2+ meters from desks		Complete	
Provision of packaged meals	<b>[Confirm you have:]</b> provided packaged meals to avoid a fully staffed canteen.	Bring your own		Complete	

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Encouraging staff to bring in meals	<b>[Confirm you have:]</b> encouraged staff to bring in meals rather than use a canteen or shop for lunch/take deliveries.	Yes		Complete	
Reconfiguring canteen/break room seating for social distancing	<b>[Confirm you have:]</b> reconfigured canteen/break room seating for social distancing.	Eat at your desk - No more than two in the downstairs kitchen at any one time; one in top floor		Complete	
Encouraging staff to remain on-site and, maintaining social distancing while off-site	<b>[Confirm you have:]</b> encouraged staff to remain on-site and, when not possible, maintaining social distancing while off-site.	Signage		Complete	
Use of locker rooms, changing areas and other facility areas to reduce concurrent usage	<b>[Confirm how you have:]</b> regulated use of locker rooms, changing areas and other facility areas to reduce concurrent usage.	N/a at Tulketh		n/a	
Storage of personal items and clothing in personal storage spaces	<b>[Confirm you have:]</b> encouraged storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts.	Office space		Complete	
<b>Accidents, Security and other incidents</b> Revision of evacuation/ lockdown plans and procedures	<b>[Confirm you have:]</b> revised evacuation/lockdown plans and procedures in line with any of the changes noted in this assessment.	No changes envisaged to existing plans		Complete	
Revision of business continuity and critical incident plans and procedures	<b>[Confirm you have:]</b> revised Business Continuity and Critical incident plans and procedures in line with any of the changes noted in this assessment.	Currently "living" Business Continuity plan	Review when New Normal	Complete	
Arrangements for orderly emergency evacuation over social distancing	<b>[Confirm you have:]</b> advised staff that in the event of a fire or similar emergency evacuation prompt, orderly evacuation is a priority over social distancing.	Reminder done		Complete	
Training, sanitation and PPE for security, first aiders and others providing aid/assistance	<b>[Confirm you have:]</b> revised and reviewed training, sanitation and PPE for security, first aiders and others providing aid/assistance.	PPE Sorted		Complete	

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<b>Managing your customers, visitors and contractors</b> Encouraging meetings/ visits via remote working	<b>[Confirm you have:]</b> a policy of encouraging meetings/visits via remote working where possible.	Yes		Complete	
Providing guidance to visitors on social distancing, hygiene, and other measures	<b>[Advise what:]</b> guidance is provided to visitors on social distancing, hygiene, and other measures in place on site.	Signage on entry		Complete	
Limiting visitor numbers	<b>[Confirm if:]</b> visitor numbers are limited and carefully monitored.	Yes		Complete	
Restricting visitors to specific times	<b>[Confirm if:]</b> visitors are restricted to specific windows of time and why.	Office hours		Complete	
Scheduling essential services/contractors to minimise or eliminate overlap	<b>[Confirm you have:]</b> reviewed scheduled essential services/contractors to minimise or eliminate overlap.	N/a		n/a	
Visitor records	<b>[Confirm you have:]</b> a record of all visitors' names and arrival and departure times.	Yes		Complete	
Revise visitor/contractor sign in arrangements	<b>[Confirm you have:]</b> revised sign in arrangements to prevent pen sharing, sharing of sign in books or use of the same touchscreen without intervening cleaning or sanitisation of hands.	Not pen sharing - Organised		Complete	
<b>Visitors: Providing and Explaining available guidance</b> Providing clear visual guidance to ensure compliance by visitors of new measures	<b>[Confirm you have:]</b> provided easily understood visual guidance to ensure compliance with the new measures by visitors on arrival, and guidance issued before arrival where appropriate.		Improve signage	Outstanding but minimal visitors	30-11
Providing training in the new measures to staff	<b>[Confirm you have:]</b> provided training in the new measures to staff who act as hosts for visitors.	Reminder		Complete	
Ensuring visitors and customers are clear on one way systems and entry and exit procedures	<b>[Confirm you:]</b> ensure visitors are clear on one way systems and entry and exit procedures.	N/a		n/a	



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Joint approach with landlords and other site users on one way systems and entry/exit procedures	<b>[Confirm you have:]</b> discussed these measures with landlords and other site users and agreed a joint approach (if necessary).	N/a		N/a	
<b>Cleaning – Before Reopening</b> Service or adjustment of ventilation systems	<b>[Confirm you have:]</b> checked if you have to service or adjust ventilation systems (so that they do not reduce service due to lower occupation levels).	N/a as not shut		N/a	
Adjustment of air conditioning	<b>[Confirm you have:]</b> checked to ensure Air Conditioning does not need adjustment.	N/a		N/a	
Cleaning and where required deep cleaning and sanitisation	<b>[Confirm you have:]</b> deep cleaned and sanitised the site if you have had a confirmed case of Covid-19 Or Cleaned the site thoroughly in other circumstances.	N/a		N/a	
Ventilation through opening windows and doors	<b>[Confirm your:]</b> procedures for ensuring windows and doors are frequently opened where possible.	Yes		Complete	
<b>Cleaning – Workspaces</b> Cleaning of work areas/equipment between uses	<b>[Confirm you have:]</b> frequent cleaning of work areas/equipment between uses.	Yes		Complete	
Cleaning of regularly touched objects and surfaces and disposal arrangements	<b>[Confirm you have:]</b> frequent cleaning of objects and surfaces that will be touched regularly (hand rails, door handles, keyboards etc.).	Yes - Stop shared mouse/keyboards		Complete	
Disposal measures for increased and potentially contaminated cleaning related waste	<b>[Confirm you have:]</b> adequate disposal measures in place for increased and potentially contaminated cleaning related waste.	Yes		Complete	
Clearing workspaces and removing waste and belongings between shifts	<b>[Confirm you have:]</b> procedures in place for clearing workspaces and removing waste and belongings between shifts.	Clear desk policy?	Clutter clear needed <b>Definitely.</b> For all shared office spaces – Reception, Agency, Projects, Managers, Finance	Ongoing because of repairs	Partially complete 31-12

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Managing high touch items	<b>[Confirm you have:]</b> limited, restricted or otherwise managed the use of high-touch items (printers, photocopiers, touch-screen displays, whiteboards).	Designated users		Complete	
Deep cleaning and sterilising following a COVID-19 exposure	<b>[Confirm you have:]</b> a procedure in place to deep clean and sterilise should a COVID-19 case occur.	Yes		Complete	
<b>Hygiene</b> Encouraging good handwashing technique, increased handwashing frequency, personal hygiene and tissue disposal	<b>[Confirm you have:]</b> adequate signage encouraging good handwashing technique, the need to increase handwashing frequency, avoid touching your face, cough or sneeze into tissues and dispose of same etc.	Yes		Complete	
Providing reminders to staff about personal hygiene	<b>[Confirm you will:]</b> provide regular reminders and signage to staff re: personal hygiene.	Yes		Complete	
Provision of sanitisers in multiple locations and washrooms	<b>[Confirm you have:]</b> provision of sanitisers in multiple locations & Washrooms.	YEs		Complete	
Ensure social distancing is possible in toilets	<b>[Confirm you have:]</b> clear guidance to staff to ensure social distancing is possible in toilets.	Yes – single use toilets, but for cross contamination... Middle floor toilet for staff on Top floor and Jane's office Reception Toilet form Middle floor staff Training room toilet for ground floor staff		Complete	
Enhancing cleaning in high traffic/busy areas	<b>[Confirm you have:]</b> enhanced cleaning in identified high traffic/busy areas.	Yes		Complete	
Providing more, suitable, waste facilities and increased waste collection	<b>[Confirm you have:]</b> provide more, suitable, waste facilities (swing top or pedal bins) and increased waste collection.	No waste notes – bins changes		Complete	
Providing paper towels as an alternative to hand dryers	<b>[Have you:]</b> provided paper towels as an alternative to hand dryers.	YEs		Complete	

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<b>Changing rooms and showers</b> Clear use and cleaning guidance	<b>[Confirm what:]</b> clear use and cleaning guidance for shower and changing facilities you have implemented (note that increased travel to a site via cycling and running may increase usage of these facilities).	N/a		N/a	
Enhanced cleaning of all changing and shower facilities	<b>[Confirm what:]</b> increased cleaning regime you have put in place for these facilities.	N/a		N/a	
<b>Handling goods, merchandise and other materials, and onsite vehicles</b> Cleaning procedures for good and merchandise entering site	<b>[Confirm what:]</b> cleaning procedures have been introduced for goods and merchandise entering the site.	Very limited deliveries		Complete	
Cleaning procedures for vehicles entering the site	<b>[If relevant confirm:]</b> cleaning procedures for vehicles entering the site.	N/a		N/a	
Increased handwashing for workers handling goods from outside	<b>[Confirm you have:]</b> Introduced greater handwashing/sanitising facilities for workers handling goods from outside.	N/a		N/a	
Cleaning of vehicles workers may take home	<b>[Confirm you have:]</b> regular cleaning of vehicles workers may take home.	N/a		N/a	
Restricted non-business deliveries	<b>[Confirm you have:]</b> restricted non business deliveries (takeaway food/amazon deliveries to staff etc.).	Reviewed - Very low volumes		Complete	
<b>Personal Protective Equipment (PPE)</b> Assessment of need	<b>[details of:]</b> PPE and RPE (Respiratory Protective Equipment) have been assessed as needed in the workplace and why.	Yes, but not needed for office work	First aid boxes now stocked with relevant ppe	Complete	
Sufficient quantities	<b>[Confirm that:]</b> assessed PPE/RPE has been supplied in sufficient quantities (prior to opening).	YEs		Complete	
Face fit testing	<b>[If relevant:]</b> face fit testing protocols in place.	N/a		N/a	

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PPE, RPE and Face coverings associated hygiene practices	<b>[If relevant:]</b> PPE & RPE training provided including hygiene practices.	N/a		N/a	
<b>Shift patterns and working groups</b> Fixed teams or shift groups	<b>[Advise if:]</b> where staff are split into teams or shift groups, these are fixed so that where contact is unavoidable it is restricted to said teams/groups.	People only in the office when required		Complete	
Eliminating direct contact with objects/ materials that move through the workplace	<b>[Confirm that:]</b> objects/materials that will move through the workplace (supplies, stationery, samples etc.) are managed to eliminate direct contact (drop off points etc.)	Yes – finance for example		Complete	
<b>Work-related travel</b> Eliminating/minimising non-essential travel	<b>[Confirm that:]</b> non-essential travel is minimised/eliminated.	Very limited needs for work related travel		Complete	
Minimising people travelling together and arrangements where multi-person travel cannot be avoided	<b>[Confirm that:]</b> where travel is required the number of people traveling together is minimised and where people must travel together, they do so with fixed travel partners to minimise risk to the wider workforce, avoid sitting together/face-to-face etc.	No need to share		N/a	
Cleaning shared vehicles before handover	<b>[Confirm that:]</b> shared vehicles are cleaned before handover.	N/a		N/a	
Workers required to stay away from home overnight	<b>[Confirm that:]</b> where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.	N/a		N/a	
<b>Deliveries to other sites</b> Minimising person-to-person contact	<b>[Confirm what:]</b> procedures are in place to minimise person-to-person contact during deliveries to other sites.	N/a		N/a	
Consistent pairing of two man deliveries	<b>[Confirm that:]</b> consistent pairing is used where two-person deliveries are required.	N/a		N/a	
Minimising contact during payments and exchange of documentation	<b>[Confirm that:]</b> contact during payments and exchange of documentation is minimised by, for example, by using electronic payment methods and electronically signed and exchanged documents.	N/a		N/a	

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<p><b>Communications and Training – Returning to work</b></p> <p>Clear, consistent and regular communication with staff</p>	<p><b>[Advise how:]</b> clear, consistent and regular communication to improve understanding and consistency of ways of working is used.</p>	<p>YES</p>		<p>Complete</p>	
<p>Engaging with workers and worker representatives</p>	<p><b>[Confirm that:]</b> there is a clear procedure for engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.</p>	<p>Yes – Staff reps</p>		<p>Complete</p>	
<p>Communication with and training of workers prior to returning to site</p>	<p><b>[Identify the working group responsible for:]</b> developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.</p>	<p>Training and HR - RTWs</p>		<p>Complete</p>	
<p><b>Communications and Training – Ongoing communications and signage</b></p> <p>Engaging with workers and worker representatives</p>	<p><b>[Confirm that:]</b> there is a policy of ongoing engagement with workers (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.</p>	<p>Yes – H&amp;S meetings</p>		<p>Complete</p>	
<p>The importance of mental health at times of uncertainty</p>	<p><b>[Confirm that:]</b> there is a policy that considers the need for focus on the importance of mental health at times of uncertainty.</p>	<p>Yes</p>		<p>Complete</p>	
<p>Simple, clear messaging to explain guidelines with consideration for people where English may not be their first language</p>	<p><b>[Confirm the use of:]</b> simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.</p>	<p>Yes, including Deaf service</p>		<p>Complete</p>	
<p>Communication of approaches and operational procedures to suppliers, customers or trade bodies</p>	<p><b>[Advise if:]</b> you are communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.</p>	<p>Yes, LCC, LLDC</p>		<p>Complete</p>	

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<b>Inbound and outbound goods</b> Pick-up and drop-off collection points, procedures, signage and markings	<b>[Consider:]</b> revising pick-up and drop-off collection points, procedures, signage and markings.	N/a		N/a	
Minimising unnecessary contact at gatehouse security, yard and warehouse	<b>[Consider:]</b> minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.	N/a		N/a	
Reducing frequency of deliveries	<b>[Consider:]</b> methods to reduce frequency of deliveries, for example by ordering larger quantities less often.	N/a		N/a	
Safe loading/unloading of vehicles by single workers	<b>[Advise if:]</b> where possible and safe, having single workers load or unload vehicles.	N/a		N/a	
Using same pairs of people for loads requiring multi-person move	<b>[Where possible:]</b> using the same pairs of people for loads where more than one is needed.	N/a		N/a	
Enabling drivers to access welfare facilities when required	<b>[Confirm you are:]</b> enabling drivers to access welfare facilities when required, consistent with other guidance.	N/a		N/a	