

Mace Group COVID-19 Risk Assessment



Mace is an international consultancy, construction and facilities management company.

This Group-wide risk assessment supports detailed Premises and Activity Risk Assessments which will be prepared by relevant business sectors and projects while adhering to the principles below. Where local government, health authority and enforcing authority guidance is to a higher standard, this must be applied.

Task / Activity	Persons at risk	Hazard / Risk	Mitigation measures
Principal mitigation	Mace staff Contractors Public Third parties	Airborne infection Infected surfaces	<ul style="list-style-type: none"> Mace staff and contractors to be encouraged to work from home where possible. Persons who are shielding, have symptoms, or have tested positive for COVID-19, are living with someone who has symptoms or has tested positive, or are part of a support 'bubble' with a person who has symptoms or has tested positive or have been contacted under the Governments Test and Trace system, are not to travel to work. They are to self-isolate and, work at home if possible. Prior to travelling, which should only be for essential reasons, persons are to carryout a personal risk assessment.
Persons who are particularly vulnerable to COVID-19	Mace staff Contractors	Heightened risk due to airborne infection or infected surfaces	<ul style="list-style-type: none"> Where persons are particularly vulnerable to COVID-19 and cannot work from home, risk assessments to be undertaken for each individual and the relevant mitigation put in place. Staff who are living with someone who is shielding/extremely vulnerable are encouraged to work from home where home working is possible.
Planning	Mace staff Contractors Public Third parties	Airborne infection Infected surfaces	<ul style="list-style-type: none"> For all premises or activities controlled by Mace a suitable premises or activity specific COVID-19 risk assessment, with mitigations measures, to be in place and communicated to those whom it may affect.
Commuting	Mace staff Contractors Public	Airborne infection Infected surfaces	<ul style="list-style-type: none"> Personnel to work at home where possible. Those with COVID-19 symptoms are not to travel but, self-isolate and seek medical advice as necessary. Visits to offices or sites, including delivery operatives, to be restricted to only those which are essential. Virtual meetings to be held where possible in place of face to face meetings. Travel hierarchy to be followed: <ol style="list-style-type: none"> Individuals travel in their in own car in isolation Individuals to cycle or walk to work If using public transport: <ul style="list-style-type: none"> Avoid congested times Maintain social distancing where possible Use face coverings as per Government guidelines Wash / cleanse hands before and after travel and in between where appropriate. Where persons have to unavoidably share a car then: <ul style="list-style-type: none"> The number of passengers to be kept to a minimum. Passengers to not face each other. Windows to be opened to provide ventilation. The same group to be maintained and not changed. The vehicle to be cleaned before and after use with special attention to touch points. Hands to be washed before and after each journey.
Site visitors	Mace staff Contractors Third parties	Airborne infection Infected surfaces	<ul style="list-style-type: none"> Only essential visitors to offices and sites to be permitted (includes delivery operatives). Visits to be pre-booked in advance and pre-screened using a COVID-19 visitor form. Where practical, before arrival, visitors will be briefed on the COVID 19 risks and mitigation measures. Where this is not practical, visitors will be briefed on arrival.

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Attendance and work group records	Mace staff Contractors Third parties	Unknown transfer of infection	<ul style="list-style-type: none"> All persons attending Mace controlled premises (staff contractors, visitors and delivery personnel) will be recorded, including entry and exit times. Contact details will be recorded for notifying anyone that they may have come into contact with a person with COVID-19. Contractors undertaking works where appropriate to keep records of the members of individual work groups.
Training and behaviours	Mace staff Contractors Third parties The public	Airborne infection Infected surfaces	<ul style="list-style-type: none"> Good COVID-19 mitigation behaviours at work, travelling to work and at home to be promoted with personnel, as follows: <ul style="list-style-type: none"> Before first attendance, where practical or on attendance, they will receive an induction of the Premises COVID-19 Risk Assessment and Mitigation Measures Activity risk assessment and work method briefings before tasks begin Poster campaigns Email communications Reminders at meetings (virtual and physical) By example of Mace managers By maintaining an open and collaborative approach Ensuring communication channels are open directly between workers and senior management Measures to be taken into account to support any person who does not have English as their first language or has visual or hearing difficulties.
International travel	The public Third parties	Airborne infection Infected surfaces	<ul style="list-style-type: none"> International travel to be restricted to essential travel only. All travel to be agreed by a Mace Board Director. All precautions as recommended by the governments of the countries of departure, arrival and travelling to be adhered to.
Work outside the UK or within devolved Government jurisdictions in the UK	Mace staff Contractors The public Third parties	Airborne infection Infected surfaces	<ul style="list-style-type: none"> Where Mace employ persons outside of the UK, as a minimum, COVID-19 risk assessment and mitigation measures to be implemented in line with local government requirements and guidance. Where local government, health authority and enforcing authority guidance is to a higher standard this must be applied.

Premises under Mace control

Task / Activity	Persons at risk	Hazard / Risk	Mitigation measures
Entry and exit at work premises	Mace staff Contractors The public	Airborne infection Infected surfaces	<ul style="list-style-type: none"> Provision of separate entry and exit points with one-way systems where practical. Use of distance markers to maintain social distancing, and queuing system to take account of need for distancing from public and security / reception personnel. Screens may be necessary to achieve this. Marshals to be provided if necessary to help maintain social distancing. Alternative entry security systems that necessitate touching surfaces or other items to be evaluated and, where of benefit, amend and/or undertake enhanced cleaning/sanitation. Safe disposal facilities for face coverings and other protective clothing that may be used during travel to be provided. Hand cleaning/sanitisation stations to be made available. For UK offices and projects, the QR code poster needs to be displayed to allow individuals using the NHS Track and Trace app to "check in". Please find more information on generating project/location specific QR code here.

Task / Activity	Persons at risk	Hazard / Risk	Mitigation measures
Movement in work premises	Mace staff Contractors Third parties	Airborne infection Infected surfaces	<ul style="list-style-type: none"> • Social distancing to be maintained during movements. • Reduced occupancy of work locations/premises to allow social distancing as per Government guidelines. • Distance markers to maintain social distancing and signage to clearly identify one-way systems. • One-way movement routes to be implemented, including separate up and down stairs where possible/practical. • Lift/passenger hoist use restricted to essential users and numbers that enable social distancing. Where there is more than one person, appropriate face covering must be worn. • Touch points to be reduced to minimum by securing doors open where practical and safe to do so. Non-automatic closing fire doors must remain closed. • Alternatives to security access systems requiring touching of surfaces investigated (for example, key pads), and implemented where of benefit. • Frequent cleaning and sanitisation of movement routes with special attention to touch points such as handrails, door handles, lift/hoist calls. • Hand cleaning/sanitising stations to be positioned at strategic locations around offices and sites. • Posters located at strategic positions to communicate the need for social distancing at all times and frequent cleansing of hands. • Face coverings will be worn in designated areas as local Government/ Authority requirements. The wearing of appropriate face coverings in additional areas may be specified at individual premises, following site specific risk reviews.
Work activities (Offices)	Mace staff Contractors Third parties	Airborne infection Infected surfaces	<ul style="list-style-type: none"> • Personnel to work at home where possible. • Prior to travelling, which should only be for essential reasons, persons are to carryout a personal risk assessment. • Visitors to offices or sites, including delivery operatives, restricted to only those which are essential. • Virtual meetings to be held. Where physical meetings are necessary then: <ul style="list-style-type: none"> • Social distancing to be maintained, placing signage indicating the maximum occupancy and removing excess chairs. Numbers to be restricted to essential attendees. • Duration of meeting to be as short as possible. Provide good ventilation with fresh air (for example, meeting to be held in openair if possible, or open windows and keep doors open) • Meeting areas to be regularly cleaned/sanitised and cleaning/sanitisation products made available. • Hand cleaning/sanitisation station to be at entrance/exit to meeting rooms. • Workstations/desks to be located (or occupied) to maintain social distancing. Screens may be used to achieve this. • Staff to be encouraged to limit, as far as possible, their movements with in the premises and use other methods than face to face discussions. • Reduce occupancy of work locations/premises to allow social distancing, • Workstation locations and equipment to be cleaned/sanitised regularly, especially between users. Cleaning/sanitisation products to be provided adjacent to work locations for additional self-cleaning. • Hand cleaning/sanitisation to be located in close proximity to all workstations, refreshment areas and copiers/printers, together with posters detailing the need and method of hand cleansing. • COVID-19 safe handling system to be in place for all mail and other good delivered, including isolation and sanitisation system. • COVID-19 office cleaning plan to be in place detailing safe system of work for cleaning/sanitisation, methods, locations, high risk touch points, frequency and records. • Facility service contractors to review and update their activity risk-assessments to include COVID-19 risks and adapt measures accordingly to be in line with the measures in this risk assessment. • The Mace Operate COVID-19 'Back-to-Work Guide' and the Mace office layout guidance – 'Reducing COVID-19 Transmission in the Workplace' will be used as a guide for all Mace offices.

Premises under Mace control (continued)



Task / Activity	Persons at risk	Hazard / Risk	Mitigation measures
Work activities (Sites)	Mace staff Contractors The public Third parties	Airborne infection Infected surfaces	<ul style="list-style-type: none"> • Office activities as above. • Where physical meetings are essential: <ul style="list-style-type: none"> • Social distancing to be maintained. • Numbers to be restricted to essential attendees. • Duration of meetings to be as short as possible. • Good ventilation with fresh air to be provided (for example, meeting to be held in open air if possible, or open windows and keep doors open) • Meeting areas to be regularly cleaned/sanitised and cleaning/sanitisation products made available. • Hand cleaning/sanitation station to be set up at entrance/exit to meeting rooms. • Each work activity risk assessment to include the risks and mitigation measures due to COVID-19. Contents to be briefed to those undertaking the work and others whom it may affect before work commences. • Social distancing to be maintained during the work activity. Screens and barriers may be used to achieve this. Where this cannot be achieved: <ul style="list-style-type: none"> • Number of operatives involved in task to be minimised. • Minimise the frequency and time that operatives are closer than Government social distancing requirements. • Operatives to wear appropriate face coverings and other protective clothing as per Government guidance. • Operatives to work side by side or facing away from each other. • Maintain groups of operatives who are required to work together (do not change the team). • Increase ventilation in enclosed spaces. • Consider zoning of work areas and implement where practical to minimise unnecessary interfaces and help maintain social distancing. • Operatives to wash/sanitise their hands before and after using any equipment and plant. • Use of plant and equipment, where practical, to be restricted to one person and cleaned/sanitised regularly, especially between users (including cabs/operator and work locations of mobile plant).

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Welfare	Mace staff Contractors Third parties	Airborne infection Infected surfaces	<p>All welfare</p> <ul style="list-style-type: none"> Personnel numbers to be restricted to achieve social distancing. Where appropriate, screens will be used to segregate personnel. Where practical one-way entry/exit and movement routes will be established. Safe individual seating, changing, washing and queuing locations will be clearly identified with markers. Where appropriate, marshals will be provided to maintain distancing. Hand cleaning/sanitisation stations will be located at entrances, exits and strategic locations within facilities, Frequent cleaning/sanitisation will take place with particular attention to touch points. Cleaning/sanitisation materials will be provided for personnel to undertake additional cleaning if they feel necessary. All facilities will be provided with good fresh air ventilation (not recirculated). Face coverings will be worn as per local Government/Authority requirements. Additional face covering requirements may be specified at individual sites, following a site specific risk review. <p>Canteens - additional mitigation</p> <ul style="list-style-type: none"> At serveries all products to be kept behind screens and served by an attendant. Face coverings will be worn as local Government/Authority requirements. Payment by credit/debit card only (contactless). Review choice of cutlery/plates and method of collection to reduce multiple touch points. Eating locations to be cleaned/sanitised between occupants, and products provided for additional self-cleaning. Self-food/drink preparation areas will be cleaned regularly and provided with cleaning materials for self-cleaning. Breaks will be staggered to achieve social distancing requirements and enable cleaning/sanitisation between sessions. <p>Changing rooms - additional mitigation</p> <ul style="list-style-type: none"> Staggered start and finishing times will be implemented where necessary to enable social distancing. Individuals' traveling and work clothing will be individually and separately stored. <p>Toilets - additional mitigation</p> <ul style="list-style-type: none"> Type of hot air hand-dryer to be assessed against spreading potentially contaminated water droplets. Disposable paper hand towels to be used where they present a lower risk. <p>Rest and prayer rooms - additional mitigation</p> <ul style="list-style-type: none"> Where possible, clean between users with particular focus on touch points. <p>Cleaning and sanitation</p> <ul style="list-style-type: none"> A COVID-19 cleaning plan will be in place detailing the cleaning arrangements for all welfare facilities with appropriate records of cleaning kept.
Kitchens and food preparation			Catering company to provide updated their HACCP/ risk assessments / method statements for food preparation and serving that include COVID 19 risks to staff, customers and others.

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Emergency and first aid	Mace staff Contractors The public Third parties	Airborne infection Infected surfaces	<ul style="list-style-type: none"> First aid rooms to be cleaned/sanitised between patients/occupants, with particular attention paid to touch points/surfaces. Fresh air ventilation to be provided. First aiders to receive COVID-19 safe patient briefing. Where possible, patient to self-treat under guidance of first aider who is socially distancing Where social distancing is not practical, first aider to use PPE as per Government guidelines. If CPR is required, only chest compressions to be undertaken, not mouth to mouth resuscitation. The patient's mouth and nose should be covered with a cloth to help prevent infection transmittal. Emergency evacuation procedures to minimise the breach of social distancing as far as possible. Assess muster point location size and if inadequate to ensure social distancing whilst waiting for all-clear, adopt a disperse protocol. Emergency services access points and facilities to take account of COVID-19 mitigation measures as far as practical. Any persons suffering from COVID-19 symptoms while at work: <ul style="list-style-type: none"> To be isolated until, if appropriate, medical advice is obtained/testing arranged/safe travel home is organised. Details of persons they have been in contact with at their place of works will be determined. Areas they have been will be cleaned/sanitised as per Government guidance.
High COVID-19 risk activities	Mace staff Contractors	Airborne infection Infected surfaces	For activities such as security staff, marshals, reception staff, canteen staff and cleaners, specific detailed risk assessments with mitigation measures will be undertaken and the contents briefed to the relevant personnel.
Control, coordination monitoring and review	Mace staff Contractors The public Third parties	Airborne infection Infected surfaces	<p>Control: All activities where social distancing cannot be maintained to only be undertaken after a suitable risk assessment is in place, briefed to the operatives and an authorisation to proceed issued by Mace.</p> <p>Coordination: A daily briefing meeting (maintaining social distancing and good hygiene) to be held to coordinate works between contractors and enable COVID-19 mitigation measures to be effective.</p> <p>Monitoring: Mace staff, together with contractors, to monitor compliance with the COVID-19 mitigation measures and record the findings on Yellow Jacket.</p> <p>Review: The results of monitoring and any communication/liaising with others to be reviewed at regular intervals by the Mace team and corrective actions put in place.</p>

Task / Activity	Persons at risk	Hazard / Risk	Mitigation measures
Operating in clients premises (offices or site) or tenanted offices	Mace staff Contractors The public Third parties	Airborne infection Infected surfaces	<ul style="list-style-type: none"> Where practical and safe to do so, staff to work at home and minimise COVID-19 risks. Prior to travelling, which should only be for essential reasons, persons are to carryout a personal risk assessment. The Premises COVID-19 Risk Assessment and Mitigation Measures to be reviewed for suitability by Mace staff to undertake their work. Mace to ensure suitable risk assessment and mitigation measures are in place for the activities of their staff and, where appropriate, provide them to the controller of the premises. Where appropriate, Mace to liaise and provide input to the premises controllers COVID-19 risk assessment and mitigation measures. The Mace Operate COVID-19 "Back-to-Work Guide" may be shared with the client or landlord to support this. Where Mace is responsible for maintaining the client's premises (Mace Operate facility management services) then the Mace Operate COVID-19 'Back-to-Work Guide' will be followed together with the client's COVID-19 rules and guidelines.
Home working	Mace employees	DSE risks Slips trips Electrical Mental health	<ul style="list-style-type: none"> Line managers to be in regular contact with team to identify/monitor signs of stress and mental health issues due to working conditions. All staff to receive working at home guidance and guidance on early warning signs of mental health issues (including signposting to where help can be obtained). Individuals will undertake online Personal Risk and DSE risk assessments to identify potential issues, which will be passed to their line managers for resolution.