

Travelers Management Limited

Risk Assessment for Travelers Europe Offices: COVID-19

WHAT ARE THE HAZARDS & ASSOCIATED RISKS?	WHO MAY BE HARMED?	Severity	Likelihood	Risk	CONTROLS	Severity	Likelihood	Risk
<p>Hazard Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p>Individual Risks (Employees) Some personnel are more vulnerable should they become infected by COVID-19.</p> <p>Some may be providing care services or be in close contact with others who may be more vulnerable to COVID-19.</p> <p>Individuals may have safety concerns related to working in a Travelers office during the COVID-19 pandemic.</p> <p>Individuals may not be aware of the signs or symptoms commonly associated with COVID-19 and therefore may leave their home to conduct offsite work while experiencing symptoms consistent with COVID-19.</p>	<ul style="list-style-type: none"> • Employees • Members of our employees' households or anyone they come into close contact with • Members of the public • Visitors 	5	3	15	<p>Avoidance Travelers Management Limited (the company) will –per government guidance – make every reasonable effort to enable all employees to work from home as the first option.</p> <p>No employee will be required to work in a Travelers office if they feel that it is unsafe or their means of getting to/from the office is unsafe.</p> <p>Employees should be advised to avoid car sharing with others outside their household.</p> <p>Vulnerable Employees and Household Members Employees who are within vulnerable groups should continue working from home. This includes those that are listed as high-risk or very high-risk by the HSE (IRE) or moderate or higher risk by the NHS (UK).</p> <p>Those who are caring for or have a person in their household who is included in the above lists may also continue to work from home.</p> <p>Those who are covered by a Personal Emergency Escape Plan at work should continue to work from home.</p> <p>Employees are requested (on our internal Coronavirus: Information and Guidance microsite) to stay at home if they are sick, including if they have any cold or flu symptoms.</p> <p>An online assessment is required to be completed in advance by any Travelers Europe employee wishing to access a Travelers office..</p>	5	1	5

					<p>Employees based in the Republic of Ireland need to complete a pre-return to work form three days before returning to a Travelers office.</p> <p><u>Awareness of Social Distancing and Hygiene Measures in Place</u> Travelers employees will receive information and training on COVID-19 procedures before returning to offices.</p>			
<p><u>Hazard</u> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><u>Individual Risks (Visitors)</u> Some visitors may be more vulnerable should they become infected by COVID-19.</p> <p>Some visitors may be providing care services or be in close contact with others who may be more vulnerable to COVID-19.</p> <p>Visitors may have safety concerns related to being at a Travelers office during the COVID-19 pandemic.</p> <p>Individuals may not be aware of the signs or symptoms commonly associated with COVID-19 and therefore may leave their home to conduct offsite work while experiencing symptoms consistent with COVID-19.</p> <p>Visitors may not be aware of the social distancing and hygiene measures in place at a Travelers office.</p>	<ul style="list-style-type: none"> • Employees • Members of the public • Visitors 	5	3	15	<p><u>Avoidance</u> The company will use remote connection/working wherever possible.</p> <p>Visitors to Travelers offices are currently not actively encouraged. Only visitors who must be physically onsite and are essential to the operation of the business should attend Travelers' offices.</p> <p><u>Scheduling of Visitors</u> Wherever possible, visitors to our offices (such as those who are operationally essential) should be scheduled to attend out of hours. Where this is not possible, they should attend at a time when they will not contribute to bottlenecks at entrances and receptions.</p> <p>Visitors number and time onsite should be limited</p> <p>A local record will be maintained of all visitors to Travelers offices for the purposes of contact tracing. Visitors are to be booked with the COVID-19 team.</p> <p><u>Health Assessment of Visitors</u> Before attending a Travelers office, visitors are requested to complete an online health assessment to confirm whether they may enter a Travelers office.</p> <p><u>Awareness of Social Distancing and Hygiene Measures in Place</u> All visitors are to be provided with guidance relating to the social distancing and hygiene measures in place at Travelers' offices.</p>	5	1	5
<p><u>Hazard</u> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><u>Commuting/Travel Risks</u> Some employees live a considerable distance from their office and may have little option but to use public transport to get to work.</p>	<ul style="list-style-type: none"> • Employees • Members of the public 	5	4	20	<p><u>Avoidance</u> Employees work from home office.</p> <p><u>Travelling by Car</u> The Redhill office employee car park will be available to employees subject to available space.</p> <p><u>Walking or Cycling</u></p>	5	2	10

					Walking or cycling to our offices is encouraged, although social distancing rules must be observed. Cycle storage facilities are available at or around Travelers offices.			
<p>Hazard Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p>Building Entrances/Exits There is a risk of contact with surfaces and people at building entrances.</p> <p>There is a risk of bottlenecks during the day that may reduce the impact of social distancing measures.</p> <p>Not all building entrances are managed by Travelers, due to buildings being multi-tenanted and under the management of a landlord-appointed building manager.</p>	<ul style="list-style-type: none"> • Employees • Visitors • Contractors • Members of the public 	5	3	15	<p>Staggering Entrance and Exit Times Employees may stagger their arrival and exit times to avoid bottlenecks at entrances and exits, with manager approval. Employees must leave their office by 6pm for cleaning to take place.</p> <p>Social Distancing and Hand Hygiene at Entrances and Exit Points Travelers employees will be asked to abide by all social distancing and hygiene measures put in place by the building managers at premises that we occupy. Sanitising gel will be available near entrances and exits.</p>	5	2	10
<p>Hazard Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p>Lifts and Lift Lobbies Due to the space restrictions in lifts and lift lobbies, there is an increased risk of breaches to social distancing.</p> <p>Lift buttons and controls pose a risk of people coming into contact with contaminated surfaces.</p>	<ul style="list-style-type: none"> • Employees • Visitors • Contractors • Members of the public 	5	4	20	<p>Avoidance Where possible, employees should use stairs instead of lifts.</p> <p>Employees are encouraged to bring a packed lunch to work, avoiding the need to leave the office for lunch/breaks.</p> <p>Respiratory Hygiene Employees are required to wear a face covering while waiting for and using lifts.</p> <p>Social Distancing at Lifts Where lifts are communal, employees should follow all lift restrictions put in place by the building manager. Employees must also apply social distancing measures while waiting for and leaving lifts.</p>	5	2	10

<p><u>Hazard</u> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><u>Reception and Seating/Waiting Area Risks</u> Receptionists may be at increased risk of being in close contact with employees, visitors or guests who enter the reception area and need to interact with them.</p> <p>There is a risk of social distancing breaches in receptions and waiting areas.</p> <p>Reception desks and soft furnishings may be a source of contaminated surfaces and increased risk of COVID-19 transmission.</p> <p>Reception refreshments and on-counter items may be a source of transmission of COVID-19.</p> <p>The pens used for visitors and sign in sheets.</p> <p>Reception doors and security panels/buttons are high-touch items, so may be a source of transmission.</p>	<ul style="list-style-type: none"> • Employees • Receptionists • Visitors 	5	3	15	<p><u>Avoidance</u> Hot and cold drinks facilities, Travelers badges, sweets and other similar items in receptions and waiting areas should be removed.</p> <p><u>Receptionist Social Distancing</u> At our staffed receptions, we have only one receptionist or security guard in order to maintain social distancing.</p> <p>Physical barriers are installed at reception desks to further reduce risk.</p> <p><u>Social Distancing and Hand Hygiene</u> Social distancing signs should be placed by reception seating areas to increase awareness of social distancing requirements. Where possible messages should appear on the video screen in reception.</p> <p>Hand sanitiser is available in all receptions.</p> <p><u>Visitor/Contractor Sign In</u> Records need to be maintained of all visitors and contractors attending Travelers offices. Visitors or hosts signing in should use their own pens.</p> <p><u>Receiving Post/Courier Items at Reception</u> Receptionists receiving courier items should practise good hand hygiene. Items received should be cleaned using sanitising wipes.</p> <p><u>Respiratory Hygiene</u> Employees and visitors are required to wear a face covering while in the reception area.</p>	5	2	10
<p><u>Hazard</u> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><u>Toilet Risks</u> Doors and surfaces in toilets may potentially become contaminated and be sources of COVID-19 transmission.</p> <p>Urinals and hand washing facilities that are located close to one another may result in social distancing</p>	<ul style="list-style-type: none"> • Employees • Visitors • Contractors 	5	3	15	<p><u>Social Distancing</u> On doors leading to or from toilets within Travelers offices, signs will be placed reminding employees of the need to practise social distancing within toilet facilities.</p> <p>Cleaning, respiratory and hand hygiene controls apply. Please see relevant sections of this risk assessment.</p> <p><u>Respiratory Hygiene</u> Employees are required to wear a face covering while using the toilets</p>	5	1	5

<p>breaches that result in transmission of COVID-19.</p> <p>Lack of hand washing and drying facilities may result in people not washing their hands.</p> <p>Lack of information about how to correctly wash hands may risk people not doing this correctly.</p> <p>The use of hand driers may aid the spread of viruses when used with hands that are not washed thoroughly.</p>								
<p><u>Hazard</u> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><u>Kitchenette/Vending Risks</u> Kitchenette areas and counters may present social distancing issues as people use these areas to prepare meals, hot/cold drinks etc.</p> <p>The communal facilities in kitchenettes may present a risk of transmission through contaminated surfaces.</p> <p>Vending machines pose a risk of contaminated surfaces at the control panel and dispensing area.</p> <p>As these areas are used for food and drink preparation, there is a risk of transmission of viruses through unclean hands.</p> <p>Lack of hand washing and drying facilities may result in people not washing their hands.</p> <p>A lack of facilities to adequately clean and dry items may result in unclean items being left in the kitchenette area – or unwashed items being used.</p>	<ul style="list-style-type: none"> • Employees • Visitors • Contractors 	5	3	15	<p><u>Avoidance</u> Employees working from the office should be encouraged to bring their own packed lunches to work, avoiding the use of the kitchenette areas for food preparation.</p> <p>Employees should not make tea, coffee or other drinks for other people.</p> <p><u>Respiratory Hygiene</u> Employees are required to wear a face covering while using the kitchenettes.</p> <p><u>Vending Machines</u> Vending machines will have sanitising wipes nearby so that employees can sanitise the machine and product packaging.</p> <p><u>Cups, Glasses, Utensils, Bowls and Plates</u> All Travelers cups, glasses, utensils, bowls and plates may be cleaned in the dishwashers provided in the kitchenettes. Washing up liquid and brushes will also be available to allow employees to wash items by hand.</p> <p>Cleaners/employees will remove clean items from dishwashers wearing a new pair of disposable gloves and place them in cupboards.</p> <p><u>Social Distancing</u> In kitchenettes, signs state that only a certain number of people are allowed in at a time, and social distancing rules apply.</p> <p><u>Milk, Tea and Coffee Service</u> Milk, tea and coffee in the kitchenettes will be in single serve sachets.</p>	5	2	10

					<p><u>Communal Fridge Storage</u> Employees should be encouraged to bring packaged food items for consumption. Fridges will be emptied daily by cleaning employees.</p> <p><u>Hot and Cold Water Taps</u> Sanitising wipes will be available in the kitchenette areas to allow employees to sanitise tap surfaces before and after use.</p> <p>Employees are requested to avoid filling water bottles using zip taps and are encouraged to use the cups and glasses provided.</p> <p>Cleaning, respiratory and hand hygiene controls apply. Please see relevant sections of this risk assessment.</p>			
<p><u>Hazard</u> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><u>Breakout Area Risks</u> Tables and chairs in the breakout areas may present a risk of transmission of viruses if they are used by multiple people and contaminated. The risk is bigger because these areas are used for food and drink consumption.</p> <p>These areas present social distancing risks if people are able to sit within two metres of one another.</p> <p>Employees are not aware of what the rules or company protocols are in respect of using breakout areas.</p>	<ul style="list-style-type: none"> • Employees • Visitors 	5	3	15	<p><u>Avoidance</u> Employees should be encouraged to eat and drink at their desks during the day, avoiding the need to use the breakout areas.</p> <p><u>Social Distancing</u> Notices will be placed in breakout areas reminding employees to practise social distancing by ensuring they sit at least two metres away from others.</p> <p>Cleaning, respiratory and hand hygiene controls apply. Please see relevant sections of this risk assessment.</p>	5	1	5
<p><u>Hazard</u> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><u>Meeting Room/Agile Area Risks</u> Tables, chairs, doors, remote controls, cables, conference phones, pens/pencils, light switches and air conditioning controls in meeting areas may present a risk of transmission of viruses if they are used by multiple people and contaminated.</p>	<ul style="list-style-type: none"> • Employees • Visitors • Contractors 	5	3	15	<p><u>Avoidance</u> Employees are encouraged not to conduct physical meetings unless they are essential. Meetings should be conducted virtually wherever possible in order to minimise the risks.</p> <p><u>Social Distancing</u> If a physical meeting is required, strict social distancing protocols should be observed by all participants. Signs are in meeting areas stating the maximum number of attendees allowed and reminding people of the need to socially distance.</p>	5	1	5

<p>These areas present social distancing risks if people are able to sit within two metres of one another.</p> <p>Should good hand hygiene not be used in meeting rooms, this could lead to the risk of transmission.</p> <p>Should good respiratory hygiene not be used in meeting rooms, this could lead to the risk of transmission.</p>					<p>The meeting should be as short as possible.</p> <p>Physical participants should provide all their own materials, such as laptops, mice, pens, paper and phone headsets.</p> <p><u>Respiratory Hygiene</u> Employees are required to wear a face covering while moving between their desk and any meeting room or agile area</p> <p><u>Contact Tracing</u> Employees are requested to keep records (e.g. meeting invites) of who they meet in face-to-face meetings in order to assist with contact tracing.</p> <p>Cleaning, respiratory and hand hygiene controls apply. Please see relevant sections of this risk assessment.</p>			
<p><u>Hazard</u> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><u>Workstation Risks</u> These areas present social distancing risks if people are able to sit within two metres of one another.</p> <p>Should good hand hygiene not be used at workstations, this could lead to the risk of transmission.</p> <p>Shared items such as desks, chairs, keyboards, mice and phones may assist transmission of the virus.</p>	<ul style="list-style-type: none"> • Employees 	5	3	15	<p><u>Social Distancing</u> Only workstations that have been marked with a sticker may be used by employees in larger offices. These workstations are spaced two metres apart and avoid face-to-face positioning. People in regional offices will be asked to sit at alternate desks.</p> <p><u>Agile Workstations</u> Agile working is part of the Travelers culture and cannot be avoided.</p> <p>Employees will be able to use Avaya one-X/Skype instead of landline phones.</p> <p>Cleaning, respiratory and hand hygiene controls apply. Please see relevant sections of this risk assessment.</p>	5	1	5
<p><u>Hazard</u> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><u>Goods In and Goods Out Risks</u> Products entering or leaving the office may have contaminated surfaces and be a source of virus</p>	<ul style="list-style-type: none"> • Postal employees • IT employees • Employees (recipients) 	5	2	10	<p><u>Avoidance</u> The company has moved to paper-free processing in our offices and therefore the use of traditional post can be avoided in many processes.</p> <p>Employees will be advised to avoid receiving or sending any personal post at/from the office.</p>	5	1	5

transmission.					<p><u>Hand Hygiene</u> Postal/IT employees are encouraged to follow hand hygiene protocols when handling postal or delivered items.</p> <p><u>Cleaning</u> The surface of items received or being sent out should be cleaned using sanitising wipes to remove sources of contamination.</p>			
<p><u>Hazard</u> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><u>First Aid Risks</u> During emergencies, first aiders may have to break social distancing guidelines and therefore be at risk of virus transmission.</p> <p>Lack of first aid support during the COVID-19 pandemic.</p>	<ul style="list-style-type: none"> • Employees • Visitors • First aiders 	5	4	20	<p><u>Social Distancing</u> Only when it is absolutely necessary should first aiders break social distancing protocols by being less than two metres from another person.</p> <p>Where possible, first aiders should provide instructions to a person that is injured or unwell while maintaining a two-metre distance.</p> <p><u>Hand and Respiratory Hygiene</u> Where it is not possible to remain two metres away (such as when providing resuscitation or using an AED (automatic external defibrillator) or EpiPen), precautions such as using disposable gloves, masks, aprons and eye protection should be taken, followed by hand washing. If possible, place a covering over the person's mouth during treatment to reduce the risk of transfer.</p> <p><u>Training</u> Where additional training is required, such as the need for Infection Prevention and Control training in the Republic of Ireland, this will be organised.</p> <p><u>Waste</u> Any waste generated from first aid events should be double bagged, tied and quarantined for 72 hours before disposal.</p> <p><u>Lack of First Aid Support</u> Employees will be directed to COVID-19 Fire Evacuation and First Aid Instruction documents for each site.</p>	5	2	10
<p><u>Hazard</u> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><u>Suspected or confirmed COVID-19 Cases Risks</u> The symptomatic person may transmit the virus to others via contaminated surfaces.</p>	<ul style="list-style-type: none"> • Employees • Visitors • Members of the public 	5	4	20	<p><u>Avoidance</u> Though steps have been taken to avoid employees or visitors arriving at Travelers offices with symptoms of COVID-19, the risk of someone becoming symptomatic while in the office cannot be avoided entirely.</p> <p><u>Employee Advice: UK</u> Employees displaying any symptoms consistent with COVID-19 are instructed</p>	5	2	10

The symptomatic person may transmit the virus to others through respiratory droplets on surfaces.

to:

1. Stop work immediately and apply a face mask/covering over your nose and mouth.
2. Leave the office to self-isolate at home.
3. Minimise contact with people and surfaces.
4. Contact your manager and health care provider.
5. Contact your HR Generalist and Emma Kearney (07501 229 117) or Tony Booth (07918 086 705).

Employee Advice: Dublin

In the event of a person becoming symptomatic at the Dublin office, employees are advised to:

1. Stop work immediately.
2. Apply a face covering over your/the affected person's nose and mouth.
3. Contact the COVID-19 team.
4. Travel with a socially distanced escort to the designated isolation area for the office. If no immediate escort is available, go directly to the isolation area and contact the COVID-19 team, avoiding close contact with people and objects en route.
5. Call your medical health provider for advice.
6. If you need to self-isolate at home, use the gloves and masks available and go home avoiding the use of public transport (e.g. have a household member collect you).
7. Stay in contact with the COVID-19 team.

Isolation Areas within Dublin, Creechurch and Redhill

At least one local isolation area has been allocated within the Dublin, Creechurch and Redhill offices.

Cleaning

The surface of items that the symptomatic person was in frequent contact with will be disinfected by cleaning contractors in accordance with local government guidelines. All associated waste will be double bagged and quarantined for 72 hours before disposal.

Contact Tracing

Travelers will cooperate with any contact tracing requirements set by local governments and health regulators. Travelers will endeavour to contact those who are deemed as close contacts of a suspected or confirmed case associated with the workplace, requesting that they begin isolation as a precaution.

					<p><u>Two or more confirmed cases associated with a UK workplace</u> Where two or more cases are confirmed COVID-19 positive cases within Travelers UK workplace the Snr HR Director (or alternative member of HR if not available) will contact the local PHE health protection team and act as the single point of contact.</p>			
<p><u>Hazard</u> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><u>Cleaning Risks</u> Contaminated high-touch surfaces and equipment may assist the transmission of COVID-19.</p>	<ul style="list-style-type: none"> • Employees • Visitors • Contractors 	5	4	20	<p><u>Cleaning</u> At least once a day, and more frequently where a day cleaner is present, all high-touch areas in Travelers offices and work equipment will be cleaned by contracted cleaners.</p> <p>Sanitising wipes will be placed throughout the offices and employees are encouraged to clean (before and after use) any work equipment or furniture they use during their day in the office.</p>	5	2	10
<p><u>Hazard</u> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><u>Respiratory Hygiene Risks</u> COVID-19 is a virus affecting the respiratory system and can be transmitted through encountering respiratory droplets, or surfaces which have been contaminated by respiratory droplets/discharge.</p>	<ul style="list-style-type: none"> • Employees • Visitors • Contractors 	5	4	20	<p><u>Avoidance</u> Travelers employees are instructed to remain at home if they are unwell in any way. All employees/visitors/contractors are requested to complete a health assessment tool to confirm they may attend a Travelers office.</p> <p><u>Face Coverings</u> All people attending Travelers offices are instructed to wear a face covering while on Travelers premises, except when at a workstation with no one in front of them, and the closest person on each side is at least two metres away.</p> <p><u>Tissues</u> Tissues will be available in Travelers offices along with signs promoting their use and bins for disposal.</p>	5	2	10
<p><u>Hazard</u> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><u>Hand Hygiene Risks</u> COVID-19 is often transmitted by touching contaminated surfaces or objects and then touching the eyes, nose, mouth or face.</p>	<ul style="list-style-type: none"> • Employees • Visitors • Contractors 	5	4	20	<p><u>Hand Sanitiser</u> Hand sanitiser (at least 60% alcohol) will be placed in centralised areas, meeting rooms and kitchenettes, and near entrances and exits, along with signs promoting good hand hygiene.</p> <p><u>Hand Washing</u> Soap and water will be provided for hand washing in all Travelers toilets and kitchenettes. Signs will provide instructions on good hand washing technique and paper towels will be provided for drying hands.</p>	5	2	10