

# 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><b>Hazard</b> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><b>Individual Risks (Employees)</b> Some personnel are more vulnerable should they become infected by 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"> <li>• Employees</li> <li>• Members of our employees' households or anyone they come into close contact with</li> <li>• Members of the public</li> <li>• Visitors</li> </ul>	5	3	15	<p><b>Reducing the Risk</b> Travelers requires all employees to complete an online Wellness Self-Assessment Tool before entering a Travelers office or conducting field work to ensure they present a low risk of having COVID-19.</p> <p>Employees are requested to stay at home if they are not well, including if they have cold or flu symptoms.</p> <p>Scotland: Travelers is implementing hybrid working arrangements to allow employees to agree with their line manager to voluntarily work partly from home and partly from their designated office location. This may reduce the number of employees in the office on the same day during the working week.</p> <p>England: Employees based in England who are able to work from home are requested to do so in line with local Government guidance. Employees who need to work from a Travelers office as a requirement of their role, or for wellbeing or productivity reasons, may work from a Travelers office following being approved by HR.</p> <p><b>Ireland:</b> Employees based in the Republic of Ireland may voluntarily attend the office for specific business purposes and are requested to complete a pre-return to work form before returning to a Travelers office. Social distancing measures and face cover measures will be in place.</p> <p><b>Awareness of Local Social Distancing and Hygiene Measures in Place</b> Travelers employees will receive information on COVID-19 procedures before returning to offices. There are signs on the local measures in place throughout</p>	5	2	10

					the offices.			
<p><b>Hazard</b> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><b>Individual Risks (Visitors)</b> 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"> <li>• Employees</li> <li>• Members of the public</li> <li>• Visitors</li> </ul>	5	3	15	<p><b>Health Assessment of Visitors</b> Before attending a Travelers office, visitors are required to complete the online Wellness Self-Assessment Tool to confirm whether they may enter the office.</p> <p><b>Awareness of Social Distancing and Hygiene Measures in Place</b> Signs are in place at Travelers offices informing visitors of the social distancing and hygiene measures in place.</p> <p><b>Ireland &amp; England:</b> External visitors are only allowed in the Irish &amp; English offices for essential purposes.</p>	5	2	10
<p><b>Hazard</b> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><b>Building Entrances/Exits</b> There is a risk of contact with surfaces and people at building entrances.</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"> <li>• Employees</li> <li>• Visitors</li> <li>• Contractors</li> <li>• Members of the public</li> </ul>	5	3	15	<p><b>Social Distancing and Hand Hygiene at Entrances and Exits</b> Travelers will locate signs at the entrance and exits points covering local social distancing and face covering requirements and/or recommendations.</p> <p>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 and throughout.</p> <p>Ireland: Social distancing and face coverings will be mandatory until further notice.</p> <p>Scotland: Face coverings will be mandatory in the office until further notice.</p>	5	2	10
<p><b>Hazard</b> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><b>Reception and Seating/Waiting Area Risks</b> Receptionists may be at increased risk of being in close contact with employees, visitors or guests</p>	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Receptionists</li> <li>• Visitors</li> </ul>	5	3	15	<p><b>Avoidance</b> Hot and cold drinks facilities, Travelers badges, sweets and similar items in receptions and waiting areas have been removed.</p> <p><b>Receptionist Social Distancing</b> Physical barriers are installed at reception desks to reduce the risk to receptionists and others at reception.</p>	5	2	10

<p>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>					<p><u>Social Distancing and Hand Hygiene</u> Signs covering the local social distancing and hygiene requirements are located in receptions. Hand sanitiser is available in all reception areas.</p> <p><u>Receiving Post/Courier Items at Reception</u> Receptionists and Facility Administration staff receiving courier items should practise good hand hygiene. Items received should be cleaned using sanitising wipes.</p> <p><u>Respiratory Hygiene</u> England: employees and visitors are encouraged to wear a face covering while in Travelers offices.</p> <p>Ireland: employees and visitors are required to wear a face covering practise social distancing while in the office, except when sat at a desk, until further notice.</p> <p>Scotland: employees and visitors are required to wear a face covering while in the office, except when sat at a desk, until further notice.</p>			
<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 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>	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Visitors</li> <li>• Contractors</li> </ul>	5	3	15	<p><u>Social Distancing</u> Employees and others are encouraged to practise social distancing where possible in the toilets. Signs are in place covering local social distancing and hygiene requirements.</p> <p>Hand cleaning and sanitising facilities are available in the toilets.</p> <p>Toilets in the Travelers offices are cleaned at least daily, and more frequently where a day cleaner is present.</p> <p><u>Ireland:</u> Social distancing and face covering requirements for Travelers toilets will continue to be in place until further notice.</p>	5	1	5

<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>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"> <li>• Employees</li> <li>• Visitors</li> <li>• Contractors</li> </ul>	5	3	15	<p><u>Avoidance</u> Employees may bring their own packed lunches to work, avoiding the use of the kitchenette areas for food preparation. Fridges are available to facilitate this.</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><u>Social Distancing and Hygiene</u> Signs are present in the offices stating the local social distancing and hygiene requirements.</p> <p>Ireland: Social distancing and face covering requirements will continue to be in place until further notice.</p> <p>Scotland: Face covering requirements will continue to be in place until further notice.</p> <p><u>Milk, Tea and Coffee Service</u> Milk, tea and coffee in the kitchenettes will be in single serve sachets.</p> <p><u>Communal Fridge Storage</u> Employees may 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>	5	2	10
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<p><b>Hazard</b> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><b>Breakout Area Risks</b> 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>	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Visitors</li> </ul>	5	3	15	<p><b>Avoidance</b> Employees may eat and drink at their desks during the day, avoiding the need to use the breakout areas.</p> <p><b>Social Distancing and Hygiene</b> Signs are present in offices stating the local social distancing and hygiene requirements.</p> <p>Ireland: Social distancing and face covering requirements will continue to be in place until further notice.</p> <p>Scotland: Face covering requirements will continue to be in place until further notice.</p> <p>Cleaning, respiratory and hand hygiene controls apply. Please see relevant sections of this risk assessment.</p>	5	2	10
<p><b>Hazard</b> Spread of COVID-19 either through contact with contaminated surfaces or respiratory droplets.</p> <p><b>Meeting Room/Agile Area Risks</b> 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> <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>Poor ventilation could lead to an increased</p>	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Visitors</li> <li>• Contractors</li> </ul>	5	3	15	<p><b>Avoidance</b> Employees and visitors attending offices are required to complete the online Wellness Self-Assessment Tool to confirm they present a low COVID-19 risk before attending a Travelers office. Employees may choose to participate in meetings virtually if they are not comfortable attending in person.</p> <p><b>Social Distancing and Hygiene</b> Signs are displayed in the offices stating the local social distancing and hygiene measures in place. Physical participants should provide all their own materials, such as laptops, mice, pens, paper and phone headsets. Hand sanitiser and sanitising wipes are available for cleaning hands and shared surfaces/equipment.</p> <p>Ireland: Social distancing and face covering requirements will continue to be in place until further notice.</p> <p>Scotland: Face covering requirements will continue to be in place until further notice.</p> <p><b>Contact Tracing</b> Employees are asked to keep records (e.g. meeting invites) of who they meet in face-to-face meetings in order to assist with local contact tracing.</p>	5	2	10

transmission risk.					<p><u>Ventilation</u> The Corporate Real Estate Team have contacted all building managers for offices occupied by Travelers Europe and received confirmation that mechanical ventilation systems have been adjusted to maximise fresh air supplied into the building.</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> <p>Poor ventilation could lead to an increased transmission risk at Travelers workstations.</p>	<ul style="list-style-type: none"> <li>• Employees</li> </ul>	5	3	15	<p><u>Social Distancing and Hygiene</u> Signs are displayed in the offices stating the local social distancing and hygiene measures in place.</p> <p>Ireland: Social distancing and face covering requirements will continue to be in place until further notice.</p> <p>Scotland: Face covering requirements will continue to be in place until further notice.</p> <p>Hand sanitiser and sanitising wipes are available throughout the office to allow employees to clean their hands and any shared surfaces or equipment.</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> <p><u>Ventilation</u> Travelers workstation are open plan enabling circulation of air. The Corporate Real Estate Team have contacted all building managers for offices occupied by Travelers Europe and received confirmation that mechanical ventilation systems have been adjusted to maximise fresh air supplied into the building.</p>	5	2	10
<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 transmission.</p>	<ul style="list-style-type: none"> <li>• Postal employees</li> <li>• IT employees</li> <li>• Employees (recipients)</li> </ul>	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 has been reduced.</p> <p>Employees are advised to avoid receiving or sending any personal post at/from the office.</p> <p><u>Hand Hygiene</u> Postal/IT employees are encouraged to follow hand hygiene protocols when</p>	5	2	10

					<p>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"> <li>• Employees</li> <li>• Visitors</li> <li>• First aiders</li> </ul>	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"> <li>• Employees</li> <li>• Visitors</li> <li>• Members of the public</li> </ul>	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>Travelers have information on the steps required when there is illness or exposure associated with COVID-19 listed on the <a href="#">Health and Safety section</a> of the Return to Office intranet site.</p>	5	2	10

<p>The symptomatic person may transmit the virus to others through respiratory droplets on surfaces.</p>					<p><u>Isolation Areas within Dublin, Creechurch and Redhill</u> At least one local isolation area has been allocated within the Dublin, Creechurch and Redhill offices.</p> <p><u>Cleaning</u> 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.</p> <p><u>Contact Tracing</u> 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 or additional hygiene controls as a precaution.</p> <p><u>Notifying Health Authorities.</u> Where there is a local requirement to inform health authorities of work-related transmission of COVID-19 the Snr HR Director (or alternative member of HR if not available) will contact the appropriate health authority 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"> <li>• Employees</li> <li>• Visitors</li> <li>• Contractors</li> </ul>	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</p>	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Visitors</li> <li>• Contractors</li> </ul>	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> England: All people attending Travelers offices are encouraged to wear a face covering while in Travelers premises.</p>	5	2	10



<p>contaminated by respiratory droplets/discharge.</p>					<p>Ireland: Employees will be required to wear a face covering while in Travelers premises (unless sat at a workstation and at least 2 metres from another person) until further notice.</p> <p>Scotland: Face coverings will be required in the office until further notice.</p> <p><u>Tissues</u> Tissues will be available in Travelers offices along with signs promoting their use and bins for disposal.</p>			
<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"> <li>• Employees</li> <li>• Visitors</li> <li>• Contractors</li> </ul>	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