

Covid-19 Risk Assessment Pinehurst 1 & 2

Syneos Health takes its duty as an employer seriously, even more so within this current Covid-19 Pandemic period.

This document discusses the reasonable steps that Syneos Health will be taking as an employer, to protect our employees, and others from Coronavirus.

Whilst Syneos Health will make every endeavor to protect its employees during these uncertain times, we would like to remind our employees that they also have a responsibility to protect themselves and each other during these times. They should consider how their actions could impact themselves and others.

We ask our employees to adhere to the recommendations contained within this Risk Assessment. Any employee whose consistent, deliberate actions contravene this Risk Assessment could be subject to disciplinary actions, aligned to the UK Disciplinary Policy.

More information and checklists are contained in the UK Government Information guidelines – “Working Safely during Covid-19 and Contact Centre’s”

Name	Title	Electronic Signature & Date
Kerry Utton (Syneos Health)	Farnborough Office Site Head	<i>Kerry Utton</i> Electronically signed by: Kerry Utton Reason: I am the approver Date: Jan 29, 2021 11:11 GMT
Lauren McEwen (Syneos Health)	Managing Counsel – Head of Employment EMEA: Legal	<i>Lauren McEwen</i> Electronically signed by: Lauren McEwen Reason: I am the approver Date: Feb 1, 2021 09:53 GMT
Stephanie Dickinson (Syneos Health)	Assoc Dir Reg HR, UK & IRE, EMEA Regional HR	<i>[Signature]</i> Electronically signed by: stephanie.dickinson@syneoshealth.com Reason: I am the approver Date: Feb 1, 2021 17:24 GMT
Jaime Santos (Syneos Health)	Office Manager, Corp Real Estate Management	<i>Jaime Santos</i> Electronically signed by: Jaime Santos Reason: I am the approver Date: Feb 2, 2021 11:48 GMT
Jacqui Mundy (External Vendor)	FAST in consultation with Syneos Health	<i>Jacqui Mundy</i> Electronically signed by: Jacqui Mundy Reason: I am the reviewer Date: Feb 4, 2021 14:37 GMT

Hazard	To Whom	Control Measures in Place	Risk (Residual)			Further Action
			A	B	Factor (A x B)	
			Severity (Worst Case) 1=minor 2=medium 3=major 4=severe	Likelihood 1=very unlikely 2=unlikely 3=medium 4=probable		
1. Returning to work	Staff Visitors Contractors Suppliers Other tenants Commuters Delivery drivers Family members Personal contacts. Please refer to the COVID 19 Employee Scenario Process Flow. "Who is a Contact", definitions of contact as per NHS Website	Ensure that CRES relay the information to staff, visitors, suppliers and contractors regarding procedures and any changes to them at the earliest opportunity. This will either be on the day of the visit or in advance where possible when approval is granted. Staff must continue to work from home where possible, especially if they are particularly vulnerable to the virus Deep clean the office where required. https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youve-been-in-contact-with-a-person-who-has-coronavirus/	4	3	12	

		Two-metre distance reminders have been added to the walls.				
		Floor markings in the kitchen areas to indicate appropriate distances.				
		Instructional signage as required to indicate one-way systems.				
2. Local lock downs	Staff	This is government dependent and the site head/leadership team will be aware if a local lockdown is put into place. If a lockdown affects the office, then employees are not permitted to travel into the office. According to Government guidelines	4	4	16	
3. Working from home	Staff	Regular video calling from line management/HR to ensure to check on employee welfare.	1	1	2	
		Include employees in meetings via video conferencing where possible.				
		Encourage a virtual 'open door' with line management/HR.				
		Manager to liaise with employee to ensure they are managing appropriately, as per TMO guidance. DSE assessment completed and acted on, as appropriate.				
		Enable remote systems for all employees.				

4. Offsite workers	Staff	As above.	4	3	12	For travel guidance please refer to Syneos Health Global service provider BCD via SyncUp
		Encourage staff to bring their own supply of hand sanitiser.				
		Encourage staff to bring their own masks.				
		Ensure good supply of suitable cleaning materials for vehicle and other equipment.				
		Avoid touching high contact areas.				
		Encourage staff to follow government guidance on sanitisation and Covid mitigation practices.				
5. Showing symptoms	Staff	<p>Staff displaying symptoms must self- isolate for the amount of time according to Government/NHS guidelines Book a test immediately at nhs.uk/coronavirus or dial 119 if you do not have internet access.</p> <p>Staff requested to self-isolate due to encountering someone who has received a positive test must do so according to Government/NHS guidelines. If they begin to develop symptoms themselves, they should also follow the Government/NHS guidelines.</p> <p>Please refer to the COVID 19 Employee Scenario Process Flow for Employees showing Signs of Covid-19.</p>	4	3	12	Refer to Cleaning contractors risk assessment for further guidance

6. Getting to and from work	Staff	Encourage staff who have been approved to visit the office to walk, run, cycle, or use their own car instead of using public transport.	4	3	12	
		Follow Government/NHS guidelines on sanitization e.g. avoid touching face.				
		Stagger arrival/departure times where possible to avoid peak times on public transport.				
7. Using public transport	Staff Visitors Contractors Suppliers Other tenants Commuters Delivery drivers Family members Personal contacts.	Follow the guidance by the public transport provider e.g. use face coverings where required according to public transport/ Government guidelines.	4	3	12	
		Where possible pay fares in advance or use contactless method.				
		Follow government/public transport provider guidance on social distancing and hygiene.				
8. Arriving/leaving work	Staff Visitors Contractors Suppliers Other tenants Commuters Delivery drivers Family members Personal contacts	Encourage staff to maintain a two-metre distance when entering and leaving the building/office site.	4	3	12	
		When arriving at the office ensure a mask is worn and avoid touching anything before washing/sanitising your hands – handwashing facilities and sanitiser are available.				
		Follow landlord guidance as directed.				
		sanitiser stations are at the top of the stairs.				
		Avoid touching face.				

	Employees with disabilities or other health related issues – due to distances in office, who are unable to use separate entrance and exit doors on floors in office.	<p>Sign 'Please take the stairs'.</p> <p>Aligned to reasonable adjustments, for those employees who need to use the same door for entry/exit on their respective floors - when using the same door please ensure that extra precautions are taken, i.e. going in/out at different times than other employees or wait for others to walk along the corridor to minimise contact, and comply with social distancing measures. Please liaise with HR to establish a working plan to support and minimise any associated risks.</p>				
9. Using the lift	<p>Staff</p> <p>Visitors</p> <p>Contractors</p> <p>Suppliers</p> <p>Other tenants</p> <p>Commuters</p> <p>Delivery drivers</p> <p>Family members</p> <p>Personal contacts</p>	Guidance for lifts - essential use only. Limit lift to one person.	4	3	12	

10. Maintaining personal hygiene	Staff	Frequent handwashing/sanitisation.	4	3	12	CRES to ensure handwashing and Sanitising facilities are available upon arrival in office.
	Visitors	Hand sanitiser stations throughout the office including at entry and exit points with adequate supplies of water, soap, and paper towels.				Automatic dryers are to be reinstated. Handwashing guidance signs are displayed in all wash areas.
	Contractors	Wash hands thoroughly (20 seconds) with soap and water on entering and exit of buildings.				Employees will be regularly reminded regarding the importance of Hand washing and using the sanitisers provided. Remind employees to report any problems in regards to skin dryness and cracking and report this to their Manager/HR
	Suppliers	Use hand sanitiser if hand-washing facilities are not available.				Refer to the Clear desk policy.
	Other tenants	Hand Sanitisers provided by all Toilets and Client Suite, extra hand sanitisers in client meeting rooms				
	Commuters	Minimise items on workstation.				
	Delivery drivers	Keep personal belongings out of the way, ideally in a drawer.				
	Family members	Frequent cleaning of work area, especially at the end of the employee's working day.				
Personal contacts	Ensure all rubbish is removed before leaving the office.					
	Avoid touching high contact points and touching face.					

11. Proximity to staff	Staff	Ensure workstations are a minimum of two metre apart.	4	3	12	If two metre distance cannot be maintained, consider: working back to back, working side by side, installing Perspex screens, working bubbles, face coverings.	
	Visitors	Guidance poster reminders for two metre distancing.					
	Contractors	Avoid sharing desks and equipment. If sharing is required, thoroughly clean items between uses wherever possible.					
	Suppliers						
	Other tenants	Wipes will be provided for the printers – recommend use before and after printer use			Signage and cleaning stations provided all around the office for staff to wipe down equipment or meeting rooms after use.		
	Commuters						
	Delivery drivers						High volume contact areas must be cleaned regularly, e.g. door handles.
	Family members						Try to minimise internal traffic /journeys by grouping tasks together.
Personal contacts	Where practical use phone or IM rather than face to face contact/moving around building when communicating with colleagues.						
	Remember to stay Covid aware if leaving the office at lunchtime and visiting other areas of the business park and follow applicable guidelines.						
	Avoid touching high contact points. Avoid touching face.						

<p>12. Proximity to external visitors in office Other building users</p>		<p>Visits must be arranged in advance with timings approved for the duration of their visit.</p> <p>Covid-19 approval request forms to be completed prior to visit.</p> <p>Manage expectations by informing visitors in advance of practices/protocols in place.</p>	4	3	12	<p>Approval application required for all individuals including visitors. Visitor log still required.</p>
<p>13. Meeting Rooms – cleanliness and meeting attendee numbers</p>	<p>Staff Visitors Contractors Suppliers Other tenants Commuters Delivery drivers Family members Personal contacts</p>	<p>Employee must use cleaning equipment provided: - sanitiser and paper towels to clean the desks, chairs (including arms), any remote controls or any other touch point areas before and after their meeting.</p> <p>Meeting numbers will be identified per room to ensure social distancing measures are met.</p> <p>Signage outside meeting room denoting room capacity. 2-metre distance sign displayed in meeting rooms for 2 people or more. For internal room booking please check with reception/CRES for the booking process. Please check signage for room capacity prior to booking. Meeting room tracking will be managed by the online booking system.</p>	4	3	12	<p>CRES to provide cleaning equipment.</p> <p>CRES will ensure that employees are ensuring the room is cleaned before and after use. Add checklist in meeting rooms for all points to be included for cleaning.</p> <p>CRES to ensure that meeting room numbers are identified.</p> <p>CRES to ensure room tracking system will be updated to include maximum employee numbers</p>

		Employees must use the online booking system to ensure tracking and must not just “use” a room for a few minutes.				
14. Contractors	Staff Visitors	Employees must use the online booking system to ensure tracking and must not just “use” a room for a few minutes. As per visitors, clients, and other building users above.	4	3	12	
	Contractors Suppliers Other tenants Commuters Delivery drivers Family members Personal contacts	CRES will request their policy/procedures as part of booking. If Covid-19 confirmed, Refer to COVID 19 Employee Scenario Process Flow - Contractor, visitor or vendor employee is a confirmed case and has been in the Syneos workplace available.				
15. Use of kitchen/breakout area	Staff Visitors Contractors Suppliers Other tenants Commuters Delivery drivers Family members Personal contacts	Maintain two-metre distance where possible by limiting number of people using facilities at any one time. Maintain two-metre distance where possible by limiting number of people using facilities at any one time. Employees to use paper cups (which they must dispose of) or bring in their own mugs/plates and cutlery. All high-volume contact items will be cleaned frequently. Cleaning Supplies; cleaner, hand roll, and sanitiser have	4	3	12	

		been provided in all kitchen areas as well as regular high-volume cleaning.				
16. Use of communal facilities (e.g. Pinehurst 2 and business park facilities)	Staff Visitors Contractors Suppliers Other tenants Commuters Delivery drivers Family members Personal contacts	Adhere to procedures put in place by the landlord and follow social distancing practices. Purehold door handles are installed on every door that are pulled open. The Purehold PULL has a silver ion antibacterial coating that kills 99.9% of bacteria by working immediately to kills any microbes deposited onto the surface by users. Try to use your less dominant hand to open doors. Avoid touching face.	4	3	12	Refer to Emergency Evacuation Procedures
17. First aid & emergencies	Staff Visitors Contractors Suppliers Other tenants Commuters Delivery drivers Family members Personal contacts	In an emergency, for example, an accident or fire, people do not have to stay two metre apart if it would be unsafe.	4	3	12	Floor Marshall per Floor will be allocated each day by CRES and recorded in the Log by the reception team
		People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands.				

		<p>People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands. Ensure first aid kit is fully equipped, including gloves, aprons, and face covering for resuscitation purposes.</p>				<p>CRES will check all First Aid Kits are fully equipped. Face Shields to be provided to all First Aiders to use if required when dealing with a first aid issue</p>
18. Deliveries	<p>Staff Visitors Contractors Suppliers Other tenants Commuters Delivery drivers Family members Personal contacts</p>	<p>Minimise deliveries by ordering different items together and in larger quantities.</p> <p>Personal deliveries are prohibited. As this increases the possibility of transmission. Where possible clean items on arrival with antibacterial spray and paper towels.</p> <p>Deliveries are to be dropped to the left of the reception. Drivers to wear facemasks when entering the office and maintain social distancing whilst on site.</p> <p>Handle packaging as little as possible and dispose of appropriately in one of the bins provided. Gloves will be available in Reception for individuals that wish to use them when collecting business packages</p>	4	3	12	

		<p>Employees collecting parcels to ensure they wash hands for at least 20 seconds after touching packaging.</p> <p>Avoid touching face.</p> <p>Wash and sanitise hands after contact.</p>				
20. Business travel	<p>Delivery drivers</p> <p>Family members</p> <p>Personal contacts</p>	<p>Minimise non-essential travel and consider remote/virtual options first. Consider travel restrictions in place by local/national authorities.</p> <p>Minimise sharing vehicles with colleagues.</p>	4	3	12	
21. Offsite meetings	<p>Staff</p> <p>Visitors</p> <p>Contractors</p> <p>Suppliers</p> <p>Other tenants</p> <p>Commuters</p> <p>Delivery drivers</p> <p>Family members</p> <p>Personal contacts</p>	<p>Consider remote/virtual options first.</p> <p>Offsite meetings in homes, coffee shops or similar are prohibited: Employees will not be covered by our insurances, there are health and safety, and confidentiality issues. If a meeting is needed, we suggest that employees request to visit their respective office, taking into account distancing requirements.</p> <p>If attending a client site, obtain Covid-19 protocols in advance to be fully prepared.</p> <p>Do not visit sites without making an appointment.</p> <p>Carry hand sanitiser and use as required.</p> <p>Carry and use face coverings.</p>	4	3	12	

		<p>Maintain social distancing as far as is reasonably practical. If the situation feels unsafe, postpone the meeting.</p> <p>Minimise movement around the building.</p> <p>Avoid passing items back and forth.</p> <p>Limit time spent on site.</p> <p>Avoid touching high contact points.</p> <p>Avoid touching face.</p>				
22. Overnight stays	Staff Visitors Contractors Suppliers Other tenants Commuters Delivery drivers Family members Personal contacts	<p>Book Travel, Hotels, office access in advance.</p> <p>Ensure Covid-19 policy is in place and request details.</p> <p>Avoid sharing a room with another member of staff.</p> <p>Ensure adequate supply of hand sanitiser and face coverings.</p> <p>Minimise travel to and from accommodation.</p> <p>Minimise number of nights required.</p> <p>Frequent hand washing/sanitising.</p> <p>Avoid using high contact points. Avoid touching face.</p>	4	3	12	
23. Aviation	Staff Visitors Contractors Suppliers Family members Personal contacts	<p>Follow the latest government guidance and plan: https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers. Refer to GoBase and travel guidance in SyncUp</p>	4	3	12	For travel guidance please refer to Syneos Health Global service provider BCD via Syncup

<p>24. Trapped abroad or 14-day quarantine</p>	<p>Staff Visitors Contractors Suppliers Other tenants Commuters Delivery drivers Family members Personal contacts</p>	<p>If any employee is required to quarantine, they must do so and speak with their line manager.</p>	<p>4</p>	<p>3</p>	<p>12</p>	<p>For travel guidance please refer to Syneos Health Global service provider BCD via Syncup</p>
<p>25. Clinically extremely vulnerable</p>		<p>Identify staff who may be clinically extremely vulnerable <u>https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/#:~:text=People%20at%20moderate%20risk%20(,such%20as%20hepatitis)</u> Clinically extremely vulnerable individuals are not required to shield at this time; although this may change as we move into winter or local lockdowns come into play. They can return to work if the environment is Covid Secure, however, where possible and practical it is recommended that this group continues to work from home.</p>	<p>4</p>	<p>3</p>	<p>12</p>	<p>Guidance on who is in this group can be found here: <u>https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</u></p>

<p>26. Pregnancy</p>	<p>Staff Visitors Contractors Suppliers Other tenants Commuters Delivery drivers Family members Personal contacts</p>	<p>Some pregnant workers will be at greater risk of severe illness from coronavirus. They are defined as clinically extremely vulnerable and should stay at home where possible.</p> <p>If those clinically vulnerable are coming into the office, managers will work with HR to ensure a safe working environment, by assigning a hot office/agreeing the employee works from home or comes in aligned to staggered hours. Adjustments will be advised on a case-by-case basis.</p>	<p>4</p>	<p>3</p>	<p>12</p>	<p>See pregnancy risk assessment. Normal maternity risk assessment would apply, there is not a specific Covid Risk assessment, however notification of higher risk Category form can also capture any issues.</p> <p>HR to track all those employees defined herein, to include underlying health conditions, shielding those with health conditions, pregnancy, disability, and any other medical definitions not defined herein.</p> <p>HR will also track all those self-isolating or those with confirmed Coronavirus. It is the also the employees responsibility to ensure HR are updated accordingly, Employees must please complete The notification of higher risk category form and forward to HR support services UK to ensure these are updates are received.</p>
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27. Use of face coverings	<p>Staff Visitors Contractors Suppliers Other tenants Commuters Delivery drivers Family members Personal contacts</p>	<p>Wash hands thoroughly with soap and water for at least 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.</p> <p>Must protect the mouth and nose.</p> <p>Do not pull face covering down under chin or up on to forehead.</p> <p>When wearing a face covering, avoid touching face or face covering, as they could become contaminated from hands.</p> <p>Change face covering if it becomes damp or it has been touched.</p> <p>Store in a tied up plastic bag to take home for washing or disposal as appropriate.</p> <p>Continue to wash hands regularly.</p> <p>Change and wash / dispose of face covering regularly.</p> <p>If the material is washable, wash in line with manufacturer's instructions. If it is not washable, place in a plastic bag and secure. Take home for disposal.</p>	4	3	12	<p>If the use of disposable masks or rates of infection increase substantially consideration may must be given to hazardous waste.</p>

28. Office cleaning	Staff Visitors Contractors Suppliers Other tenants Commuters Delivery drivers Family members Personal contacts	High volume contact areas will be cleaned throughout the day. Staff to clean their work station regularly and at the end of each shift. Cleaners will clean all used workstations that have been used (identified using discs provided). Cleaning Supplies are also placed around the desk areas if people wish to clean before/ after use Obtain Covid-19 protocols from the cleaning contractor. Agree cleaning schedule and review regularly.	4	3	12	Set up a cleaning schedule and log. Refer to Cleaning contractors risk assessment for further guidance
28a. Communal cleaning		Obtain protocols from the landlord.	4	3	12	Refer to landlords risk assessment for further guidance
29. Mental health and wellbeing affected through isolation or anxiety about coronavirus	Employees	Regular keep in touch meetings with	4	3	12	HR will continue to share information
		employees and managers for both work related items and mental health discussions: Ensure employees are kept up to date regarding this Risk Assessment so any personal issues or concerns can be identified and escalated to identify and find solutions, support from Manager/HR Ensure employees receive regular communications and				and advice with workers about mental health and wellbeing to include our Employee Assistance Program (EAP) and specific Coronavirus stress related issues. Manager/HR will review and consider an occupational health referral if severe stress and

		updates regarding office reactivation. Ensure employees receive information on the Employee Assist Program (EAP). Ensure employees have access to information provided				anxiety issues are identified.
		by MIND https://www.mind.org.uk/information-support/coronavirus/				
30.Training/concerns	Staff	Engaging with staff and staff representatives (as applicable) through existing communication routes to explain and agree any changes in working arrangements.	4	3	12	Any concerns to discuss with manager who can escalate to HR/CRES
		Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work. Review and update regularly.				
		Staff are encouraged to raise concerns and queries with line management / HR at the earliest opportunity.				
		For any Specific Covid-19 related notification processes, please refer to COVID 19 Employee Scenario Process Flow for guidance.				



HM Government



1. Is your journey necessary?

Before you travel you should consider whether your journey is necessary. You can reduce pressure on the public transport system and road network by:



Working from home



Shopping locally and less frequently



Walking and cycling

2. Plan your journey



Plan ahead and use a direct route



Can you travel off-peak?



Take hand sanitiser and a face covering, if you can



If you require assistance you should continue to request this as you normally would



Wash or sanitise your hands before beginning your journey

3. On your journey



Maintain 2 metre distance where possible



Use a face covering, if you can, when you will be close to others



Use contactless payment where possible



Be patient and follow instructions from transport staff



Wash or sanitise your hands as frequently as possible

4. Completing your journey

When finishing your journey, you should:



Follow guidance at your destination



Walk and cycle from public transport to your destination, where possible



Wash or sanitise your hands as soon as possible

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES

For further information visit www.gov.uk/coronavirus

Risk Matrix

Severity / Likelihood	1	2	3	4
1	1	2	3	4
2	2	4	6	8
3	3	6	9	12
4	4	8	12	16

Key

1-3	Low
4-8	Medium
9-12	High
16	Unacceptable