

Covid-19 Risk Assessment

Location: All offices

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Activity: Working within the office

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Hazard	Who is affected	Risk	Control Measures	Residual Risk
Persons experiencing symptoms of Covid-19	All employees and visitors	HIGH	<p>Ensure all contact details are up to date.</p> <p>Persons who are unwell with symptoms of Covid-19 should not travel to or attend the workplace under any circumstances. They should follow the stay at home guidance issued by Public Health England and report by telephone to their Branch Manager.</p> <p>If the government track and trace system has advised you to self isolate for 14 days, then you must not attend the offices and you must let your Branch Manager know. As long as you do not develop symptoms, you may still work, but not in an office for those 14 days. Speak to your team leader or group head about arrangements during this period.</p>	LOW
Presence in the office	All employees and visitors	HIGH	<p>Reducing the numbers of people in the office is one of the most effective ways of reducing the risk of catching and spreading Covid-19.</p> <p>Staff returning from furlough, if not working from home, will only be allowed in the office on the days they are specified to do so. Team Leaders and Business Heads will agree when staff in their teams/groups are to come into the office and provide a rota if required to ensure social distancing can take place. They must also only go into their own office on these days.</p> <p>Offices will remain closed to the general public for the time being. Notices on doors to be worded locally and kept updated. Screens on Reception will be considered when we decide to open our doors to the public.</p>	LOW

			<p>Client meetings should be held remotely via videolink such as Facetime, Whatsapp etc for the safety and comfort of ourselves and our clients. Consider meeting clients outside if you simply need a wet ink signature or similar. Be imaginative but remember to maintain personal distance of at least 2 metres at all times. Wearing non-surgical PPE such as face masks for close contact meetings is not adequate.</p> <p>Avoid giving advice in public where you can be overheard and confidentiality could be breached. Ensure that you and clients are comfortable with plans. We must avoid physical contact with clients and colleagues. That includes shaking hands, sharing pens etc.</p>	
Symptoms of Covid-19 onset while in the office	All employees and visitors	HIGH	<p>If any person displays or reports symptoms of Covid-19 they must speak to their Branch Manager and leave the building by the closest possible exit, return home quickly and directly and follow the stay at home guidance for households issued by Public Health England. If the person is unable to leave the building safely on their own, we will ask them to remain in place, clear the area and we will call 111 for advice.</p> <p>We will clear the area that has been occupied by the person and inform all persons in the office of the situation and pass on recommendations made by NHS 111.</p> <p>Branch Managers will then arrange for the area to be thoroughly cleaned.</p>	LOW
Opening Up	Office Staff	HIGH	<p>Immediately after unlocking and entering the office, wash hands thoroughly.</p> <p>Use disinfectant spray/anti bacterial wipes to wipe down:</p> <ul style="list-style-type: none"> • Doorbell/keypad • Internal and external door handles (front door and/or back door) <p>You must sign in/out on the normal signing sheets. Staff are required to do this as it is a fire regulation procedure in accordance with our Health and Safety Policy. If there isn't anyone on Reception, you must sign in yourself using your own pen, no pen will be left on Reception to use.</p>	LOW

Use of the building – social distancing	Office Staff	HIGH	<p>We must maintain social distancing measures in the office. This means keeping a distance of at least 2 metres between people at all times. Notices will be placed around the office to remind staff of procedures in place.</p> <p>Desks and other furniture to be moved where necessary to allow 2 metre distance to be observed.</p> <p>You must not hot desk, you should only use your own work station. Team Leaders/Business Heads will agree desk arrangements with their teams/groups to help maintain social distancing. If you have to use another work station, use one that hasn't been used in the last week and is unlikely to be used over the forthcoming week. Clean "borrowed" workstations before and after use.</p> <p>Limit the number of people in small rooms, such as kitchens, toilets, deets rooms and lifts to one at a time where a 2 metre personal distance cannot be maintained. If there is someone in the room, then please wait outside until it is free.</p> <p>The number of shared "touchpoints" in the office need to be reduced as much as possible. Internal doors can be kept open to allow free movement throughout the building without having to touch door handles or security pads. This can remain in place while front doors are locked to the public. Only fire doors that are fitted with a "doorguard" which automatically closes if the fire alarm sounds, can be left open. All other fire doors must remain closed at all times.</p> <p>Suppliers such as Electricians and Plumbers, are to be reminded to maintain personal distancing of 2 metres on entry and will be asked to clean their hands. Deliveries should be left inside the front/back door and not taken through into the office.</p> <p>Avoid all unnecessary movement between offices and limit the number of people you regularly come into contact with in the office.</p> <p>Avoid travelling in the same car as colleagues unless they are part of your household.</p>	LOW
Use of the building – hygiene	Office Staff	HIGH	Hand sanitiser is to be placed in reception for everyone entering the building. It is also to be placed next to photocopies/printers and anywhere else it is reasonably requested.	LOW

			<p>Hand wash or soap is to be kept stocked in all toilets and kitchens, along with adequate drying facilities. We must wash our hands often, more regularly than normal.</p> <p>Wash or sanitise hands immediately after touching 'touchpoint' items such as printers, kettles, door handles, taps etc. Please make your own drinks.</p> <p>You must clean your desk, keyboard, phone, etc every morning before you use it, with anti back wipes/disinfectant.</p> <p>Antibacterial surface cleaner to be kept in all kitchens and kitchen surfaces to be wiped regularly.</p> <p>Kitchen and other communal areas to be kept clean, especially while cleaners are not coming in. Adopt the mantra "Clean and tidy as you go".</p> <p>To keep the office ventilated by opening windows and doors often.</p> <p>Receptionists to have gloves for when they take deliveries and/or documents from clients/Postman, etc.</p> <p>Do not use the office as a delivery address for personal items.</p>	
Closing down at the end of the day	Office Staff	HIGH	<p>Before leaving the office each day:</p> <p>Check all fire doors are closed.</p> <p>Wash your hands thoroughly first. Use disinfectant spray/anti bacterial wipes to wipe down:</p> <ul style="list-style-type: none"> • Doorbell/keypad • Internal and external door handles (front door and/or back door) 	LOW