

**Covid-19 Risk Assessment – Updated for 15 September 2021 onwards**

**Location: All offices**

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**Activity: Working within the office**

**Date: 15/09/2021**

Hazard	Who is affected	Risk	Control Measures	Residual Risk
Persons experiencing symptoms of Covid-19	All employees and visitors	<b>HIGH</b>	<p>Ensure all contact details are up to date.</p> <p>Persons who are unwell with symptoms of Covid-19 or cold symptoms should <b>not</b> 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/ Business Head/ Team Leader or the Covid19 Steering Group. A negative test result may be required before the person attendance in an office can be agreed.</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>	<b>LOW</b>
Presence in the office	All employees and visitors	<b>HIGH</b>	<p>Reducing the numbers of people in the office at any one time is one of the most effective ways of reducing the risk of catching and spreading Covid-19. But the firm recognise and support the need for staff to return to the offices (at least in part) to be productive and effective.</p> <p>Staff are asked to work in the office for at least part of the week. The amount of time required to be in the office will depend on the role of each person, the department that they work in and the available safe space to work in, on any one day in the office. When working in the office all staff must work in a safe way. 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.</p>	<b>LOW</b>

			<p>As there are more staff in the offices now than at previous points in the pandemic, it is vital that the personal hygiene, social distancing and other measures in place are followed by all staff and visitors, to keep all safe.</p> <p>Client Appointments: Offices will remain closed to the general public for the time being, except for pre booked appointments. The three main offices (Southampton, Fareham and Portsmouth) have similar arrangements in place, branch offices will have specific arrangements in place. All offices will set the specific arrangements in their Risk Assessments. Where possible notices on doors will be worded locally, kept updated and will include relevant safety measures for meetings in the offices.</p> <p>A face to face meeting with a client in the office should be only used when absolutely required. All staff should consider that client meetings could be held remotely via videolink such as Teams, Zoom 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 face masks for lengthy close contact meetings is not mandatory, but is recommended.</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 prolonged close physical contact with clients and colleagues where at all possible. That includes shaking hands, sharing pens etc.</p> <p>Wills can be signed in the Fareham courtyard, subject to appointments being made in advance, face masks being used, social distancing being observed and sanitiser being used after the visit by staff members.</p>	
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Symptoms of Covid-19 onset while in the office	All employees and visitors	<b>HIGH</b>	<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>	<b>LOW</b>
Opening Up	Office Staff	<b>HIGH</b>	<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"> <li>• Doorbell/keypad</li> <li>• Internal and external door handles (front door and/or back door)</li> </ul> <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> <p><b>YOU MUST USE THE SANITIZER PROVIDED EACH AND EVERY TIME YOU ENTER OR LEAVE THE OFFICES.</b></p>	<b>LOW</b>

Use of the building – social distancing	Office Staff	<b>HIGH</b>	<p>We must maintain social distancing measures in the office. This means trying to keep 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>For those that must be in offices, we wish to get everyone into their workstation/desk to reduce social interaction. Desks and workstations have been assessed for distance and moved/adjusted to reduce face to face working. In some cases barriers have been utilised, to reduce close contact.</p> <p>Wipes should be used before you start work on the desk you are using, and especially the keyboard, mouse, on and off buttons on terminals and monitors and the phones, if anyone else has used that workstation since you last did. That is your responsibility. You must also do that when you leave (ie clean it all again to keep it clean for others to use after you).</p> <p>Desks and other furniture to be moved where necessary to allow 2 metre distance to be observed. 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 has been agreed to be able to be used. Clean “borrowed” workstations before and after use.</p> <p>We should still limit the number of people in small enclosed rooms with poor ventilation, 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 during office hours 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 (save for pre-booked appointments). 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 and wear PPE such as a mask. Delivery/collection of stationary, archived files, confidential waste etc should be done safely- with the person involved wearing a mask and reducing their time in the office as far as possible.</p>	<b>LOW</b>
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Use of the building – hygiene	Office Staff	<b>HIGH</b>	<p>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.</p> <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>As above, wipes must be used before you start work on the desk you are using, and especially the keyboard, mouse, on and off buttons on terminals and monitors and the phones. That is your responsibility. You must also do that when you leave (ie clean it all again to keep it clean for others to use after you).</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>	<b>LOW</b>

			<p><b>VENTILATION IS A KEY FACTOR TO STAYING SAFE</b></p> <p>Good ventilation brings fresh or cleaned air into indoor spaces. The more fresh air that is brought inside, the more diluted any airborne virus will become. In poorly ventilated spaces, residual virus can remain in the air after an infected person has left and increase the risk of COVID-19 spreading.</p> <p>Ventilation of rooms is a requirement to reduce the risk of transmission. We encourage all to wrap up and have ventilation.</p> <p>To keep the office ventilated by opening windows and doors often.</p> <p><b>THIS IS VITAL AND NEEDS TO BE DONE EVEN IF THE OFFICE IS GOING TO BE COLD.</b></p> <p>Where the weather outside is so cold or windy/stormy, that it is difficult to keep the windows open all the time- you must ensure that they are opened at least for 10 minutes every hour, in order to refresh the air in the room.</p> <p>Receptionists to have gloves for when they take deliveries and/or documents from clients/Postman, etc.</p> <p>Please do not use the office as a delivery address for personal items.</p>	
Closing down at the end of the day	Office Staff	<b>HIGH</b>	<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"> <li>• Doorbell/keypad</li> <li>• Internal and external door handles (front door and/or back door)</li> </ul>	<b>LOW</b>