

COVID19 RISK ASSESSMENT

Updated 8th February 2021

Version 4



AREA	FIRM RESPONSE	NOTES
<p>Who should go to work <i>Objective: That everyone should work from home, unless they cannot work from home.</i></p>		
<p>Staff should work from home if at all possible. Consider who is needed to be on-site; for example:</p> <ul style="list-style-type: none"> Workers in roles critical for business and operational continuity, safe facility management, or regulatory requirements and which cannot be performed remotely. Workers in critical roles which might be performed remotely, but who are unable to work remotely due to home circumstances or the unavailability of safe enabling equipment. 	<p>We have assessed all roles and considered who is required to be on-site. Please see the firm's Homeworking - Role Based Decision Making document.</p> <p>Where home-working is possible we have provided equipment to allow.</p> <p>We are looking to remove some of the obstacles to certain roles being able to work from home but that will take some time.</p>	
<p>Planning for the minimum number of people needed on site to operate safely and effectively.</p>	<p>We have the minimum number of people on-site to ensure the safe and effective running of the operation, once as and when we are able to move more roles to have the ability to home-work we will make that available.</p>	
<p>Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.</p>	<p>Microsoft Teams will be used to ensure effective ongoing communication with regular meetings held with team managers on a group basis and frequent calls held to ensure the wellbeing of home-workers.</p> <p>We are implementing virtual coffee catch-ups between teams and their managers to ensure we are monitoring the wellbeing our colleagues.</p>	
<p>Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.</p>	<p>As mentioned above managers and team leaders will frequently have calls with team members to assess their welfare and report any concerns so we can take appropriate steps.</p>	
<p>Providing equipment for people to work at home safely and effectively, for example, remote access to work systems.</p>	<p>Where this is a possible option we are providing all of the necessary hardware and software to allow our teams to work from home.</p>	

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Protecting people who are at higher risk <i>Objective: To protect clinically vulnerable and clinically extremely vulnerable individuals.</i>		
Providing support for workers around mental health and wellbeing. This could include advice or telephone support.	We have reminded all staff about the firm's employee assistance programme which includes telephone support if they need to discuss their wellbeing or need advice. There is also counselling available for any staff members if they require this.	
See current guidance for advice on who is in the clinically extremely vulnerable and clinically vulnerable groups.	We constantly review the current guidance about who is in the clinically extremely vulnerable and clinically vulnerable groups and review that against the information we have about our colleagues. All of our colleagues who are clinically extremely vulnerable and clinically vulnerable are either working from home or furloughed.	
People who need to self-isolate <i>Objective: To make sure individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as</i>		
Enabling workers to work from home while self-isolating if appropriate.	We have made available the appropriate equipment to allow colleagues who are self-isolating to work from home where this is possible. We also have a process for getting this equipment delivered to them safely.	
See current guidance for employees and employers relating to statutory sick pay due to COVID-19.	Our Human Resources team are staying up to date with all guidance and advice relating to COVID-19.	
See current guidance for people who have symptoms and those who live with others who have symptoms.	Our Human Resources team are staying up to date with all guidance and advice relating to COVID-19.	

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Equality in the workplace <i>Objective: To treat everyone in your workplace equally.</i>		
Understanding and taking into account the particular circumstances of those with different protected characteristics.	Whilst making any decisions we are taking into account all of our colleagues, especially the ones with different protected characteristics. We have considered this in line with the firm's equality policy.	
Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them.	Where appropriate we are consulting with our colleagues with protected characteristics and asking for their input on any steps which we are contemplating.	
Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.	Special measures have been put in place for some staff members with protected characteristics and any future decisions that we make will consider this.	
Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.	We assess the adjustments needed for any disabled members of staff, we are also conducting risk assessments with expectant mothers.	
Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.	We have taken steps to ensure that we have considered all groups when making decisions and further to that we have considered the individual members of these groups and how they will be impacted by decisions.	

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<p>Social distancing at work</p>		
<p>Objective: To maintain 2m social distancing wherever possible, including while arriving at and departing from work, while in work and when travelling between sites.</p>		
<ul style="list-style-type: none"> You must maintain social distancing in the workplace wherever possible. Where the social distancing guidelines cannot be followed in full in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between their staff. Mitigating actions include: <ul style="list-style-type: none"> Further increasing the frequency of hand washing and surface cleaning. Keeping the activity time involved as short as possible. Using screens or barriers to separate people from each other. Using back-to-back or side-to-side working (rather than face-to-face) whenever possible. Reducing the number of people each person has contact with by using ‘fixed teams or partnering’ (so each person works with only a few others). Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, break rooms, canteens and similar settings. These are often the most challenging areas to maintain social distancing. 	<p>Floor signage is being used to regulate the use of entrances and exits to the business. We have placed one way floor signs at 2.5m distances to remind people of the distance that they should be keeping when moving through the office.</p> <p>We have Perspex screen barriers as a precaution and have had these installed between all staff members.</p> <p>We have installed 7ft perspex barriers behind and around people to protect people.</p> <p>Reminders have been placed across the business of the importance of washing hands regularly and we have many automatic hand sanitizer stations which we encourage colleagues to use every time they pass one.</p> <p>Colleagues are not hot-desking and are working from a fixed work station to reduce the risk of transmission of the virus by using shared equipment.</p> <p>Limitations have been added to kitchen areas to maintained distance at all times.</p> <p>It is now mandatory for all staff to wear face coverings when not seated at their own desks to minimise risk.</p>	

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<p>Coming to work and leaving work Objective: To maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival.</p>		
<p>Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.</p>	<p>Start and finish times have been staggered to ensure that crowding around entry and exit areas is reduced. We have purchased additional clocking machines and installed are various locations to avoid crowding and changed everyone from fingerprint clocking to contactless card / fob.</p>	
<p>Providing additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible.</p>	<p>Additional parking has been provided for staff members who are in the office who are now driving rather than using public transport and there is ample space in the bike racks provided for anyone who may wish to use them.</p>	
<p>Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.</p>	<p>We do not currently use corporate vehicles, however this will be considered if we choose to use them in the future.</p>	
<p>Reducing congestion, for example, by having more entry points to the workplace.</p>	<p>We have all entry points to the offices open to reduce congestion.</p>	
<p>Providing more storage for workers for clothes and bags.</p>	<p>There is plenty of storage for colleagues within the office space.</p>	
<p>Using markings and introducing one-way flow at entry and exit points.</p>	<p>Floor markings have been introduced at entry and exit points. We have introduced an entrance and an exit to the 8th floor.</p>	
<p>Providing handwashing facilities, or hand sanitiser where not possible, at entry/exit points and not using touch-based security devices such as keypads.</p>	<p>All washing facilities have had automatic soap dispensers fitted to reduce touch points. Automatic hand sanitiser dispensers are available at all entry and exit points to the offices and there are stations throughout the business. We have replaced the fingerprint scanner on clocking in machines with a key-fob or card scanner to reduce the chance of contamination.</p>	

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Defining process alternatives for entry/exit points where appropriate, for example, deactivating turnstiles requiring pass checks in favour of showing a pass to security personnel at a distance.	We are in regular contact with the building manager discussing alternative entry/exit points for our floors.	

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<p>Moving around buildings and worksites Objective: To maintain social distancing wherever possible while people travel</p>		
<p>Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of radios or telephones, where permitted, and cleaning them between use.</p>	<p>Communication between colleagues, wherever possible, will be by the 8x8 telephone system, Zoom, or Microsoft Teams to reduce movement of people throughout the business.</p>	
<p>Restricting access between different areas of a building or site.</p>	<p>We have restricted the transitions between floors to only strictly necessary personell. The eating area on the 8th floor has been closed and a microwave has been purchased for the 1st floor to stop staff from the 1st floor moving to the 8th floor.</p>	
<p>Reducing job and location rotation.</p>	<p>Colleagues who are in the office work from a fixed work station reducing the chances of cross contamination.</p>	
<p>Introducing more one-way flow through buildings.</p>	<p>We have introduced one-way walkways in some areas of the business where this is appropriate.</p>	
<p>Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.</p>	<p>The maximum capacity for the lifts in the building has been reduced from ten to one and all colleagues are encouraged to use the stairs.</p>	
<p>Making sure that people with disabilities are able to access lifts.</p>	<p>Access to the lifts is prioritised for colleagues with disabilities, signs at the lifts remind staff to consider whether they really need to use the lift as disabled people may need to use them.</p>	
<p>Regulating use of high traffic areas including corridors, lifts turnstiles and walkways to maintain social distancing.</p>	<p>Floor signage is being used to regulate the use of high traffic areas to maintain social distancing.</p>	

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Workplaces and workstations Objective: To maintain social distancing between individuals when they are at their workstations.		
Review layouts and processes to allow people to work further apart from each other.	We have introduced reduced numbers to allow greater spaces between staff members. We have also reviewed the layouts to ensure we are making sure we are providing safe distances between staff.	
Using floor tape or paint to mark areas to help workers keep to a 2m distance.	Floor tape and floor signage is being used to mark areas to help colleagues keep a distance of 2m apart. We have placed the one way arrows on the floor 2.5m apart to remind staff of the distance they are from the person in front of them.	
Only where it is not possible to move workstations further apart, arranging people to work side by side or facing away from each other rather than face-to-face.	If this becomes necessary we will arrange colleagues in a manner to allow this.	
Only where it is not possible to move workstations further apart, using screens to separate people from each other.	We have Perspex screen barriers as a precaution and have had these installed between all staff members. We also have introduced 7ft perspex screens to protect staff.	
Managing occupancy levels to enable social distancing.	We are operating at much reduced occupancy levels to allow social distancing.	
Avoiding use of hot desks and spaces and, where not possible, for example, call centres or training facilities, cleaning workstations between different occupants including shared equipment.	All colleagues are working from fixed work stations to reduce the risk of contamination from shared equipment. Additional cleaning is being undertaken in areas which have shared use.	

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Meetings		
<i>Objective: To reduce transmission due to face-to-face meetings and maintain social distancing in meetings.</i>		
Using remote working tools to avoid in-person meetings.	We are using zoom, Microsoft Teams, or conference calls to try to avoid meeting wherever possible.	
Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.	We have limited meeting room use to ensure safe distance is adhered to and made it compulsory for face coverings to be worn during meetings.	
Avoiding transmission during meetings, for example, avoiding sharing pens and other objects.	No items are shared in internal meetings.	
Providing hand sanitiser in meeting rooms.	Hand sanitisers have been placed in all meeting rooms.	
Holding meetings outdoors or in well-ventilated rooms whenever possible.	We have limited meeting room use to ensure safe distance is adhered to and windows are opened.	
For areas where regular meetings take place, using floor signage to help people maintain social distancing.	Floor signage will be used in meeting areas to maintain social distancing.	
Common areas		
<i>Objective: To maintain social distancing while using common areas.</i>		
Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions and staircases.	We are in regular contact with the building manager with regards to their plans with the communal areas and will be updated as to when the other businesses return to the building.	
Staggering break times to reduce pressure on break rooms or canteens.	We have adjusted break times accordingly.	
Using safe outside areas for breaks.	There is not currently a safe outdoor space for staff to use during breaks. Staff can however smoke in a designated area at the side of the building. Staff are reminded of their obligation to socially distance when smoking.	
Creating additional space by using other parts of the workplace or building that have been freed up by remote working.	The space freed up by home workers was used to ensure colleagues were 2 meters apart whilst at their desks.	
Installing screens to protect staff in receptions or similar areas.	We have Perspex screen barriers as a precaution and have had these installed between all staff members and in front of all reception staff.	

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Providing packaged meals or similar to avoid fully opening staff canteens.	The building canteen is currently offering take-away only, several local shops are open nearby.	
Encouraging workers to bring their own food.	The building canteen is currently offering take-away only, several local shops are open nearby.	
Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.	We have removed the eating area on the 8th floor and have asked all staff to eat at their own desks. This reduces the interaction between staff members on each floor and also reduces the use of shared areas, much reducing the possibility of transmission of Covid-19.	
Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site.	We have no colleagues working off-site, other than those that will be working from home.	
Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage.	Shower and changing facilities will be regulated by the building manager's team.	
Encouraging storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts.	We always encourage colleagues to store personal items and clothing in the lockers provided.	

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Accidents, security and other incidents <i>Objective: To prioritise safety during incidents.</i>		
<ul style="list-style-type: none">• In an emergency, for example, an accident or fire, people do not have to stay 2m apart if it would be unsafe.• People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.	Our Human Resources team are staying up to date with all guidance and advice relating to COVID-19 and all office workers and their managers have been advised of rules in case of an emergency. All first aiders have been provided with the latest guidance regarding what action to take if they are required to administer first aid during the Covid-19 pandemic.	

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Manage contacts		
Objective: To minimise the number of unnecessary visits to offices.		
Encouraging visits via remote connection/working where this is an option.	We are using Zoom, Microsoft Teams, or conference calls for all external visitors in favour of in-person meetings wherever possible.	
Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival.	A site guide is sent to anyone who is required to attend the office to the arrangements for when they attend the office.	
Limiting the number of visitors at any one time.	These will be reviewed and arrangements made at the time any contractors or visitors are booked in.	
Limiting visitor times to a specific time window and restricting access to required visitors only.	These will be reviewed and arrangements made at the time any contractors or visitors are booked in.	
Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.	If any essential maintenance work is needed then arrangements will be made to ensure that interactions between people are kept to a minimum.	
Maintaining a record of all visitors, if this is practical.	All visitors will be required to complete a form and have their temperature recorded before being allowed to remain on site.	
Revising visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions.	Other than for repairs or essential services the firm is not accepting external visitors.	

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Providing and explaining available guidance <i>Objective: To make sure people understand what they need to do to maintain safety.</i>		
Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage or visual aids and before arrival, for example, by phone, on the website or by email.	Clear signage is used at the entrance to the offices along with visual reminders throughout the office. These are constantly changed to keep them fresh and recapturing employees attention	
Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors.	Other than for repairs or essential services the firm is not accepting external visitors.	
Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.	These will be reviewed and arrangements made at the time any contractors or visitors are booked in.	
Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces.	We are in regular contact with the building manager with regard to their plans with the communal areas and will be updated as to when the other businesses return to the building. We do not use shared working spaces.	
Cleaning the workplace - before reopening <i>Objective: To make sure that any site or location that has been closed or partially operated is clean and ready to restart.</i>		
Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.	Our mechanical engineers have been out to inspect our system to make sure it is correctly set up. We also have CO2 monitors in place that regulate the levels at all times.	
Most air conditioning system do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.	Our mechanical engineers have been out to inspect our system to make sure it is correctly set up.	
Opening windows and doors frequently to encourage ventilation, where possible.	Windows and doors are opened periodically throughout the day.	

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<p>Keeping the workplace clean Objective: To keep the workplace clean and prevent transmission by touching contaminated surfaces.</p>		
<p>Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.</p>	<p>All colleagues are working from fixed work stations to reduce the risk of contamination from shared equipment. Additional cleaning is being undertaken in areas which have shared use.</p>	
<p>Frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements.</p>	<p>We have discussed additional cleaning with the building manager for communal areas and our daily cleaners have been instructed to focus on these areas within our offices. Reminders have been placed across the business of the importance of washing hands regularly and we have many hand sanitizer stations which we encourage colleagues to use every time they pass one. We have provided cleaning materials throughout the office for regular cleaning throughout the day by employees.</p>	
<p>Clearing workspaces and removing waste and belongings from the work area at the end of a shift.</p>	<p>All office based staff have been given a tray in which to put their belongings, this can then be easily transferred to under their desks at the end of their shift. Our daily cleaners have been instructed to focus on these areas and we encourage colleagues to do this when they finish their shift.</p>	
<p>Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards.</p>	<p>Printer access has been limited and designated colleagues have been assigned printing tasks. Regular cleaning of printers by our cleaners and designated colleagues is being undertaken at regular intervals.</p>	
<p>If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.</p>	<p>In the event of this happening, managers would be alerted and guidance will be followed.</p>	

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<p>Hygiene – handwashing, sanitation facilities and toilets Objective: To help everyone keep good hygiene through the working day.</p>		
<p>Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.</p>	<p>Reminders have been placed across the business of the importance of washing hands regularly and guidance regarding responsibilities and increased hygiene. Specific handwashing technique reminders and guidance regarding responsibilities and increased hygiene have been placed in all bathrooms.</p>	
<p>Providing regular reminders and signage to maintain personal hygiene standards.</p>	<p>Reminders have been placed across the business of the importance of washing hands regularly and guidance regarding responsibilities and increased hygiene.</p>	
<p>Providing hand sanitiser in multiple locations in addition to washrooms.</p>	<p>Hand sanitiser stations are at every entry/exit point, meeting rooms and at regular intervals around the office.</p>	
<p>Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.</p>	<p>We have regular cleaners and designated colleagues assigned per floor for checks to ensure toilet standards are met. Floor signage outside toilets to ensure safe distancing is maintained and where appropriate main doors will be kept opened for visibility. Washbasins which are too close together have been taped off.</p>	
<p>Enhancing cleaning for busy areas.</p>	<p>Our cleaners have enhanced their daily routine.</p>	
<p>Providing more waste facilities and more frequent rubbish collection.</p>	<p>Waste facilities and rubbish collections have been increased and will be monitored to make sure it is regular enough.</p>	
<p>Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities.</p>	<p>We are looking into having dispensers fitted in the gents, these are already in the ladies.</p>	

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Changing rooms and showers <i>Objective: To minimise the risk of transmission in changing rooms and showers.</i>		
Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible.	Shower and changing facilities are cleaned frequently and to a high standard by the building manager's hygiene teams.	
Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.	Shower and changing facilities are cleaned frequently and to a high standard by the building manager's hygiene teams.	
Handling goods, merchandise and other materials, and onsite vehicles <i>Objective: To reduce transmission through contact with objects that come into the workplace and vehicles at the worksite.</i>		
Cleaning procedures for goods and merchandise entering the site.	Where it is practical we will have goods entering the workplace cleaned before handling.	
Cleaning procedures for vehicles.	We do not have vehicles entering the workplace.	
Introducing greater handwashing and handwashing facilities for workers handling goods and merchandise and providing hand sanitiser where this is not practical.	Hand sanitisation stations are in place for our colleagues who handle incoming deliveries but they are encouraged to also wash their hands after handling incoming deliveries.	
Regular cleaning of vehicles that workers may take home.	We do not have any vehicles which colleagues take home.	
Restricting non-business deliveries, for example, personal deliveries to workers.	We do not allow non-business deliveries to the workplace.	

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<p>Face coverings</p> <p>Optional</p> <p>Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off. Employers should support their workers in using face coverings safely if they choose to wear one.</p> <p>This means telling workers:</p> <ul style="list-style-type: none">• Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.• When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.• Change your face covering if it becomes damp or if you've touched it.• Continue to wash your hands regularly.• Change and wash your face covering daily.• If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.• Practise social distancing wherever possible. <p>You can make face-coverings at home and can find guidance on how to do this and use them safely on GOV.UK.</p>	<p>We have a mandatory policy of wearing a disposable surgical face mask issued by the firm at all times when staff are not seated at their desks.</p> <p>An instructional video has been sent to all staff explaining how to correctly put on a mask and other necessary instructions including that a new mask must be work each day.</p>	

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Shift patterns and working groups		
<i>Objective: To change the way work is organised to create distinct groups and reduce the number of contacts each employee has.</i>		
As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.	Shifts have been changed and fixed.	
Identifying areas where people directly pass things to each other, for example office supplies, and finding ways to remove direct contact, such as using drop-off points or transfer zones.	Office supply requests need to be emailed to the admin manager and arrangements will then be made for no contact collection.	
Work-related travel - Cars, accommodation and visits		
<i>Objective: To avoid unnecessary work travel and keep people safe when they do need to travel between locations.</i>		
Minimising non-essential travel – consider remote options first.	No work related travel is required at present. We have home-workers and the minimum number of people on-site to ensure the safe and effective running of the operation.	
Minimising the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.	No work related travel is required at present.	
Cleaning shared vehicles between shifts or on handover.	We do not have any company or shared vehicles.	
Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.	Workers are not required to stay away from their home.	

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Work-related travel - Deliveries to Other Sites Objective: To help workers delivering to other sites such as branches, or suppliers' or customers' premises to maintain social distancing and hygiene practices.		
Putting in place procedures to minimise person-to-person contact during deliveries to other sites.	N/A. We do not make deliveries to other sites.	
Maintaining consistent pairing where two-person deliveries are required.	N/A. We do not make deliveries to other sites.	
Minimising contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents.	N/A. We do not make deliveries to other sites.	
Communications and Training - Returning to Work Objective: To make sure all workers understand COVID-19 related safety procedures.		
Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.	Microsoft Teams will be used to ensure effective ongoing communication with regular meetings held with team managers on an individual and a group basis.	
Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.	Microsoft Teams will be used to ensure effective ongoing communication with regular meetings held with team managers on a group basis. Calls will be made if workers wish to discuss individually with their managers.	
Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.	We have training materials for our colleagues returning to work. We also have a covid return to work form set up for managers to go through with staff members when returning to work, this is completed in a covid secure way before the employee is able to return to the workforce to capture all information needed and make sure we have complied with the latest government guidelines.	

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<p>Communications and Training - Ongoing communications and signage Objective: To make sure all workers are kept up to date with how safety measures are being implemented or updated.</p>		
<p>Ongoing engagement with workers (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.</p>	<p>Our Human Resources team are staying up to date with all guidance and advice relating to COVID-19, they provide regular updates to managers and visual guidance around the office.</p>	
<p>Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19).</p>	<p>Our Human Resources team have rolled out a mental health and wellbeing leaflet for all staff, this encourages physical health and it's benefits such as cycling to work. We are currently training more mental health first aiders in the office.</p>	
<p>Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.</p>	<p>Our Human Resources team are staying up to date with all guidance and advice relating to COVID-19, they provide regular updates to managers and visual guidance around the office.</p>	
<p>Using visual communications, for example, whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.</p>	<p>Signage is being used throughout the business to update all colleagues on the latest guidance.</p>	
<p>Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.</p>	<p>Where the business is in contact with other parties it will share its best practices to help other parties with adoption. It will also seek their best practices to see if we can adopt these.</p>	

COVID19 RISK ASSESSMENT

Updated 8th February 2021

Version 4



AREA	FIRM RESPONSE	NOTES
Inbound and outbound goods		
Objective: To maintain social distancing and avoid surface transmission when goods enter and leave the site.		
Revising pick-up and drop-off collection points, procedures, signage and markings.	We have specific drop off and collection points for all our deliveries/collections.	
Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.	All deliveries and collections are handled by reception.	
Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.	These will be continued to be assessed and will be revised accordingly if possible.	
Where possible and safe, having single workers load or unload vehicles.	No colleagues load or unload vehicles.	
Where possible, using the same pairs of people for loads where more than one is needed.	The same colleagues handle deliveries.	
Enabling drivers to access welfare facilities when required, consistent with other guidance.	Drivers are able to access welfare facilities when required, consistent with other guidance.	
Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-always.	Drivers must exit their vehicles in order to bring the deliveries to the firm's office within the building.	