



RISK ASSESSMENT

Chichester/Fareham/Havant office

27th August 2021 V.17

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal. This risk assessment has been created following the Health and Safety Executive Coronavirus guidance and has been produced by Jeremy Weeks, CEO, and Mikyla Wollaston, HR Manager. A copy of this document has been emailed to all staff on 27th August 2021 and is accessible on the Glanvilles staff intranet as well as the Glanvilles public facing website.

Risk level is based on 'Likelihood of risk' and 'Severity of risk'.

Responsibility lies with everyone. Management Team (Jeremy Weeks and Mikyla Wollaston) will ensure all Team Leaders are aware of Management responsibilities and will review this risk assessment once every month to ensure up to date and communications are thorough.

<u>Known hazards</u>	<u>Risk x Likelihood level</u>	<u>Who might be harmed</u>	<u>Controls Required</u>	<u>Additional Controls</u>
<p>Contacting or Spreading of Covid-19 Coronavirus in common use high traffic areas or by not washing hands thoroughly or often enough</p> <p>As of 19th July 2021, now in step four of lockdown easing.</p>	<p>4 x 4 = 16</p>	<p>Staff</p> <p>Clients visiting the premises</p> <p>Cleaners</p> <p>Contractors and deliveries such as royal mail, DX, PHS wash groups, Warrens, TMCS etc.</p> <p>Vulnerable groups or at high risk – Elderly, Pregnant workers, those with existing underlying health conditions, older males, high</p>	<p>As outlined in this document i.e. social distancing, limited access to the office, hand washing and cleanliness, home working availability and flexible hours.</p>	<p>Government's advice is 'wash hands, cover face, make space and let fresh air in'. Stay Alert.</p> <p>Social distancing, checking into venues and capacity limits are no longer mandatory as of 19th July 2021.</p> <p>CLOSE CONTACTS – It is no longer a legal requirement to self-isolate if you're fully vaccinated or under 18; this means 14 days have passed since your final dose of a COVID-19 vaccine given by the NHS. Further guidance below or found here; https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/</p> <p>Employees to be reminded to wash their hands for 20 seconds with water and soap and the importance of proper drying.</p> <p>Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands.</p>

<p>COVID19 alert level now at level three meaning in general circulation.</p>		<p>body mass index, BAME ethnic backgrounds</p> <p>Private Client team with hospital / care home appointments as well as outside home appointments for clients</p> <p>Anyone else who physically comes in contact with staff</p>		<p>Tissues will be made available throughout the workplace. Our cleaning company will source hand soap and paper towels for the toilets at Fareham, at Havant this done by Arena managing company and at Chichester this is done by our receptionist/cleaning company.</p> <p>Staff are encouraged to report any problems and any level of sickness, such as; household members sickness, changes in medical notes or any H&S notes. If a member of your household becomes unwell with COVID symptoms, do not come to the office and call HR on 07595 607376 to discuss next steps. Self-isolating at home may be required.</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice via posters and regular email updates.</p> <p>Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed. If any staff member is not adhering the rules and procedures as set out in this risk assessment then they may be referred to our disciplinary procedure; See policy 5.5 of the firm's operational manual for Disciplinary policy & procedure.</p> <p>Private Client team not to attend hospital / care home / outside home appointments where they feel at risk.</p> <p>If you or a member of your household are in a category where shielding has been required, or you are a new or expectant mother, or you are not accepting vaccinations for COVID19, please report to your department head and/or HR Manager so we can ensure safeguarding is in place.</p>
<p>Self-Isolation</p>	<p>2 x 2 = 4</p>	<p>All staff</p>	<p>NHS guidance can be found here: https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/</p> <p>Self-isolation is when you do not leave your home because you</p>	<p><u>WHEN TO SELF-ISOLATE</u></p> <p>Self-isolate straight away and get a PCR test (a test that is sent to the lab) on GOV.UK as soon as possible if you have any of these 3 symptoms of COVID-19, even if they are mild:</p>

			<p>have or might have coronavirus (COVID-19). This helps stop the virus spreading to other people. Self-Isolation is usually the next 10 full days from contact, testing positive or the day of developing symptoms.</p> <p>Fully vaccinated means a minimum of 14 days have passed since your final injection given by the NHS.</p> <p>You may be able to work from home during self-isolation at the approval of your partner in charge, however if you become unwell whilst working at home you must stop and rest and instead this may be reported as absent.</p>	<ul style="list-style-type: none"> • a high temperature • a new, continuous cough • a loss or change to your sense of smell or taste <p>You should also self-isolate straight away if:</p> <ul style="list-style-type: none"> • you've tested positive for COVID-19 – this means you have the virus • someone you live with has symptoms or tested positive (unless you are not required to self-isolate – check below if this applies to you) • you've been told to self-isolate following contact with someone who tested positive – find out what to do if you're told to self-isolate by NHS Test and Trace or the NHS COVID-19 app <p>Information: You may need to quarantine when you arrive in England from abroad. Check the quarantine rules when entering England on GOV.UK</p> <p><u>WHEN YOU DO NOT NEED TO SELF-ISOLATE</u></p> <p>If someone you live with has symptoms of COVID-19, or has tested positive for COVID-19, you will not need to self-isolate if any of the following apply:</p> <ul style="list-style-type: none"> • you're fully vaccinated – this means 14 days have passed since your final dose of a COVID-19 vaccine given by the NHS • you're under 18 years, 6 months old • you're taking part or have taken part in a COVID-19 vaccine trial • you're not able to get vaccinated for medical reasons <p>Even if you do not have symptoms, you should still:</p> <ul style="list-style-type: none"> • get a PCR test on GOV.UK to check if you have COVID-19
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<p>Social Distancing</p> <p>No longer mandatory but strongly recommended when in an indoor setting to be 2m apart, or 1m plus, with risk mitigating where 2m is not viable.</p>	2 x 2 = 4	All staff and visitors to the office.	<p>Social Distancing – the government have removed the mandatory requirements of 2m or 1m plus. However, the government still recommends leaving at least a 2m gap between others especially in an indoor setting.</p> <p>If you cannot stay 2m away I.e. in training, then 1m plus is acceptable whilst mitigating risks; such as a face mask, ventilation or covid19 screen blockers.</p> <p>COVID19 screen toppers/dividers will remain in place in all three offices where there is 1m or less, or 3 or more to one working pod, or upon individual requests.</p> <p>Conference calls and video calls to be used where possible instead of face to face meetings.</p>	<p>Staff are reminded of the importance of social distancing especially when in an indoor setting.</p> <p>Fareham kitchens only one person at a time as there is no window for ventilation.</p> <p>Fareham upstairs toilets to have only one person at a time through the hallway.</p> <p>All toilets, kitchens and meetings rooms to have hand sanitizer and/or soap and/or anti-bac wipes readily available.</p> <p>In the event of an emergency, for example, first aid or a fire the social distancing rules do not need to be complied with if unsafe. However you must use alcohol based hand sanitizer or wash your hands for 20 seconds with soap and water, and also wipe down any surface such as first aid box after use.</p> <p>All staff must each clean the kitchen facilities after use. We highly suggest bringing your own bottles/flasks in and no tea/coffee making for anyone but yourself.</p> <p>Wearing of face masks around the premises are no longer mandatory but they are welcomed and supported for all staff, visitors and clients. We continue to supply a stock of disposable one time use face masks if a client or staff member requires one.</p> <p>We maintain a strict no hand shaking rule.</p> <p>Staff members are encouraged not to share car journeys in one vehicle. If this is not possible then face masks could help mitigate risks along with good ventilation of opening windows.</p> <p>We have created a short notice for clients regarding Covid-19, which outlines expectations for if a client attends the office and also expectations throughout their case. These Covid-19 information notices should be sent to all new instructions at file opening stage, and also when arranging appointments (notices can be sent electronically if required, and a copy is accessible on the staff intranet). This is also available on our public facing website under ‘About Us’.</p>

Reception areas	4 x 4 = 16	All staff and visitors to the office.	<p>Keep reception areas and meeting rooms clean and safe for all.</p> <p>Posters are displayed in each offices to remind people to keep a suggested 2m apart.</p> <p>Clients to the office</p> <p>As of 19th July 2021, government have removed the mandatory legal requirement to no longer require the wearing of face masks; excluding for Fareham office until 31st August 2021. The partners support and welcome anyone who wishes to continue wearing face masks around the offices and in meetings etc. We must be sympathetic to the clients we see and be aware that some may still wish for us to wear a face mask whilst attending a meeting.</p>	<p>All receptions COVID19 protective screen barrier will remain in place.</p> <p>Reception staff have been provided with disposable gloves for post handling. Blue disposable gloves will be provided and kept on reception areas.</p> <p>Anti-bac wipes/spray will be available for reception and work rooms so staff can wipe rooms and surfaces after client meetings etc.</p> <p>Hand sanitizer continues to be available on reception and in meeting rooms as a priority, and around all the offices for staff use.</p> <p>Essential contractors coming to the office – Equity cleaning, PHS for sanitary bins, TMCS, DX, warrens and paper order for all offices, and royal mail at Havant office.</p> <p>Reception & meeting room windows must be open where safely possible for at least 10 minutes after each client meeting.</p> <p>No personal belongings to be delivered to work.</p> <p>Reception must be made aware of arranged client appointments to ensure adequate space and time in between appointments to clean and ventilate the rooms. Clients will be asked to wait in a meeting room when they attend the office to minimise numbers in reception waiting area.</p> <p>We continue to promote online meetings or telephone appointments, however our offices are open to the public to drop in without pre-arranged appointments for paperwork, ID certifying, pay a bill etc.</p>
Personal Protective Equipment (PPE)	2 x 2 = 4	Receptions and Wills and Probate staff for home appointments if required.	<p><i>Public Health guidance on the use of PPE (personal protective equipment) to protect against COVID-19 relates to health care settings. In all other settings individuals are asked to observe social distancing measures and practice good hand hygiene behaviours.</i></p> <p>We do not believe PPE is required for workers present at our offices given the above</p>	<p>Staff to be reminded that wearing of gloves is not a substitute for good hand washing.</p> <p>Private Client team members attending outside appointments in a care home / hospital or home setting should assess the risk level and if concerned report to either Sonia Green or Marie Callaway in the first instance.</p> <p>Risk assessment demonstrates that PPE, following HSE suggestions: we are in a non-clinical role excluding death bed wills/ hospital visits / visiting death and care homes. Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside</p>

			<p>comment from HSE guidance, except for Private Client team members attending outside appointments, PPE may be necessary.</p> <p>PPE may be a requirement for Private Client Wills and Probate team with outside appointments at client premises or hospitals or care homes, for risks associated with the work undertaken the following measures will be followed-</p> <p>GLOVES: Risk assessment has identified that only specific staff may require blue safety gloves if they wish:</p> <ul style="list-style-type: none"> - Reception for handling post and parcels - Wills and Probate team for outside client appointments re house / care home or hospital visits. 	<p>clinical settings or when responding to a suspected or confirmed case of COVID-19.</p> <p>We had ordered all current staff their own stylus with a rubber end for the touch screen printers/photocopiers, franking machines and scanners if they prefer.</p> <p>The sign in/out ipad at Fareham reception features a contactless option for signing in/out which staff and clients can use or there is a stylus pen and hand sanitizer kept next to the ipad at all times.</p> <p>Disposable one time use face masks are available on reception if a client does not have one, or if a staff member requires one to wear one for client appointments.</p>
Travelling to work - risk of COVID infection from others	4 x 3 = 12	All staff	<p>Personal vehicle, bike or walking to be conducted where possible to complete your commute to and from work.</p> <p>Aim to minimize the frequency and amount of time using public transport.</p>	Home-working is more limited and staff are now back in office mostly FT or a few on Flexible arrangements.
Suspected case whilst working	4 x 4 = 16	All staff	<p>If a staff member develops a high temperature or a new, persistent cough they should:</p> <ol style="list-style-type: none"> 1) Return home immediately 	<p>If a staff member on site develops COVID19 symptoms, that staff member must leave immediately and call HR for further guidance. Once that staff member has left, another staff member must use the medically graded disposable gloves kept on receptions and/or post</p>

<p>within the office</p>			<p>and contact HR to report absence</p> <ol style="list-style-type: none"> 2) Avoid touching anything 3) Obtain a PCR lab test within 2 days 4) Self-isolate for the next 10 full days, unless self-isolation requirements deem otherwise i.e. negative PCR result. <p>Detailed self-isolation guidance can be found here: https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/how-long-to-self-isolate/</p> <p>If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), the management team (JRW and MWW) will contact the Public Health Authority after 5 positive cases to discuss, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. Areas where that member of staff or member of public has been will be cleaned and wiped down using anti-bac cleaning products.</p>	<p>areas and wipe down that staff member's desk and any touchpoint or surfaces that staff member may have touched (door handles, light switches, stair bannisters, kitchen facilities etc) with anti-bac wipes or spray. If possible, windows and/or doors must be opened for at least 15 minutes for fresh ventilation and staff in that office or floor will be asked to wash their hands thoroughly, following the NHS guidance, with plentiful soap for at least 20 seconds.</p> <p>We have purchased Triple 8 Protect Sani-Mist 500ml (tested to EN14476 for virus control) anti-bac Dettol spray which can be used lightly in air, on fabrics and on electrical equipment (keyboards, mice and phones). This product does not need to be wiped down after use. Before using any aerosol cans please consider staff members around the area you are spraying particularly those that are asthmatic.</p> <p>Professional Infection Control cleaners will be considered if necessary to treat suspected outbreak.; usually if one office has 5 or more positive cases within 14 days.</p> <p>We have 1x Infra-red non-contact thermometers at each office, kept at the first aid box station. They must be wiped down before and after use. A normal temperature must not be relied upon to consider if you have or do not have COVID; it is only ONE of the symptoms.</p> <p>If one office has 5 or more positive cases within 14 days, the local health authority must be alerted. COVID19 (Coronavirus) is a reportable virus under RIDDOR of the Health and Safety Executive. The reporting requirements relating to cases of, or deaths from, COVID-19 under RIDDOR apply only to occupational exposure, that is, as a result of a person's work.</p>
<p>COVID19 tests and</p>	<p>1 x 1 = 2</p>	<p>All staff and visitors</p>	<p>COVID19 tests</p>	<p>COVID19 tests can be taken too early or too late and they are not 100% accurate.</p>

<p>COVID19 vaccinations</p>			<p>COVID19 vaccinations</p>	<p>You can carry out Lateral Flow tests if you are Asymptomatic. There are various COVID19 Asymptomatic LFT test sites where anyone attending a workplace can be tested, for free, through a Lateral Flow Test. There are appointments available online for Hampshire or WEST SUSSEX, or you can order Lateral Flow test kits to do at home which are currently free from the government/NHS.</p> <p>The partners strongly encourage all staff attending the workplace to attend these free Lateral Flow Test sites at least once or twice a week and we support staff attending during working hours. Once you have been tested you should receive a text and/or email notification of your results. Results do not need to be shared with heads of department or HR. If results return as positive from the Lateral Flow Testing then the staff member must leave immediately and obtain a PCR lab test within 2 working days, inform HR and also their Department Head. New guidance requires that if you test positive on a Lateral Flow Test then you will need to complete a PCR test within 2 working days to confirm result. You can order a PCR test here: https://www.gov.uk/get-coronavirus-test.</p> <p>Any forms of discrimination against staff members, regardless of their position on vaccinations, will not be tolerated and may result in disciplinary action; See policy 5.5 of the firm's operational manual for Disciplinary policy & procedure.</p> <p>You are not required to send us proof or evidence that you have been vaccinated. However, if you are considering not to be vaccinated, whether that is on medical or religious grounds or other, it is strongly advised that you inform your team leader and HR manager so we can ensure the right levels of COVID19 safety measures remain in place for you.</p> <p>It is strongly recommended that all members of the public receive their COVID19 vaccination from the NHS when they become eligible and therefore when you do receive your COVID19 vaccination appointment, paid time off to attend the appointment will be granted. It is anticipated that attending the appointment should not take longer than up to two hours including travel there and back to the vaccination clinic.</p>
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Access to the office	4 x 4 = 16	All staff and visitors	<p>We are allowing clients to drop in without a pre-arranged appointment.</p> <p>There is plentiful supply of anti-bac wipes and spray to use before and after each client appointment. We also encourage staff and reception to ensure windows are open for a well ventilated room.</p> <p>Where possible, remove any touch points to limit contact around the office. We ask all staff to wash their hands more regularly and for 20 seconds. Posters are displayed in our toilet facilities and around the offices as a reminder, and hand sanitizer is readily available.</p> <p>Whilst not mandatory from the government, it is recommended that staff continue social distancing especially in any</p>	<p>Social Distancing is no longer a legal mandatory requirement, however, we anticipate that the maximum number of staff, outside of national lockdown, in the office at any one time remains the same as: Havant = 17: 14 upstairs and 3 staff downstairs Chichester = 16: 14 upstairs and 2 staff downstairs Fareham = 34: 20 upstairs and 14 staff downstairs</p> <p>Please be aware of clients and suppliers in reception areas. We must avoid congestion where possible.</p> <p>Partner heads to confirm staff attendance to the office are: Havant = Marie Callaway Chichester = Nicola Crookes-West Fareham = Jeremy Weeks</p> <p>Do not touch other staff member's desks, equipment or items.</p> <p>Anti-bac wipes/spray will be available.</p> <p>We outsource our office cleaning requirements to Equity Cleaning services who clean all three offices out of hours. Havant and Fareham continues to be cleaned daily, Chichester continues to be cleaned Monday, Wednesday and Friday.</p> <p>Lifts are only present at Fareham and Havant office. You are encouraged not to use these.</p>

			<p>indoor setting (2m / 1m plus).</p> <p>Regularly clean common contact surfaces in reception, office, access control and delivery areas e.g. scanners/printers, telephone handsets and desks.</p>	
<p>Welfare & hygiene - sanitary convenience s, rest areas and eating areas</p>	<p>3 x 3 = 9</p>	<p>All staff</p>	<p>Wash your hands thoroughly and regularly. Use soap and water for at least 20 seconds. Use alcohol-based hand sanitiser if soap and water is not available, and hand washing technique to be adopted as directed by NHS (20 seconds)</p> <p>Avoid touching your face/eyes/nose/mouth with unwashed hands and cover your cough or sneeze with a tissue then throw it in the bin.</p> <p>We provide rubbish bins by all desks and in our toilet/kitchen facilities for hand towels, and our cleaners will remove and dispose of the rubbish.</p> <p>Ensure sufficient supplies of soap, hand sanitiser and paper towels remain in place. Our cleaners and receptions will continue to monitor stock levels.</p> <p>Staff to wash hands prior to handling / eating food.</p> <p>Tables and surfaces should be cleaned between each use in kitchens and communal areas.</p>	<p>Havant office - Shared entry access and communal toilet facilities.</p> <p>Fareham office - Shared entry access at Fareham office and downstairs shared toilet facilities.</p> <p>Ventilation - The meetings rooms at Fareham that do not have windows are room 1 and room 3. These rooms are therefore out of use for client appointments. All at Havant and Chichester have windows that can be opened.</p> <p>Ventilation - Fareham and Chichester do not have air con, and it does get extremely hot in Fareham in the summer however windows can be opened to address this. We have been informed by Arena, on 2nd June 2020, that Havant office air-con is safe to use.</p> <p>Please wipe down surfaces in the kitchen after each use with anti-bac wipes or cleaning spray.</p> <p>No crowding at office equipment such as printers, scanners, postal areas etc.</p>

Cleaning	2 x 2 = 4	All staff	Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.	We have a professional cleaning agency at each office, Equity Cleaning. They provide their own equipment and risk assessments. Fareham & Havant office are cleaned daily, Chichester office is cleaned Monday, Wednesday and Friday. All receptionists have anti-bac wipes/sprays to use when they wish to and to use after each client meeting.
Use of display Screen Equipment (DSE) to prevent musculoskeletal disorders	2 x 2 = 4	All staff	DSE assessment for home workers to be available on request to ensure controls in place remain effective. Occupational health information available upon request. Regular breaks from the screen are encouraged with regular stretching.	All staff working from home have been reminded about general health and safety, and use of DSE appropriately to ensure sound DSE setups. Staff remain working at their usual desks or have limited time working from home. Those that are working from home are advised to follow usual practices of desk setup and have been offered the opportunity for a virtual desk assessment with HR. If a staff member working from home requires a virtual desk assessment with HR please contact Mikyla to arrange one.
Stress and fatigue - including mental health and general wellbeing	4 x 3 = 12	All staff	Remote staff working from home to receive periodic contact via online team meetings, line management calls via Zoom or general telephone. Management continue to promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help Reference - https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/ www.hseni.gov.uk/stress	Staff sickness – ‘Presenteeism’ has become more frequent. This is where staff continue to work through their sickness. If a staff member is unwell, whether Covid or cold or any other sickness, as per our usual sickness absence policy in chapter 5 of the operational manual you must call in the absence line to HR and report your absent – 01329 227927. If a staff member is present at work but feels unwell, they must advise both the HR Manager and their department head and wait for further instructions for if they can continue to work or must go home and rest. COVID and sicknesses affects us all differently so we must remain vigilant and report any ill feeling. Glanvilles have an open door policy for staff and managers. Staff should approach their Team Leader and/or HR to raise a concern with stress or mental health or any other related concerns. Glanvilles are committed to keeping an open door policy and continuously look for ways to help staff wellbeing. Staff are reminded to take their usual breaks and annual leave as normal via the usual processes and systems in place.