



RISK ASSESSMENT

Chichester/Fareham/Havant office

13th August 2020, V.4

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 guidance published on 12th May 2020 and their latest guidance published 12th August 2020, 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 13th August 2020 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 level</u>	<u>Who might be harmed</u>	<u>Controls Required</u>	<u>Additional Controls</u>	<u>Checked?</u>
Spread of Covid-19 Coronavirus	4 x 4 = 16	<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 body mass</p>	As outlined in this document i.e. social distancing, limited access to the office, hand washing and cleanliness, increased home working and flexible hours.	<p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels.</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>Tissues will be made available throughout the workplace.</p> <p>Staff are encouraged to report any problems, 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>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>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice via posters and regular email updates.</p> <p>Posters are available for display around all three offices.</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.</p>	
<p>Social Distancing</p> <p>2m, or 1m plus, with risk mitigating where 2m is not viable.</p>	<p>4 x 4 = 16</p>	<p>All staff and visitors to the office.</p>	<p>Social Distancing - Reducing the number of persons in any work area to comply with the 2-metre (6 foot) gap recommended by the Public Health Agency. If you cannot stay 2m, then 1m plus is acceptable whilst mitigating risks.</p> <p>Taking steps to review work schedules including start & finish times/shift patterns, working from home etc. To reduce number of workers on site at any one time.</p> <p>Conference calls to be used instead of face to face meetings.</p> <p>Social distancing also to be adhered to in all kitchens (one person at a time) and outside smoking areas.</p> <p>Floor tape (social distancing and yellow hazard tape) has been introduced in Fareham office, and in Havant reception area only. All our offices have plentiful supply of this tape which is kept in the</p>	<p>Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. Management checks to ensure this is adhered to.</p> <p>Disciplinary Policy has been put in place to address anyone not adhering to these social distancing rules.</p> <p>Fareham & Chichester kitchens only one person at a time.</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 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>Personal post / parcel deliveries must not be sent to any of our offices.</p>	

			<p>stationery cupboards at each office. Use and locations of this carpet floor tape will be kept under review as more people return to the office. Posters are displayed in each offices to remind people to keep 2m apart, or 1m plus with mitigating risks such as a face mask.</p>	<p>People should clean the kitchen facilities after use. No tea/coffee making for anyone but yourself. Suggest bringing own bottles/flasks in.</p> <p>Use of masks around the premises are permitted, however it is not mandatory or a requirement for our working environment. If staff wish to wear a facemask they will be allowed to do so.</p> <p>As of 8th August, the government changed the rules to state that any clients or non-staff visitors to the office must wear a face mask whilst on our premises. The notices have been changed to reflect this. There are also posters in and around each reception as a visual reminder. We also have a stock of disposable one time use face masks if a client or staff member wishes to wear one for client appointments.</p> <p>Enforce a strict no hand shaking rule.</p> <p>Staff members should not share car journeys in one vehicle, and only one person can use the corporate car at a time and must use anti-bac wipes/spray after each use.</p> <p>We will also create a short notice for clients regarding Covid-19, which will outline expectations on if clients attend the office and also expectations throughout their case. That way clients will already be prepared for using hand gel and social distancing rules etc. when attending our offices. These Covid-19 information notices must be sent to all new instructions at file opening stage, and also when arranging appointments even if they have already received one (they can be sent electronically if required).</p>	
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				<p>From 24th March (when lockdown commenced) to 7th August, Clients were only allowed into our offices with pre confirmed appointments. As of 10th August, due to receptions, more staff in the office and mandatory use of face masks for clients we are now allowing clients to drop in without a pre-arranged appointment. 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>Updated guidance; the government are advising steps to be put in place to minimise the need for raised voices in the workplace. Therefore radios, Tvs, devices or any reason casing general loud noises must be kept to a minimum and acceptable noise level where raised voices are not necessary.</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, please report to your department head and/or HR Manager so we can ensure safeguarding is in place. The government's advice on higher-risk groups include those who:</p> <ul style="list-style-type: none"> - Are older males - Have a high body mass index (BMI) - Have health conditions such as diabetes - Are from some Black, Asian or minority ethnicity (BAME) backgrounds 	
Reception areas	4 x 4 = 16	All staff and visitors to the office.	Keep reception areas and meeting rooms clean and safe for all	A clear barrier on all reception desks continue to be considered. Fareham reception has a COVID19 protective screen barrier. Meeting room and office work rooms do not require barriers due to effective social distancing in place and minimised numbers in the office, however this is under	

			<p>Floor tape (social distancing and yellow hazard tape) has been introduced in Fareham office, and in Havant reception area only. All our offices have plentiful supply of this tape which is kept in the stationery cupboards at each office. Use and locations of this carpet floor tape will be kept under review as more people return to the office. Posters are displayed in each offices to remind people to keep 2m apart.</p> <p>All receptions have a supply of disposable facemasks which are accessible for clients in the office or staff attending client appointments.</p>	<p>review in August due to more staff returning to the workplace.</p> <p>We are also considering where there are 'pinch points' and hard to keep to social distancing, for example introducing a clear line on the floor to stop people approaching desks OR going beyond a certain point for example i.e. Fareham's accounts room and CAT room. Currently minimal people in the office therefore we will continue to review this position. This has been introduced in certain areas of high traffic pinch points.</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>Disposable one time use face masks are available on reception if a client does not have one, or if a staff member wishes to wear one for client appointments.</p> <p>Hand sanitizer continues to be available on reception as a priority, and around all the offices for staff use.</p> <p>Essential contractors coming to the office - Only PHS for sanitary bins, TMCS, DX, warrens and paper order for all offices</p> <ul style="list-style-type: none"> - Havant stationery order must only use reception on 1st floor, not 2nd floor. <p>Reception & meeting room windows must be open where safely possible or at least for 10 minutes after each client meetings.</p> <p>No personal belongings to be delivered to work.</p> <p>Any deliveries should be put in a nominated meeting room where possible (Fareham will be room 1 and Havant room 2) and then reception can wipe down with anti bac cloth to minimise transmission from touching surfaces and also to minimise close contact with couriers.</p>	
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			<p>Clients to the office From 24th March (when lockdown commenced) to 7th August, Clients were only allowed into our offices with pre confirmed appointments. As of 10th August, due to receptions, more staff in the office and mandatory use of face masks for clients we are now allowing clients to drop in without a pre-arranged appointment. 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>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.</p>	
Personal Protective Equipment (PPE)	2 x 2 = 4	Receptions and Wills and Probate staff for home appointments	<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 comment from HSE guidance, except for Private Client team members attending outside appointments, PPE will be necessary.</p> <p>Where PPE is a requirement, mostly for Private Client Wills and Probate team with outside</p>	<p>Staff to be reminded that wearing of gloves is not a substitute for good hand washing.</p> <p><i>To minimise the risk of transmission of COVID-19 during face-fit testing the following additional measures should be carried out –</i></p> <p><i>Both the fit tester and those being fit tested should wash their hands before and after the test.</i></p> <p><i>Those being fit tested with non-disposable masks should clean the mask themselves before and immediately after the test using a suitable disinfectant cleaning wipe (check with manufacturer to avoid damaging the mask).</i></p>	

			<p>appointments at client premises or hospitals or care homes, for risks associated with the work undertaken the following measures will be followed-</p> <p>Tight-fitting respirators (such as disposable FFP3 masks and reusable half masks) rely on having a good seal with the wearer's face. A face fit test will be carried out to ensure the respiratory protective equipment (RPE) can protect the wearer. Wearers must be clean shaven.</p> <p>GLOVES: Risk assessment has identified that only specific staff may require blue safety gloves:</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><i>Test face pieces that cannot be adequately disinfected (e.g. disposable half masks) should not be used by more than one individual.</i></p> <p><i>Fit testers should wear disposable gloves when undertaking cleaning of the tubes, hoods etc. and ensure they remove gloves following the correct procedure (PDF)</i> <i>Reference - https://www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm</i></p> <p>We will look into a training source that is safe and accessible for all staff that will be required to wear PPE at certain times i.e. Private client team for outside appointments.</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 clinical settings or when responding to a suspected or confirmed case of COVID-19. Face covering is optional and not required by law.</p> <p>We have ordered everyone their own stylus pen with rubber tip, therefore staff can use these for the touch screen printers and scanners if they prefer.</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>	<p>Home-working will continue for now in some roles and offices to help maintain social distancing in the offices, and staff will be contacted if and when this changes, or if they are to have staggered hours on a staff rota to their based office.</p> <p>Those using public transport to commute to work must advise HR and their department Head; facemasks are</p>	

			If using public transport, face covering is mandatory.	mandatory on public transport and in enclosed public spaces.	
Suspected case whilst working within the office	4 x 4 = 16	All staff	<p>If a staff member, or a member of their household or support bubble, develops a high temperature or a new, persistent cough they should:</p> <ol style="list-style-type: none"> 1) Return home immediately and contact HR to report absence 2) Avoid touching anything 3) Self-isolate for a period of 10 days if they are displaying symptoms themselves, or 14 days, as per the PHE guidance, if a household member is displaying symptoms. <p>If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance. Line managers and/or HR will maintain regular contact with staff members during this time.</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 to discuss the case, identify people who have been in contact with them and will</p>	<p>Professional cleaners of the office will be considered if necessary.</p> <p>There will be 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.</p> <p>Updated 4th June 2020; If a staff member receives a message from the NHS test, trace and track programme advising them to self-isolate for 14 days, they must not come to the office, or if already in the office leave immediately, and remotely (via email/text or telephone call) inform HR and their department heads immediately. It's at this point that working from home may be considered. If you are self-isolating and develop symptoms and become unwell, you must update HR and/or your department head and you may be referred to our sickness absence policy, as opposed to working from home. The following link is to the NHS guidance on the Test Trace and Track programme - www.gov.uk/guidance/nhs-test-and-trace-how-it-works</p>	

<p>Access to the office</p>	<p>4 x 4 = 16</p>	<p>All staff and visitors</p>	<p>take advice on any actions or precautions that should be taken.</p> <p>From 24th March (when lockdown commenced) to 7th August, Clients were only allowed into our offices with pre-confirmed appointments. As of 10th August, due to reception staff returning, more staff in the office and mandatory use of face masks for clients, we are now allowing clients to drop in without a pre-arranged appointment.</p> <p>There is plentiful supply of anti-bac wipes, anti-bac spray and alcohol based hand sanitizer to use before and after each client appointment.</p> <p>We also encourage staff and reception to ensure windows are open for a well ventilated room.</p> <p>Paperwork drop offs must be done either via the outside safe boxes or by dropping paperwork into the designated meeting rooms (room 1 for Fareham or room 2 for Havant). Reception will continue to log paperwork drop offs and couriers that attend the office.</p> <p>Introduce staggered start / finish times and lunch breaks to reduce congestion, or flexi work from home and office environments. To be discussed with your direct Team Leader and HR. 3rd August</p>	<p>Maximum number of staff in the office at any one time: Havant = 10: 8 upstairs and 2 staff downstairs Chichester = 11: 9 upstairs and 2 staff downstairs Fareham = 23: 15 upstairs and 8 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 = Mark Watson</p> <p>Do not get close to staff members or visitors to the office; maintain social distancing of at least 2m or 1m plus.</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 general office cleaning requirements to Equity Cleaning services who clean all three offices every Monday, Wednesday and Friday evening - commencing 22nd June.</p> <p>Lifts are only present at Fareham and Havant office. You are encouraged not to use these.</p>	
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			<p>update; Staff are now returning to the office, and where working from home has previously been permitted due to lockdown, there is now a phased return for those individual staff members to return to the office for August and September.</p> <p>From 16th March, the firm began operating the office at minimum capacity to avoid exposure to others. Home working was introduced for some staff members. From 24th March home working was introduced for all working staff members. Since lockdown easing commenced, there has been a gradual return to the office allowing social distancing.</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>Continue social distancing (2m / 1m plus) whilst walking around the premises where possible. Tape has been introduced to Fareham and Havant offices to help with this; Chichester office remains under review.</p>		
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			Regularly clean common contact surfaces in reception, office, access control and delivery areas e.g. scanners/printers, telephone handsets and desks.		
Welfare & hygiene - sanitary convenience s, rest areas and eating areas	4 x 4 = 16	All staff	<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>Restrict the number of people using toilet and kitchen facilities where possible (only one person at a time in all kitchens)</p> <p>Staff should be asked to bring pre-prepared meals and refillable drinking bottles from home</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 is the only office without 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>Do not make drinks for other team members, only for yourself and wipe down surfaces in the kitchen after use.</p> <p>No crowding at office equipment such as printers, scanners, postal areas etc.</p>	

			<p>Staff to wash hands prior to handling / eating food and to stay 2m, or 1 m plus, away from one another, where possible. If this is not possible the government have changed the social distancing rule from 2m to 1m plus. This means 2m at all times, or 1m with safety procedure in place such as a face mask or face shield.</p> <p>Tables and surfaces should be cleaned between each use in kitchens and communal areas.</p>		
Cleaning	3 x 3 = 9	All staff	<p>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.</p>	<p>We have a professional cleaning agency at each office, Equity Cleaning. They provide their own equipment and risk assessments. Equity cleaning work in the evenings at all our offices on Monday's, Wednesday's and Friday's. They have been informed sanitisation is key, in particular reception areas.</p> <p>All receptionists have anti-bac wipes/sprays to use when they wish to and to use after each client meeting.</p>	
Use of display Screen Equipment (DSE)	3 x 3 = 9	All staff	<p>DSE assessment in the office to be reviewed to ensure controls in place remain effective and that 2m or 1 m plus social distancing remains in place.</p> <p>Occupational health information available upon request should any new difficulty arise from previous home working. Regular breaks away from the screen are encouraged with regular stretching.</p>	<p>All staff working from home have been reminded about general health and safety, and use of DSE appropriately to ensure sound DSE setups.</p>	
Stress - including mental health	4 x 4 = 16	All staff	<p>Remote staff working from home to receive periodic contact via online team meetings, line management calls via Zoom or</p>	<p>Regular communication of mental health information and open door policy for those who need additional support via Zoom conference online calls or usual telephone calls.</p>	

		<p>general telephone.</p> <p>Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help</p> <p>Reference - https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/ www.hseni.gov.uk/stress</p>	<p>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. Zoom meetings or telephone calls will be introduced for remote staff working from home, and employees can arrange a zoom one to one meeting with HR or their Team Leader to discuss any questions or concerns.</p> <p>We have been operating a weekly or 2 weekly staff text message service to all staff; those working from office, working from home and/or furloughed. The purpose of these text messages is to communicate to everyone with the latest updates with the government's daily briefings, COVID-19 updates and general firm wide updates. This has been operating since 24th March 2020 via the use of our AQL text service.</p>	
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