



RISK ASSESSMENT

Chichester/Fareham/Havant office

26th May 2021 V.13

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 26th May 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 level</u>	<u>Who might be harmed</u>	<u>Controls Required</u>	<u>Additional Controls</u>	<u>Checked?</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 17th May 2021, now in step three 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 body mass</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>Step three of lockdown easing from the UK government allows; maximum of 30 people outdoors and Rule of 6 or two households indoors. All retail, personal care and gyms are reopen. Indoor hospitality, entertainment and attractions are reopen. Domestic overnight stay is allowed as is some internal travel following a traffic light system. Large events such as weddings, indoor and</p>	<p>Government's advice is 'wash hands, cover face, make space and let fresh air in'. Stay Alert.</p> <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. 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,</p>	

<p>COVID19 alert level now at level three meaning in general circulation.</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>outdoor events can continue with limits on numbers per event/capacity.</p>	<p>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. 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; 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, please report to your department head and/or HR Manager so we can ensure safeguarding is in place.</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; such as a face mask or covid19 screen blockers.</p> <p>COVID19 screen toppers/dividers in place in all three offices where there is 1m or less, or 3 or more</p>	<p>Staff to be reminded 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 (5.5 of the firm's operational manual) has been put in place to address anyone not adhering to these social distancing rules or our risk assessment.</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>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>Social distancing 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): 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 i.e. receptions, stairs, communal areas, near printers, CAT room and Accounts room at Fareham etc.</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>Personal post / parcel deliveries must not be sent to any of our offices.</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>Use of masks around the premises continues to be mandatory for all staff, visitors and clients.</p> <p>We have a stock of disposable one time use face masks if a client or staff member requires one.</p> <p>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 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</p>	
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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>Floor tape (social distancing and yellow hazard tape) has been introduced. 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.</p> <p>Posters are displayed in each offices to remind people to keep 2m apart.</p> <p>Clients to the office As of 2nd November 2020 all staff must wear facemasks when not at</p>	<p>All receptions have a COVID19 protective screen barrier on their reception desks.</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 meetings.</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>their desk and when walking around the office. Clients and visitors must wear a face masks unless exempt whilst attending our offices.</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>	
<p>Personal Protective Equipment (PPE)</p>	<p>2 x 2 = 4</p>	<p>Receptions and Wills and Probate staff for home appointments if required.</p>	<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 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:</p> <ul style="list-style-type: none"> - Reception for handling post and parcels 	<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>If PPE does become necessary, we will look into what type and what extent and also a training source that is safe and accessible for staff that will be required to wear PPE at certain times. At the moment we do not feel anyone falls under this category however it may become necessary for those attending home / care home / hospital appointments such as the Private Client team.</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.</p> <p>We have ordered everyone their own stylus pen with rubber tip, therefore staff can use these 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</p>	

			<ul style="list-style-type: none"> - Wills and Probate team for outside client appointments re house / care home or hospital visits. 	<p>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> <p>If using public transport, face covering is mandatory.</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. Home-working is more limited and staff are now back in office either FT or Flexible arrangements.</p> <p>Those using public transport to commute to work must advise HR and their department Head; facemasks are mandatory on public transport and in enclosed public spaces.</p>	
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 the next 10 full days if you are displaying symptoms from either the positive test or when symptoms started, and if it's a member of household with symptoms or positive test then you must still self-isolate for the next full 10 days, as per the PHE guidance, if a household member is displaying 	<p>If a staff member on site develops symptoms or receives a message to self-isolate from test and trace system, then that staff member must leave immediately and report to 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 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 30 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. We have also 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</p>	

			<p>symptoms.</p> <p>Further 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>As of 25th May 2021, if a member of your household has been contacted by NHS Covid app to self-isolate, this does not necessarily mean you need to follow suit and self-isolate as well. There is NHS guidance specific to this.</p>	<p>area you are spraying particularly those that are asthmatic.</p> <p>Professional Infection Control cleaners will be considered if necessary to treat suspected outbreak.</p> <p>There is 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 a staff member receives a message from the NHS test, trace and track programme advising them to self-isolate, 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; a negative Covid test does not change your NHS self-isolation period and this must be followed by all workers attending our offices, as per the government's guidance. 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>A negative Covid test does not change your NHS self-isolation period.</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>	
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Access to the office	4 x 4 = 16	All staff and visitors	<p>Currently the government's Roadmap to easing lockdown restrictions allows from 12th April for all retail, gyms, libraries and outdoor hospitality to open. Therefore, as long as no changes to the roadmap, we will be allowing clients to drop in without a pre-arranged appointment.</p>	<p>Maximum number of staff, outside of national lockdown, in the office at any one time: Havant = 16: 13 upstairs and 3 staff downstairs Chichester = 15: 13 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</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>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>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> <p>Regularly clean common contact surfaces in reception, office, access control and delivery areas</p>	<p>are: Havant = Marie Callaway Chichester = Nicola Crookes-West Fareham = Jeremy Weeks</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 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>	
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			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>Staff to wash hands prior to handling / eating food and to stay 2m, or 1 m plus, away from one</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>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>	

			<p>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 procedures 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. Fareham & Havant office are cleaned daily, Chichester office is cleaned Monday, Wednesday and Friday.</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) to prevent musculoskeletal disorders	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> <p>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 staff member working from home requires a virtual desk assessment with HR please contact Mikyla to arrange one.</p>	
Stress and fatigue - including mental health and general wellbeing	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 general telephone.</p>	<p>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</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>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.</p> <p>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.</p> <p>Staff are reminded to take their usual breaks and annual leave as normal via the usual processes and systems in place.</p> <p>Staff two weekly text updates via AQL have now finished as of October 2020 due to all employed staff having returned back to the office either PT or FT. Staff are now receiving email reminders of COVID19 risk assessment, symptoms and measures to prevent risks.</p>	
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