

V2 - EATON SMITH WORKPLACE RISK ASSESSMENT: COVID -19. UPDATED 5.8.2020

Requirement Objective	Control Measures Required	Additional Control Measures	Responsible	Actioned Date	Review Date
<p>Identify / control and protect clinically vulnerable and clinically extremely vulnerable individuals</p> <p>Have a regard to whether the people doing the work are especially vulnerable to COVID-19</p>	<ul style="list-style-type: none"> - Clinically extremely vulnerable people will have received a letter telling them they are in this group or will have been told by their GP. They should provide a copy of this letter to the firm. Clinically extremely vulnerable individuals should not work outside the home and will not be put under pressure to return to work until the Government deems it safe. (Equal Opportunities / Equality and Diversity Policy located in Office Manual). - Clinically vulnerable people include those aged 70 or over and those with some underlying health conditions, who have been asked to take extra care in observing social distancing will be helped to work from home, either in their current role or in an alternative role if possible. - If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, arrangements will be made to ensure 2m distancing in the office. As with any workplace risk, the Practice will take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention will also be paid to people who live with clinically extremely vulnerable individuals. - Staff who need to self-isolate have been allowed to work from home. 	<ul style="list-style-type: none"> - Home working policy and Flexible Working policy updated to take account of Covid 19 and beyond. Issued to staff 9.7.2020 - Shielding staff to return to the workplace in August, some on a phased return with part home working allowed. 	<p>Management Board/HR Manager</p>	<p>9.6.2020</p> <p>9.7.2020</p> <p>1.8.2020</p>	<p>30.9.2020</p> <p>30.9.2020</p> <p>30.9.2020</p>

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	<ul style="list-style-type: none"> - Staff have been provided with equipment to work at home safely and effectively when required including remote access to work systems. - Monitored well-being of staff working from home (helping them to stay connected to other staff). Review /Adopt Stress and Well-being at work Policy. - Staff working from home have been kept in touch with by HR/Line Manager on their working arrangements, including their welfare, mental and physical health and personal security. 		HR Manager/Line Manager	9.6.2020	30.9.2020
<p>Mix of office and home working to allow the Practice to re-open to Clients on the 22nd June except for clinically vulnerable and extremely vulnerable individuals referred to above.</p>	<ul style="list-style-type: none"> - Equipment provided for staff to work at home safely and effectively when required including remote access to work systems - Identified and supported staff in critical roles unable to work in the office due to home circumstances / childcare. - Monitored well-being of staff working from home (helping them to stay connected to other staff. Review / adopt Stress and well-being at work Policy). - Kept in touch with all staff on their working arrangements, including their welfare, mental and physical health and personal security. 	<ul style="list-style-type: none"> - Considered the need to introduce different working hours and patterns for employees working from home who are also caring for young children at home and juggling home schooling. This will be undertaken with those staff members requiring the firms support. - Considered who can partly return to the office and when, and this was undertaken on a phased return during June and July 2020. - Review / adopt Privacy and Data Retention Policy. 	Management Board/ HR Manager	9.6.2020	30.9.2020

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	<ul style="list-style-type: none"> - Planned for staff needed at the workplace. - Communication to staff by email outlining what the management board have put in place to achieve safe workplace supported by this Risk Assessment. 	<ul style="list-style-type: none"> - Home working policy updated to take account of Covid 19 and beyond. Issued to staff 9.7.2020. - Supervision Policy and COLP Monitoring Form introduced - Client Due Diligence – Verifying identification and Anti Money Laundering Checks policy outlined to all staff during lockdown 	<p>HR Manager</p>	<p>9.7.2020</p> <p>9.7.2020</p> <p>9.7.2020</p>	
<p>Social Distancing for staff working in the office</p>	<ul style="list-style-type: none"> - Arrival and departure times already staggered. - All staff to maintain social distancing wherever possible – reduced the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommendation. - Social distancing applies to all parts of a business, not just the place where staff spend most of their time, but also entrances and exits, break rooms/canteens and similar settings. - Redesigned processes to ensure social distancing in place including floor markings in reception and stay safe posters displayed throughout the Practice including all toilet and kitchen areas. - All staff are encouraged to use conference calls instead of face to face meetings and remote working tools to avoid in-person meetings as much as possible. If not possible, hold meetings in well-ventilated rooms. Only necessary participants should attend meetings and should maintain 2 metre distancing throughout. Avoid transmission during 	<ul style="list-style-type: none"> - Staff to be reminded by email of need not to pass on the staircases. One person should always return to the nearest landing to allow for social distancing. - Staff should use back-to-back or side-to-side working (rather than face-to-face) whenever possible. - Staff are encouraged to increase handwashing and surface cleaning when social distancing is not possible. - Where staff are unable to maintain social distance (unlikely in our offices), face masks can be worn. - Staff are encouraged to open windows where possible to increase ventilation. 	<p>Management Board/ HR Manager</p>	<p>9.6.2020</p>	<p>30.9.2020</p>

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	<p>meetings, for example avoid sharing pens and other objects. Hand sanitiser is available in all meeting rooms and masks and gloves are available from HR and Reception, to staff who wish to take these precautions.</p> <ul style="list-style-type: none"> - All staff are discouraged from taking non-essential trips within the building. - Staff are encouraged to use telecommunication where possible and scanning services to be used again where possible, to reduce internal and external post deliveries. - One person only allowed in the lift at any one time and staff are encouraged to use the stairs where possible. - Staff are reminded to consider the route which they take through the office regularly, to toilets, to photocopiers and printers, to meeting rooms and to kitchens and to wait/stand back if they pass a colleague also moving around the building. - Staff should avoid use of common hot desks and spaces where possible. If you do use a desk that you don't normally work at, please use the antibacterial wipes to clean desk surface, keyboard, mouse and telephone. - As far as possible, where staff are split into teams, teams are fixed to avoid the risk of contamination / transmission. Where possible the firm will try to ensure it has enough staff to cover sickness, holidays, or bereavement leave, so that you do not have to bring someone in from another team. 	<ul style="list-style-type: none"> - Notices placed around the building to remind staff of the social distancing requirements. 	<p>HR Manager displayed notices</p>	<p>1.6.2020</p>	<p>30.9.2020</p>

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	<ul style="list-style-type: none"> - Staff are reminded daily of the importance of social distancing both in the workplace and outside of it. Management checks to ensure this is adhered to. 				
Hand Washing					
	<ul style="list-style-type: none"> - All staff recommended to wash hands upon arrival and departure. - Stringent hand washing recommended to take place at regular intervals throughout the day, following the 20 second rule. Stay safe poster displayed in each kitchen and toilet area. - Hand washing facilities with soap and water in place on each floor in the toilets and kitchen areas. - Hand drying facilities provided – either paper towels or electrical dryers. - Staff encouraged to protect the skin by applying emollient cream regularly. - Antibacterial wipes located at the side of all printers. - Regular and rigorous checks to be carried out by Line Managers/HR to ensure that the necessary procedures are being followed. - Staff are encouraged to report any problems. 	<ul style="list-style-type: none"> - Signs and posters displayed throughout the Practice 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. - Good supply of gel sanitisers and antibacterial tissues held and distributed throughout the Practice including all kitchens and toilets. <p>New hand sanitising units installed on the inside of each department door entry point week commencing 22nd June. All staff are asked to use this upon arrival each morning and each time they leave and return to their department during the day.</p> <ul style="list-style-type: none"> - Foot pedal hand sanitiser installed in Reception area 2.7.2020 for staff and client use. 	<p>Management Board/HR Manager/Line Managers</p>	<p>9.6.2020</p> <p>22.6.2020</p> <p>2.7.2020</p>	<p>30.9.2020</p>
Cleaning					
	<ul style="list-style-type: none"> - External cleaning company to clean and disinfect objects and surfaces that are touched regularly, particularly in areas of high use, such as door handles, light switches, kettles, taps, reception area, 	<ul style="list-style-type: none"> - Staff are encouraged to limit / restrict, or safeguard use of high-touch items and equipment, for example, printers 	<p>Management Board / HR Manager</p>	<p>9.6.2020</p>	<p>30.9.2020</p>

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	<p>etc. using appropriate cleaning products and methods on a daily basis. Additional cleaning will be undertaken by the Receptionist to the reception areas during the day, to maintain cleanliness.</p> <ul style="list-style-type: none"> - Staff are recommended to avoid the sharing of equipment or if this is unavoidable, to wipe after use. - Staff are asked to clear workspaces and remove waste and belongings from the work area at the end of each day allowing the cleaners access to wipe desks. - Staff are encouraged to use anti-bacterial wipes daily to clean their own keyboard, mouse, and telephone. - Waste facilities provided on each floor and rubbish collection daily. - 'Covid 19 stay safe all staff email' sent advising staff of daily external cleaning company's activities. - Staff are asked to thoroughly clean, dry, and put away kitchen items such as cups, plates and cutlery - 	<p>or whiteboards. Sanitisers are placed near these objects.</p>			
Wearing Glove					
	<ul style="list-style-type: none"> - Where staff wish to wear gloves, a supply are available from HR and Reception. - When removing, gloves should be turned inside out and disposed of in a bin and not left lying around. Please retain the face mask for future use, but do not share with others. - Staff are reminded that wearing of gloves is not a substitute for good and regular hand washing. 	<ul style="list-style-type: none"> - Staff are reminded that if regularly wearing gloves, these should be changed several times a day. - A good supply of PPE will be maintained. 	HR Manager	9.6.2020	30.9.2020

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	<ul style="list-style-type: none"> - Staff should not share gloves. 				
Wearing a Face Mask					
	<ul style="list-style-type: none"> - Where staff wish to wear a face mask, a supply is available from HR and Reception. - When wearing a face mask, staff should avoid touching their face and change a face mask when it becomes dirty or damaged. - Staff should not share face masks. 	<ul style="list-style-type: none"> - A good supply of PPE will be maintained. 	HR Manager	9.6.2020	30.9.2020
Common Areas					
	<ul style="list-style-type: none"> - Spare additional space can be used to allow for social distancing as required in consultation with Line Manager/HR. - Floor markings will be provided to protect staff and visitors in reception. - All common areas, including kitchen, toilets will be cleaned daily (this includes fridges and microwaves). - Only one staff member is permitted in the kitchen areas at any one time with the exception of the third-floor kitchen where a maximum of two staff members are permitted, so long as the 2-metre social distancing rule is applied. - Storage of personal items and clothing should be stored where possible in the staff members own office or work area. 		Management Board/HR Manager	9.6.2020	30.9.2020
Symptoms of COVID-19					
	<ul style="list-style-type: none"> - Staff should advise their Line Manager or HR immediately if they become unwell with a new continuous cough or high temperature. 		Management Board/HR Manager	9.6.2020	30.9.2020

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	<ul style="list-style-type: none"> - If any staff member 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/HR will maintain regular contact with staff members during periods of absence. - If advised that a member of staff or public has developed COVID-19 and were recently on the firms premises (including where a member of staff has visited other work place premises, such as domestic premises), the management team/HR will identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. - In an emergency staff do not have to stay 2m apart. - Staff involved in the provision of assistance to others (for example first aiders), should pay attention to sanitation hygiene. Provision of PPE in these circumstances will be appropriate. 	<ul style="list-style-type: none"> - Infrared thermometer held by Jonathan Clegg (HR Manager). Available for staff to 'self-check' themselves. This thermometer is also available for those staff holding meetings who may wish to offer their client the opportunity to 'self-check' their temperature in designated rooms 4 and 6. Explanatory email sent by COLP to all staff on 30.6.2020. Data processing notice issued to all staff on the 30.6.2020 covering how information relating to temperature self-checks that staff may share with HR, will be handled. 		30.6.2020	
Mental Health					
	<ul style="list-style-type: none"> - Review / adopt Stress and Mental well-being Policy. Management will promote mental health & wellbeing awareness to staff and will offer whatever support they can to help. - Internal communication channels and cascading of messages through HR will be carried out regularly to reassure and support employees in a fast-changing situation both by email, telephone and the all staff 'What's App' group. 	<ul style="list-style-type: none"> - All staff provided with the opportunity to sign up to help@hand which is a free service offering mental health and wellbeing support provided by UNUM. - Stress and Mental Wellbeing at work policy introduced 9.7.2020. 	Management Board/ HR Manager	9.6.2020 help@hand set up 28.5.2020 9.7.2020	30.9.2020

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	<ul style="list-style-type: none"> - Line Managers/HR will offer support to staff who are affected by coronavirus or have a family member affected. - The impact of bereavement on staff will be considered and the Compassionate Leave policy is in place. 				
Equality in the workplace - treat everyone equally and fairly	<ul style="list-style-type: none"> - The firm will understand and consider circumstances of those with different protected characteristics under the Equality Act 2010. - Management will identify, involve / communicate appropriately with any staff whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking of taking discriminatory. - Reasonable adjustments will be made to avoid disabled workers being put at a disadvantage. - The firm will assess health and safety risks for new or expectant mothers. 		Management Board/HR Manager	9.6.2020	30.9.2020
Communications and training - to make sure all workers understand COVID-19 related safety procedures	<ul style="list-style-type: none"> - Provided clear, consistent, and regular communication to improve understanding and consistency of ways of working via face to face discussions, telephone and email. - Engage with workers through existing communication routes to explain and agree any changes in working arrangements. - Developed communication and training materials for staff around any changes in working arrangements and new procedures. 	Regular updates by HR Manager provided.	Management Board/HR Manager	Since Feb 2020 on a regular basis.	30.9.2020
			Email to all staff with this Risk assessment. V2 issued to staff	19.6.2020 5.8.2020	

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	<ul style="list-style-type: none"> - Ongoing engagement with staff to monitor and understand any unforeseen impacts of changes to working environments (Line Manager/HR). - Simple, clear messaging including visual communications have been used to explain guidelines (stay safe signage around the premises). - Approaches and operational procedures will be communicated to suppliers, clients, and visitors via our website and Eaton Smith staff. - Further communication updates will be diarised to ensure updates do not get overlooked. 		<p>Risk assessment added to website V2 added to website</p>	<p>22.6.2020 5.8.2020</p>	<p>30.9.2020</p>
Visitors	<ul style="list-style-type: none"> - All staff should encourage visits via remote connection/working where this is an option. - Where meetings are required, guidance on social distancing and hygiene should be explained to visitors on or before arrival. - Staff should not share pens, documents (where possible) and other objects during meetings. - Hand sanitiser available in all meeting rooms. - All visitors should have a pre-booked appointment. This will limit visitor times to a specific time window and restrict access to required visitors only. - Floor markings placed in Reception to ensure 2 metre safe distancing rules adhered to. - Seating and tables have been reconfigured as required to maintain safe distancing. Chairs have been removed from the reception waiting area and Meeting rooms 4 and 6 will be taken out of use, as 	<ul style="list-style-type: none"> - Foot pedal hand sanitiser installed in Reception area 3.7.2020 for use by staff and clients. 	<p>Management Board/HR Manager</p>	<p>9.6.2020 3.7.2020</p>	<p>30.9.2020</p>

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	<p>they are the smallest rooms. The reduction in rooms will limit the number of visitors at any one time.</p> <ul style="list-style-type: none"> - The Receptionist will maintain a record of all visitors if this is practical. Bear in mind any confidentiality / security issues (list to be maintained by Reception). - The toilet in reception will be closed to visitors. 		Receptionist	22.6.2020	30.9.2020
Work-related travel	<ul style="list-style-type: none"> - Staff are encouraged to minimise non-essential travel – consider remote options first. - Staff sharing a vehicle to and from work are encouraged to limit the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoid sitting face-to-face. - Consider a protocol for off-site meetings which can be completed before the visit, for example, asking about whether anyone at the location is self-isolating. 		Management Board/HR Manager	9.6.2020	30.9.2020
Inbound and outbound goods	<ul style="list-style-type: none"> - Reception will take any postal deliveries including stationary and meet other service visitors and supervise their visit ensuring 2 metre social distancing rules. 		Management Board/ HR Manager	9.6.2020	30.9.2020