

# ABD – ROYAL WOOTTON BASSETT OFFICE

## COVID-19 – RISK ASSESSMENT – 2020

Conducted 12<sup>th</sup> MAY 2020

HAZARD	WHO MIGHT BE HARMED	CONTROLS REQUIRED	ADDITIONAL CONTROLS	RECORD/ACTION	REVIEW
1. Spread of Covid-19 Coronavirus (Hygiene)	<ul style="list-style-type: none"> <li>Employees</li> <li>Visitors to premises</li> <li>Cleaners</li> <li>Contractors</li> <li>Delivery personnel</li> <li>Vulnerable groups (e.g. the elderly and those with an existing underlying health condition)</li> <li>Anyone who physically comes into contact with a member of staff in relation to the business</li> </ul>	<p><b>1. <u>Hand Washing</u></b></p> <ul style="list-style-type: none"> <li>Hand washing facilities with soap and water in place. Stringent hand washing taking place.</li> <li>See hand washing guidance. <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></li> <li>Drying of hands with disposable paper towels; disable hand dryers that may blow the virus around; remove reusable hand towels and dish towels.</li> <li><a href="https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/">https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/</a></li> <li>Staff encouraged to protect the skin by applying emollient cream regularly <a href="https://www.nhs.uk/conditions/emollients/">https://www.nhs.uk/conditions/emollients/</a></li> <li>Gel hand sanitisers available in reception, next to each MFD printer, in all interview rooms and elsewhere in the office.</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> <li>Employees 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. Tissues will be made available throughout the workplace.</li> <li>Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme <a href="https://www.hse.gov.uk/food/dermatitis.htm">https://www.hse.gov.uk/food/dermatitis.htm</a></li> <li>The display of the Dermatitis poster at hand wash basins and throughout your premises <a href="https://www.hse.gov.uk/skin/posters/skindermatitis.pdf">https://www.hse.gov.uk/skin/posters/skindermatitis.pdf</a></li> <li>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></li> </ul>	<p>Tim Hotchkiss (Partner) – email to all employees on 12<sup>th</sup> May 2020 timed at 2.58pm</p> <p>David Turley (Practice Manager) – emails to all employees on 3<sup>rd</sup> March 2020 timed at 10:13am and 12<sup>th</sup> March 2020 timed at 11:37am</p> <p>Risk assessment regularly reviewed and received a substantive update on 11<sup>th</sup> August 2020.</p>	Monthly

		<p><b>2. <u>Workstations</u></b></p> <ul style="list-style-type: none"> <li>All employees to avoid the use of hot desks, unless the circumstances are exceptional.</li> <li>The cleaning guidance in relation to work stations as set out below must be followed at all times.</li> </ul> <p><b>3. <u>Touch Based Devices</u></b></p> <ul style="list-style-type: none"> <li>Where possible, employees are to limit the use of touch based devices.</li> <li>The iPads on reception will continue to remain out of use for the foreseeable future and employees are to record their attendance at the office manually via the register available on the reception desk.</li> </ul> <p><b>4. <u>Portable Air-Conditioning Units</u></b></p> <ul style="list-style-type: none"> <li>The Government guidance acknowledges that air-conditioning systems are safe to use and do not require adjustment in the majority of cases.</li> </ul>	<ul style="list-style-type: none"> <li>If a hot desk is required as a result of a visit by another employee to the office, they must liaise with the Office Manager. In the exceptional event that work stations have to be shared, the entire area, including the keyboard, desk, mouse and telephone, must be cleaned after use using appropriate cleaning products and methods.</li> <li>The enhanced cleaning requirements referred to below must be followed strictly insofar as touch based devices are concerned.</li> <li>Where possible, employees must use their swipe cards to log into the MFDs as opposed to using the keypad.</li> <li>To be monitored carefully by the Office Manager.</li> <li>The Office Manager should regularly empty the water container and clean the filters in any portable air-conditioning unit located in the office, in accordance with manufacturers guidelines.</li> </ul>	<p>Tim Hotchkiss (Partner) – email to staff on 12<sup>th</sup> May 2020 timed at 2.58pm</p> <p>Risk assessment regularly reviewed and received a substantive update on 11<sup>th</sup> August 2020.</p> <p>Tim Hotchkiss (Partner) – email to staff on 12<sup>th</sup> May 2020 timed at 2.58pm</p> <p>David Turley (Practice Manager) – emails to all employees on 3<sup>rd</sup> March 2020 timed at 10:13am and 12<sup>th</sup> March 2020 timed at 11:37am</p> <p>Risk assessment regularly reviewed and received a substantive update on 11<sup>th</sup> August 2020.</p> <p>Tim Hotchkiss (Partner) – email to staff on 12<sup>th</sup> May 2020 timed at 2.58pm</p>	
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		<ul style="list-style-type: none"> <li>A well ventilated office, with windows and internal doors kept open, is to be favoured over the use of the air-conditioning units whilst the external temperatures permit this.</li> </ul> <p><b>5. Food and Drink</b></p> <ul style="list-style-type: none"> <li>Food and drink should not be shared, which for the avoidance of doubt extends to the baking and purchasing of cakes for the office to share.</li> <li>It is an employee’s responsibility to make their own tea, coffee and other drinks. Rounds of drinks are not permitted for the foreseeable future.</li> <li>All shared cutlery to be washed thoroughly after use with hot water and washing-up liquid and the kitchen to be kept clean and tidy at all times.</li> </ul>	<ul style="list-style-type: none"> <li>To be monitored by the Office Manager.</li> <li>To be monitored by the Office Manager.</li> <li>To be monitored by the Office Manager.</li> <li>To be monitored by the Office Manager.</li> </ul>	<p>Risk assessment regularly reviewed and received a substantive update on 11<sup>th</sup> August 2020.</p> <p>Risk assessment regularly reviewed and received a substantive update on 11<sup>th</sup> August 2020.</p>	
<p>2. Spread of Covid-19 Coronavirus (Cleaning)</p>	<ul style="list-style-type: none"> <li>Employees</li> <li>Visitors to premises</li> <li>Cleaners</li> <li>Contractors</li> <li>Delivery personnel</li> <li>Vulnerable groups (e.g. the elderly and those with an existing underlying health condition)</li> </ul>	<p><b>Cleaning</b></p> <ul style="list-style-type: none"> <li>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. The Office Manager is responsible for devising and maintaining a cleaning rota.</li> <li>Frequently cleaning all work areas and equipment between use, using</li> </ul>	<ul style="list-style-type: none"> <li>Rigorous checks to be carried out by Office Manager and Line Managers to ensure that the necessary procedures are being followed. Additional cleaning hours may be needed to assist with the additional cleaning duties.</li> <li>Rigorous checks to be carried out by Office Manager and Line Managers to ensure that the necessary procedures are being followed.</li> </ul>	<p>Tim Hotchkiss (Partner) – email to staff on 12<sup>th</sup> May 2020 timed at 2.58pm</p> <p>David Turley (Practice Manager) – emails to all employees on 3<sup>rd</sup> March 2020 timed at 10:13am and 12<sup>th</sup> March 2020 timed at 11:37am</p> <p>Risk assessment regularly reviewed and received a substantive</p>	<p>Monthly</p>

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	<ul style="list-style-type: none"> <li>Anyone who physically comes into contact with a member of staff in relation to the business</li> </ul>	<p>appropriate cleaning products and methods.</p> <ul style="list-style-type: none"> <li>All work stations cleaned by the individual staff member using it at the end of each working day, using appropriate cleaning products and methods.</li> </ul>	<p>Additional cleaning hours may be needed to assist with the additional cleaning duties.</p> <ul style="list-style-type: none"> <li>Employees to be regularly reminded to wipe down and disinfect shared equipment before and after each use.</li> <li>Rigorous checks to be carried out by Office Manager and Line Managers to ensure that the necessary procedures are being followed.</li> <li>Employees to be regularly reminded to wipe down and disinfect work stations at the end of each working day.</li> </ul>	<p>update on 11<sup>th</sup> August 2020.</p>	
<p>3. Spread of Covid-19 Coronavirus (Social Distancing)</p>	<ul style="list-style-type: none"> <li>Employees</li> <li>Visitors to premises</li> <li>Cleaners</li> <li>Contractors</li> <li>Delivery personnel</li> <li>Vulnerable groups (e.g. the elderly and those with an existing underlying health condition)</li> <li>Anyone who physically comes into contact with a member of staff in relation to the business</li> </ul>	<p><b><u>Social Distancing</u></b></p> <ul style="list-style-type: none"> <li>Social Distancing -Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency. This applies to all parts of the office environment, including the entrance doors and corridors:  <a href="https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing">https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing</a></li> <li>Persons can pass within 1 metre of each other in the office, where it is not practicable to keep 2 metres apart.</li> <li>Taking steps to review work schedules, including start &amp; finish times/shift patterns, working from home etc to reduce number of workers on site at any one time, where required.</li> </ul>	<ul style="list-style-type: none"> <li>To be monitored carefully by the Office Manager.</li> <li>Consider the use of tape to assist in the maintenance of social distancing where required.</li> <li>To be kept under constant review by Heads of Department and Line Managers.</li> </ul>	<p>Tim Hotchkiss (Partner) – email to staff on 12<sup>th</sup> May 2020 timed at 2.58pm</p> <p>David Turley (Practice Manager) – emails to all employees on 3<sup>rd</sup> March 2020 timed at 10:13am and 12<sup>th</sup> March 2020 timed at 11:37am</p> <p>Risk assessment regularly reviewed and received a substantive update on 11<sup>th</sup> August 2020.</p>	<p>Monthly</p>

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		<ul style="list-style-type: none"> <li>• Redesigning processes to ensure social distancing in place.</li> <li>• Conference calls and video conferences to be used where possible instead of face-to-face meetings.</li> <li>• Desks to be 2 metres apart where practicable.</li> <li>• All employees to actively seek to reduce the number of people they have contact with on a day-to-day basis.</li> <li>• A one-in-one out policy will continue to apply in the kitchens and any shared WC facilities.</li> <li>• Lift-sharing/car pooling between employees is not permitted.</li> </ul>	<ul style="list-style-type: none"> <li>• To be kept under constant review by the Management Team.</li> <li>• Cancel non-essential face-to-face meetings and implementation of new remote ID application.</li> <li>• Where desks cannot be spaced 2 metres apart, consider whether there are spare desks in the office that can be utilised. If not, desks are to be positioned back-to-back or side-to-side rather than face-to-face. It may also be necessary to investigate the use of protective screens in certain circumstances.</li> <li>• Attempt to minimise the number of employees in any given room of the office where possible. If employees are sharing a room, consider whether there is vacant office space that can be utilised.</li> <li>• Offices are open to the public, at the moment meetings are usually by appointment.</li> <li>• Appropriate signage to be utilised where necessary.</li> <li>• To be monitored by the Management Team.</li> </ul>		
<p>4. Spread of Covid-19 Coronavirus</p>	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Visitors to premises</li> <li>• Cleaners</li> </ul>	<p><b><u>Post/Deliveries</u></b></p> <ul style="list-style-type: none"> <li>• All non-business deliveries (e.g. personal deliveries of items ordered</li> </ul>	<ul style="list-style-type: none"> <li>• Office Manager and Receptionist to monitor this.</li> </ul>	<p>Tim Hotchkiss (Partner)                  – email to staff on 12<sup>th</sup></p>	<p>Monthly</p>

<p>(Post and Deliveries)</p>	<ul style="list-style-type: none"> <li>Contractors</li> <li>Delivery personnel</li> <li>Vulnerable groups (e.g. the elderly and those with an existing underlying health condition)</li> <li>Anyone who physically comes into contact with a member of staff in relation to the business</li> </ul>	<p>by employees from the internet) are to continue to cease.</p> <ul style="list-style-type: none"> <li>An adequate stock of latex gloves will be available in the office. The latex gloves must be worn by employees that check and distribute the post on a daily basis. It is also recommended that gloves are worn by employees when handling the post for 24 hours following receipt and, as a minimum, the regular hand washing and hand sanitising procedures referred to above are strictly followed in such circumstances.</li> <li>Employees to be encouraged to use email instead of post wherever possible to minimise the transmission of the virus by post.</li> <li>A Perspex screen has been installed on the reception desk.</li> </ul>	<ul style="list-style-type: none"> <li>Office Manager is responsible for monitoring the use of latex gloves and for ensuring that adequate supplies are maintained.</li> <li>Employees to be reminded that the wearing of gloves is no substitute for good hand washing.</li> <li>Office Manager is responsible for ensuring that latex gloves are disposed of safely. <a href="https://www.hse.gov.uk/skin/posters/glovesingleuse.pdf">https://www.hse.gov.uk/skin/posters/glovesingleuse.pdf</a></li> <li>Office Managers to check outgoing post regularly to ensure that employees are not using the post where email could have been utilised instead.</li> <li>The Office Manager and Practice Manager are to regularly review whether further Perspex screens are required.</li> </ul>	<p>May 2020 timed at 2.58pm</p> <p>Risk assessment regularly reviewed and received a substantive update on 11<sup>th</sup> August 2020.</p>	
<p>5. Spread of Covid-19 Coronavirus (Visitors)</p>	<ul style="list-style-type: none"> <li>Employees</li> <li>Visitors to premises</li> <li>Cleaners</li> <li>Contractors</li> <li>Delivery personnel</li> <li>Vulnerable groups (e.g. the elderly and those with an existing underlying health condition)</li> </ul>	<p><b>Visitors</b></p> <ul style="list-style-type: none"> <li>The attached Visitor Policy is to be followed at all times.</li> </ul>	<ul style="list-style-type: none"> <li>The Visitor Policy is to be published on our website alongside this risk assessment.</li> <li>Guidance for visitors in the form of appropriate signage will be displayed prominently at the office. All visitors to the office will be asked to wear a face covering before entering the office (unless exempt due to age, health or disability reasons) and to use hand sanitiser on entering the building.</li> </ul>	<p>Alexander David (Partner) – creation of Visitor Policy on 18<sup>th</sup> May 2020.</p> <p>Risk assessment regularly reviewed and received a substantive update on 11<sup>th</sup> August 2020.</p>	<p>Monthly</p>

	<ul style="list-style-type: none"> <li>Anyone who physically comes into contact with a member of staff in relation to the business</li> </ul>				
<p>6. Spread of Covid-19 Coronavirus (Meetings)</p>	<ul style="list-style-type: none"> <li>Employees</li> <li>Visitors to premises</li> <li>Cleaners</li> <li>Contractors</li> <li>Delivery personnel</li> <li>Vulnerable groups (e.g. the elderly and those with an existing underlying health condition)</li> <li>Anyone who physically comes into contact with a member of staff in relation to the business</li> </ul>	<p><b><u>Meetings</u></b></p> <ul style="list-style-type: none"> <li>Where meetings are essential and conference calls or video conferencing cannot be utilised, these are to remain strictly on an appointment only basis until the office re-opens.</li> <li>If a face-to-face is necessary, participants should maintain a strict 2 metre separation throughout and ensure that the number of visitors at any one time is limited.</li> <li>All participants should avoid transmission during the meeting.</li> <li>Meeting rooms are to be kept well ventilated by the opening of windows, where possible.</li> <li>Continue to maintain a record of all visitors in each office.</li> <li>Contactless payment methods should be strongly encouraged as opposed to the handling of cash wherever possible.</li> </ul>	<ul style="list-style-type: none"> <li>To be managed carefully by individual Fee Earners and Support Staff.</li> <li>Consider the use of tape if there are issues with maintaining social distancing during meetings. Signage will also be provided in a prominent position for visitors.</li> <li>Interview Room 2 is not to be used until further notice as it is not well ventilated and is of a size that makes it difficult to maintain a 2 metre separation.</li> <li>Avoid sharing pens and other stationery.</li> <li>To be monitored by the Office Manager.</li> <li>To be monitored by the Office Manager.</li> <li>To be monitored by Accounts.</li> </ul>	<p>Tim Hotchkiss (Partner) – email to staff on 12<sup>th</sup> May 2020 timed at 2.58pm</p> <p>Alexander David (Partner) – creation of Visitor Policy on 18<sup>th</sup> May 2020.</p> <p>Risk assessment regularly reviewed and received a substantive update on 11<sup>th</sup> August 2020.</p>	<p>Monthly</p>

		<ul style="list-style-type: none"> <li>As from 11<sup>th</sup> August 2020, face coverings are to be worn by all parties present at a face-to-face meeting in the office, unless an individual is exempt due to age, health or disability reasons.</li> </ul>	<ul style="list-style-type: none"> <li>To be monitored by the Office Manager.</li> </ul>		
7. Spread of Covid-19 Coronavirus (Mental Health)	<ul style="list-style-type: none"> <li>Employees</li> </ul>	<p><b><u>Mental Health</u></b></p> <ul style="list-style-type: none"> <li>The Management Team will promote mental health and wellbeing awareness to employees during the Covid-19 outbreak and will offer whatever support they can to help.</li> </ul> <p><a href="https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/">https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/</a></p> <p><a href="https://www.hse.gov.uk/stress/">https://www.hse.gov.uk/stress/</a></p> <p><a href="https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing">https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing</a></p>	<ul style="list-style-type: none"> <li>Regular communication of mental health information and an open door policy for those who need additional support.</li> </ul>	<p>Cindy Ervine (Senior Associate) - will provide a summary of advice and support available and details of support organisations.</p> <p>Risk assessment regularly reviewed and received a substantive update on 11<sup>th</sup> August 2020.</p>	Monthly



# COVID-19 Guidance When Visiting Our Offices

At Awdry Bailey and Douglas we are passionate about providing a high quality service, whilst taking the health and wellbeing of our people, our clients and the local community seriously.

All of our offices are open, but at the moment meetings are usually by appointment. Please do not attend our offices if you have symptoms and/or if any of your family members have symptoms and/or you have been in contact with anyone who has symptoms; you should follow the Government's guidance regarding self isolating.

Of course, we are here to help and please do contact us by telephone or email in the first instance. We can set up video-conferencing at short notice if necessary.

Prior to this health crisis, we relished face-to-face meetings. Until there is a clearer way forward for the nation, it is best that meetings and conferences occur via the telephone/video in the majority of instances although this may not be always possible.

When attending the offices, it is of paramount importance that you comply with the social distancing measures set out by the Government.

**For example, you must:**

- Endeavour to wash your hands prior to attending.
- Face coverings must be worn by all visitors to our offices, unless exempt for age, health or disability reasons and must be kept on until leaving.
- Keep your distance – stay a minimum of 2 metres from any other person.
- Cover your mouth – If you cough or sneeze, please do so into a tissue and dispose of it safely. If a tissue is not available please cough or sneeze into your arm.
- Use the hand sanitiser which will be easily located on your arrival.
- Bring your own black pen in the event that you need to sign documents.
- We should endeavour to keep the meeting time as short as possible.

If you so wish, you could consider utilising disposable gloves. For further information please visit <https://www.gov.uk/>