

Lubbock Fine LLP

65 St Paul's Church Yard, London, London, EC4M 8AB

Location: 3rd Floor, Paternoster House, 65 St. Paul's Churchyard, London, EC4M 8AB

Title : Lubbock Fine COVID Risk Assessment 2022	Date of Assessment : 07/01/2022	Risk Assessor : Molly Norris
Risk Assessment Reference : Lubbock Fine COVID Risk Assessment 2022	People involved in making this assessment : Molly Norris	
Task/ Process : COVID risk assessment in office environment	People at Risk : Employees	

Hazard : Employed Staff Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within government guidelines on essential working, could compromise our arrangements and jeopardise the health of others.

Control Measures:

1. Circulating "COVID secure" coronavirus policies and safety procedures to all our people; these set out how our people should behave and the precautions they must adopt during the pandemic to keep them safe. Risk assessments will be under review to ensure that a safe office environment is maintained.
2. Every member of staff is aware of the hazards and risks and understand the rules and procedures we have put in place.
3. Communication via warning posters and signs displayed throughout all premises.
4. Plans and procedures have been shared and co-ordinated with our landlord on our owned or managed premises.
5. Health & Safety communications available to all employees.
6. Employees know to reach out to the People Team or their line manager if they have any concerns around COVID in the office environment.
7. Staggered start and finish work times will be considered or introduced to reduce large gatherings and allow for increased social distancing when office use resumes.
8. Phased return into the office to allow for uninterrupted operations to the business, reduce pressure on office or building services and allow for social distancing.
9. Staff are advised to do a lateral flow test before attending the office.

Hazard : Passenger and goods lift The enclosed space within the lift with creates a risk of potential contamination through coughing and sneezing and contact with internal surfaces and controls.

Control Measures:

1. Lifts are subject to an increased level of regular routine cleaning and sanitising by contract cleaning staff who have been fully briefed and instructed by their own managers.
2. Employees are encouraged to use the staircase to get to the floor on which they work, unless they have mobility problems that negates the use of the stairs.
3. Employees encouraged to avoid using passenger lifts when a large amount of users are present at peak times. Peak times and other times will be controlled on usage on lifts (where applicable) by the building management.
4. Employees instructed to avoid using a finger tip to press buttons; instead to use the back of the knuckle to select the appropriate floor and to wash hands as soon as soon as possible after using a lift.
5. Employees advised to face away from other users and avoid touching surfaces.
6. A limited amount of employees will be allowed to use the lift at any one time to allow for social distancing. Paternoster House suggest 2 people per lift at any one given time.

Hazard : Food & drink preparation areas The enclosed space within the lift with creates a risk of potential contamination through coughing and sneezing and contact with internal surfaces and controls.

Control Measures:

1. Employees instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.
2. Ensure that when spills of food or liquids occur they must to ensure that the work surfaces are left in a clean and sanitised condition.
3. Disposable cups have been introduced to prevent cross contamination. These must be disposed after use.
4. Do not to touch food and keep hands out of waste bins or receptacles as they may contain contaminated products, food or tissues.
5. Wash your hands thoroughly for 20 seconds before and after using these facilities.
6. Put uneaten food products in a clean, sanitised, sealed wrapper, bag or container, if they are to be stored in the communal refrigerator.
7. Wash company provided fruit before consumption.
8. The microwaves are available to use, however must be wiped clean after use.
9. Dishwashers are available and must be used to thoroughly clean crockery and cutlery.
10. Potential introduction of departments and teams having staggered lunch breaks.
11. Employees to make their own hot or cold drinks during the working day.
12. Employees to bring in their own prepared food and drink for lunch breaks.

Hazard : Communal facilities, entrance, toilets, stairs. etc Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health.

Control Measures:

1. Contract cleaning services have been increased. Toilets and communal areas, along with workspaces, are cleaned more frequently than before and the cleaning routine is to a higher specification.
2. Supplies of soap and sanitising agents are provided and regularly topped-up at all hand washing stations. NHS, Public Health and hand washing advice posters displayed.
3. Employees instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.
4. Employees made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc.) and objects which are visibly contaminated with body fluids must not be touched, but reported to a manager.
5. Employees instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.
6. Employees are required to ensure that coats, scarfs and other outdoor items are stored separately (where applicable) within coat cupboards avoiding contact with other people's personal items.
7. Increasing washrooms inspections to check for cleanliness and adequate stock of soap, toilet paper, etc.
8. Prioritise disabled use where necessary, eg disabled toilet use, use of lifts, etc
9. Limiting numbers of people who can use high traffic areas such as corridors.

Hazard : Waste Ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).

Control Measures:

1. Waste bins are provided in areas throughout the office, as well as kitchen areas.
2. Employees instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.
3. Employees instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, preferably bagged, or pocketed and taken home.
4. All waste bins and receptacles are carefully and safely emptied daily by the contracted cleaning staff.
5. Employees are required to have consideration for contracted cleaning staff with regards to discarded tissues, food, tins etc. to prevent cleaning staff being accidentally contaminated or injured.
6. Provide suitable waste removal facilities and rubbish collection.

Hazard : Smoking breaks Inhalation of second hand tobacco smoke and or vapours from e-cigarettes may result in adverse coronavirus health effects.

Control Measures:

1. Employees are advised to avoid inhaling second hand tobacco smoke and vapour emitted from cigarettes and e-cigarettes from other persons. Although there is no evidence of transmission this is a precautionary measure.

Hazard : Meeting rooms Potential risk or transfer of virus on account of close contact with other persons.

Control Measures:

1. Employees instructed that meetings in enclosed spaces such as conference and meeting rooms should only be undertaken when absolutely essential for business needs and kept as short as possible.
2. Employees using conference and meeting rooms instructed to follow Govt advice and maintain social distancing. Russell and Bedford rooms have been opened up to create a conference room style. The tables have also been set out in a long square to allow for social distancing.
3. Employees instructed that the same rules must be applied to any meetings with clients or visitors or meetings held by video conferencing.
4. Employees told to avoid physical contact with clients and visitors, such as handshakes, hugs, etc; and to give a polite explanation of this policy if required.
5. Hand sanitiser and cleaning spray is provided within the meeting for use by employees. The meeting room MUST be cleaned down after use.
6. Employees advised not to touch, use flip charts or pens in meeting rooms to reduce risk of cross contamination.
7. Providing 30-minute gaps between meetings to allow for cleansing and airflow.

Hazard : Homeworking, workstations, IT and office equipment Direct contact with potentially cross contaminated workstations, IT or office equipment may cause adverse coronavirus health effects. Homeworking reduces the risk of people gathering in the workplace and of transmitting the virus.

Control Measures:

1. Employees are advised to ensure that their workstations, IT and telephone equipment, such as keyboards, screens and headsets are cleaned and sanitised on a regular basis throughout the working day. Suitable wipes and cleaners that do not damage equipment.

2. The cleaners have been instructed to assist in the wiping of IT equipment such as headsets and keyboards.
3. Employees instructed that they should not use each others IT equipment, to prevent accidental cross contamination.
4. Telephone equipment, such as desk phones, have now been removed. Staff will now make phone calls through Microsoft Teams on their computer / mobile phone.
5. Employees are to only sit/work at their allocated workstation that they have been working on. Staff must not change seats during the day. This helps to avoid contamination.
6. Limit use of high-touch equipment in the workplace, eg pens, office and kitchen equipment etc.
7. Arrangements should help homeworkers to stay connected to the each other as appropriate using virtual social gathering etc.
8. Telephone answering switched to Money Penny.
9. Enhanced IT support to be provided to homeworkers to ensure the effectiveness of working arrangements and the security of information and data.
10. Homeworking policies to be reviewed to ensure that sufficient support is provided to homeworkers.
11. Managers should monitor the wellbeing of people who are working from home and contact the People Team to support their mental and physical health.
12. Departmental and line managers to review all job roles in order to facilitate and encourage homeworking where possible.

Hazard : Close contact Employees working on the premises may be at risk of exposure to other employees or visitors who are carrying coronavirus, knowingly or unknowingly.

Control Measures:

1. Employees instructed to avoid close face-to-face contact or touching other employees, visitors, etc.
2. Physical contact, such as handshakes, hugs, pat on the back, etc. is to be avoided.
3. Employees are required to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans and or ventilation systems that could spread the virus. Where possible the use of such systems will be avoided.
4. Directional signage and the one-way system has now been removed from the office flooring. Staff are advised to keep walkways free to allow for more space.
5. Any visitors or contractors must have permission before they come into the premises to enable us to keep track of how many people are in the office at any one time.
6. Contractors to sites will be managed and controlled by Facilities or Building Management for only essential maintenance.
7. Visitors to sites are to be limited and if possible video conferencing software to be utilised to reduce face to face contact.

Hazard : Vulnerable employees Some of our people may have pre-existing medical conditions which render them more vulnerable to the dangers of coronavirus infection. Some staff may live with vulnerable people and who are obliged to take precautions that extend beyond their own personal safety.

Control Measures:

1. Vulnerable (moderate risk) people include those who: are 60 or older, are pregnant, have a lung condition such as asthma, have heart disease, diabetes, chronic kidney disease or liver disease, are taking medicine that can affect the immune system, and are very obese.
2. No vulnerable or extremely vulnerable people or those living with such people will be expected to attend the office during the pandemic crisis.
3. Managers should stay in touch with all remote workers especially vulnerable or extremely vulnerable people who are staying at home, by Teams to ensure they are well and to prevent them from feeling isolated.

4. Employees with family members in high risk categories have been instructed to inform their management team. Decisions on home working in accordance with Govt. guidelines are taken on a case by case basis.
5. Extremely vulnerable (high risk) people include those who: have had an organ transplant, chemotherapy & radiotherapy for cancer treatment, have a severe lung condition (such as severe COPD), and are taking medicine that makes them much more likely to get infections.
6. The People Team should identify and be aware of vulnerable and extremely vulnerable team members.
7. The firm should help to provide additional support for any extremely vulnerable high-risk people who may need it; this might include providing shopping or medicines where they are unable to gain support from elsewhere.
8. All reviews of roles and safety will be non-discriminatory and take into consideration equality considerations and protected characteristics as defined under the Equality Act 2010, eg disabled employees.
9. Pregnant women are included in the “moderate risk” category as a precaution but are not considered by PHE to be more likely to get seriously ill from COVID-19.
10. There is some evidence that people from ethnic minority backgrounds are hit harder by COVID-19. Until advised otherwise by the government we will assume that BAME team members are treated as vulnerable.
11. All reviews of roles and safety will be non-discriminatory and take into consideration equality considerations and protected characteristics as defined under the Equality Act 2010, eg disabled employees.

Hazard : Cleaning and hygiene Inadequate cleaning & hygiene standards pose a risk of spreading infection by way of cross-contamination from surfaces contaminated with the coronavirus

Control Measures:

1. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, passenger lifts, building equipment buttons, switches, etc).
2. Suitable disinfectant cleaning products are used by the contracted cleaning staff.
3. Disinfectant wipes, spray and hand sanitisers have been placed around the office for staff to use.
4. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the buildings.
5. Line management and employees are required to report anything contaminated or spilt that requires cleaning.
6. Daytime cleaners (Housekeeper) to focus on and disinfect the high-risk areas identified.
7. Review and revise the cleaning scope and schedules and ensure cleaners have access to suitable detergents and disinfectants and PPE.
8. Maintain regular night cleaning in the workplace and daily cleaning by the Housekeeper.

Hazard : Cold / infections There is a risk that any cold and or infection could be consistent with COVID-19 symptoms and there is a risk that accidental cross infection could be transmitted to other persons.

Control Measures:

1. Where symptoms of a cold/infection starts at work employees are required to notify their management team immediately. Decisions to refrain from working will be made accordingly where there is a potential risk.

2. Employees who are currently self isolating due to having tested positive for COVID-19, experiencing symptoms or have a family member who have tested positive or have symptoms are not to return to work and inform their line manager.

3. Employees are advised to isolate in accordance with Government guidelines.

Hazard : Emergency evacuations Potential risk or transfer of virus on account of close contact with other persons.

Control Measures:

1. Employees are to follow the emergency evacuation procedures for their relevant location.

2. In an emergency, for example, an accident or fire, employees should try to socially distance, unless it would be unsafe for them to do so.

3. PEEP's (personal emergency evacuation plans) are in place for those employees who require assistance during an emergency evacuation from the premises.

4. All employees are to wash or sanitise their hands at the earliest opportunity.

Hazard : First aid provision Lack of first aid provision leading to injury, further injury or prolonged pain.

Control Measures:

1. Trained emergency first aid at work and first aid at work employees.

2. All first aiders provided with face guards to reduce risk of cross-contamination.

3. Additional first aid equipment provided in first aid boxes to reduce risk to first aiders.

Hazard : Premises access and travel People who attend the office for work must be given safe access to the workplace. Travel to and from work may lead to greater risk of virus transmission. Public transport may be restricted in order to achieve social distancing on trains, buses, etc.

Control Measures:

1. In all cases non-essential travel for work purposes should be minimised.

2. Paternoster House management have put in place adequate arrangements for the entry and exit of people; hand sanitiser stations.

3. Flexible office attendance arrangements so that people can avoid travelling at peak times or all arriving or leaving at the same time.

4. Staff are asked not to share cars.

5. Support our people to walk or cycle to work wherever possible, eg providing safe bike storage.

6. Ask our people to not use public transport if at all possible – where they do use public transport they should conform with all requirements, eg wearing face coverings if required, social distancing, etc.

7. Face coverings to be mandatory in the common parts of Paternoster House.

Hazard : Cases of possible infection onsite People becoming unwell while on-site or a symptomatic person using the office. High risk of transmission.

Control Measures:

1. If a person becomes unwell in the office with coronavirus symptoms (often a new, continuous cough or a high temperature but any cold-like symptoms should be treated as if Covid-19 infection has occurred) they should be sent home and advised to follow government advice to self-isolate.
2. All surfaces that a symptomatic person has come into contact with must be cleaned and disinfected, especially objects visibly contaminated with body fluids and all potentially contaminated high- contact areas such as washrooms.
3. Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids, can be cleaned thoroughly as normal.
4. Cleaners should use disposable cloths or paper roll and a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine.
5. Cleaners must wear appropriate PPE.
6. Waste from cleaning of areas where possible cases have been (including disposable cloths and tissues) should be “double-bagged” and tied off; it should be placed in a secure holding area for 72 hours before being disposed of in general waste.
7. Our cleaning company is on standby to do a deep COVID clean should an infected or symptomatic person be identified as have attended the office.

Hazard : Business continuity The crisis threatens business continuity and ability to deliver certain essential services to our clients, for example where on client site audits are required.

Control Measures:

1. Managers should refer to business continuity policies and procedures.
2. Overall coronavirus risk management team remains the Management Board.
3. Devise appropriate business continuity plans that include suitable risk assessment approach for our people and engaging with clients in office premises.
4. The plans will be kept under constant review.
5. COVID secure guidance has been developed and communicated to all our people about working on client premises and this must be maintained.

Hazard : Information The pandemic has been accompanied by a large amount of official guidance, some of which needs interpretation, and also by misinformation, rumour and “fake news” or “myths”. If these are allowed to gain traction within the firm they can obscure and confuse vital health and safety measures.

Control Measures:

1. Management to beware fake news and discourage the circulation of misinformation.
2. Ensure partners, resource group leaders and managers are briefed and kept up to date with COVID news.
3. Coronavirus risk management team to monitor official advice carefully and update all policies and procedures.
4. To ensure the safety and wellbeing of people, business strategies must be based on accurate information and our people must be given consistent, simple and clear messages.
5. Management Board in its capacity as the coronavirus management team to meet at least monthly to review all aspects of the planning and operation and to monitor for the circulation of misinformation, and taking steps to correct the information where appropriate.

Hazard : Client communication The pandemic crisis threatens effective personal communications with clients – such communications are vital in the re- establishment of business relationships after periods of countrywide or regional lockdowns.

Control Measures:

1. Management Board to review all firmwide outgoing messages to all clients to ensure messages are consistent, clear and reflect the client focused and socially aware values of the firm.
2. MB to revise communications strategies and devise specific plans for how and how often to communicate with clients centrally.
3. In office meetings with clients are restricted to allow for social distancing. Staff should continue to communicate with clients through means such as video conferences and video calls.

Hazard : Cyber security With people working from home and using a variety of digital devices, the need to ensure the security and function of our digital systems is more important than ever. Cyber-security threats include computer viruses, phishing and scam emails and coronavirus related “ransomware”.

Control Measures:

1. Review cyber security and surveillance infrastructure and ensure that all reasonable protection is in place.
2. Circulate warnings to our people of any credible cyber threats, especially scam emails and text messages.
3. Ensure that people working from home and using remote working systems are covered by cyber-risk protections
4. Ensure any homeworking arrangements maintain standards of data protection and IT security.
5. Ensure that existing cyber-security systems do not interfere with the availability of critical safety information and updates relating to coronavirus.
6. Assess cyber risks to new supplier processes developed during the crisis.

Hazard : Health and resourcing levels Low resourcing hazards due to high rates of sickness or our team members having to self-isolate themselves at home or remain at home because they are vulnerable.

Control Measures:

1. Certain roles such as Audit may be impossible to undertake without some physical inspections.
2. Those who are considered extremely vulnerable are advised to shield themselves at home.
3. People who are sick or self-isolating should phone immediately and inform their line manager and the People team and on no account should they attend the office.
4. Communications to go out that none of our people should enter the office if they are self- isolating or if they have COVID-19 symptoms or if they feel unwell.
5. People who are considered vulnerable or extremely vulnerable or high-risk should not be expected to attend the office.
6. Managers should consider temporary operational adjustments if resourcing is reduced to unsafe levels.
7. As stated by NHS rules, those who tested positive must “self- isolate” at home from the start of symptoms to prevent them from passing the infection on.

Hazard : Workplace social distancing Social distancing refers to people being required to maintain a distance from each other of 2 meters, wherever possible. Social distancing effectively puts people at a safe range from others. The main route of virus transmission is through droplets exhaled or coughed by an infected person.

Control Measures:

1. Social Distancing is no longer a government requirement, however is still encouraged where possible.

2. While in and around the office, involved in work activities and travelling to and from work, whenever possible, by avoiding non-essential contact with others, keeping a safe distance of at least 2 metres from others whenever possible, avoiding physical contact (eg hugs, handshakes, etc).
3. Notices have been displayed in all areas reminding everyone of the key infection prevention requirements.
4. The wearing of clinical grade face masks, keeping the activity time involved as short as possible and reducing the number of people each person has contact with by using a limited bubble of contacts should be in practise if social distancing cannot be followed in full.
5. Where social distancing guidelines cannot be followed in full, in relation to a particular activity, managers must carry out further risk assessments and consider whether that activity needs to continue for the business to operate.

Hazard : Infection prevention There is a direct threat to health and wellbeing from transmission of the COVID-19. The virus can be caught when a person with the virus coughs or exhales breathing in the droplets or by touching contaminated surfaces and then touching their eyes nose or mouth.

Control Measures:

1. As the business moves beyond lockdown and our people begin to make use of the office, the firm must ensure their safety by making premises "COVID" secure – unsafe workplace premises raise the risks of virus transmission.
2. Staff to ensure the follow government health and travel advice.
3. Requiring our people to practice cleansing while in and around the Workplace.
4. Implementing Public Health England (PHE) Guidance for Employers and Businesses on Coronavirus, including the following key safety precautions.
5. Suppliers and other visitors must wear face coverings while in our office space.
6. Make any adjustments to the workspace and working patterns and procedures necessary to facilitate effective infection prevention and social distancing at work.
7. All desks in the open plan areas are kept clear to enable proper cleaning of surfaces.
8. Maintain a volume of hand sanitiser gels to create sterilisation stations by entry and exit doors in the washrooms, breakout areas, adjacent to copiers, in offices, meeting rooms and in the open plan areas.
9. Maintain a volume of clinical disinfectant wipes for our people to use on their workstation area and on keyboards and mice and other equipment before use.
10. The wearing of face coverings is recommended for everyone while on office premises.

Hazard : Personal hygiene Poor personal hygiene standards pose a risk of passing or contracting the infection.

Control Measures:

1. Staff understand the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean.
2. Employees instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds. Soap and hand gels are provided.
3. Employees instructed that disposable tissues should be used when coughing and or sneezing. Used tissues to be bagged and put into a bin or pocketed and taken home for safe disposal.
4. Hand sanitizers are in place at access points.
5. As the alcohol based hand sanitizer falls under a COSHH item. Employees who use this to disinfect their hands are not to touch their face until the sanitizer dries out due to irritation risk if the goes into eyes.

6. If alcohol gel comes into contact with eyes then employees are to (remove glasses or contact lenses if worn) and rinse eyes with water for several minutes, then seek first aid assistance.

7. If eye irritation persists then employees to seek medical advice or assistance

8. Employees with a diagnosed skin condition are advise not to use the alcohol hand sanitizer as this may exacerbate their condition, but to use soap and water for 20 seconds.

9. Employees to to avoid inhaling the vapours from the alcohol hand sanitizer as this may cause dizziness or drowsiness.

10. Alcohol gel hand sanitizer spillages are to be cleaned up immediately with water and area dried off.

Hazard : Ventilation Adequate ventilation reduces how much virus is in the air, so it reduces the risk of breathing in the virus.

Control Measures:

1. As we are unable to provide natural ventilation in the office as the windows in Paternoster House do not open. Lubbock Fine provides mechanical ventilation through our Heating & Ventilation system.

2. The Heating & Ventilation system is designed to only provide 100% fresh air into our office space, meaning that no recycled air is distributed throughout the building.

Documents Associated with this Risk Assessment:

Review Date : 07/01/2023

Reviewer : Robert Morley