

Lubbock Fine

COVID-19 Workplace Risk Assessment - Phase 1 (Voluntary Use)

This risk assessment is for the partial return to Paternoster House. It identifies the risks and control measures that need to be put in place to protect employees and others from the risk of coronavirus infection. This Phase 1 will allow for Voluntary Use of the office, only for our people who cannot work from home. For the avoidance of doubt Phase 1 will not permit client access into the building.

Assessor:	Robert Morley
Job title:	COO
Assessment date:	17 AUGUST 2020
Review date(s):	Monthly

Business Hazards from COVID 19	Potential Risks to Workers	Control Measures to Address Risks	Further Actions Needed
Infection Prevention, Cleaning and Safety			
<p>Policy at date remains to work from home. As we are about to start to let our people use the office in a very limited way (Phase 1 Voluntary Use), we need to develop and communicate COVID secure policies and procedures that address all the specified control measures.</p> <p>As the business moves beyond lockdown and our</p>	<p>There is a direct threat to health and wellbeing from transmission of the COVID-19 coronavirus while at the office.</p> <p>People can catch the virus from others who are infected in the following ways: virus moves from person-to-person in droplets from the nose or mouth spread when a person with the virus coughs or exhales • the virus can survive for up to</p>	<p>We will ensure that the firm complies with its duty to provide a safe and healthy workplace/ working conditions for our people during the coronavirus pandemic by:</p> <ul style="list-style-type: none"> • 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; • Requiring our people to practice effective social distancing and cleansing while in and around the Workplace; • Guidance to our people on safe travelling to work and in client interactions; 	<p>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.</p> <p>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</p>

<p>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</p>	<p>72 hours out of the body on surfaces which people have coughed on, etc</p> <ul style="list-style-type: none"> • people can pick up the virus by breathing in the droplets or by touching contaminated surfaces and then touching their eyes nose or mouth. 	<ul style="list-style-type: none"> • Passing on and reinforcing key Government public health messages • Implementing Public Health England (PHE) Guidance for Employers and Businesses on Coronavirus, including the following key safety precautions: • Keeping risk assessments under review to ensure that a safe office environment is maintained; • Consult with and fully involve our resource group leaders and all our people; • Make any adjustments to the workspace and working patterns and procedures necessary to facilitate effective infection prevention and social distancing at work; • Follow government health and travel advice; • Provide hand sanitiser gels distributed at various stations around the office; • Recommend the wearing of face coverings for everyone while on office premises; • Suppliers and other visitors must wear face coverings while in our office space; • Maintain weekly cleaning in the workplace and daily cleaning by the Housekeeper; • Review and revise the cleaning scope and schedules and ensure cleaners have access to suitable detergents and disinfectants and PPE; • Provide suitable waste removal facilities and rubbish collection; • Display appropriate public health posters and notices around the workplace; 	<p>areas.</p> <p>Ensure desks in the open plan areas are kept clear to enable proper cleaning of surfaces.</p>
<p>Homeworking, Hot Desking and Equipment Sharing</p>			
<p>People working together in office premises inevitably raises the risk of virus transmission</p> <p>Hot desking and the sharing of equipment present hazards that raise the risk of virus transmission further.</p>	<p>Homeworking reduces the risk of people gathering in the workplace and of transmitting the virus.</p>	<p>During this Phase 1 homeworking will be maintained across the firm as the preferred method of work wherever possible and only operational people who need to be on-site (such as post processing) should attend the office. The following working arrangements have been put into place to support homeworking:</p> <ul style="list-style-type: none"> • COO will plan for the minimum number of people needed on site to operate safely and effectively including roles such as post processing and office COVID preparation; • Departmental and line managers to review all job roles in order to facilitate and encourage homeworking where 	<p>Communicate that during Phase1 homeworking remains the policy, but allow for Voluntary Use of the office for anyone who is struggling to work from home under tight guidelines.</p>

		<p>possible;</p> <ul style="list-style-type: none"> • Homeworking policies to be reviewed to ensure that sufficient support is provided to homeworkers; • Managers should monitor the wellbeing of people who are working from home and contact the People Team to support their mental and physical health; • Telephone answering switched to Money Penny. • Enhanced IT support to be provided to homeworkers to ensure the effectiveness of working arrangements and the security of information and data; • Arrangements should help homeworkers to stay connected to the each other as appropriate using virtual social gathering etc. • Hot-desking will not be supported at this time. • Equipment should not be shared between people; • Limit use of high-touch equipment in the workplace, eg pens, office and kitchen equipment etc 	
Workplace Social Distancing			
<p>Effective social distancing is a key element in reducing the transmission of COVID-19</p>	<p>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 anyone coughing. The main route of virus transmission is through droplets exhaled or coughed by an infected person.</p>	<p>People are required to practice effective social distancing while in and around the office, while involved in work activities and when travelling to and from work, whenever possible, by:</p> <ul style="list-style-type: none"> • Avoiding non- essential contact with others; • Keeping a safe distance of at least 2 metres (about 3 steps) from others whenever possible; • Avoiding physical contact (eg hugs, handshakes, etc); <p>Our adaptations to the premises to support social distancing include:</p> <ul style="list-style-type: none"> • A review of the office operation to identify suitable adaptations which will support social distancing • The office to be set up to support social distancing, e.g. layout changes; • Appropriate signage • Stickers and floor markings to denote safe routes which minimise physical proximity; • Workstations and desks to be used in a way that facilitates social distancing; • Establishing maximum occupancy limits for the office and open plan work areas; 	<p>In Phase 1 Voluntary Use we will only allow access by prior permission to control numbers and to ensure that social distancing can be maintained.</p> <p>Walkway floor signs (arrows) to be used to enforce a generally clockwise rotation around the floor to assist with social distancing by minimizing proximity in office walkways.</p>

		<ul style="list-style-type: none"> • Reducing the need for people to move around within the office; • Adaptations to work processes to support social distancing will include: <ul style="list-style-type: none"> • Holding meetings using MS Teams when possible. • Holding essential physical meetings in ventilated rooms with appropriate social distancing in place • Holding any essential physical meetings outdoors; • Providing hand sanitiser at meetings; Providing 30-minute gaps between meetings to allow for cleansing; • Holding all training via Teams or online learning; • Carrying out any essential recruitment interviews by MS Teams; • Display notices in all areas reminding everyone of the key infection prevention requirements, including the need to maintain safe distancing. <p>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 - where such activities need to continue appropriate mitigation methods should be put into place, such as:</p> <ul style="list-style-type: none"> • Increased hand washing; • Wearing of clinical grade face masks; • Keeping the activity time involved as short as possible; • Reducing the number of people each person has contact with by using “fixed teams or partnering” (so each person works with only a few others creating a limited bubble of contacts). 	
Higher Risk Areas of the Workplace			
Some areas of the workplace may present a higher risk than others – this may include areas such as washrooms and breakout areas.	Heavily used areas of the workplace are more likely to present an infection transmission risk. Essential for everyone to wash hands regularly but also that washrooms are kept clean and free of coronavirus	Ensure higher-risk high- traffic areas of the workplace are COVID- secure by applying appropriate safety precautions, including: <ul style="list-style-type: none"> • Stressing the need for everyone to follow good hygiene practice at all times while at work (e.g. regular handwashing) • Ensuring that adequate hand cleaning resources are provided; 	Maintain supply of hand sanitiser gel around the office. Instruct daytime cleaners (Housekeeper) to focus on and disinfect the high-risk areas identified.

	<p>contamination. A number of people going to the washroom together may compromise their ability to comply with social distancing. Increased risk of people coughing and touching door handles, taps and toilet flush handles.</p>	<ul style="list-style-type: none"> • All washrooms to be supplied with adequate supplies of hot water, liquid soap and paper towels; • Printing handwashing instructions, posters and displaying throughout the office, especially in washrooms; • Limiting numbers of people who can use high traffic areas such as corridors, stairs, washrooms at any one time to ensure social distancing; • Limiting lift occupancy; • Prioritise disabled use where necessary, eg disabled toilet use, use of lifts, etc; • Establishing safe queuing systems by use of room occupancy limits and floor markings and signage etc.; • Placing 60% alcohol hand gels at convenient places around the workplace with instructions for use; • Increasing environmental cleaning, especially in and around washrooms with special attention paid to frequently touched surfaces such as door handles, toilet flush handles, light switches, etc; • Increasing washrooms inspections to check for cleanliness and adequate stock of soap, toilet paper, etc; • Providing paper towels as an alternative to hand dryers in handwashing facilities 	<p>Limit number of people to one in each washroom and use signage to control occupancy.</p> <p>Guidance on limiting lift occupancy to one person. Take out of use crockery, utensils, fridge, microwave, drinks machine and other high touch electrical devices. Maintain use of kettle with clear policy instructions.</p>
Vulnerable and Extremely Vulnerable People			
<p>Some of our people may have pre-existing medical conditions which render them more vulnerable to the dangers of coronavirus infection.</p> <p>Some of our people may live with vulnerable people and who are obliged to take precautions that extend beyond their own personal safety.</p>	<p>Those who are classified by PHE as being at greater risk from COVID-19 include people in the vulnerable (moderate risk) and extremely vulnerable (high risk) categories</p> <p>Vulnerable (moderate risk) people include those who:</p> <ul style="list-style-type: none"> • are 70 or older • are pregnant • have a lung condition such as asthma, COPD, emphysema or bronchitis (not severe) • have heart disease, diabetes, chronic kidney disease or liver disease (such as hepatitis) • are taking medicine that can affect the immune system (such 	<p>The following health and safety and arrangements should apply to people who are classified as vulnerable (moderate risk) or extremely vulnerable (high-risk):</p> <ul style="list-style-type: none"> • People team should identify and be aware of vulnerable and extremely vulnerable team members; • Managers should refer to existing policies regarding new and expectant mothers; • No vulnerable or extremely vulnerable people or those living with such people will be expected to attend the office during the pandemic crisis or during recovery from the lockdown. • 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; 	<p>People team to collect and maintain information of vulnerable and extremely vulnerable partners and employees to be able to provide suitable arrangements.</p> <p>People team to also take into account otherwise healthy BAME team members when considering vulnerability and making COVID safety plans.</p> <p>With corporate social responsibility we will also take into account people who live with vulnerable and extremely vulnerable members of their family.</p>

	<p>as low doses of steroids) or</p> <ul style="list-style-type: none"> • are very obese <p>Extremely vulnerable (high risk) people include those who:</p> <ul style="list-style-type: none"> • have had an organ transplant • are having chemotherapy for cancer, including immunotherapy • are having an intense course of radiotherapy for lung cancer • have a severe lung condition (such as severe asthma or severe COPD) • are taking medicine that makes them much more likely to get infections (such as high doses of steroids) <ul style="list-style-type: none"> • There is some evidence that people from ethnic minority backgrounds are hit harder by COVID-19. 	<ul style="list-style-type: none"> • 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; • 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. • Reasonable adjustments must be made to avoid disabled workers being put at any disadvantage. • 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. • Until advised otherwise by the government we will assume that BAME team members are treated as vulnerable. 	
Health and Resourcing Levels			
<p>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 “shielded”</p> <p>Certain roles such as Audit may be impossible to undertake without some physical inspections.</p>	<p>Our people may get sick with coronavirus infection and those who have symptoms must “self-isolate” at home for 10 days from the start of symptoms to prevent them from passing the infection on and contributing to the overload on the NHS. Those who live with others and where one person has symptoms must self-isolate as a household for 14 days from the day when the first person in the house became ill. If anyone else in the household starts</p>	<p>The following safety arrangements should apply to health or resourcing levels:</p> <ul style="list-style-type: none"> • People who are considered vulnerable or extremely vulnerable or high-risk should not be expected to attend the office. • 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. • Make sure that communications 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 • People may be reallocated from non-essential parts of the firm to essential functions or may be subject to furlough arrangements • Managers should consider temporary operational 	<p>Ensure the guidelines on Phase 1 Voluntary office use and the Guidelines on visiting client premises are communicated to everyone and maintained.</p>

	<p>displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14- day isolation period</p> <p>Those who are considered extremely vulnerable are advised to “shield” themselves at home.</p>	<p>adjustments if resourcing is reduced to unsafe levels.</p> <ul style="list-style-type: none"> Guidelines produced to allow people who have to visit client premises to do so safely. 	
Premises Access and Travel			
<p>People who attend the office for work must be given safe access to the workplace.</p>	<p>Travel to and from work may lead to greater risk of virus transmission</p> <p>Public transport may be restricted in order to achieve social distancing on trains, buses, etc.</p> <p>Access to Paternoster House may create a virus transmission risk if too many people seek entrance at once or are channeled through single points of entry.</p> <p>Risks may be increased for disabled people who may have reduced options for access.</p>	<p>The following safety arrangements should apply to workplace access and travel arrangements:</p> <ul style="list-style-type: none"> Ensure that Paternoster House management have put in place adequate arrangements for the entry and exit of people; hand sanitiser stations; ensuring safe entrance or exit for disabled employees; and floor markings to cater for social distancing. Allow for flexible office attendance arrangements so that people can avoid travelling at peak times or all arriving or leaving at the same time Ask our people not to share cars Support our people to walk or cycle to work wherever possible, eg providing safe bike storage. 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 <p>In all cases non-essential travel for work purposes should be minimised.</p>	<p>Paternoster House have implemented controls for the safe handling of arrivals and departures in the ground floor reception area.</p> <p>Lifts for upward travel restricted to 2 people but we will enforce 1 person. Stairs can be used for downwards travel.</p> <p>Travel through common building parts to be under instruction from the managing agent.</p> <p>Face coverings to be mandatory in the common parts of Paternoster House.</p>
Cases of Possible Infection Onsite			
<p>People becoming unwell while on-site or a symptomatic person using the office.</p>	<p>High risk of transmission.</p>	<p>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.</p> <p>The following actions should be taken within the workplace:</p> <ul style="list-style-type: none"> All surfaces that a symptomatic person has come into 	<p>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.</p>

		<p>contact with must be cleaned and disinfected, especially objects visibly contaminated with body fluids and all potentially contaminated high- contact areas such as washrooms</p> <ul style="list-style-type: none"> • 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 • 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 • Cleaners must wear appropriate PPE • 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. 	
Business Continuity			
Business continuity hazards caused by the pandemic emergency.	The crisis threatens business continuity and ability to deliver certain essential services to our clients, for example where on client site audits are required.	<p>Managers should refer to business continuity policies and procedures.</p> <p>After lockdown (countrywide or regional) the following safety arrangements should be applied to establish business continuity:</p> <ul style="list-style-type: none"> • Overall coronavirus risk management team remains the Management Board. • Devise appropriate business continuity plans that include suitable risk assessment approach for our people and engaging with clients in office premises. • Keep the plans under constant review. 	COVID secure guidance has been developed and communicated to all our people about working on client premises and this must be maintained.
Information			
Hazards caused by lack of information or inaccurate information being circulated.	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	<p>As the lockdown eases the following safety arrangements should be applied to mitigate risks caused by misinformation and “fake” news:</p> <ul style="list-style-type: none"> • 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; • Coronavirus risk management team to monitor official 	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

	obscure and confuse vital health and safety measures.	<p>advice carefully and update all policies and procedures;</p> <ul style="list-style-type: none"> • Ensure partners, resource group leaders and managers are briefed and kept up to date; • Management to beware fake news and discourage the circulation of misinformation. 	information where appropriate.
Client Communication			
Threat to effective client communications.	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.	<p>While physical restrictions persist, the following arrangements should be applied to mitigate risks to client communication:</p> <ul style="list-style-type: none"> • 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 • MB to revise communications strategies and devise specific plans for how and how often to communicate with clients centrally. 	All central outgoing messages to clients (save for subject matter blog posts) to be approved by MB.
Cyber Security			
Cyber-security risks.	<p>Cyber-security threats often accompany a crisis, including computer viruses, phishing and scam emails and coronavirus related “ransomware”</p> <p>With the firm and our people more reliant than ever on digital communications and the internet, and 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.</p>	<p>The following safety arrangements should be applied by the Technology Team to mitigate cyber risks:</p> <ul style="list-style-type: none"> • Review cyber security and surveillance infrastructure and ensure that all reasonable protection is in place • Circulate warnings to our people of any credible cyber threats, especially scam emails and text messages • Ensure that people working from home and using remote working systems are covered by cyber-risk protections • Ensure any homeworking arrangements maintain standards of data protection and IT security • Ensure that existing cyber-security systems do not interfere with the availability of critical safety information and updates relating to coronavirus • Assess cyber risks to new supplier processes developed during the crisis. 	Technology team to ensure our security systems are up to date and to continuously monitor for cyber threats at no less than the level required by our Cyber Essentials certification requirements.