

## WBW COVID-19 Office Risk Assessment

Objective: Assess the risks and hazards in the WBW offices and implement changes or methods of control to maintain the safety of employees, visitors and clients by reducing the risk of infection of COVID-19.

The persons responsible for this Risk Assessment is the Health & Safety Partner (Steve Bulman) with the assistance of the HR Manager. If any member of staff has concerns with the process, a colleague or a visitor to the office they must alert their HOD, the Health & Safety Partner or HR.

If there is a suspected case of COVID-19 in the office, please refer to the COVID-19 Incident Response Form and the COVID-19 Health Check Form.

Hazard	Who this affects	Action Required	How to implement Actions	Responsible Person	When will this be implemented	Action Complete
The spread of COVID-19	<ul style="list-style-type: none"> <li>· All staff working and visiting the offices</li> <li>· Clients visiting the office</li> <li>· Contractors such as cleaners, maintenance &amp; delivery drivers</li> <li>· All visitors who use staff only areas</li> <li>· First Aiders</li> </ul>	<ul style="list-style-type: none"> <li>· Hand Hygiene</li> <li>· General hygiene</li> <li>· Social Distancing</li> </ul>	<ul style="list-style-type: none"> <li>· Policy to be published detailing hand washing and personal hygiene standards expected of staff in the office. Posters to be put up in and around the staff areas reminding staff to wash their hands, posters in bathrooms detailing how to wash hands.</li> <li>· Soap, sanitisers and gloves will be provided to each office. Instructions will be provided to staff to include how to use products, when to use them and who should use them.</li> <li>· Polite notices in reception areas for clients will be displayed.</li> <li>· Posters will be distributed to offices in staff and client areas regarding around the office the office about catching coughs and sneezes into tissues and reminders to staff not to touch their face, eyes, nose and mouth with unclean hands. Tissues will be provided.</li> <li>· All staff will be reminded that they need to keep at a 2 meter distance from colleagues. To support this, marking will be placed on floors, desks will be assessed to establish their proximity to other desks &amp; moved where possible to either a 2 meter distance or so staff are working back-to-back or side-by-side as opposed to face-to-face.</li> <li>· Signs, screens and reminders regarding social distancing will be displayed in reception areas. Clients will only be allowed to visit the office by</li> </ul>			

		<ul style="list-style-type: none"> <li>· Workspace cleaning</li>   <li>· Shared spaces cleaning including but not limited to door handles, kitchens, bathrooms and photocopiers</li> </ul>	<p>appointment to reduce overcrowding in waiting areas and in order to see clients confidentially in appropriate spaces.</p> <ul style="list-style-type: none"> <li>· The amount of chairs or the spacing of chairs in waiting areas will be adjusted to accommodate social distancing.</li> <li>· Social distancing is to be demonstrated in conjunction with hand washing.</li>   <li>· Staff will be provided with antibacterial wipes or a suitable alternative to clean their own desk before and after use. Cleaning workspaces includes all equipment, including keyboard, mouse, speech mikes, telephone handset and keypad, PC &amp; Screen power button. All stationery should be removed and not shared. Guidance provided.</li>   <li>· Staff will be notified if they are to share their workspace. Contact Zone Clean Teams (CZCT) have been introduced to each office. Cleaning guidance and schedules are provided.</li> <li>· Should staff want to use tissues to open doors they should do so.</li> <li>· Kitchens and bathrooms will be cleaned by the contracted services, however checks will be carried out by office supervisors to ensure the standard of cleaning is acceptable. All staff are required to wipe down &amp; leave spaces as they found it. Staff will be expected to throw away their own rubbish and not leave used cutlery, napkins or tissues in open spaces.</li> <li>· Photocopiers should be used economically. Staff will be asked to save up their copying and printing to reduce visits and contact with the copier. Staff will need to be reminded of hand washing at photocopier and printing stations. Cleaning of these areas will be nominated to the CZCTeams.</li> <li>· There will be a reasonable expectation of all staff to contribute to the office cleaning.</li> <li>· Client waiting areas will need to be sanitised by CZCTeams after a client leaves the area.</li> </ul>			
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		<ul style="list-style-type: none"> <li>· What to do if a client shows symptoms of COVID-19</li> </ul>	<ul style="list-style-type: none"> <li>· All clients need to be reminded on making their appointments that they should not attend the office if they or a member of their household are showing symptoms of COVID-19.</li> <li>· If a client arrives for their appointment and any member of staff suspect they are showing symptoms of COVID-19, they should alert the receptionist or a senior member of the team. A <b>COVID-19 Health check</b> should be carried out and the <b>COVID-19 Incident Response Form</b> should be used.</li> </ul>			

		<ul style="list-style-type: none"> <li>· What to do when a visitor arrives to go into the staff areas</li>   <li>· Supporting staff</li>   <li>· What to do if a member of staff or client requires first aid</li>   <li>· Vulnerable Staff</li> </ul>	<ul style="list-style-type: none"> <li>· Visitors who arrive to the office who need to go into staff only areas, must call ahead of their visit. Visitors will be required to wear their own PPE (Personal Protection Equipment) during the visit. Access may be refused if the visit is not prearranged. This is to ensure the area can be vacated or the number of people are restricted. Reception or a delegated person must remind the visitor that they must adhere to the social distancing rules and wear PPE during their visit. Facilities such as toilets and kitchens are not available for these visitors.</li> <li>· Regular visitors will be sent WBW visitor guidelines.</li> <li>· If a visitor arrives and any member of staff suspect they are showing symptoms of COVID-19, they should alert the receptionist or a senior member of the team. A <b>COVID-19 Health check</b> should be carried out and the <b>COVID-19 Incident Response Form</b> should be used.</li>   <li>· HODs, Partners, HR and colleagues are all available to help and listen to staff. There are a number of wellbeing contacts available on the About You Tab on the intranet, WPA offers support with financial advice and health advice.</li>   <li>· If a member of staff or client requires first aid, the nominated first aider will need to ensure they wash their hands before approaching the situation; even in an emergency. Social distancing rules still apply. However, where this is not possible, the firm will supply the first aiders with PPE. This will include gloves and a face mask. The first aider should not put themselves at risk and if in any doubt call the emergency services.</li> <li>· First Aiders should refer to the PPE Guidance.</li>   <li>· Vulnerable staff who have been instructed to isolate by the NHS will continue to do so and the firm will continue to support these individuals.</li> </ul>			
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		<ul style="list-style-type: none"> <li>· Fire and Fire Drills</li> </ul>	<ul style="list-style-type: none"> <li>· All guidelines and procedures for evacuation in the event of a fire or fire drill are still applicable. Social distancing needs to be maintained where possible. If social distancing is not possible in the evacuation process due to threat of life, as soon as it is possible, social distancing needs to be reinstated.</li> <li>· At meeting points, social distancing is essential and managers must remind staff.</li> </ul>			

