

WBW COVID-19 Firmwide Risk Assessment (version 3 05.01.2021)

This document has been created to assess the risks and hazards firmwide. All offices have completed the assessment and carried out a COVID-19 Risk Assessment Checklist. By doing this all offices have implemented sensible changes in order to operate in a safe way and in accordance with Government Guidelines.

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 with the assistance of the HR Manager. All queries regarding the WBW COVID-19 Risk Assessment will need to be put in writing to the Health & Safety Partner.

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"> All staff working and visiting the offices Clients visiting the office Contractors such as cleaners, maintenance & delivery drivers All visitors who use staff only areas First Aiders 	<ul style="list-style-type: none"> Hand Hygiene General hygiene Social Distancing 	<ul style="list-style-type: none"> 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. 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. Polite notices in reception areas for clients will be displayed. 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. 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 & moved where possible to either a 2 meter 	Office Partner	Immediate / Ongoing	
				Office Partner	Immediate / Ongoing	
				Office Partner	Immediate / Ongoing	

		<ul style="list-style-type: none"> · distance or so staff are working back-to-back or side-by-side as opposed to face-to-face. · Signs, screens and reminders regarding social distancing will be displayed in reception areas. Clients will only be allowed to visit the office by appointment to reduce overcrowding in waiting areas and in order to see clients confidentially in appropriate spaces. · The amount of chairs or the spacing of chairs in waiting areas will be adjusted to accommodate social distancing. · Social distancing is to be demonstrated in conjunction with hand washing. 			
	<ul style="list-style-type: none"> · Workspace cleaning 	<ul style="list-style-type: none"> · 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 & Screen power button. All stationery should be removed and not shared. Guidance provided. 	Office Partner	Immediate / Ongoing	
	<ul style="list-style-type: none"> · Shared spaces cleaning including but not limited to door handles, kitchens, bathrooms and photocopiers 	<ul style="list-style-type: none"> · 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. · Should staff want to use tissues to open doors they should do so. · 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 & 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. · 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. 	Office Partner	Immediate / Ongoing	

		<ul style="list-style-type: none"> · There will be a reasonable expectation of all staff to contribute to the office cleaning. · Client waiting areas will need to be sanitised by CZCTeams after a client leaves the area. · Meeting rooms are to be sanitised by the member of staff who used the room and / or the CZCTeams. 			
	<ul style="list-style-type: none"> · What to do if a staff member becomes ill 	<ul style="list-style-type: none"> · If a colleague suspects a member of staff of having COVID-19 Symptoms, they should report this to a senior team member immediately. This senior team member should carry out a COVID-19 Health check and follow the COVID-19 Incident Response Form should the Health Check give an unsatisfactory result. · If a member of staff becomes unwell with symptoms of COVID-19 whilst at home, they should not come into the office and refer to the NHS and government guidelines on how to self-isolate and seek medical help. The member of staff must make contact with their office supervisor who will refer to the COVID-19 Incident Response Form. · If a member of staff becomes ill with suspected COVID-19 whilst in the office and gives an unsatisfactory result in the COVID-19 Health check, the COVID-19 Incident Response Form should be used. · HODs and HR will offer an honest and reassuring line of communication to all staff and those immediately affected by COVID-19. Staff should refer to the sickness policy and the Coronavirus Pandemic policies in the Employee Handbook. 	Office Partner	Immediate / Ongoing	
	<ul style="list-style-type: none"> · What to do if a client shows symptoms of COVID-19 	<ul style="list-style-type: none"> · 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. · 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 COVID-19 Health check should be carried out 	Office Partner	Immediate / Ongoing	

		<ul style="list-style-type: none"> · What to do when a visitor arrives to go into the staff areas 	<p>and the COVID-19 Incident Response Form should be used.</p> <ul style="list-style-type: none"> · 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. · Regular visitors will be sent WBW visitor guidelines. · 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 COVID-19 Health check should be carried out and the COVID-19 Incident Response Form should be used. 	Office Partner	Immediate / Ongoing	
		<ul style="list-style-type: none"> · Supporting staff 	<ul style="list-style-type: none"> · 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. 	Office Partner	Immediate / Ongoing	
		<ul style="list-style-type: none"> · What to do if a member of staff or client requires first aid 	<ul style="list-style-type: none"> · 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. · First Aiders should refer to the PPE Guidance. 	Office Partner	Immediate / Ongoing	

		<ul style="list-style-type: none"> · Vulnerable Staff 	<ul style="list-style-type: none"> · 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. 	Office Partner	Immediate / Ongoing	
		<ul style="list-style-type: none"> · Sharing workspace, shift working, staggering arrivals, departures and breaks, splitting time between office and home 	<ul style="list-style-type: none"> · The firm will review each office individually regarding the number of staff they have working at any one time. Staff will be asked to be flexible with their start times, finish times, break times and also to split their time between home and office working. This will be under regular review as more staff are introduced back to work. The firm will support staff with IT equipment where necessary in order to keep the number of staff at an acceptable level to maintain social distancing and to manage the office in terms of hygiene. 	Office Partner	Immediate / Ongoing	
		<ul style="list-style-type: none"> · Using office facilities 	<ul style="list-style-type: none"> · Each office has its own rules regarding the use of bathrooms, kitchen areas or water machines. These can be found in the supporting documents. · Facility use for clients is restricted. 	Office Partner	Immediate / Ongoing	
		<ul style="list-style-type: none"> · Handling post or packages 	<ul style="list-style-type: none"> · No additional requirements are in place for this. However, if staff want to wear gloves during postal duties, the firm supports this decision. 	Office Partner	Immediate / Ongoing	
		<ul style="list-style-type: none"> · Visiting clients homes 	<ul style="list-style-type: none"> · Staff who are asked to visit clients homes must do this with the permission of their HOD only. Client home visits must be carried out by appointment and timings must be strictly kept to. Time within the property should be kept to a minimum. The client should allow you to wash your hands on arrival or hand sanitiser should be used if facilities are not available. Social distancing should be maintained and the meeting should be held in a well ventilated room. If the client is self-isolating due to them being vulnerable, showing symptoms or someone in the household is shielding, staff are reminded not to 	Office Partner	Immediate / Ongoing	

			<p>enter the house. If it is essential, the following guidelines should be observed:</p> <ul style="list-style-type: none"> · Use different rooms · Arrange for the front door to be opened and all contact reduced · PPE to be worn by both employee and client unless it is detrimental to their breathing. · Hand sanitisation before and after leaving the property. <p>If there are any concerns for your health, please discuss with your HOD who will help you consider your options.</p>			
		· PPE	<ul style="list-style-type: none"> · PPE will be provided for the following members of staff: <ul style="list-style-type: none"> · Reception Staff to use when social distancing may not be possible · First Aiders · Staff visiting clients at home · Unknown visitors to the office who are entering staff only areas <p>PPE Guidelines must be read and understood by all relevant staff members.</p> <ul style="list-style-type: none"> · Home made PPE such as face coverings can be worn in the office should the employee want but with the understanding that hand washing and social distancing are still essential and mandatory. Guidance of how to wear these will be supplied. · Effective from 8th August all members of the public will be required to wear a face covering. Staff will remind clients at the time of making their appointments. · Effective 5th January 2021, the firm will be making the wearing of a face covering compulsory for staff when moving around the offices. This includes when in corridors, kitchens, toilets, and other communal areas. Some staff will be exempt from wearing masks and will make themselves known to HR. 	Office Partner	Immediate / Ongoing	
		· Fire and Fire Drills	<ul style="list-style-type: none"> · 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. 	Office Partner	Immediate / Ongoing	

			<p>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.</p> <ul style="list-style-type: none">· At meeting points, social distancing is essential, and managers must remind staff.			
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