

## COVID-19 RISK ASSESSMENT – ALL OFFICES

Assessment Completed by: Board of Directors

Reviewed by: Practice Manager

Date last Updated: 28 June 2020

Date of Next Scheduled Review: 13 July 2020

Risk Title	Who might be harmed & how?	Measures in Place	Required Action	By Who & By When?
The spread of COVID-19 between Employees	<p>All employees, and in particular vulnerable groups, including the elderly, pregnant employees and those with existing underlying health conditions.</p> <p>Direct threat to staff health and wellbeing from transmission of the COVID-19 virus in the workplace.</p> <p>The virus can move from person to person in droplets from the nose or mouth when an infected person coughs or exhales.</p>	<p>Ability and opportunity for most staff to work from home.</p> <p>No employee feeling ill to be allowed to come to work.</p> <p>Enhanced cleaning regime, including for toilets, kitchens and reception area.</p> <p>Frequent cleaning of touchpoints such as door handles and light switches.</p> <p>Where direct contact between employees occurs, such contact limited to 15 minutes at any one time.</p> <p>Employees advised on the need to follow current Government hand washing guidelines.</p>	<p>Home working consultation with all staff looking at the benefits and opportunities of working (in part) from home over the long term.</p> <p>The provision of hand sanitizers, antibacterial wipes and electrical wipes for all employees.</p> <p>The provision of gloves, masks and visors for all employees.</p> <p>Delineation of waiting zone in cashiers.</p> <p>Communication and awareness-raising posters.</p>	<p>Board of Directors and Practice Manager to consider employees feedback and provide initial response by end of July.</p> <p>To be distributed by Practice Manager to all offices by 1<sup>st</sup> July.</p> <p>To be distributed by Practice Manager to all offices by 1<sup>st</sup> July.</p> <p>Marked out by Director Manager of Denbigh office by 1<sup>st</sup> July.</p> <p>To be put in place by Director Manager of each office by 1<sup>st</sup> July.</p>
The spread of COVID-19 to clients or visitors	<p>All visitors to the office, including clients, contractors (cleaners) and those delivering to the offices.</p> <p>The virus can move from person to person in droplets from the nose or mouth when an infected person coughs or exhales.</p>	<p>Encourage the use of remote meetings via Microsoft Teams and Zoom wherever possible.</p> <p>Client meetings to be by appointment only.</p> <p>Meetings to be staggered so no congestion possible.</p> <p>Seats removed from meeting rooms to ensure physical distancing.</p>	<p>Protective screens to be placed in reception areas and to be made available for client meetings.</p> <p>Maintain a list of clients and visitors to each office to include name, date and time of attendance and who they saw to aid potential contact-tracing efforts and processes.</p>	<p>Director Manager of each office, with support from Practice Manager.</p> <p>ON-GOING, by designated support staff member at each office.</p>

Risk Title	Who might be harmed & how?	Measures in Place	Required Action	By Who & By When?
		<p>Enhanced cleaning regime, including before and after each individual meeting.</p> <p>Sanitation products (hand sanitiser, cleaning wipes) available inside each meeting room.</p> <p>The use of small meeting rooms at each office for client meetings prohibited.</p> <p>No refreshments to be offered to clients.</p> <p>Lock placed on internal front doors to help control flow of individuals into the offices.</p>	<p>Pre-meeting information sheet sent to all clients.</p> <p>Employees and clients to maintain the two metre social distancing requirement at all times.</p> <p>Ban on all personal deliveries to the offices.</p> <p>Receptionists/Support staff members greeting clients/visitors at reception should make use of the masks and visors provided.</p>	<p>ON-GOING, sent by fee earner or secretary confirming appointment.</p> <p>ON-GOING, by <u>all</u>.</p> <p>With immediate effect.</p> <p>With immediate effect.</p>
<p>COVID-19 case (suspected) in our offices</p>	<p>Obvious increased risk of onward transmission of the virus amongst all employees and visitors with whom the individual has been in proximity</p>	<p>If anyone becomes unwell with a new continuous cough, a high temperature or loss of sense of smell in the workplace, they will be sent home and advised to follow the stay at home guidance.</p> <p>Everyone in the relevant office to be informed.</p> <p>Increased use of home working for those based in the affected office.</p>	<p>Record keeping on who is in the office on a given day to aid potential contact-tracing efforts and processes.</p>	<p>Record to be maintained by nominated employee at each office, and to commence with immediate effect.</p>
<p>COVID-19 transmission via communal resources or areas</p>	<p>All employees and all clients/visitors.</p> <p>The virus can survive up to 72 hours outside of the body and on surfaces.</p>	<p>If advised that a member of staff or visitor has developed COVID-19 and was recently on the premises the management team will ask the local public health authority for advice and will identify people who have been in contact with them.</p> <p>Employees encouraged to wipe down equipment (photocopier, franking machine) after each use.</p>	<p>Marketing material (brochures, leaflets and business cards), removed from reception area.</p> <p>Communication re good hygiene practices through signage in kitchens and toilets.</p> <p>Use of paper towels (in place of cotton towels) at all offices.</p>	<p>Director Manager of each office by 1<sup>st</sup> July.</p> <p>Director Manager of each office by 1<sup>st</sup> July.</p> <p>Practice Manager to distribute paper towels to all offices by 1<sup>st</sup> July.</p>

Risk Title	Who might be harmed & how?	Measures in Place	Required Action	By Who & By When?
Mental Health Issues	This may result from increased stress caused by home-working, potential bereavements and increased caring responsibilities.	Signpost to mental health charities Law Care and RCS Denbighshire.  Open door policy encouraging staff to approach senior management team with any issues.	Address individual cases on a case by case basis.	As required by the senior management team.
Travel for Home Visits	Employees and clients from increased risk of transmission.	Sharing cars to travel to/from client meetings is not permitted.	Prior authorisation required from a Director when the need arises for two or more people to attend a client meeting.	ON-GOING, for all staff.
Non-Compliance with Government Regulations	Risk that a member of the firm ignores firm's guidance	Communicate the importance of adherence to the rules.	Address any individual cases of non-adherence on a case by case basis.	As required by the senior management team.