



# **Banner Jones Ltd Guidance for staff following the COVID-19 pandemic**

## Table of Contents

Table of Contents	1
Introduction	2
General rules	2
Face coverings and Disposable Gloves	3
Health at work	3
Ongoing office cleaning	4
Office opening & closing arrangements	4
Client and Visitor appointments	5
Use of Hand Sanitising Gel	5
Fire arrangements	6
First Aid	6
Ventilation	6
Fans	6
Desk use	7
Meeting rooms	7
Photocopying and printing	7
Communal areas	7
Welfare kitchen	8
Toilets	8
Stairs	8
Visitors	8
Office deliveries	9
Office support businesses	9
Appendix	
➤ 1 - General First Aid advice	10-11
➤ 2 - Generic Risk Assessment	12-24
➤ 3 – Site visits	
I. Mansfield office	25-30
II. Chesterfield offices	
a. 17a Glumangate	30-33
b. 24 Glumangate	34-41
c. 26 Glumangate	41-46
d. Marsden Street	46-53
III. Dronfield office	53-56

IV.	Sheffield office	57-62
V.	Nottingham office	62
VI.	Vanguard – unit 22	63-64
➤	4 – Purchase to consider for offices	65-66
➤	5 - Client Office Attendance Policy	67-68
➤	6 – CPP Return to Office Strategy Sheffield	68

## **Banner Jones Ltd Introduction**

This document is intended to ensure that staff understand how to work safely in our offices during the COVID19 pandemic.

It follows the UK Government guidelines (the Guidelines) and best practice advice as at the date of this document. We are mindful that guidance will change over time and we will endeavour to maintain this document as the UK Government provides further updates to their guidance on controlling the spread of COVID 19.

The UK Government guidance can be found here:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

To date, staff have in the main worked from home and unless the guidance changes or necessity requires, this arrangement is anticipated to continue. The company has a small number of staff working from our offices providing essential services which can't be provided via home working. We are committed to ensuring the safety of all our staff by following measures advised by the Government, this includes carrying out a risk assessment, along with a survey of each office to ensure we continue to provide an environment that is, as far as reasonably practicable, safe and free from harm.

As lockdown restrictions begin to ease, the Company may look at increasing the number of staff working from offices, on the provision that it is safe to do so and it will also be subject to changing Government guidance. As this occurs staff members will be updated regularly in terms of requirements.

Our primary controls to achieve a safe workplace are:

- Make arrangements to work no less than 2m from anyone else
- Promote high levels of cleanliness
- Encourage good hygiene practices
- Communicate regularly with our staff to ensure that arrangements are clearly understood and being implemented.

This document contains, amongst other things, details of our safe working practices and our requirements of and expectations of our staff to work to enable us to maintain a safe work place and safe working practices.

## **General rules**

Throughout this document there is repeated reference to particular measures that we have introduced to prevent the spread of COVID 19 and to maintain a safe working environment for our staff. The following are basic, general rules that we expect all our staff to follow;

- You must maintain 2m separation from other staff and clients and other visitors at all times in any part of the offices
- You must wipe down your work station and any other office surfaces / items that you touch with anti-bacterial wipes or with a disposable cloth and anti-bacterial spray at least once during each working day,
  - Anti-bacterial wipes and/or anti-bacterial spray and cloths will be available for use at one or more central point in each office which will be notified to staff.
- If you use anti-bacterial wipes or disposable cloths, they must be discarded in the bins provided.
- Wash your hands regularly and maintain good hygiene

- Hand sanitiser will be provided at designated areas around the offices.
- Cover your mouth when you cough or sneeze and wash your hands immediately afterwards (or use hand sanitiser)
  - You should, as a minimum, cough into the crook of your elbow
- Do not hold conversations in locations around the offices unnecessarily; to do this will reduce the flow of movement around the office and maintain 2m separation
- Upon entering the office for the first time each day, (with the exception of Nottingham and Vanguard) and at any point if a member of staff feels unwell, they are required to undertake temperature testing using the non-contact temperature testing equipment provided at a point in each office close to the entrance door. Guidance for using the said equipment will be available at the site used for testing at each office and will include guidance on cleaning the equipment after use.

## Face coverings

As of the 8<sup>th</sup> August 2020 it is now compulsory for clients to wear a face covering when entering our premises. It is not yet compulsory for our staff to wear them; however, they may choose to do so. We have set out measures to allow 2m separation to be achieved throughout our offices and we have taken steps to promote good hygiene.

If you do choose to wear a face covering you must:

- Provide your own
- Not leave it on any surface in the office after use
- Take it home at the end of each day and dispose of it if applicable
- Regularly clean the reusable face covering or have more than one so that you can alternate
- Do not share your face coverings with other staff members

## Disposable Gloves

Staff should inform Human Resources if they have allergies that may be brought on by wearing disposable gloves (latex or nitrile gloves should be supplied for these employees as an alternative and/or staff are advised to seek further medical advice).

## Health at work

You must take personal responsibility for notifying us about any new health issues that you develop, particularly:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

If you show any of these symptoms while at home you must:

- Not travel to work
- Notify your Head of Department and HR

If you show any of these symptoms while at work you must;

- Stop work immediately and wipe down your work area with anti-bacterial wipes
- Return home immediately
- Notify your Head of Department and HR

In both instances we recommend that you self-isolate for seven days, providing there are no further symptoms etc. You must follow the government guidance on self-isolation and particularly the guidance on households and vulnerable people. <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

## Ongoing Office cleaning

Ongoing cleaning has taken place whilst the offices have been open, with the aim of reducing the risk of and controlling the spread of COVID 19. Cleaning will continue to be undertaken on a daily basis.

To allow the cleaners to have the greatest opportunity to provide a thorough clean every member of staff must:

- Clear their desk as much as possible at the end of a working day.
- Not leave crockery and cutlery on their desks or in the welfare areas
  - To be clear – crockery and cutlery must be placed in the dishwasher if such equipment is available for operation daily by the cleaning staff. Where there is no dishwasher in the premises then these items must be placed in a designated area for washing and drying by the cleaning staff. Where it is notified that the cleaning staff will not be present for any reason then: staff are required to switch on the dishwashers at the end of the day or wash and, dry their own cutlery and crockery and put the same away after use.

Subject to availability, each room in occupation will have anti-bacterial wipes or anti-bacterial spray and cloths. Where this is not possible there will be a centrally locate store of these items in each office.

[https://www.fireprotectiononline.co.uk/antibacterial-wipes.html?msclkid=0261010e88c1132e8d0e5fc46c5e783e&utm\\_source=bing&utm\\_medium=cpc&utm\\_campaign=SS%20-%20Shopping%20-%20All%20Products&utm\\_term=4583795258524044&utm\\_content=All%20Products](https://www.fireprotectiononline.co.uk/antibacterial-wipes.html?msclkid=0261010e88c1132e8d0e5fc46c5e783e&utm_source=bing&utm_medium=cpc&utm_campaign=SS%20-%20Shopping%20-%20All%20Products&utm_term=4583795258524044&utm_content=All%20Products)

These should be used by the person using a desk or table and other work equipment throughout the day/end of a working day to wipe down surfaces. Anti-bacterial wipes/spray and cloths will also be provided at:

- Meeting rooms
- Printer / photocopiers
- Welfare areas

## Office opening & closing arrangements

On arrival at the offices you must not gather at the entrance. If staff are waiting to access you must maintain 2m social distancing.

All main office doors to the outside must remain closed and locked so that they can only be opened by a member of reception staff to the general public/clients/visitors as required.

You must use the hand sanitiser in the reception area immediately after entering and before exiting the building.

When receptionists return to the offices, receptions will be manned during the COVID 19 period and clients will only be permitted access upon the re-opening of the offices and in accordance with the procedures in place at the relevant time.

Key holders (employees/receptionists) will have the following responsibilities:

- Open the main entrance to the building and disarm the alarm system
- Wash your hands immediately with the hand sanitiser in the foyer
- Wipe down with anti-bacterial wipes the handles to the main door and the alarm keypad

- Open each internal door and wedge open with the appropriate wedge provided
- Turn on the office lights

At the end of each day, the cleaners will close the internal doors and windows, turn off all the lights, set the alarm system and lock the main doors. This will ensure that our fire risk assessment and building insurance is not compromised.

## **Client and visitor appointments**

Whilst the attendance at our offices of clients is to be avoided where possible, this may not be possible in all circumstances and some client meetings may need to take place. Where this is the case, the meetings shall take place in a designated room within the offices open for such meetings and shall be by appointment only. The number of persons attending the meeting in addition to the Banner Jones staff member shall be two and the requirements for social-distancing shall apply.

Before attending our offices, clients and visitors will be asked to confirm that they are in good health and have not in the last 14 days suffered with any symptoms which may be related to Covid 19 or been in contact with any other person who has shown such symptoms or been diagnosed as suffering from Covid 19. They will also receive specific guidance on how the appointment will be conducted and the requirements in place upon their entering our offices.

In all cases the requirements will include maintaining 2 m of separation with Banner Jones staff and also the requirement for hand-sanitisation prior to the meeting. The client will be expected to provide their own writing equipment for use if required at the appointment.

Following each appointment the door handles, chairs and tables used will be cleansed using anti-bacterial wipes or with anti-bacterial spray and cloths provided as above.

For detailed client office attendance procedures please refer to Appendix 5 .

## **Use of Hand sanitising gel**

Staff and visitors should be aware of the dangers associated with using and/or storing hand sanitising gel due to the substance being a highly flammable liquid and vapour. Use of hand sanitising gel may cause eye irritation. Repeated exposure may also cause skin dryness or crackling. If staff or visitors have any allergies to the solution, please notify Receptionist/Human Resources prior to use.

Staff and visitors should avoid breathing in the vapours, if swallowed immediate medical attention should be sought. In the event of eye irritation, eyes should be rinsed cautiously with water for several minutes. Remove contact lenses if present and easy to do so. Continue rinsing if eye irritation persists and get medical attention/advice. Hand sanitising gels should not be inhaled, If inhaled, remove person to fresh air and keep comfortable for breathing, in the event of ingestion or unwell feelings, read the manufacturers advisory labels on bottles provided regarding action to take and/or contact 111 for further medical advice. An adult should supervise children at all times.

Storage: Hand sanitising gels should be kept away from hot surfaces, sparks, open flames and other ignition sources, no smoking and used in ventilated areas/stored in a well-ventilated place and should be kept cool. In case of fire, use of foam, carbon dioxide or dry powder to extinguish.

## Fire arrangements

Our fire risk is particularly low within the offices due to a low source of ignition points. All staff must be mindful of keeping a tidy office space and not let items, particularly paper, boxes and other easily ignitable materials build up. They must also:

- Place rubbish in the bins provided
- Put confidential paper waste in to the white confidential waste sacks provided
- Put large cardboard boxes into the external bins (and make sure that the bin is closed afterwards)
- Do not allow delivered goods to mount up in the office

## First Aid

First aiders will be provided with disposable face masks, gloves and aprons to wear whilst administering any treatment to a casualty. Generally, as a first aider to be effective you need to:

1. Be aware of the risks to yourself and others
2. Keep yourself safe
3. Give early treatment
4. Keep yourself informed and updated
5. Remember your own needs, ensure you wash your hands prior to and after any treatment is given.

In the current climate with the prevalence of the COVID-19, these skills become even more important and here is how you can apply these skills when managing a first aid incident. Our first aiders should acquaint themselves with any Government guidance relating to COVID-19 when administering first aid. For further information, please see Appendix 1 of this document and visit <https://www.sja.org.uk/get-advice/first-aid-advice/covid-19-advice-for-first-aiders/>

## Ventilation

During the COVID 19 period our air conditioning units in all offices will not be used, with the exception of IT server rooms and the units at Abbey House, Sheffield. Where possible we encourage staff to open windows to allow a flow of fresh air. As the internal doors in the offices will be open, this will allow an effective flow of air and reduce a build of heat during hot, sunny days.

If you open or close a window, you MUST wipe down the window handle with anti-bacterial wipes or with anti-bacterial spray and cloth immediately afterwards.

## Fans

To minimise greater spread of any moisture droplets pedestal or desk top fans are only permitted to be used in single occupancy offices, the user should be responsible for such whilst ensuring safe usage in terms of air flow direction. Do not aim the fan towards room access/exit points, they should be switched off if two or more people are present within the room, regardless of whether social distancing is being observed.

## Desk use

The majority of staff are currently working from home. Upon their return to the workplace they will be designated a work station that adheres to the 2m social distancing. Desks must not be shared by staff members.

Desk users are expected to wipe down surfaces in their work area regularly throughout the day.

To provide 2m separation between individuals, wherever possible the desks will be allocated so that they are occupied in diagonal/side-by-side manner:

Wherever possible, staff have a responsibility to ensure their safety and the safety of others within the workplace, they must try not to pass behind others to leave or access their workstation. Where this is not possible staff should give appropriate warning to others who will be affected, thus ensuring social distancing measures are adhered to.

In accordance with the individual office risk assessments attached hereto, desks which are not to be used will be clearly marked. – if it has been identified with a DO NOT USE sign, then don't use it.

If you need to gather items from elsewhere in the office to set your desk up, you can do this but you must observe hygiene principles and you must maintain 2m separation from other staff members.

## **Meeting rooms**

Currently meeting rooms which are not being used by clients/visitors to the office, may be used by staff members as long as they observe social distancing measures that may also limit occupancy of the rooms. The areas must also be cleaned/wiped down using antibacterial wipes or similar after use by staff members after use. Offices/rooms from time to time designated for client attendance will be indicated and the position of seats within the rooms must be established to ensure 2m social distancing at all times.

## **Photocopying and printing**

You should only print documents when absolutely necessary. If you have to use a printer, you must ensure that there is no-one else at the printer before you go to collect your items. You must also:

- With the exception of the Administration team, only collect items that are yours; do not collect items for other staff members
- If you touch any of the machine controls, you must wipe down immediately after use with anti-bacterial wipes
- You must not wait in a queue for the machine – this will limit the amount of space within the office and severely inhibit the ability of staff to maintain 2m separation

## **Communal areas**

Communal areas are the areas in the office that will provide the greatest challenge to us all in maintaining 2m separation. It is vitally important that each member of staff remain vigilant throughout the day to ensure that good hygiene and 2m separation is maintained.

## **Welfare - kitchen**

Only 1 person is allowed in each kitchen area at any one time. You must observe social distancing measures at all times.

Staff should ensure that breaks are staggered and should there be difficulty in making arrangements then break times will be allotted by Heads of Department. Staff must make every effort to bring packed lunches and refillable drinks bottles to reduce the need for using kitchen utensils and work surfaces.

If you get to the kitchen and it is occupied, you must wait away from the area ensuring that the 2m social distancing requirement is complied with. If no area is available to allow this to happen then you must return to your desk and await an opportunity to use the welfare facilities. It is not appropriate to simply wait outside the kitchen as this will severely restrict the ability to maintain 2m separation as people move around the offices.



After using the kitchen area you must wipe down with anti-bacterial wipes the areas with which you have come into contact including;

- Kettle
- Fridge door
- Milk carton handle
- Anything that you have touched that does not get washed and put away

## **Toilets**

If you get to a toilet and it is occupied, you must either wait at a safe distance, or wait at your desk until the toilet is free. It is not appropriate to wait outside the toilet area as this will severely restrict the ability to maintain 2m separation as people move around the offices.

After using the toilets, you must wipe down anything which has been touched including door handles and light switches with anti-bacterial wipes/spray and cloth.

## **Stairs**

The stairs in the majority of our offices are not sufficiently wide to allow 2m separation whilst passing on them. The following measures must be adopted when using the stairs:

- Stand at the top / bottom of the stairs and if possible, check that they are not being used
- When the stairs are clear begin and complete your ascent / descent
- Offices that have more than one staircase for access, may designate a one-way traffic flow with appropriate signage displayed that MUST be adhered to
- DO NOT stop on the stairs for any reason
- Avoid holding the hand rail if it is safe to do so.

## **Visitors**

Visitors to the offices of any kind are to be discouraged during the COVID-19 period and until further notice save as provided elsewhere in this document.

If you are required to hold a meeting with clients/visitors or other workers from outside of the office then you should if possible make full use of the IT software that we have available to us. Where an attendance is required the steps set out in the client office attendance procedure attached hereto must be followed.

## **Office deliveries**

Deliveries must be accepted in the following method:

- Delivery personnel will be instructed to knock on the door of or telephone the office and wait outside
- The receptionist will approach the door but not open it
  - If the delivery personnel are observing 2m social distancing and have withdrawn 2m, they may open the door
- Do not sign for items
  - Delivery personnel are encouraged to take a photograph to prove that they have delivered the items
- For small items, a box/tray will be available to place them in

- Larger items will be left on the floor
- Check that items are at the correct address; if not redirect the delivery personnel with the goods
- Goods may be brought inside and placed in reception for intended recipient to collect, ensuring you wear disposable gloves whilst doing so, only designated staff, i.e. Administration team, must deliver to recipients' desks
- Staff MUST NOT arrange for personal deliveries to the workplace.

## **Office support businesses**

The cleaners will only access the building either at the beginning or towards the end of each day.

If you have any concerns regarding Wellbeing, speak with your Head of Department in the first instance or HR. If you have any health & safety problems at work including issues with arrangements for COVID 19 please raise this in the first instance with your Head of Department or the HR Department.

## **Appendix**

### **Appendix 1 First Aid during COVID 19**

#### **General first aid advice**

- 1. Be aware of the risks to yourself and others.**
  - When approaching a casualty there is always a risk of cross contamination – especially when you may have to get close to the casualty to assess what is wrong or to check their breathing. It is always important to be aware of the risks of how this cross contamination has occurred. According to NHS 111 we do not know exactly how coronavirus spreads from person to person but similar viruses are spread in cough droplets.
- 2. Keep yourself safe.**
  - In line with government advice, make sure you wash your hands or use an alcohol gel, before and after treating a casualty also ensure that you don't cough or sneeze over a casualty when you are treating them. The Resuscitation Council (UK) provides some useful advice of how to keep yourself safe when providing CPR. This is shown also in this appendix 1.
- 3. Don't lose sight of other cross contamination that could occur that isn't related to COVID-19.**
  - Wear gloves or cover hands when dealing with open wounds
  - Cover cuts and grazes on your hands with waterproof dressing
  - Dispose of all waste safely
  - Do not touch a wound with your bare hand
  - Do not touch any part of a dressing that will come in contact with a wound.
- 4. Give early treatment.**
  - The vast majority of incidents do not involve you getting close to a casualty where you would come into contact with cough droplets. Sensible precautions will ensure you are able to treat a casualty effectively.
- 5. Keep yourself informed and updated**

- As this is a new disease this is an ever-changing situation and the government and NHS are continually updating their advice. Make sure that you regularly review the NHS 111 or Gov.uk website which has a specific section on Coronavirus.
  - Click here to visit NHS 111 <https://111.nhs.uk/>
  - Click here to visit Gov.uk <https://www.gov.uk/coronavirus>
  - Click here to visit Resuscitation Council <https://www.resus.org.uk/#>

#### 6. Remember your own needs

- These are challenging and uncertain times for all. The COVID-19 outbreak may have caused a lot of upheaval and worry for people. In order to help others, you will also need to look after your own needs. Make sure you take time to talk about your fears and concerns with someone you trust and to take out time to look after yourself.

#### How to do CPR on an adult: COVID-19 update

If an adult is unresponsive and not breathing normally, you need to call 999 or 112 for emergency help and start CPR straight away. Learn what to do. Emergency advice Adult CPR:

1. Call 999
2. Put a towel or item of clothing over the face
3. Perform chest compressions to the tempo of "Staying Alive". Do not give rescue breaths
4. Use defibrillator if available
5. Continue chest compressions until help arrives.

#### What to do:

1. If you find someone collapsed, you should first perform a primary survey. Do not place your face close to his or hers. If you have established from this that they are unresponsive and not breathing, you should ask a helper to call 999 or 112 for emergency help while you start CPR. Ask a helper to find and bring a defibrillator, if available.
  - Ask your helper to put the phone on speaker and hold it out towards you, so they can maintain a 2m distance
  - If you are on your own, use the hands-free speaker on a phone so you can start CPR while speaking to ambulance control
  - Do not leave the casualty to look for a defibrillator yourself. The ambulance will bring one.

2. Before you start CPR, use a towel or piece of clothing and lay it over the mouth and nose of the casualty.

Start CPR. Kneel by the casualty and put the heel of your hand on the middle of their chest. Put your other hand on top of the first. Interlock your fingers making sure they don't touch the ribs. Keep your arms straight and lean over the casualty. Press down hard, to a depth of about 5-6cm before releasing the pressure, allowing the chest to come back up.

- The beat of the song "Staying Alive" can help you keep the right speed
- Do not give rescue breaths.

3. Continue to perform CPR until:

- emergency help arrives and takes over
- the person starts showing signs of life and starts to breathe normally
- you are too exhausted to continue (if there is a helper, you can change over every one-to-two minutes, with minimal interruptions to chest compressions)
- a defibrillator is ready to be used.

4. If the helper returns with a defibrillator, ask them to switch it on and follow the voice prompts while you continue with CPR.
  - Wherever possible, the helper should keep a distance of 2m.
5. If the casualty shows signs of becoming responsive such as coughing, opening eyes, speaking, and starts to breathe normally, put them in the recovery position. Monitor their level of response and prepare to give CPR again if necessary.
  - If you have used a defibrillator, leave it attached.

Useful link for First Aiders: <https://www.sja.org.uk/get-advice/first-aid-advice/covid-19-advice-for-first-aiders/>

## Appendix 2 – Generic Risk Assessment

**COVID-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.**

This is a Generic **Risk Assessment** for dealing with the current Covid-19 situation in the workplace. We have tried to cover all scenarios across the business/offices' unique circumstances. In the event of a COVID-19 outbreak within the work place, seek advice from the HSE regarding duration of facility closure timescale.

Completion date: 29<sup>th</sup> May 2020

Review date: 29<sup>th</sup> November 2020 or where significant change has occurred

Version Number: V2

What are the hazards?	Who might be harmed	Considerations Required	Control Measures Required	Action by who?	Action by when?	Done
<u>Access / egress to site</u>	<ul style="list-style-type: none"> <li>Staff / cleaners, Visitors / Clients. Contractors . Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions</li> </ul>	<ul style="list-style-type: none"> <li>Where possible, please consider and implement the following practices when entering and exiting the workplace.</li> <li>Entering or leaving the premises needs to be carried out taking into account the 2m social distancing spacing.</li> </ul>	<ul style="list-style-type: none"> <li>Stop all non-essential visitors whilst lockdown restrictions apply.</li> <li>Consider introducing staggered start and finish times to reduce congestion should it become necessary.</li> <li>Currently this does not appear to be an issue with low occupancy levels in the offices, however we may need to revise when office levels of staff increase over future months.</li> <li>Hand sanitiser and anti-bacterial wipes will be placed in close proximity to alarm systems for use.</li> <li>Require all staff and visitors to use hand sanitiser upon entering or leaving the site</li> <li>Upon entering the office for the first time each day (except Nottingham and Vanguard offices) and at any point if a member of staff feels unwell, they are</li> </ul>			

- Drivers, postal workers, visitors and clients should unload and deliver packages by posting through the letterbox (if small enough) or place in designated area whilst standing 2 metres away.
- required to undertake temperature testing using the non-contact temperature testing equipment provided at a point in each office close to the entrance door. Guidance for using the said equipment will be available at the site used for testing at each office and will include guidance on cleaning the equipment after use.
- Prior to attending the offices, advise clients/visitors to follow social distancing guidance and to observe/follow Company instructional signage.
- Floor signs or barriers need to be placed to signify the safe distancing away from reception desks.
- When meeting rooms are re-opened to client/visitors the option to insert floor markings may be considered. These should be used in offices and meeting rooms to indicate to people the safe distancing route to be used. Signage and barriers may also be utilised to direct people around safely.
- Regularly clean common contact surfaces in reception, office, access control and delivery areas e.g. scanners, screens, telephone handsets, desks, particularly during peak flow times
- Reduce the number of people in attendance at site inductions.
- Use changes in the Government furlough scheme to bring back staff on a part-time basis and job share (do not hot-desk or desk share).

**Working within 2 metres**

- Staff / cleaners, Visitors / Clients. Contractors . Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions
- Ensure social distancing can be achieved within the office.
- Staff collecting/opening post or packages should wear disposable gloves and wash their hands once the disposable gloves are removed and placed in to a waste bin.
- Consider if the task can be performed differently without having to breach the 2m social distancing rule.
- Staff to limit face-to-face working and work facing away from each other when possible.
- If required consider the Installation of Perspex screens for face-to-face desks/reception.
- If 2m distancing is not achievable then reduce use of the particular desk/area.
- Heads of Department should continue to conduct dynamic risk assessments whilst completing the work and speak up if there is a safer way of completing the task.
- All equipment to be thoroughly cleaned by the individual who has been using it, prior and after using the equipment, i.e. telephones, keyboards, screens, desks, chairs etc, by using anti-bacterial wipes provided. These individuals should also request replenishment of anti-bacterial wipes prior to these running out.
- Air Conditioning Units - contact the maintenance provider/landlord to seek further advice on use of this equipment during the current pandemic. With the exception of the office's computer server facilities, cease use of all air conditioning units until

**Heads of Department Dynamic risk assessments**

**Immediately and Continuing Review**

**Social Distancing**

- Staff / cleaners, Visitors / Clients. Contractors . Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions
- Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency  
<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>
- Air conditioning units may have an impact in the spread of microbial droplets depending upon the maintenance/service schedule
- Desk fans and pedestal fans can continue to be used in single occupancy rooms, however these should not face the room entrance and if there are two or more staff in the room, they **MUST NOT** be used.
- If ventilation is unavailable consider if home working is appropriate depending upon the current weather/heat conditions.
- Increased ventilation can be provided within enclosed spaces by opening windows/doors as applicable (weather dependent).
- Single use PPE should be disposed of by the wearer taking it home with them. If first aid is delivered then a disposable mask should be worn by the person administering treatment, this should then be disposed of in to the sanitary towel bins.
- Staff to work from home where possible. Discouraging non-essential trips within buildings.
- Encouraging use of telecommunication over face-to-face meetings.
- Reducing maximum occupancy for lifts or encourage use of stairs if possible.
- Providing effective hygiene measures at higher risk areas, i.e. reception, kitchen, toilets etc (handwash/hand sanitising gel).
- Only the Sheffield office has a lift-to ensure social distancing is adhered too, staff are encouraged to use the stairs whenever possible. For offices that do not have a lift, clients will be provided an alternative location to meet or the office will have wheelchair

the issue is fully clarified by maintenance provider.

**Immediately  
and  
Continuing  
Review**



access and provision of ramps at entry/exit points whilst maintaining social distancing.

- Regulating use of traffic to maintain social distancing.
- Measured floor markings (tape) and/or signage may be required to signify safe distancing.
- Staff to be regularly reminded of the importance of social distancing both in the workplace and outside of it (signage and staff intranet can be utilised for updates).
- As required- review work schedules including start and finish times, working from home etc. to reduce number of workers on site as necessary.
- Redesigning working practices and/or processes to ensure social distancing in place.
- Zoom or alternative media conference calls to be used where possible instead of face-to-face meetings.
- Social distancing also to be adhered to in kitchen(s).
- Review office layouts and processes for social distancing of 2m (with potential loss of desk/workstation space).
- Ensure 2m distance by arranging people to work side-to-side as opposed to face-to-face.
- Where it is not possible to achieve 2m distancing remove the workstation from use.
- Subject to requirement due to office occupancy levels, consider installation of Perspex screens dependent upon office layout (to be identified in office COVID-19 inspection).
- Manage occupancy office levels to avoid overcrowding.

**Cleaning**

Unclean surfaces

- Staff / cleaners, Visitors / Clients. Contractors . Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions
- Frequently cleaning and disinfecting objects and surfaces that are touched regularly, particularly in areas of high use such as door handles, light switches, reception area/desks, stair bannisters using appropriate cleaning products and methods.
- Reduce the amount of staff using communal areas at the same time.
- Avoid the use of hot desk, sharing workstations and spaces.
- Inform clients / contractors and visitors of social distancing measures in place prior to their arrival on site.
  - Schedule essential service visits / maintenance visits to reduce interaction.
  - Limiting the number of clients on site at same time.
  - Maintain a record of all visiting clients / contractors and visitors.
- Frequent cleaning of work area and surfaces by users and/or cleaners.
- Employees are encouraged within their designated work location (individual office/room) to clean frequently touched items such as door handles, light switches etc.
- All staff to clear workspaces and remove waste and belongings from the work area at the end of a work period, to enable the surface to be wiped down by cleaning team.
- Rubbish to be taken to bins frequently throughout the day by user.
- Use disposable gloves for emptying bins and hand sanitiser afterwards.
- Wherever possible, checks will be carried out by Heads of Department or line managers to ensure that company procedures are being followed.

**Immediately  
and  
Continuing  
Review**

- Complete a full clean of workstations/areas prior to re-opening and/or the return of staff to the workplace.
- Setting clear use including occupancy level and cleaning guidance for toilets.
- Provide a drop off point (boxes/trays) for external deliveries away from the reception desk and client seating area to ensure the 2m distancing is observed.
- Disposable gloves to be provided to individuals who transport/open the packaging/mail and bins to be provided for the safe disposal of the packaging and gloves afterwards.
- Hand sanitiser to be provided for all reception desks and postal opening areas.
- Restricting non-business deliveries, do not permit staff to arrange delivery of personal goods to site.
- Following a positive COVID-19 case within the work place, ensure Government guidelines are adhered to in line with cleaning.
  - Ensure cleaning teams have a sufficient supply of disposable mop heads, disposable wash cloths, aprons, bin liners, paper towels / rolls, household detergent etc.
  - All waste cannot be placed in communal bin areas for 72 hours following an outbreak, additional bin bags will be required to double bag all items of waste and disposable cleaning materials.

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

**Hand Sanitising  
Gel**

- Staff/  
visitors /  
clients /  
contractors
- Ingestion
- Inhalation
- Storage
- Allergies
- Absorption

- If swallowed immediate medical attention should be sought. In the event of eye irritation, eyes should be rinsed cautiously with water for several minutes
- Staff and visitors should be aware of the dangers associated with using and/or storing hand sanitising gel due to the substance being a highly flammable liquid and vapour.
- Use of hand sanitising gel may cause irritation, staff and/or visitors should inform reception / HR of any potential allergic reactions they may have prior to use of the products.
- Repeated exposure may also cause skin dryness or crackling. If staff or visitors have any allergies to the solution, please notify Human Resource/Company prior to use.
- Staff and visitors should avoid breathing in the vapours, if inhaled, remove person to fresh air and keep comfortable for breathing.
- In the event of any of the above occurring, contact NHS 111 for further medical advice, advising them of the product contents shown on the reverse of the bottle.
- Storage: Hand sanitising gels should be kept away from hot surfaces, sparks, open flames and other ignition sources, no smoking and used in ventilated areas/stored in a well-ventilated place and should be kept cool. In case of fire, use of foam, carbon dioxide or dry powder to extinguish.

**Immediately  
and  
Continuing  
Review**

**Hand Washing**

Spread of Covid-19 Coronavirus

- Staff / cleaners, Visitors / Clients. Contractors . Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions
- Hand washing facilities with soap and water in place.
- Stringent hand washing taking place.
- See hand washing guidance.
- Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels.
- Employees should be reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands.
- Remove all material towels and tea towels from the workplace.
- To help reduce the spread of coronavirus (COVID-19) remind everyone of the public health advice.
- Provide hand sanitiser station(s) in open plan offices by office entrance/exit points.
- Hand sanitiser stations to be added to reception for customer use after opening the entrance doors.
- Ensure an adequate supply of these are on site and regularly stock checked for re-ordering.

<https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

<https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/>

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

**Immediately and Continuing Review**

**Hygiene**

- Staff / cleaners, Visitors / Clients. Contractors . Vulnerable
- Gel sanitisers in any area where washing facilities not readily available
- Education of all staff, clients, delivery personnel
- Wash your hands thoroughly and regularly. Use soap and water for at least 20 seconds. Use alcohol-based hand sanitiser if soap and water is not available and hand washing technique to be adopted as directed by NHS.

**Immediately and Continuing Review**

groups –  
Elderly,  
Pregnant  
workers,  
those with  
existing  
underlying  
health  
conditions

- Avoid touching your face/eyes/nose/mouth with unwashed hands and cover your cough or sneeze with a tissue then throw it in the bin.
- Clean daily the hand washing facilities and check soap and sanitiser levels, replenish when required.
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.
- Sites will need extra supplies of soap, hand sanitiser, paper towels and disposable gloves which should be securely stored. Whilst facemasks are not currently a legal requirement within a non-clinical setting, they will be required for representatives who administer first aid or to be given to people who show symptoms of COVID-19 whilst on site.
- Mansfield office to restrict the number of people using toilet facilities at any one time.
- Instruct staff, clients, visitors and contractors to wash hands before and after using the toilet facilities, enhance the cleaning regimes for toilet facilities particularly door handles, locks taps and the toilet flush.

**Wearing  
Disposable  
Gloves**

- All staff members and contractors
  - Individuals may have allergies which prevent the use of PPE
  - Where there is an existing requirement to wear disposable gloves as a requirement of the job (i.e. administering first aid).
- Staff to be reminded that wearing of disposable gloves is not a substitute for good hand washing.
- Ensure an adequate supply of these are on site and regularly stock checked for re-ordering.
- Dispose of gloves in the waste bin.
- Employees should inform Human Resources if they have allergies that may be brought on by wearing disposable gloves (latex or nitrile gloves should be

**Immediately  
and  
Continuing  
Review**

- Train staff in the safe removal of disposable gloves to prevent cross contamination.

<https://www.bing.com/videos/search?q=safe+removal+of+disposable+gloves+to+prevent+cross+contamination&docid=608030754543111833&mid=B942498475E5D71F6006B942498475E5D71F6006&view=detail&FORM=VIRE>

supplied for these employees as an alternative and/or they should be advised to seek further medical advice).

**Accidents**

To prioritise safety during incidents.

- Staff / cleaners, Visitors / Clients. Contractors . Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions

- Ensure appropriate PPE is worn at all times and correctly dispose of any dressings etc.
- Use the correct technique to remove and dispose of gloves and contaminated first aid materials.

- In an emergency i.e. an evacuation of premises, where it is not safe to do so, staff do not have to stay 2m apart, however, social distancing must be maintained once they are at the evacuation point.
- First aider(s) should wear a face mask, apron and disposable gloves when treating casualties. If casualties can administer self-treatment under the supervision of first aider they must do so whilst ensuring 2m distancing,
- People involved in the provision of first aid should be advised to pay particular attention to sanitation hygiene prior and after treatment.
- Dispose of any blood/bodily fluid soiled bandages and disposable gloves within units provided and/or sanitary wear bins.
- First Aiders should familiarise themselves with the following link supplied by St Johns Ambulance for administering CPR – COVID-19  
<https://www.sja.org.uk/get-advice/first-aid-advice/unresponsive-casualty/how-to-do-cpr-on-an-adult/>
- Wear appropriate PPE for all accidents.

**Immediately and Continuing Review**

**Kitchen**

exposure from large numbers of persons

- Staff / cleaners, Visitors / Clients. Contractors . Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions
- Staff to safely use the kitchen, ensuring social distancing of 2m at all times
- Break times should be staggered to reduce congestion and contact at all times.
- Minimise occupancy levels within the kitchen area at any one time and use signage/ floor tape to ensure staff are fully informed.
- Hand cleaning facilities or hand sanitiser should be available in any room where people eat and should be used by workers when entering and leaving the area.
- All kitchen equipment used must be wiped down with anti-bacterial wipes after use.
- Advise staff to bring food not requiring re-heating.
- Staff should be encouraged to bring refillable drinking bottles from home.
- Workers should sit 2 metres apart from each other whilst eating and avoid all contact, if not possible consider allocating a meeting room to use.
- All rubbish should be put straight in the waste bin and not left for someone else to clear up.
- All areas used for eating must be thoroughly cleaned by staff utilising such, at the end of each break including chairs and door handles.
- Disposable dishcloths, paper towels and/or sanitising wipes should be provided and disposed of after use/at the end of the cleaning day as appropriate.
- Disposable dishcloths, paper towels, disposable mop heads, disinfectant, disposable aprons/gloves and sanitising wipes should be regularly stocked and replenished by designated staff member.

**Immediately and Continuing Review**



**Driving**

- All staff members, visitors and contractors
- Persons should not share vehicles or cabs, where suitable distancing cannot be achieved.
- For staff who are using Company car parks, be wary of the 2m social distancing for other staff entering/exiting adjacent vehicles.

**Immediately and Continuing Review**

**General travel including foreign travel**

- Staff / cleaners, Visitors to your premises / Clients. Contractors . Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions
- Consider whether journeys are necessary and consider Government guidelines.
- Staff are encouraged to not undertake unnecessary travel unless they cannot work from home or are deemed a key worker – implement teleconferencing or other media platforms for meetings.
- Government guidance on travel outside of the UK is constantly changing, please adhere to COVID-19 Government advice in relation to travel.

**Immediately and Continuing Review**

<http://www.gov.uk/guidance/travel-advice-novel-coronavirus>

- Where Staff or visitors are intending to or have recently travelled outside the UK, Government guidelines in terms of self-isolating will/may apply and must not travel or attend Company office(s) without first notifying the Head of Department or Human Resources . Self/home isolation may apply and staff members should be referred to the Company’s COVID-19 Interim Homeworking & Absence Policy.
- Any client, visitor or contractor scheduled to attend the office must be asked if they have travelled outside the UK within the last 14 days and asked if they or a family member has any COVID-19 symptoms/have tested positive; and/or if they have recently (ascertain timeframes) been in contact with anyone with symptoms or who have tested positive to COVID-19, if the answer is yes then they must not be allowed to attend the office until they have

**Mental Health**

- All staff members
- Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help

[www.hse.gov.uk/stress](http://www.hse.gov.uk/stress)

and/or

<https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing>

completed self-isolation as per Government COVID-19 guidelines.

- All persons to limit where possible their use of public transport. If unavoidable then facemasks must be worn and 2m distancing applied.
- Where travel is essential, use private single occupancy means where possible unless travelling with a member of the same household.

- Heads of Department and/or Human Resources will offer support to staff who are affected by Coronavirus or has a family member affected.
- Regular communication of mental health information and open-door policy for those who need additional support.
- Heads of Department should make regular contact with staff who are homeworking and working from the office via telephone, zoom and/or other media platforms to minimise feelings of isolation and/or stress and ensure work expectation/clarity.
- The Company and/or Heads of Department should keep in touch with staff who are furloughed via telephone or other media platforms, but **must not** discuss anything work-related in line with the Coronavirus Government Job Retention Scheme rules to assist with mental health & wellbeing and to minimise feelings of isolation/exclusion.
- If bereavement is experienced, i.e. staff member(s) or a relative of staff member(s) the Head of Department or Human Resources should be made aware as soon as possible whereby notification, support and guidance in relation to pay, where applicable will be provided to staff member(s).

**Heads of Department/  
HR**

**Immediately and Continuing Review**

**Symptoms of / exposure to Covid-19 due to:**

- 1) Living with someone with a confirmed case of COVID-19.
- 2) Have come into close contact (within 2 metres for 15 minutes or more) with a confirmed case of COVID-19.
- 3) Being advised by a public health agency that contact with a diagnosed case has occurred.

- Staff / cleaners, Visitors to your premises / Clients. Contractors . Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions
- To follow government action of self-isolation, Coronavirus symptoms are:
  - a high temperature
  - a new continuous cough
  - a loss of or change to your sense of smell or taste
- If anyone becomes unwell with the above symptoms within the work place, they should be isolated in a designated location and asked to contact NHS line on 111 on their own mobile phone for advice, if they are too unwell to ring themselves then this will be undertaken by the first aider or line manager whilst maintaining social distancing at all times if possible, alternatively they may be asked to go home if they are able and advised to follow the ‘stay at home guidance’ in accordance with Company’s COVID-19 Interim Homeworking & Absence Contingency Policy
- Heads of Department and / or Human Resources will maintain regular contact with staff members during this time.
- If someone displays symptoms or are exposed to COVID-19 they must under no circumstances attend the workplace and must report this to their Head of Department or Human Resources
- Any existing individual risk assessments (disability, young persons or new / expectant mothers) to be reviewed.
- Staff are reminded that they must not attend the office if they or a family member within their household have been exposed or are experiencing symptoms of COVID-19 and must be referred to the COVID-19 Interim Homeworking & Absence Contingency Policy. Staff who are homeworking should also make notification of any symptoms/exposure.
- Assess and notify staff who are classed as keyworker(s) in line with Government guidelines  
<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#list-of-essential-workers-and-those-prioritised-for-testing-england-only>
- We would encourage keyworkers (as advised by the Government) to register for COVID-19 testing if they feel they are experiencing COVID-19 symptoms or have been exposed to such.  
<https://www.gov.uk/government/publications/coronavirus-covid-19-testing-privacy-information/testing-for-coronavirus-privacy-information>
- Maintain contact with line management and Human Resources (HR) and to follow company policy / guidance.
- To continue following ongoing government guidance.
- Stay at home and only attend hospital in an

**HR and Staff**

**Immediately and Continuing Review**

Resources Department in line with the Company's COVID-19 Interim Homeworking & Absence Contingency Policy.

- If advised that a member of staff or site visitor has developed COVID-19 and were recently on work premises, this becomes reportable under RIDDOR as a Dangerous Occurrence. The management team will contact the HSE/Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.

<https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm>

<https://www.publichealth.hscni.net/>

emergency. Do not attend GP surgery and phone NHS line (111) if further advice is required

- Company to ensure vulnerable persons are shielding themselves and following their specific medical advice issued to them.

<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/whos-at-higher-risk-from-coronavirus/>

- Follow good NHS hygiene measures at all times

**Home working**

Staff

- Spread of Covid-19 Coronavirus
- Insurance
- Health & Safety

- To follow government action of self-isolation, Coronavirus symptoms are:
  - a high temperature
  - a new continuous cough
  - a loss of or change to your sense of smell or taste
- If someone displays symptoms or are exposed to COVID-19 they must under no circumstances attend the workplace and must report this to their Head of Department or Human

- Employees should be regularly reminded that they must not attend the office if they or a family member within their household have been exposed, are experiencing symptoms or have tested positive to COVID-19 and must be referred to the COVID-19 Interim Homeworking & Absence Contingency Policy. Staff who are homeworking should also make notification of any symptoms/exposure.
- Inform keyworkers (as advised by the Government) to register with the appropriate authority for COVID-19 testing following notification from the staff

**Immediately  
and  
Continuing  
Review**

- Meeting regulatory obligations
  - Hardcopy client records inaccessible
  - Cyber security risks
  - Client confidentiality and data protection
  - Maintaining competency
- Resources Department in line with the Company's COVID-19 Interim Homeworking & Absence Contingency Policy.
- To ensure staff are insured at home address for hours over and above what would normally be treated as occasional work.
  - To ensure workstation safety.
  - To ensure regulatory compliance as The SRA has made its position clear in relation to its approach during Covid-19 that whilst they will take a proportionate approach, client protection is key.
  - Government Lockdown creates difficulties for staff to access hardcopy client files, which is likely to lead to delays in dealing with client matters, and as a consequence, this could lead to complaints
  - With the number of people now working remotely the pressure on the internet is massive and therefore the UK may decide to follow the same steps taken by other countries, namely restricting the use of the internet to ensure key organisations/workers are able to use it without degradation.
  - Criminals are actively taking advantage of the current crisis and
- member of COVID-19 symptoms or exposure  
<https://www.gov.uk/government/publications/coronavirus-covid-19-testing-privacy-information/testing-for-coronavirus-privacy-information>
- Advising staff to inform Home Buildings Insurer that they are home –working due to Covid-19.
  - Training staff to adopt good home working practices.  
<https://www.theaccessgroup.com/blog/dlc-guide-to-remote-working/>
  - Advising staff to carry out a workstation assessment as directed by Human Resources.
  - Reminding staff of importance of adhering to Government Guidelines and to report any fixed penalty offences during the lockdown to Human Resources and the COLP.
  - Ensuring supervision is enhanced by way of documented file audits, meetings and supervision notes. COLP, HR, Marketing and Financial Control to attend meetings. Lines of communication with supervisors and key teams should be kept open and be accessible.
  - Building on the foundation of paper light working practices already set to move towards paperless working practices. Keyworkers in the office assisting with scanning functions to ensure client matters can be accessed remotely. Offsite Asset Store operation streamlined but maintaining functionality.
  - Commencing consideration of assessing how the firm will be able to operate should internet usage be

are stepping up their cybercrime activities with scams to try and hack systems and steal client money. PII insurers will still be expecting the firm to protect client money and they will expect all reasonable steps to be taken to ensure this happens; due to the impact Covid-19 is having on all businesses, insurers are likely to be very exposed to significant future claims, so many claims could be challenged where it can be shown that reasonable steps were not taken.

- The ICO have not published guidance for Covid-19 and so it should be assumed that the general requirements prevail; The SRA has made it clear that client protection is core to all it does, so the firm needs to ensure that it does all it can to ensure the confidentiality of client data in all formats. Working from home can present a number of risks to client data, for example, family members and visitors being able to see it, or client information being overheard during telephone calls; not all people working from home have the ability to work from a dedicated office and will, therefore, be working at kitchen tables, in lounges, etc., but appropriate precautions will still have to be taken to mitigate identified risks.

restricted.

- Ensuring staff do not use own IT equipment or where this cannot be avoided that security is checked to ensure no exposure to cyber-criminals due to their systems not being sufficiently protected.
- Reminding staff to report potential cyber-risks and security breaches to the IT Manager immediately.
- Ensuring Heads of Department in property teams sign Certificates of Title requesting funding from Lenders.
- Ensuring close supervision of Accounts team work is maintained.
- Reminding staff not to work on client matters in public places or when using free insecure WIFI connections and ensure hard copy files are stored securely when not in use and are not accessible by others when being worked on including members of the household.
- Reminding staff of Anti-Money Laundering (AML) requirements and to report any suspicions to the MLRO.
- Reminding Staff of Data Protection requirements including importance of passing data breach notifications and Subject Access Requests to the DPO immediately they are discovered or received.
- Considering how to identify the individual making the request if they cannot visit the office, the

- To ensure that the service the firm provides to clients is competent and delivered in a timely manner and that staff maintain their competence to carry out their roles and keep their professional knowledge and skills up to date; supervisors and managers remain accountable for the work carried out by these individuals and effectively supervise work being done for clients.
- challenges posed by inaccessible records and the potential for being unable to meet the 31-day deadline set by the ICO.
- Continuing to communicate appropriately with data subjects and set their expectations over the response to their request. Continuing to keep notes about what the firm have done and why, so if a complaint is made to the ICO the firm can justify action taken.
- Ensuring staff have access to the firm’s policies and procedures, including use of email, internet, social media and points of key contact should any reports need to be made.
- Ensuring that training continues to be undertaken by supervision, e-learning and at meetings.
- Affording furloughed staff, the opportunity to maintain training by e-learning.
- Providing regular updates between teams and management via conference calls to help ensure staff are both clear on their operational objectives and supported properly.

**Off site visits including Client’s home and business premises, sub-contractor’s**

Staff/Clients/  
Contractors

- Consider whether staff journeys to offsite premises are necessary and consider Government guidelines.
- Reducing the number of persons in any off-site work area to comply with the 2-metre (6.5 foot) gap
- Staff to work from home where possible. Plan for minimum face-to-face contact with clients and third parties.
- Redesigning working practices and/or processes to ensure social distancing in place if off site.
- Zoom or alternative media conference calls to be used instead of face-to-face meetings.

**Heads of  
Department  
off site  
working**

**Immediately  
and  
Continuing  
Review**

**premises and  
Courts**

recommended by the Public Health Agency

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>

- Staff should not share vehicles or cabs, where suitable distancing cannot be achieved.

- Encouraging use of telecommunication.
- Adherence to Government guidelines and court specific guidelines if off site visits by staff are necessary.

<https://www.gov.uk/guidance/keeping-court-and-tribunal-buildings-safe-secure-and-clean>

- Staff to be regularly reminded of the importance of social distancing both in the workplace and off site (signage and staff intranet can be utilised for daily updates).
- Informing clients, contractors and other 3<sup>rd</sup> parties at offsite premises of the firm's social distancing working practices in place prior to staff arrival on site.
- Reminding staff to follow Hygiene and Handwashing principles above before, during and after off site visits.
- Providing effective hygiene measures for off site visits
- Cleaning common contact surfaces at off-site premises.
- Avoiding sharing paperwork and equipment.
- Staff collecting/opening/handling post, documents or packages should wear disposable gloves and wash their hands once the disposable gloves are removed and placed in a waste bin.
- Discouraging non-essential trips within off site premises.
- Reducing maximum occupancy for lifts or encourage use of stairs if possible, at off-site premises.



- Making sure that people with disabilities are able to access off site premises whilst maintaining social distancing.
- Maintaining a record of all off site visits in Outlook diary to assist with Government test and trace programme if needed.
- Reminding staff regularly that they must not attend the office or visit off site premises if they or a family member within their household have been exposed or are experiencing symptoms of COVID-19 and must be referred to the COVID-19 Interim Homeworking & Absence Contingency Policy.
- Informing staff if it is felt necessary for the company to send recommendation to the appropriate authority for COVID-19 testing following notification from the staff member of COVID-19 symptoms or exposure.  
<https://www.gov.uk/government/publications/coronavirus-covid-19-testing-privacy-information/testing-for-coronavirus-privacy-information>
- If a staff member undertakes a test under the voluntary testing for Covid-19 Government Testing scheme, the staff member must advise HR if they have tested positive

## **Training**

Please ensure Manager's, first aiders and Health & Safety Representatives are provided with this document to enable them to respond to any queries from staff members and/or undertake their duties.

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/advice-for-travellers/>

<https://www.gov.uk/government/publications/coronavirus-action-plan>

## **Management**

- Please ensure all staff are aware of reporting requirements and that all confirmed cases are escalated to HR and Compliance.
- Information notes are to be sent out and any updates communicated in a timely manner to the workforce.
- This must include letting staff know about symptoms and actions the medical professionals are advising people to take.
- A colleague who has been isolated for 14 days cannot return to work until the appropriate 'fit note' documentation is provided by their GP/healthcare provider to demonstrate they are now fit to return to work.
- Assessments to be reviewed every 6 months or where significant change has occurred.
- Please remind staff that in order to minimise the risk of spread of infection, we rely on everyone in the Company to take responsibility for their actions and behaviours to safeguard themselves and colleagues in accordance with current Legislation and Company Policies.
- Please encourage an open and collaborative approach between your teams on site where any issues can be openly discussed and addressed.

If in England call **NHS on 111**, where you will be assessed by an appropriate specialist. NHS guidance is that you do not go directly to your GP surgery, community pharmacy or hospital unless an emergency occurs