

COVID-19 RISK ASSESSMENT – SMITH & PINCHING GROUP

Date of assessment: 27th July 2020

Date of previous assessment: 12th May 2020

Office area: Aylsham Road

Health & Safety Manager: Darren Arnup



THIS ASSESSMENT WILL BE KEPT UNDER REGULAR REVIEW AND UPDATED AS THE SITUATION DEVELOPS

Guidance – Offices	Already in place?	Able to introduce?	Not necessary/viable?
1.1 Managing Risk – work through these steps in order			
Increasing the frequency of handwashing and surface cleaning.	Anti-bac soap, hand gel, anti-bac wipes and surface cleaning sprays are available in all toilets / populated areas.	Already in place.	Already in place.
Making every reasonable effort to enable working from home as a first option. Where working from home is not possible, workplaces should make every reasonable effort to comply with social distancing.	Majority of staff are still working from home, core staff team in Aylsham Road office and Branch offices and are spread out to minimise contact.	Already in place.	Already in place.
Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between staff including: – increasing the frequency of hand washing and surface cleaning	Guidelines are already followed in full, no activity undertaken that does not allow this to continue to be the case. However where current social	Already in place.	Already in place.

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<ul style="list-style-type: none"> – keeping the activity time involved as short as possible – using screens or barriers to separate people from each other – using back-to-back or side-to-side working (rather than face-to-face) whenever possible – reducing the number of people each person has contact with by using ‘fixed teams or partnering’ (so each person works with only a few others) 	<p>distancing ideal cannot be followed we would work to the mitigated risk options given:</p> <p>Where you cannot stay 2 metres apart (or 1 metre with risk mitigation where 2 metres is not viable) you should:</p> <ul style="list-style-type: none"> a) only work together up to 15 minutes at a time b) use screens and barriers to separate people where possible c) work side by side or back-to-back rather than face-to-face d) have fixed teams to minimise exposure <p>Additional surface cleaning happening at the end of each day.</p>		
<p>If people must work face-to-face for a sustained period with more than a small group of fixed partners, assess whether the activity can safely go ahead.</p>	<p>Social distancing possible throughout office.</p>	<p>Already in place.</p>	<p>Already in place.</p>
<p>1.2 Sharing your risk assessment</p>			
<p>You should share the results of your risk assessment with your workforce. If possible, you should consider publishing it on your website (expected of all businesses with over 50 employees).</p>		<p>Risk assessment previously shared with all staff to confirm position and</p>	

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		allay any concerns over returning. This risk assessment to be published on website.	
Consulting with the health and safety representative selected by a recognised trade union or, if there isn't one, a representative chosen by workers.	Staff members responsible for H&S already involved. Staff encouraged to raise any concerns over any aspect of H&S – whether Covid-19 related or not.	Not applicable.	Not applicable.

2. Who should go to work

<p>Staff should work from home if at all possible. Consider who is needed to be on-site; for example:</p> <ul style="list-style-type: none"> – workers in roles critical for business and operational continuity, safe facility management, or regulatory requirements and which cannot be performed remotely. – workers in critical roles which might be performed remotely, but who are unable to work remotely due to home circumstances or the unavailability of safe enabling equipment 	Core team of staff operating from Aylsham Road office – all levels of the business represented, all other staff working from home or on paid leave if unable to work from home. Since previous risk assessment there have been two further members of staff that have joined the core team with plans to increase further if guidance allows.	Already in place.	Already in place.
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Planning for the minimum number of people needed on site to operate safely and effectively.	Requisite number of first aiders and fire marshals in place to cover offices.	Already in place.	Already in place.
Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.	Regular video conferencing/meetings and currently appraisals are being conducted to allow further discussions to happen.	Already in place.	Already in place.
Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.	As above.	Already in place.	Already in place.
Providing equipment for people to work at home safely and effectively, for example, remote access to work systems.	All systems necessary for business functions to continue are available to those staff working from home. Additionally, self-assessment forms for staff to use to assess their home workspace were provided initially and resulted in some office chairs being collected for use at home.	Already in place.	Already in place.
2.1 Protecting people who are at higher risk			
Protect clinically vulnerable and clinically extremely vulnerable individuals Clinically extremely vulnerable individuals have been strongly advised not to work outside the home.	Those staff considered vulnerable or extremely vulnerable were	Already in place.	Already in place.

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<p>Clinically vulnerable individuals, who are at higher risk of severe illness (for example, people with some pre existing conditions), have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role.</p>	<p>amongst the first group of individuals able to work from home or were furloughed, depending on their individual circumstances. Staff previously furloughed are now on paid leave.</p>		
<p>Provide support for workers around mental health and wellbeing. This could include advice or telephone support.</p>	<p>All staff have been included within online and phone meetings, additionally online well-being sessions were organised by one of the advisers that all staff could attend. In addition a daily message has been sent by the MD which often requests feedback from staff on their well-being. Appraisals currently being carried out remotely to allow for further feedback.</p>	<p>Already in place, though adviser who organised the well-being sessions is now on sabbatical so this particular option has ended.</p>	<p>Already in place.</p>

2.2 People who need to self-isolate			
<p>Enabling workers to work from home while self-isolating if appropriate.</p>	<p>Already in place and should staff who are currently working in the office need to go home to work, we are able to drop off their</p>	<p>Already in place.</p>	<p>Already in place.</p>

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	equipment to enable this to happen.		
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2.3 Equality in the workplace

Treating everyone in your workplace equally, being mindful of the particular needs of different groups of workers or individuals.	We believe this is already happening, however if any member of staff would like to discuss their particular needs they should feel able to do so. Appraisals will provide further 1:1 platform for this to take place.	Already in place.	Already in place.
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Understanding and take into account the particular circumstances of those with protected characteristics.	Not applicable.	Not applicable.	<p>Age – no staff aged 70 or above – n/a.</p> <p>Disability – where disabilities exist these have been taken into account.</p> <p>Gender reassignment – unisex toilets available.</p> <p>Marriage and civil partnership – n/a.</p> <p>Pregnancy and maternity – any pregnant members of staff requesting to work from home due to</p>
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			<p>Covid-19 were able to do so.</p> <p>Race – this did not affect any decisions made on whether staff could work from home or the office.</p> <p>Religion or belief –we respect certain customs such as time required to attend religious events or facilities that would need to be made available for prayer etc – not aware of any at this time.</p> <p>Sex – all staff treated equally.</p> <p>Sexual orientation – all staff treated equally.</p>
<p>Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any measures you are considering implementing inappropriate or challenging for them.</p>	<p>Agreement to return will be reached with each member of staff, taking into account any concerns they may have.</p>	<p>Suggestion that certain ethnic groups could be more at risk with Covid19 – this can be taken account of when determining who returns when – and in any case with agreement of</p>	<p>Not applicable.</p>

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		individuals concerned.	
Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.	Toilet facilities are already unisex. Not aware of any other requirements that exist that would be different from usual practice.	Not applicable.	Not applicable.
Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.	Agreement to return will be reached with each member of staff, taking into account any concerns that they may have and also any pre-existing risk assessments that need to be carried out in addition to this one.		
Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.	Not applicable.	Consideration will be given to those with caring responsibilities, as for religious commitments, should that arise. Not expected that majority of staff would return prior to school-age children returning to school in September, so this will limit any issues surrounding	Not applicable.

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		this, but consideration would be given to allowing anyone with children to take care of to remain at home for longer.	
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3. Social distancing at work			
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Maintain 2m social distancing wherever possible, including while arriving at and departing from work, while in work, and when travelling between sites.	Desks for staff within the office already spaced out sufficiently to allow for social distancing.	When numbers returning to work get to a certain level we will look to adopt the sitting side by side approach or diagonal desk approach to ensure that social distancing can be complied with.	Already in place.
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<p>Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between staff including:</p> <ul style="list-style-type: none"> – increasing the frequency of hand washing and surface cleaning – keeping the activity time involved as short as possible – using screens or barriers to separate people from each other – using back-to-back or side-to-side working (rather than face-to-face) whenever possible 	I cannot see when this would be an issue currently as we are only going to return staff to the office where we can safely accommodate them in line with guidance. Client meetings will not be happening face to face for some time yet, so the addition of clients to the office is not currently an issue. Outside contractors	Not applicable.	Not applicable.
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Guidance – Offices	Already in place?	Able to introduce?	Not necessary/viable?
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– reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others)	have been limited to only those that are - or will be - absolutely necessary.		
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3.1 Coming to work and leaving work

Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.		Will be reviewed as more staff return to the office	Core staff are working between 9am and 5pm currently to ensure sufficient staffing cover exists, we do not operate a shift system due to the times that staff are needed and numbers in the office. It should be possible to continue to socially distance staff from each other even when significantly more are in the office.
Providing additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible.	Already in place.	Already in place.	Already in place.
Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.	Pool cars and van are still off-limits to all users.	Already in place.	Already in place.
Reducing congestion, for example, by having more entry points to the workplace.	Reception entrance has been closed, staff enter by single staff entrance currently.	As more staff return the second staff entrance will be opened up for use.	Not applicable.
Providing more storage for workers for clothes and bags.	Already in place.	Already in place.	Already in place.

Guidance – Offices	Already in place?	Able to introduce?	Not necessary/viable?
Using markings and introducing one-way flow at entry and exit points.	Not applicable.	Not applicable.	Inner doors are propped open during the day to reduce surfaces to touch, however doors are single doors and flow of staff is random rather than all the same, so difficult to insist on specific flow.
Providing handwashing facilities, or hand sanitiser where not possible, at entry and exit points and not using touch-based security devices such as keypads.	Able to introduce.	Hand sanitiser is placed at the main staff entrance in foot operated pump, additional pumps of same type being installed at other entrances.	Not applicable.
Providing alternatives to touch-based security devices such as keypads.	Not applicable.	Not applicable.	Not applicable, however door handles need to be used on outer doors, as with all touch-points the door handles and door bells are wiped down with sanitising surface cleaner at the end of each day.
Defining process alternatives for entry/exit points where appropriate, for example, deactivating turnstiles requiring pass checks in favour of showing a pass to security personnel at a distance.	Not applicable.	Not applicable.	Not applicable.
3.2 Moving around buildings and worksites			

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Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of radios or telephones, where permitted, and cleaning them between use.	Use of telephones and online meetings already encouraged. Telephones are not shared.	Already in place.	Already in place.
Restricting access between different areas of a building or site.	Not applicable, though use of staff room has been restricted.	Not applicable.	Not applicable.
Reducing job and location rotation.	Not applicable.	Not applicable.	Not applicable.
Introducing more one-way flow through buildings.	For consideration.	For consideration.	Difficult to make viable without adding significant distance to trips but will consider for when the number of staff increases.
Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.	Not applicable for passenger lifts but use of “dumb-waiters” by staff has been stopped.	Not applicable.	Not applicable.
Making sure that people with disabilities are able to access lifts.	Not applicable.	Not applicable.	Not applicable.
Regulating use of high traffic areas including corridors, lifts turnstiles and walkways to maintain social distancing.	Able to introduce.	Will encourage staff not to pass on the stairs and to use left hand side movement.	Able to introduce.
3.3 Workplaces and workstations			
Review layouts and processes to allow people to work further apart from each other.	This is being done.	Able to introduce.	Able to introduce.

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Using floor tape or paint to mark areas to help workers keep to a 2m distance.	This has been done outside the staff entrance but can also be used when more staff return to the office.	Able to introduce.	Able to introduce.
Only where it is not possible to move workstations further apart, arranging people to work side by side or facing away from each other rather than face-to-face.	This is being done.	Able to introduce.	Able to introduce.
Only where it is not possible to move workstations further apart, using screens to separate people from each other.	Not applicable.	Not applicable.	Not applicable.
Managing occupancy levels to enable social distancing.	This is already happening and will continue to be carried out.	This is already happening and will continue to be carried out.	Not applicable.
Avoiding use of hot desks and spaces and, where not possible, for example, call centres or training facilities, cleaning and sanitising workstations between different occupants including shared equipment.	Staff using same desk every day already.	Not applicable.	Not applicable.

3.4 Meetings			
Using remote working tools to avoid in-person meetings.	Already happening.	Not applicable.	Not applicable.
Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.	Already happening – most meetings happening via video conferencing software, meetings of core team staff are socially distanced if they happen in-person.	Not applicable.	Not applicable.

Guidance – Offices	Already in place?	Able to introduce?	Not necessary/viable?
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Avoiding transmission during meetings, for example avoiding sharing pens and other objects.	Already happening.	Not applicable.	Not applicable.
Providing hand sanitiser in meeting rooms.	Able to introduce.	This can be provided.	Not applicable.
Holding meetings outdoors or in well-ventilated rooms whenever possible.	Able to introduce.	This can happen if face to face meetings are required.	Not applicable.
For areas where regular meetings take place, using floor signage to help people maintain social distancing.	Not really applicable as regular in-person meetings not taking place.	Not really applicable.	Not really applicable.

3.5 Common areas

Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions, staircases.	Not applicable.	Not applicable.	Not applicable.
Staggering break times to reduce pressure on break rooms or canteens.	Staff room use restricted already.	Continue to restrict use as more people return.	Not applicable.
Using safe outside areas for breaks.	Already possible.	Already possible.	Already possible.
Creating additional space by using other parts of the workplace or building that have been freed up by remote working.	Already happening.	Already happening.	Already happening.
Installing screens to protect staff in receptions or similar areas.	Not applicable.	This is being considered in line with guidance on when reception should open again.	Not applicable.

Guidance – Offices	Already in place?	Able to introduce?	Not necessary/viable?
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Providing packaged meals or similar to avoid fully opening staff canteens.	Not applicable.	Not applicable.	Not applicable.
Encouraging workers to bring their own food.	Already happening.	Already happening.	Already happening.
Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.	Already happening.	Already happening.	Already happening.
Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site.	Already happening.	Already happening.	Already happening.
Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage.	Minimal number of staff using changing area in marketing loft.	Regulating use will be needed when more staff return.	Not applicable.
Encouraging storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts.	Personal possessions are encouraged to be kept by desk during work.	Not applicable.	Not applicable.
4. Managing your customers, visitors and contractors			
Minimise the number of unnecessary visits to offices.	Client, provider visits and outside contractors have been stopped. (Except for urgently-required outside contractors)	Not applicable.	Not applicable.
4.1 Manage contacts			
Encouraging visits via remote connection/working where this is an option.	Already happening.	Already happening.	Already happening.
Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival.	Site visits are not currently happening.	When cleaners start to come back on site they will be starting after all staff have left to minimise contact, however	Not applicable.

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		cleaning is currently being carried out by core team members.	
Limiting the number of visitors at any one time.	Not currently an issue.	Consideration will be given to this when visitors start to be allowed again.	Not applicable.
Limiting visitor times to a specific time window and restricting access to required visitors only.	Not currently an issue.	Consideration will be given to this when visitors start to be allowed again.	Not applicable.
Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.	Where urgently-required contractors are attending site, it is arranged for days when there are less staff in the office and they are taken directly to where they need to work.	Further consideration will be given to this when visitors start to be allowed again in higher numbers.	Not applicable.
Maintaining a record of all visitors, if this is practical.	Visitor details are recorded to ensure that any required contact tracing can take place subsequently.	Not applicable.	Not applicable.
Revising visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions.	Not currently an issue.	Consideration will be given to this when visitors start to be allowed again.	Not applicable.

4.2 Providing and explaining available guidance

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Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage or visual aids and before arrival, for example, by phone, on the website or by email.	Not currently an issue.	Consideration will be given to this when visitors start to be allowed again. there is already signage in place regarding washing hands and using sanitiser.	Not applicable.
Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors.	Not currently an issue.	Consideration will be given to this when visitors start to be allowed again.	Not applicable.
Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.	Not currently an issue.	Visitors and contractors to leave by first available exit rather than making way through whole building to reception door.	Not applicable.
Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces.	Not applicable.	Not applicable.	Not applicable.

5. Cleaning the workplace

5.1 Before reopening

Cleaning sites and providing hand sanitiser.	Office is already open and being cleaned by core team members, hand sanitiser is available at entrance points and additionally	Not applicable.	Not applicable.
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Guidance – Offices	Already in place?	Able to introduce?	Not necessary/viable?
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	all core staff have been provided with personal bottles of hand sanitiser, with further personal bottles available for all returning staff.		
Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.	Not applicable.	Air conditioning units and desk fans not to be used until further notice.	Not applicable.
Most air conditioning systems do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.	Not applicable.	Not applicable.	Not applicable.
Opening windows and doors frequently to encourage ventilation, where possible.	Already happens.	Not applicable.	Not applicable.

5.2 Keeping the workplace clean

Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.	Anti-bac wipes are available in all areas to encourage staff to regularly clean their desks and equipment. Additional sanitiser sprays are used at the end of each day.	Anti-bac wipes are available in all areas to encourage staff to regularly clean their desks and equipment. Additional sanitiser sprays are used at the end of each day.	Not applicable.
Frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements.	As above.	As above.	As above.
Clearing workspaces and removing waste and belongings from the work area at the end of a shift.	Already happens.	Not applicable.	Not applicable.

Guidance – Offices	Already in place?	Able to introduce?	Not necessary/viable?
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Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards.	Already reducing printer use to necessary use, however still required – but by less staff currently. Touch pads are sanitised at end of each day.	Not applicable.	Not applicable.
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5.3 Hygiene: handwashing, sanitation facilities and toilets

Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.	Already in place with more to come as they are refreshed.	Not applicable.	Not applicable.
Providing regular reminders and signage to maintain personal hygiene standards.	Already in place with more to come as they are refreshed.	Not applicable.	Not applicable.
Providing hand sanitiser in multiple locations in addition to washrooms.	Already available in various locations throughout the office, additionally all core team staff have a personal bottle of hand sanitiser.	Not applicable.	Not applicable.
Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.	Staff members dealing with the toilets are aware.	When cleaning staff return, they will be made aware.	Not applicable.
Enhancing cleaning for busy areas.	Not currently applicable.	When cleaning staff return, they will be made aware.	Not applicable.
Providing more waste facilities and more frequent rubbish collection.	This is done daily with the majority of bins	Not applicable.	Not applicable.

Guidance – Offices	Already in place?	Able to introduce?	Not necessary/viable?
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	now out of use so that all rubbish is placed in central locations.		
Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities.	Paper towels already available as alternative.	Not applicable.	Not applicable.

5.4 Changing rooms and showers

Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and social distancing is achieved as much as possible.	Showers have been put out of use for time being.	Will be considered when necessary.	Not applicable.
Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.	This is currently happening, with toilets and all surfaces that would be touched by several people being sanitised daily.	When cleaners return this will be made clear to them.	Not applicable.

5.5 Handling goods, merchandise and other materials, and onsite vehicles

Cleaning procedures for goods and merchandise entering the site.	Gloves have been provided for staff opening the post. However properly washing hands afterwards will be more effective.	Already in place.	Already in place.
Cleaning procedures for vehicles.	Not applicable as pool vehicles currently off limits.	Not applicable.	Not applicable.

Guidance – Offices	Already in place?	Able to introduce?	Not necessary/viable?
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Introducing greater handwashing and handwashing facilities for workers handling goods and merchandise and providing hand sanitiser where this is not practical.	Already available.	Not applicable.	Not applicable.
Regular cleaning of vehicles that workers may take home.	Not applicable.	Not applicable.	Not applicable.
Restricting non-business deliveries, for example, personal deliveries to workers.	Already happening – no personal deliveries to be made to the office other than for core team staff who collect the delivery themselves.	When larger numbers of staff back to work, request that where possible deliveries are made to home addresses or are left outside of office for staff member to collect.	Not applicable.

6. Personal protective equipment (PPE) and face coverings

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.	Not applicable.	Not applicable.	PPE not currently required – unless guidance changes.
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6.1 Face coverings

<p>Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off.</p> <p>Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers:</p> <ul style="list-style-type: none"> • wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it 	Not currently an issue.	If guidance is for staff to wear face coverings, or if staff choose to wear face coverings, there will be no objection to it. current guidance is not to within an office. Consideration will be given to encouraging staff to wear face coverings when moving through other parts	Not applicable.
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Guidance – Offices	Already in place?	Able to introduce?	Not necessary/viable?
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<ul style="list-style-type: none"> • when wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands • change your face covering if it becomes damp or if you've touched it • continue to wash your hands regularly • change and wash your face covering daily • if the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste • practise social distancing wherever possible 		of the office as numbers increase.	
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Considering whether there are enclosed spaces where social distancing is not possible and where employees come into contact with people they do not normally meet so as to require face coverings.	With meetings not going ahead face to face this should not be an issue.*	*Some face coverings purchased in case of need (such as for first aiders).	Not applicable.
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7. Workforce management

7.1 Shift patterns and working groups

Change the way work is organised to create distinct groups and reduce the number of contacts each employee has.	Not applicable.	Not applicable.	This is not necessarily a possibility as there will still be a large overlap of staff in the middle of the day.
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As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.	Not applicable.	Not applicable.	Not applicable.
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Identifying areas where people directly pass things to each other, for example office supplies, and finding ways to remove direct contact, such as using drop-off points or transfer zones.	Not applicable.	Not applicable.	This is not usually a constant issue so
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Guidance – Offices	Already in place?	Able to introduce?	Not necessary/viable?
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			difficult to get around when it is required.
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7.2 Work-related travel			
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7.2.1 Cars, accommodation and visits			
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Minimising non-essential travel – consider remote options first.	Already happening.	Already happening.	Already happening.
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Minimising the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.	Already happening.	Already happening.	Already happening.
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Cleaning shared vehicles between shifts or on handover.	Pool cars and van not currently being used.	Not applicable.	Not applicable.
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Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.	Not applicable.	Not applicable.	Not applicable.
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7.2.2 Deliveries to other sites			
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Putting in place procedures to minimise person-to-person contact during deliveries to other sites.	Not applicable.	Not applicable.	Not applicable.
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Maintaining consistent pairing where 2-person deliveries are required.	Not applicable.	Not applicable.	Not applicable.
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Minimising contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents.	Already happening or is a possibility with minimised face to face contact with clients.	Not applicable.	Not applicable.
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7.3 Communications and Training			
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7.3.1 Returning to Work			
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Guidance – Offices	Already in place?	Able to introduce?	Not necessary/viable?
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Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.	This is already happening with regard to keeping staff informed of any changes to working practice whilst they are off-site.	Not applicable.	Not applicable.
Engaging with workers through existing communication routes and worker representatives to explain and agree any changes in working arrangements.	This is already happening with regard to keeping staff informed of any changes to working practice whilst they are off-site.	Not applicable.	Not applicable.
Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.	This is already happening with regard to keeping staff informed of any changes to working practice whilst they are off-site.	Not applicable.	Not applicable.

7.3.2 Ongoing communications and signage

Ongoing engagement with workers (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.	This is already happening with regard to keeping staff informed of any changes to working practice whilst they are off-site.	Not applicable.	Not applicable.
Awareness and focus on the importance of mental health at times of uncertainty.	This is something that we are aware of and team leaders and	Not applicable.	Not applicable.

Guidance – Offices	Already in place?	Able to introduce?	Not necessary/viable?
	managers have been in regular contact with their teams. Additionally appraisals are currently being carried out to give staff a further opportunity to raise any issues they are facing.		
Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.	Not applicable.	Not applicable.	Not aware of any staff for whom English is not their first language.
Using visual communications, for example whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.	Not applicable.	Not applicable.	Not something that presents itself as an issue usually.
Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.	Communication to suppliers, clients and trade bodies as well as any other third party has continued unchanged during this period of changed working practices.	Not applicable	Not applicable
8. Inbound and outbound goods			
Revising pick-up and drop-off collection points, procedures, signage and markings.	Inbound goods are dropped off to the staff door and visitors are made aware that they are unable to enter the building and should put the item down and	Already in place.	Not applicable.

Guidance – Offices	Already in place?	Able to introduce?	Not necessary/viable?
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	move away behind the “line”.		
Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.	Not applicable.	Not applicable.	Not applicable.
Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.	Already in place.	Already in place.	Already in place.
Where possible and safe, having single workers load or unload vehicles.	Not applicable.	Not applicable.	Not applicable.
Where possible, using the same pairs of people for loads where more than one is needed.	Not applicable.	Not applicable.	Not applicable.
Enabling drivers to access welfare facilities when required, consistent with other guidance.	Not applicable.	Not applicable for our staff, though potential for delivery person(s) to need to use our facilities. Hand sanitiser to be used upon entering and additional cleaning to take place of anything that they would have touched upon entry.	Not applicable.
Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.	Not applicable.	Not applicable.	Not applicable.

Signed by Health & Safety Manager, Darren Arnup