

This risk assessment has been prepared following the HM Government’s initial Covid-19 publication on 11th May ‘Working safely during Covid-19 for offices and contact centres’ and in conjunction with measures already taken by Forbes since the beginning of the Pandemic. The assessment will be reviewed frequently and in line with any further guidance issued by the Government. Additional information and considerations regarding the measures taken, adjustments to policies are located on the firms COVID-19 Intranet page.

What are the Hazards?	Who might be harmed?	Controls Required	Action Controls	Action by who?	Action by when?	Completed?
Covid-19 and the potential to spread the infectious virus which has the capability to present a variety of medical conditions ranging from mild symptoms to death. Transmission is understood at this time as being made through direct contact with an infected person, contact with surfaces that may have infection or being within the proximity of an infected person by way of airborne transmission.	<ul style="list-style-type: none"> • Staff • Visitors to the office • Clients • Cleaners • Maintenance contractors • Delivery drivers • Stores personnel • Anyone who may come into contact with others within the office. Public Health England identified high risk groups <ul style="list-style-type: none"> • Older males • High BMI • Health conditions such as Diabetes, 	<u>Social Distancing</u> Reduce the number of staff working within any work areas to comply with the recommended 2m distance as recommended by Public Health Agency.	<ul style="list-style-type: none"> • Significant reduction in staff numbers within the office has been in place since the lockdown 23 March 2020. • Closure of office reception areas to prevent public access from outside. • Staff who can work from home are required to do so and should be the first choice in most cases. • Review of maximum capacity to allow social distancing within buildings has been assessed in all areas of the building. Workstations that do not adhere to this requirement are to be restricted from use identified by way of visual restrictions. • Managing daily occupancy of people within the building to take place so not to exceed the reviewed maximum numbers to comply with social distancing. • Staff who fall into the Public Health England high risk group to be identified and where appropriate 	Partnership	24/3/20	Yes
				Partnership	23/3/20	Yes
				Partnership	24/3/20	Yes
				Facilities Manager	1/5/20	Yes
				BMP with office manager	Daily	Ongoing
Partnership	ASAP	Ongoing				

	<ul style="list-style-type: none"> BAME backgrounds 		<p>additional measures considered in order to further reduce risk.</p> <ul style="list-style-type: none"> Sneeze screens installed in readiness for client facing receptions once re-opened Records of all visitors to the offices be recorded and retained for 21 days. Staff signing in and out procedures required and to be retained for 21 days. Clear instructions for use of hand sanitiser to be implemented for those who sign in with a shared pen The issuing of Visitors and contractor lanyards to cease until further notice Additional COVID-19 related guidance notices and social distancing markers to be displayed within the office Staff to be reminded frequently of the importance of social distancing both inside and outside the office. Management checks required to ensure that social distancing is always upheld. Collaboration required to ensure social distancing can be achieved in common areas of multi occupancy buildings Only essential journeys are to be made after alternative methods have been considered to remove the need to travel. 	<p>Facilities Manger</p> <p>Office Manager</p> <p>Office Manager</p> <p>Office Manager</p> <p>Facilities Manager</p> <p>BMP's</p> <p>BMP & Partnership</p> <p>Partnership</p> <p>All Staff</p>	<p>August 20</p> <p>Sept 20</p> <p>Sept 20</p> <p>July 20</p> <p>ASAP</p> <p>Frequently</p> <p>Daily</p> <p>ASAP</p> <p>ASAP</p>	<p>Complete</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Complete</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
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		Alternative methods to be adopted, where appropriate, to reduce face to face meetings	<ul style="list-style-type: none"> • Car sharing to be avoided. Staff who do require to car share to refer to firm's Covid-19 vehicle use guidance. • When using public transport, MOS to follow Public Health guidance. • Staff encouraged to seek alternative options than public transport i.e. cycle. • Car Policies to be reviewed and updated in line with social distancing measures. • Personal safety – In Office and Home Visits Policy to be reviewed. • Visitors Policy to be reviewed and amended to reflect changes made to protect from Covid-19. • Meetings with clients are to be held remotely where at all possible. • Receptions to remain closed to the public until further notice. • Guidance for staff regarding meetings displayed on the firms' intranet. • All Client meetings to be booked in advance where possible • Where remote meetings not possible measures to be adopted to ensure 2m social distancing is upheld. Meeting rooms furniture to be adjusted if required, supplied with hand sanitiser, tissues and waste bin. Rooms surfaces to be 	All Staff	Daily	Ongoing
				Partnership/RMC	ASAP	Ongoing
				Partnership/RMC	ASAP	Ongoing
				HR update policies – approved by HR&TED Cttee	ASAP	Complete
					ASAP	Complete
				Staff as appropriate	Daily	Ongoing
				Partnership	24/3/20	Ongoing
				Partnership	June	Complete
				All Staff	Daily	Ongoing
		Review of working start and finish times		All Staff	Daily	Ongoing

		<p>cleaned between use using normal cleaning products.</p> <ul style="list-style-type: none"> • Install guidance notices displayed within designated interview rooms warning of transmission of items during meetings. • Inform clients and visitors when booking of an office-based meeting that, if needed, they must bring their own pens and notepads and face coverings • Departmental assessments required to address any other transmission items specific only to their department. • Staff occupation review taking place to also include, where at all possible, alternative start times for staff working within the office to reduce pinch points within entry exit locations. • Within buildings managed by Forbes Solicitors a restriction of 1 person only to use the lift at any one time. Notices are displayed on each entry exit point to lifts. • Collaboration required with building management within managed premises to ensure appropriate adjustments are made in line with the Governments guidelines regarding lifts. • Staff identified as able to continue to use their own desk must continue to do so. 	<p>Office Manager</p> <p>Reception and New Business team</p> <p>Departmental HOD's</p> <p>Partnership/HOD's</p> <p>Facilities Manager</p> <p>HODs/Office Manager</p> <p>Partnership</p>	<p>ASAP</p> <p>Daily</p> <p>ASAP</p> <p>ASAP</p> <p>25/3/20</p> <p>.....</p> <p>June</p>	<p>Complete</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Complete</p> <p>Ongoing</p> <p>Complete</p>
	Reduction in occupancy for lifts				
	Shared desks and workstations				

			<ul style="list-style-type: none"> • Use of any shared desks to be managed daily and sanitised between users • Personal items to be removed from desks – HODs to flag with their teams. • Shared desks to be cleared of belongings and cleaned in between use by way of wiping hard surfaces including keyboards, mice and phones with suitable cleaning products by the user once finished working at the workstation. • Encourage staff to access NHS track and trace App, in the event of a staff member becoming unwell with suspected COVID-19. App will be rolled out to all firms' mobiles. • Regular review of any shared desk use and procedures to be undertaken including consultation with the users. • Staff using a shared workstation must bring their personal allocation of stationery, provided by the firm, into the office ensuring they are not shared with others and are taken home with them daily • Stationery within the office, where at all possible, must not be passed between others 	Office Managers	ASAP	Ongoing
				Office Manager	ASAP	Ongoing
				User	Daily	Complete
				All Staff	ASAP	Ongoing
				HODs/Office Manager	ASAP	Ongoing
				All Staff	Daily	Ongoing
				All Staff	Daily	Ongoing

		<p><u>Hand Washing</u> Hand washing facilities with soap and water in place.</p>	<ul style="list-style-type: none"> • Maintain adequate supplies of hot water, soap and paper hand towels at all times within all wash facilities and kitchen. Immediately report any fault or issues to Facilities. • All water outlets to be flushed and temperature checks undertaken in line with the control of Legionnaires • All washrooms and prominent areas of the building to display the NHS guidance regarding washing hands for 20 seconds. • Display the NHS – Catch it, bin it Kill it poster to remind people to catch sneezes and coughs and to avoid touching their face with unclean hands. • Tissues will be provided within offices. • Collaboration required with building management within managed premises to ensure appropriate adjustments are made in line with the Governments guidelines. • Provide waste bins within offices currently without • Hand sanitising gel is provided at the entrance and exit of the building. • Hand sanitiser to be provided within proximity to photo copiers. • Education and guidance required to ensure sanitiser and additional cleaning products are used and 	Office Managers	Daily	Ongoing
		<p>Notices located around the office displaying the NHS 20 second washing guidance.</p>		Facilities Manager	ASAP	Complete
		<p>Hand sanitising gel available in locations where hand washing is not readily available</p>		Office Managers	ASAP	Complete
				Office managers	ASAP	Complete
				Office Managers	Daily	Ongoing
				Office Manager	ASAP	Ongoing
				Facilities Manager	ASAP	Complete
				Facilities Manger	ASAP	Complete
				Office Manager	ASAP	Complete
				Facilities Manager	ASAP	Complete

			<p>stored in line with the manufacture's recommendations and COSHH regulations.</p> <ul style="list-style-type: none"> Provisions of small bottles of hand sanitiser to be made available to staff who need to see clients face to face away from the office. 	Facilities Manager	ASAP	Ongoing
		<p><u>Cleaning</u> Frequent cleaning and disinfecting objects and surfaces that are touched regularly and enhanced cleaning within high touch areas i.e. door handles, light switches, taps, kettles, keypads using appropriate products and methods</p>	<ul style="list-style-type: none"> Daily cleaning schedule to be reviewed, agreed and documented with contractors in order to allow enough resources and time to enable effective and enhanced cleaning to take place. Contact cleaning companies and request details regarding their own policies and safety precautions provided to staff undertaking cleaning within the firms' buildings. Antibacterial wipes, sprays and aerosols have been sourced and provided for staff use as required. Copier touch screens to be cleaned daily by the office managers using alcohol-based solution. Frequent checks to be carried out by managers to ensure the agreed standard of cleaning is being provided as agreed. Communal doors where appropriate, and subject to additional H&S requirements, to remain in an open position during the working day to avoid the 	<p>Facilities Manager</p> <p>Office Manager</p> <p>Facilities Manager</p> <p>Office Managers</p> <p>BMP/Office Managers</p> <p>Office Managers</p>	<p>ASAP</p> <p>ASAP</p> <p>As Required</p> <p>Daily</p> <p>Frequently</p> <p>Daily</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

			<p>potential for multiple staff need to touch during the day.</p> <ul style="list-style-type: none"> • PPE to be sourced in line with the requirements to undertake cleaning of an area after a known or suspected case of Covid-19 in line with the Governments specific guidance: Cleaning in non-healthcare settings • To implement a deep clean procedure, accordingly to risk level, when dealing with a suspected case within the office • Access to cleaning products to be made available for use on vehicles that are used in the transfer of equipment between offices. • Equipment being transferred should be cleaned, if appropriate, using appropriate products for the equipment before entering a vehicle. 	Facilities Manager	ASAP	Complete
				Facilities Manager	ASAP	Ongoing
				Office Managers	ASAP	Complete
				Facilities, Stores & IT	As Required	Ongoing
		<p><u>Deliveries and Contractors</u> Reducing transmission through contact with objects entering the workplace and vehicles</p>	<ul style="list-style-type: none"> • Royal Mail collections/deliveries to the offices are to be made ensuring social distancing is maintained. • Washing of hands or hand sanitiser application must be undertaken immediate after the post has been opened and sorted. • DX collections from a host site must be done following social distancing measures. Any concerns must immediately be raised with line managers. 	Office Manager/Reception	Daily	Ongoing
				As Above	Daily	Ongoing
				Staff undertaking collections	Daily	Ongoing

			<ul style="list-style-type: none"> • Deliveries of personal items to the business address is not allowed. • Deliveries of Stationery, drinking water bottles and Cash and Carry items, where appropriate, to be wiped clean upon delivery removing and disposing of any external plastic wrapping • Essential deliveries/collections by the archive storage team to be placed within agreed locations near to the entry points so to reduce face to face contact and requirement to collect from various rooms within offices. • All contractors are required to book in advance their attendance to the office arranged by, depending on service department Facilities, Marketing or IT. At all times informing the office manager of the office and ensuring contractors are hosted whilst maintaining a social distancing. • Contractor work will, if possible, be undertaken outside of normal working hours. 	<p>All Staff</p> <p>Office Managers</p> <p>Stores/Facilities</p> <p>Facilities, IT & Landlords</p> <p>Facilities/IT</p>	<p>Ongoing</p> <p>As Required</p> <p>As Required</p> <p>Daily</p> <p>As required</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
		<p><u>PPE</u> The wearing of PPE in order to protect workers in their roles</p>	<ul style="list-style-type: none"> • Public Health guidance on the use of PPE relates to (a) health care settings with the exception of the requirements to wear PPE as directed in the Specific guidance produced by the Government 			

			<p>when undertaking cleaning of surfaces in a suspected COVID-19 case. (b) situations where risk of transmission is very high.</p> <ul style="list-style-type: none"> Continued review of the government's guidance around the use of PPE and make necessary adjustments when required. Face coverings must be worn by visitors and clients before entering offices Supply of disposable face coverings provided to all offices for use by visitors who may attend without 	<p>Partnership</p> <p>BMP/Office Manager</p> <p>Facilities Manager</p>	<p>Continual</p> <p>Daily</p> <p>As required</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
		<p><u>Before reopening</u> Ensuring that locations are prepared for reopening</p>	<ul style="list-style-type: none"> First Aid, fire marshals and H&S operatives' roles to be reviewed at each office, where needed, additional members of staff to be recruited and trained in order to ensure offices have the relevant cover daily as required. Fire risk assessments to be reviewed and updated to consider additional COVID-19 protection measures installed and introduced within the offices. Air conditioning units to be checked and serviced as recommended within 5.1 of the government's guidance. Increase ventilation within offices by keeping doors and windows open if at all possible. Fire alarms to be tested. 	<p>Facilities Manager</p> <p>Facilities Manager</p> <p>Office Managers</p> <p>Office Manager</p> <p>Facilities Manager</p>	<p>ASAP</p> <p>ASAP</p> <p>ASAP</p> <p>ASAP</p> <p>ASAP</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Complete</p> <p>Ongoing</p> <p>Complete</p>

		<p><u>Mental Health and Wellbeing</u> Ensure the mental Health and Wellbeing of staff is supported</p> <p>Confirmed or suspected cases – individual or within ‘bubble’</p>	<p>Health and Wellbeing Policy located on the firms Intranet to providing guidance, information, links to support available and methods in which to seek support.</p> <ul style="list-style-type: none"> • Ongoing regular communication and updates thought COVID-19 Pandemic, including staff Furloughed, as appropriate. • Clear communication to staff detailing steps if they are informed they must not attend the office having been contacted by NHS track and trace informing they must isolate, displaying symptoms of Covid-19 or anyone within their bubble is displaying symptoms. • NHS and Public Health England Early outbreak management card for offices to be followed in event of notification of Covid-19 	<p>Partnership/HOD’s</p> <p>Partnership/HR</p> <p>Partnership</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Ongoing</p> <p>Ongoing</p> <p>As required</p>
Visiting Clients on Clients premises	Member of Staff visiting client premises	<p>Seek authorisation from HOD</p> <p>Read Clients COVID Risk Assessment on line; if not readily available request a copy</p>	<ul style="list-style-type: none"> • Check if the visit must be undertaken in person • Obtain a copy of clients COVID Risk Assessment • If Risk Assessment is not available / or MOS does not feel comfortable in attending in person, raise with HOD 	<p>MOS/HOD</p> <p>MOS</p> <p>HOD</p>	<p>At the time of the request</p> <p>Prior to visit</p> <p>Ongoing</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

For those MOS being informed by the Government they no longer have to shield / self-isolate	MOS who are “designated” by the Government as Clinically Vulnerable / Clinically Extremely Vulnerable; and; MOS whose dependents living at the same address are “designated” as above by the Government.	“Designated” MOS to liaise with HR Department / HOD prior to returning to the office from 3 August. MOS working from home due to dependents being “designated”	<ul style="list-style-type: none"> • Discuss with MOS reasons for “designation” and consider additional adjustments • Update HR on current situation; • If role supports working from home, continue to do the same. 	MOS/HR/HOD MOS/HR/HOD MOS/HOD	Prior to returning On receipt of Gvt guidance	Ongoing Completed.
Localised Lancashire lockdown – on Government Advise	MOS in local area	Exec keep abreast of national / local news / changes – monitor Gvt responses	<ul style="list-style-type: none"> • Communicate to HODs • Communicate to MOS in Offices located in local lockdown • Revert to staff levels during initial lockdown as far as possible Provided further localised guidance as required at the time • Comply to local lockdown office guidance. 	Exec Branch Managing Partners/HODs MOS BMPs MOS	Ongoing for all aspects.	Ongoing