

WORKING SAFELY IN OUR OFFICES DURING CORONAVIRUS

RISK ASSESSMENT

INTRODUCTION

Lichfields is committed to ensuring our staff and other visitors to our offices work safely during coronavirus. We have thought carefully about the risks to health and safety and put in place practical measures to minimise them. In doing so we will meet our legal responsibilities and Government guidelines about protecting staff and visitors to our offices as set out within 'Working safely during Covid-19 in office and contact centres, Guidance for employers, employees and the self-employed, 11th May 2020' (HM Government) and taking into account any differences that may exist between England, Scotland and Wales.

This Risk Assessment forms the output of this exercise and has been the subject of consultation with our staff, including the completion of a Staff Survey. With the practical measures outlined in the tables below in place we will comply with the Government's guidance on managing the risk of coronavirus, in particular the 'Five steps to safer working together', as set out in the guidance document above and below:

1. We have carried out a risk assessment and shared the results with the people who work here;
2. We have cleaning, handwashing and hygiene procedures in line with guidance;
3. We have taken all reasonable steps to help people work from home;
4. We have taken all reasonable steps to maintain a 2-metre distance in the workplace; and
5. Where people cannot be 2 metres apart, we have done everything practical to manage transmission risk.

This Risk Assessment is available on our intranet and on our website at www.lichfields.uk.

MONITORING AND REVIEW

This Risk Assessment will be monitored on an ongoing basis and reviewed every three months or as may be necessary in-between times, for example, if Government guidance changes or we receive feedback from those using our offices about how things could be improved.

The Operations Manager (sophie.jefferson@lichfields.uk) is responsible for the monitoring of this Risk Assessment reporting to the Finance and Operations Director and the Chief Executive. Any enquiries about this Risk Assessment or feedback on the operation of the practical measures outlined in the tables below should be directed to the Operations Manager, in the first instance.

Signed:

James Fennell

Chief Executive, Lichfields

Date: 23 September 2020

RISK ASSESSMENT: PRACTICAL MEASURES TO MINIMISE RISK

Lichfields is committed to ensuring our staff and other visitors to our offices work safely during coronavirus.

Area/ Risk	Who might be affected?	Practical measures to minimise risk
<p>1. Being alert to possible symptoms of Covid-19</p> <p>Heightened risk of the spread of infection by staff who are showing symptoms of Covid-19 or are otherwise unwell.</p>	Staff and other visitors	<ol style="list-style-type: none"> All vulnerable¹ staff are requested to work from home. Staff have been informed that they should not attend the office if they feel unwell, even where their symptoms are not necessarily consistent with those associated with Covid-19. Staff and visitors who start to feel unwell in the office will be asked to leave immediately or as soon as they are reasonably able to. If they are too ill to travel home, they will be asked to move to an isolation area until alternative arrangements can be organised. Staff who test positive for coronavirus or show symptoms must self-isolate and not return to the office for at least 10 days from when their symptoms started. Where there is a confirmed Covid-19 case we will liaise with building management to determine what action is appropriate. Where a staff member who has attended the office has symptoms which are consistent with Covid-19, we will carry out a 'track and trace' of those who may have come into close contact with that person whilst they were in the office. These people will be asked to work from home for 14 days.
<p>2. Travel to and from the office</p> <p>Heightened risk of infection arising from the use of public transport.</p>	Staff who use public transport	<ol style="list-style-type: none"> Staff are enabled to work from home. Staff are encouraged to facilitate internal and external meetings by virtual means to avoid the need for travel. All staff and visitors are asked to wash their hands on arrival to the office. Staff are encouraged to travel to the office by bike or on foot, where possible, and assistance with the purchase of a new bike is available through the Cycle to Work scheme. Where travelling by public transport to the office is required, staff are encouraged to follow Government guidance and wear a face mask and gloves if required. Staff travelling by public transport are encouraged to stagger their start and finish times to seek to avoid peak travel times.

Area/ Risk	Who might be affected?	Practical measures to minimise risk
<p>3. Social distancing</p> <p>Heightened risk of infection arising from inadequate social distancing of staff and visitors.</p>	<p>Staff and other visitors</p>	<ul style="list-style-type: none"> a. Staff numbers attending the office will be restricted to maintain a working environment with appropriate social distancing. b. Alternate working days will be introduced if required as the number of staff needing to attend offices increases. c. 'Work safely' branded signage and floor markings have been introduced in all offices reminding staff of social distancing requirements. d. Where possible one-way movement systems have been introduced. e. Office seating layouts have been planned to maintain social distancing. f. Staff are encouraged to facilitate internal and external meetings by virtual means to reduce the need for in-person meetings. g. The number of people who can use meeting rooms is restricted, chairs have 'fixed' positions and guidance is provided by the 'Work safely' signage in order to maintain social distancing. h. Excess chairs have been removed from meeting rooms, breakout, and kitchen areas to maintain social distancing. i. Clients visiting offices will be restricted to reception areas and meeting rooms only. Contractors will be taken to the areas for their work, and social distancing arrangements put in place.
<p>4. Cleaning and hygiene</p> <p>Heightened risk of infection arising from inadequate cleaning and hygiene procedures.</p>	<p>Staff and other visitors</p>	<ul style="list-style-type: none"> a. Staff have been informed to sign-in when entering the office via their mobile app (London only) or by using their own pen (all other offices). b. 'Work safely' branded signage has been introduced in all offices reminding staff of cleaning and hygiene requirements. c. Anti-bacterial hand gel, IT wipes, surface cleaner, hand towels, tissues and closed waste bins are provided at Sanitisation Stations located in reception areas and around all our offices. d. Before using shared spaces and shared equipment, antibacterial spray, disposable paper towels and IT wipes are provided for staff to clean down surfaces, chair arm rests, TV remotes and other shared equipment. e. Staff may wish to bring their lunch in and eat at their desk to reduce the use of the kitchen areas. f. Printing is restricted to essential printing only in order to reduce use of the printing areas. g. We have liaised with landlords and our cleaning companies to ensure they have systems in place which are Covid-19 secure and consistent with the practical measures we have introduced.

Area/ Risk	Who might be affected?	Practical measures to minimise risk
<p>5. Site visit and attendance at meetings away from the office</p> <p>Heightened risk of infection arising from attending and travelling</p>	<p>Planning staff</p>	<ul style="list-style-type: none"> a. Meetings should be conducted remotely by virtual means, where possible, to reduce the need for in-person meetings. b. Before attending any meetings or site visits away from the office, staff are required to satisfy themselves that the necessary practical measures are in place at the destination address to enable them to do so safely. c. With respect to 5(b) above where there may be any concerns, staff are required to undertake a risk assessment with their line manager before deciding whether it is safe to attend.
<p>6. Staff and visitor wellbeing</p> <p>General concerns and uncertainty as we re-occupy our offices having an adverse impact on the wellbeing of our staff.</p>	<p>Staff and visitors</p>	<ul style="list-style-type: none"> a. All our offices are open. Staff should only attend if they consider they cannot work from home. We ask where staff attend they think carefully about the risks and are vigilant about social distancing. b. Staff are required to be familiar with this Risk Assessment, and the practical measures within it, so they are able to look after the health and wellbeing of visitors to the office as far as Covid-19 issues are concerned. c. We will continue to communicate with staff on a regular basis via Staff Updates about the Company's response to Covid-19. d. If any member of staff is concerned about their own wellbeing or that of another member of staff (or a visitor to the office) they are encouraged to take this up with their line manager. e. The Wellbeing Team will continue to promote good health and wellbeing and is available as an alternative point of contact for staff. f. The Employee Assistance Programme (Empathy) is available for use by staff and their families.

¹ We will use the Government's definition for "vulnerable" as our starting point, but it is extended to include others who may consider themselves to be vulnerable, or those who care for vulnerable people.