

RISK ASSESSMENT – WORKING IN OFFICE

Date of assessment: 12 June 2020

Health & Safety Competent Adviser: Towergate Insurance

Musker McIntyre Health & Safety Co-ordinator: Joanna McIntyre

Partner responsible for H&S: Joanna McIntyre & Simon McIntyre, Managing Partners

MUSKER MCINTYRE
ESTATE AGENTS & FINANCIAL SERVICES

In addition to this Risk Assessment, please follow the guidance in the documents on the intranet under Coronavirus (Covid-19) Update and the folder 'Back to Work'.

		Already in place?	Able to introduce	Notes
1.	Hygiene and Cleaning			
1.1	Hand Washing			
	Wash your hands regularly with soap and water.	✓		Hand Washing guidance signs up in all toilet cubicles and by sinks.
	Encourage the washing of hands more often than usual for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose.	✓		Frequent emails to all staff reminding them of the Government and NHS/Public Health England latest guidelines.
	Hand washing signs will be put up on the back of all toilet doors.	✓		Hand Washing guidance signs up in all toilet cubicles and by sinks.
	If handwashing facilities are not accessible, you should use hand sanitiser. Hand sanitiser signs around the office.	✓		Hand sanitiser 'stations' around the office, at reception and on desks.

		Already in place?	Able to introduce?	Notes
1.2	Hand Sanitiser			
	There will be hand sanitiser 'stations' around each office. Each 'station' will have a sign and a hand sanitiser labelled for that area. Please do not remove the hand sanitiser from that location.	✓		In place already.
	Use no more than the size of a 50p coin - this will adequately cover your fingers, thumbs, the back of your hand and the palms of your hand.	✓		Staff frequently reminded.
1.3	Surface Wipes			
	Musker McIntyre will supply surface wipes where possible, as supplies are difficult to obtain and stocks are low, staff are encouraged to bring their own in where this makes them feel more comfortable (but note these cannot be reclaimed on expenses).	✓		No problem to date in purchasing these, plenty available in each office.
	Wipe down your desk at the end of each day, you may also wish to wipe the arms of your chair and office door handles, light switches, cupboards etc.	✓		This practice will start as soon as offices are repopulated.
	Wipe all communal equipment after use, i.e. door handles, fridge door, the photocopier / printer after use - wipes should be provided in all communal areas.	✓		This practice will start as soon as offices are repopulated.
	Use antibacterial / antiviral spray, with blue roll or paper towels to wipe down surfaces (should be used in place of surface wipes where possible).	✓		This practice will start as soon as offices are repopulated.
	Cleaning regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.	✓		This practice will start as soon as offices are repopulated.

		Already in place?	Able to introduce?	Notes
1.4	Cleaning			
All office cleaning companies should produce a list of 'Covid Secure Standard' measures they are implementing; Office Managers and local Partners to deal with this.		✓		The offices are currently cleaned by those in the office - no external cleaners in place
Before re-opening:				
Cleaning sites and providing hand sanitiser.		✓		One covid secure team volunteer from each office will be responsible for ensuring this is done.
Keep doors and windows open for as long as possible (unless fire doors), to encourage air flow and improved ventilation.		✓		One covid secure team volunteer from each office will be responsible for ensuring this is done.

	Already in place?	Able to introduce?	Notes
Office Managers should check whether there is a 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. <i>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.</i>	✓		All Office Managers have been notified to ensure this is completed by 15 June.
Once office is re-open/occupied:			
Opening windows and doors frequently to encourage ventilation, where possible.	✓		
Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.	✓		All staff have been notified of their personal responsibility.
1.5 Wash your clothes regularly			
There is some evidence that the virus can stay on fabrics for a few days, although usually it is shorter. Therefore, if you are working with people outside your household, wash your clothes regularly.	✓		All staff have been informed of this.
1.6 Handling goods, merchandise and other materials, and onsite vehicles			
Cleaning procedures for goods and merchandise entering the site.	✓		A member of staff responsible for wiping down deliveries.
Regular cleaning of vehicles that workers may take home; especially door handles, steering wheels etc.	✓		All staff have been notified of their personal responsibility.
Restricting non-business deliveries, for example, personal deliveries to workers.	✓		Staff have been told they can no longer have personal deliveries to work with immediate effect.

		Already in place?	Able to introduce?	Notes
2.	Social Distancing – General guidelines			
2.1	2 metre social distancing guidelines			
	Maintain 2 metres social distancing wherever possible in the office, including while arriving at and departing from work, while in work, and when travelling between sites. <ul style="list-style-type: none"> Signs will be put up in Reception, communal areas, and various office locations to reinforce and remind. 	✓		Signs will be put in place around all offices, email reminders to staff and Disciplinary Dismissal Policy updated to reflect the seriousness of the issue.
	Floor tape should be used to mark areas around communal equipment, such as photocopiers/franking machines etc. and in front of Reception desks and might be used to inform of a ‘walking one-way system’ through the office.			As we only have one or two people per office please do not use at the same time.
	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: <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). 	✓		Desks have been moved, as we have only started to repopulate offices with low numbers of staff (in order to look after our staff as much as possible), staff have been able to move to different desk, away from close proximity to colleagues. Also some working remotely

	Already in place?	Able to introduce?	Notes
2.2 DDP (Disciplinary Dismissal Policy)			
Failure to adhere to social distancing or Covid secure standards now comes under 'gross misconduct' in the DDP. Please refer to the Staff Handbook.	✓		Staff have been informed.
2.3 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.	✓		Already in place due to staff contracted hours.
Providing additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible.		✓	Where necessary we have addressed this in each office.
Reducing congestion, for example, by having more entry points to the workplace.	✓		Where we have been able to we have done this.
Using floor markings and introducing one-way flow at entry and exit points.			As we only have one or two people in each offices not relevant.
Providing handwashing facilities, or hand sanitiser where not possible, at entry and exit points.	✓		Available at all offices.
New signing in and out processes, for example, not sharing pens to record/tick when in or out of the building.		✓	New signing in process for most offices.

		Already in place?	Able to introduce?	Notes
2.4	Moving around the office			
	Introducing a one-way flow through buildings, where possible/necessary.		✓	We have not identified an office this is necessary in yet but can adapt at short notice if necessary.
	Regulating use of high traffic areas including corridors, walkways, kitchens, meeting rooms etc.	✓		Only one at a time Signs are needed in all communal areas limiting the number of people at any one time and the processes for wiping down after use.
2.5	Workplaces and workstations			
	Review layouts and processes to allow people to work further apart from each other.	✓		desks moved etc.
	Using floor tape to mark areas to help workers keep to a 2m distance.	✓		Not necessary as enough space already
	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.	✓		Staff have moved desks or are working from an unoccupied desk.
	Only where it is not possible to move workstations further apart, using screens to separate people from each other.			Not applicable
	Managing occupancy levels to enable social distancing.	✓		Currently only one or two people in each office.

	Already in place?	Able to introduce?	Notes
Avoiding use of hot desking (more than one person using a workstation).	✓		Where staff have moved desks, they have moved to a location where their colleague remains working from home.
2.6 Communal areas			
<p>Reception Areas:</p> <ul style="list-style-type: none"> • Tape should be on the floor to denote 2 metres from the Reception Desk and to show visitors and staff where to stand. • Information posters should be displayed in the Reception area. • Receptionists should sign the Visitors Book on behalf of the client. • Receptionists should sign the staff ‘movement’ sheet on their behalf, where this is not possible, staff should use their own pen to mark themselves in or out of the office. • Hand sanitiser to be provided in all Reception areas. 			<p>We are running a locked door policy - so not entry to the public into offices.</p> <p>We do not have a Reception Area</p>

	Already in place?	Able to introduce?	Notes
<p>Kitchen</p> <ul style="list-style-type: none"> • Each office to decide number of people allowed in the kitchen at any one time, dependent on size of kitchen. • A note to be put on the door to remind staff. • Each member of staff should make their own drinks. • Each member of staff should use their own mug, glass/cup, cutlery where possible. • Each member of staff should wipe the fridge door and any hard surface they have been in contact with immediately after use. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		<p>All done - signage relating to all points available on kitchen door and inside the kitchens.</p> <p>Signs are needed</p>
<p>Toilets</p> <ul style="list-style-type: none"> • Paper towels to be used in place of cotton hand towels and hand dryers. • Wipes should be used on taps, sinks after each use. • Soap should be should when washing hands. 	<p>✓</p> <p>✓</p> <p>✓</p>		<p>All in place and signage to reiterate message.</p>
<p>Stairways</p> <ul style="list-style-type: none"> • Only one person the stairs at any one time. • Wait at least 2m away from the top or bottom of the stairs until free. 			<p>We have no stairs</p>
<p>Office Walkways</p> <ul style="list-style-type: none"> • One-way walking systems may be introduced, where practicable to do so, to minimise face to face contact with colleagues. • Arrows will be marked on the floor in tape. 			<p>We have no walkways</p>

	Already in place?	Able to introduce?	Not necessary/viable?
3. Personal protective equipment (PPE) and face coverings			
3.1 PPE			
Your Office Manager or H&S Coordinator will continue to be responsible for overseeing the purchasing and supplying of these items, according to local office need.			
In addition to the usual PPE available to carry out your role, your office should have been provided with:			
• Additional stocks of soap for cloakrooms and all sinks	✓		Ordered/Delivered
• Surface spray - for use by all Staff	✓		Distributed to Staff already
• Gloves	✓		Distributed to Staff already
• Face Masks (for frequent public facing staff)	✓		Distributed to Staff already, where relevant for role. Now we all have our own face masks anyway
• Paper Towels / Blue roll	✓		Ordered/Delivered
• Hand sanitiser (min. 70% alcohol)	✓		Ordered/Delivered
• Desk/surface wipes	✓		Ordered/Delivered

	Already in place?	Able to introduce?	Notes
<p>3.2 Face coverings</p>			
<p>Wearing a face covering is optional and is required by law for dealing with face to face meeting with clients at their home and including in the workplace.</p> <p>Evidence suggests that wearing a face covering does not protect you; however, if you are infected but have not yet developed symptoms, it may provide some protection for others you come into close contact with.</p> <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 • 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 • 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 <p>Face coverings do not replace social distancing. If you have symptoms of COVID-19 (cough and/or high temperature), you and your household must isolate at home: wearing a face covering does not change this.</p> <p>You can make your own face coverings. The key thing is it should cover the mouth and nose.</p> <p>Information above taken from: https://www.gov.uk/government/publications/staying-safe-outside-your-home/staying-safe-outside-your-home [Accessed on 14 May 2020].</p>	<p>✓</p>		<p>Face coverings were provided for anyone client/customer facing and then anyone who was particularly anxious about returning to work.</p> <p>We now all have our own individual face coverings/masks - please use them on all appointments, viewings, meetings etc.</p> <p>If there is a need for someone to come into the office please put on your face mask</p>

		Already in place?	Able to introduce?	Not necessary/viable?
4	Meetings			
4.1	Managing your Customers, Visitors and Contractors in office			
	<p>Inform client of our rules - see below for more details.</p> <p>Ask if clients to bring their own refreshments if they would prefer</p>	✓		Staff are encouraged not to hold meetings in office, but where absolutely necessary they must follow the rules below.
4.2	Minimise the number of unnecessary visits to offices:			
	Encouraging visits via remote connection/working where this is an option.	✓		All these guidelines will be practiced and part of the process from 15 June onwards. We are running a Locked Door Policy - By Appointment Only AVOID MEETINGS IN OFFICE
	Where office visits are required, guidance on social distancing and hygiene should be explained to visitors on or before arrival.	✓		
	Limiting the number of visitors at any one time, specific visiting times.	✓		
	Determining if schedules for essential services and contractor visits can be revised to reduce interaction, for example, carrying out services at night.	✓		
	Maintaining a record of all visitors, if practically possible, in the event of an outbreak among staff.	✓		
	Revising visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in reception.	✓		

		Already in place?	Able to introduce?	Not necessary/viable?
4.3	Providing and explaining available guidance			
	<p>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.</p> <p><u>We strongly advise not to meet clients face to face and to conduct business over the phone or via video conferencing</u></p>	✓		<p>This will be standard practice from 15 June.</p> <p>All staff, regardless of role, have been emailed a copy of these guidelines and they are also available on the intranet.</p>
4.4	During the meeting in office (with members of the public/clients)			
	<p>Do not shake hands with the client.</p> <p>If opening a door for them, remain behind the door - protect your face.</p> <p>You are at higher risk of being directly exposed to respiratory droplets (released by talking or coughing) when you are within two metres of someone and have face-to-face contact with them.</p> <p>You can lower the risk of infection if you stay side-to-side rather than facing someone.</p> <p>Maintain social distancing throughout the meeting - removal of chairs around table, re-arranging tables.</p> <p>If providing the client with refreshments, wash your hands before handling cups, teabags, coffee canisters etc. Provide the client with wipes during the meeting to wipe cup handles etc.</p> <p>If the client uses the toilet facilities, ask them to use the paper towels to wipe down the loo handle/flush, sink etc after themselves.</p> <p>Point out where the handsanitiser is.</p> <p>Do not share pens.</p>	✓		<p>This will be standard practice from 15 June.</p> <p>All staff, regardless of role, have been emailed a copy of these guidelines and they are also available on the intranet.</p> <p>Do not offer any refreshments</p>

	Already in place?	Able to introduce?	Notes
<p>4.5 After the meeting in office (with members of the public/clients)</p>			
<p>Remove any glasses/mugs/water jugs and place directly in dishwasher or wash up immediately, do not leave on a surface in the kitchen.</p> <p>Wipe down the chairs and tables once the client has left the building and all door handles.</p> <p>Open doors and windows in that meeting room for ventilation (where possible).</p> <p>Wash your hands thoroughly for at least 20 seconds.</p>	✓		<p>Avoid meetings in the office.</p> <p>All staff, regardless of role, have been emailed a copy of these guidelines and they are also available on the intranet.</p>
<p>5. Internal meetings</p>			
<p>There are many measures which can be taken to ensure office meetings remain regular and effective, whilst minimising the risk of infection, such as:</p> <ul style="list-style-type: none"> • Use video conferencing facilities wherever possible. All staff have access to Microsoft Teams. Many also use Zoom and WhatsApp. • Where possible, limit the number of face to face participants at each internal meeting - only absolutely necessary participants should attend. • Sit at least 2m apart throughout. • In areas where meetings regularly take place, use floor signage to help maintain 2m distancing rules. • Hold the meeting outside or in a well-ventilated area, if possible. • Wash your hands before the meeting. • Provide hand sanitiser in meeting rooms. • No shared water jug / coffee pots etc. 	✓		<p>Avoid 'inter-office' meetings - to maintain the office bubbles</p> <p>All staff, regardless of role, have been emailed a copy of these guidelines and they are also available on the intranet.</p>

	Already in place?	Able to introduce?	Notes
<ul style="list-style-type: none"> • Clear your own mug/glass away and wipe down your table area at the end of the meeting. • Avoid further transmission during meetings by avoiding sharing pens and other objects. • We can see no reason, presently, for travel to an office other than your usual place of work, meetings or training purposes other than your local one. 	✓		
6. Cars and visits			
Minimising non-essential travel - consider remote options first.	✓		This has been the rule since 1 st March.
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.	✓		This has been the rule since 1 st March.
Always keep hand sanitiser in vehicle, to use immediately before an appointment and again, immediately after.	✓		Orders are being delivered to each office to ensure staff have a bottle each.

	Already in place?	Able to introduce?	Notes
<p>7. 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>✓</p>		<p>This is the generic Risk Assessment and covers the minimum requirements that each office must follow.</p> <p>All staff have been emailed a copy of this Risk Assessment.</p> <p>This document is available on our website.</p>

	Already in place?	Able to introduce?	Notes
8. Communications and Training			
8.1 Prior to returning to work			
All staff to be issued with: <ul style="list-style-type: none"> • A copy of this Risk Assessment • A copy of the Musker McIntyre Return to Work - All Staff Risk Assessment • Access to all Risk Assessments via the intranet and Access Workspace • Government guidelines for their relevant working sector (if available) 	✓		Staff and Partners were emailed on 12 June, by Joanna McIntyre to acknowledge we are 'Covid Secure'.
Online training and question and answer session run by Line Managers and Partners.	✓		Each office needs to keep in touch with Joanna McIntyre with any queries
Engaging with workers through existing communication routes and worker representatives to explain and agree any changes in working arrangements.	✓		Staff and Partners have the opportunity, at any time, to raise any issues/ideas. The Coronavirus Team have frequently kept staff up to date with email and video communication.

	Already in place?	Able to introduce?	Notes
8.2 Ongoing Communications/Training			
<p>Providing clear, consistent and regular communication to improve understanding and consistency of ways of working amongst your workers.</p> <p>Ongoing engagement with employees to monitor and understand any unforeseen impacts of changes to working environments.</p>	✓		<p>From 15 June, we will continually monitor the office environment and that of our clients/customers and contractors and adapt where necessary. We are committed to continuing to provide our excellent level of service and consultancy whilst maintaining all covid secure standards.</p>
<p>Awareness and focus on the importance of mental health at times of uncertainty; HR to regularly signpost help for all employees.</p>	✓		<p>Please contact Joanna McIntyre if you need any support with this and she can provide details of where support can be found.</p>
9. Review of processes and procedures			
<p>Weekly reviews of risk assessments and working practices, in the first instance, to take place between local office point of contact and Partners, Joanna & Simon McIntyre.</p>	✓		<p>This is being done on a weekly basis.</p>
<p>Updates to Coronavirus Team - monthly</p>			

Signed by Health & Safety Co-ordinator: Joanna McIntyre – 12th June 2020