

Back to the Future Strategy Plan & Risk Assessment

A Plan and Risk Assessment to ensure a safe and successful return to our offices

The COVID-19 pandemic escalated quickly. Whilst we are still currently in the lockdown phase, we must now look forward and start to plan for a phased return to the workplace. It is highly likely that it will take some time to return to what we know as “business as usual”, therefore we will act now on Government guidance and continue to amend our procedures and plans on an ongoing basis.

The COVID-19 risk will remain a major consideration for some time to come and certain measures that have already been adopted, such as social distancing and enhanced cleaning regimes, will remain in place for the foreseeable future. This Risk Assessment has been prepared to provide an aid for all of our offices to be prepared at this time and moving into the future.

Back to the Future

We anticipate that in the coming weeks, the government will start to issue guidance around a potential phased return to the workplace. This Back to the Future Strategy and Risk Assessment has been written to provide guidance and consideration on every aspect of our work environment for our return to our offices. The Risk Assessment within this strategy is to provide guidance to each of our offices to consider individual office requirements for implementing effective social distancing and preventative measures, (wherever possible) that work specifically to the individual office.

BENEFITS

By providing clarity around the benefits to our business of having a comprehensive back-to-the-office plan, will focus all our minds on the importance of achieving a successful outcome.

Reduce risk of spreading COVID-19

This is the priority driving all your workplace assessments and planning.

Strengthen company culture

Demonstrating leadership tenacity now will engender a future based on trust and a sense of true value for individuals and teams.

Increase staff wellbeing

The wellbeing of our staff is paramount. Our culture of listening and inclusion will drive your people's sense of well-being at work. Our ability to address staff's concerns and take subsequent action will result in an enhanced sense of staff contentment. Continued flexibility will allow a balance at home and in the workplace.

Maximise productivity

Identifying capacity, repurposing space, rotating teams, and ensuring people are cared for will contribute to maximum output.

PICK EVERARD

Improved recruitment and retention

New talent will react positively to a business that has put the health and well-being of its people high up on their agenda in this crucial time. Existing staff will be more likely to stay if their leadership has met their needs professionally and personally in this difficult time.

1.0 Planning Team for Back to the Future

Please consider and complete your responses in the Risk Assessment below. In planning your office return guidance can be sought from key teams including: HR, IT, and the Compliance & Performance Teams.

1.2 Review of People Data

In the first instance contact the HR team to obtain the latest information on staff regarding their ability to return to their normal workplace. Consideration to be given to those that are considered vulnerable or in the high-risk category.

NOTE: IF PEOPLE ARE DISPLAYING COVID 19 SYMPTOMS THEY SHOULD BE ADVISED TO STAY AT HOME AND CONTINUE TO WORK FROM HOME IF THEY ARE ABLE TO.

1.3 Use of Public Transport

Encourage employees to minimise their use of public transport for work meeting purposes and encourage the use of other mediums such as Teams, Skype etc. For to and from normal work location encourage the use of solitary transport such as own car, bicycle etc or consider car share to avoid public transport.

2.0 Communication

Life back-in-the-office will be a different business environment. It is important everyone has been consulted with collaboratively and that we openly communicate the new behaviours and rules expected from our people with clarity and integrity.

PICK EVERARD

Regular reviews, refinements and repetition will build on a successful implementation of our 'Back to the Future Strategy Plan and Risk Assessment'.

2.1 Educate your team on the benefits of returning to the office:

- Face-to-face contact
- Technical amenities
- Re-build rapport and strengthen working relationships
- Visibility in the office
- Benefitting from team dynamics

2.2 Explain the benefits of continuing to work from home:

- Work/life balance
- Environmental benefits
- Opportunity to have focused quiet time to concentrate
- Safety (Social distancing)
- Cost savings

2.3 Adopt different channels of communication as well as different mediums to host what would have otherwise been face-to-face meetings:

- Email
- Intranet
- SharePoint
- MS Teams, Skype
- Conference calls
- Newsletters/leaflets
- Posters

PICK EVERARD

- leaflets

Repeat the Key Messages.

2.4 Develop Messaging Tools

For Staff:

- Protocol reminders – keeping a safe distance
- Circulation path markers
- Hand washing instructions
- DIY cleaning guidelines
- FAQ postings
- Stay safe etiquette guides

For Clients and Visitors:

- Entry point tools to reassure guests and communicate how procedures are being implemented in the building

For Deliveries:

- Documents for external personnel on our protocol for receiving inbound deliveries
- Guidelines for our teams setting out procedures for receiving external mail
- Advertise guidelines setting out procedures for handling internal mail

2.4 Ongoing Communication - Remind your team of:

- Continuous feedback loop support forums
- Mental Health and Wellbeing concern contacts
- Support information available on the People Hub for people needing support with Personal Resilience
- Contact with HR as a supportive colleague

2.5 PPE

PPE (*gloves & masks as a minimum*) will be made available for when working in both common, occupier areas and in third party offices. Separate bins to be provided to dispose of PPE. Ensure cleaners have been contacted and made aware of the 'PPE bin'. There may-be specific additional PPE required for third party offices which can be provided by contacting the Health & Safety Manager – Allisonbentley@pickeverard.co.uk

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
<p>Spread of Covid-19 Coronavirus</p>	<p>Staff, visitors, cleaners, drivers, contractors vulnerable groups and anyone else using our offices or who physically comes in contact with you in relation to our business.</p>	<p>Reception and Welcome Areas</p> <p>Set standards for reception and welcome areas:</p> <ul style="list-style-type: none"> Establish rules regarding external visitors. If receptions are not big enough to observe the 2M rule, consider using a meeting room. Alternatively keeps visitors to a minimum and consider only having pre-booked visitors. Establish procedures for the acceptance of deliveries 	<p>Lobby - hand sanitiser is in place for use by all attending the building.</p> <p>Signing in book in place on each floor for Track & Trace (T&T) purposes</p> <p>All visitors and deliveries only, make way to 3rd floor, sign in for T&T. Staff making arrangements for visitors' attendance to manage attendance in accordance with this risk assessment on the day.</p>	<p>ALL</p> <p>ALL</p> <p>ALL</p>		

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
		<ul style="list-style-type: none"> • Establish protocols for lift lobbies, lift usage and escalators - consider 1 possibly 2 people per lift, stairwells and encourage people to use the stairs observing social distancing at all times • Control access routes via signage and reinforce security measures. • Install plexiglass screens at reception/welcome areas • Remove seating to ensure two metre spaces <p>Remove magazines and other non-essentials items</p>	<p>2M signage in place, lift signage in place - Lifts are to be restricted to 1 person use only.</p> <p>Signage, access procedures and 1-way systems are in place</p> <p>N/A in Leicester</p> <p>Actioned, staff to be advised of allocated desk positions as part of first day induction on arrival.</p> <p>Actioned</p>	<p>ALL</p> <p>ALL</p> <p>-</p> <p>ALL</p>	<p>When required to maintain 2M distance</p>	

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
		<p style="text-align: center;">Ensure signage for DIY cleaning and supply hand sanitiser and wipes</p> <p>Define Staffing Levels</p> <p>Establish a rota system based on workspace assessment and protocols</p> <p>Assess IT requirements to fulfil rotating teams and continued home working</p> <p>Plan to stagger teams by rotation (<i>guidance and template available from the HR team</i>):</p> <ul style="list-style-type: none"> • Week days, start/finish times during the day, weeks on/off. <p>Ensure rotated teams simulate your typical work environment. Talk</p>	<p>In place</p> <p>Stage 1 limited numbers only to occupy allocated desk spaces.</p> <p>Actioned</p> <p>Staggered shifts to be implemented under Stage 2 onwards. Working times confirmed for all Stage 1 staff.</p> <p>Teams maintained as far as practicable</p>	<p>ALL</p> <p>NMI</p> <p>Line Managers</p> <p>Line Managers</p>	<p>3-8-20</p>	<p>✓</p>

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
		<p>together as a team to ensure that the team presence is balanced.</p> <p>Stagger and lengthen lunch and break times to avoid overloading of shared spaces</p> <p>Review HR Advice on managing flexible teams</p> <p>Ensure signage for DIY cleaning and supply hand sanitiser and wipes</p>	<p>As part of induction on return to office</p> <p>On-going</p> <p>In place</p>	ALL		

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
		<p>Desk Areas and Space</p> <ul style="list-style-type: none"> • Reduce the number of desks based on protocols • Ensure users are 2M apart to ensure social distancing protocols • Assign desks to individuals • Remove: <ul style="list-style-type: none"> - excess monitors and other equipment - surplus furniture - all personal items and placed in pedestal or box to allow easy movement of staff - Re-orientate desks so employees are not facing each other 	<p>Desks to be used in Stage 1 marked with name tags, within social distancing protocols, Stage 2 TBC</p> <p>Actioned, as above</p> <p>N/A</p> <p>N/A</p> <p>To be actioned and discussed at induction.</p> <p>N/A in Leicester. Allocated desking prevents face to face orientation.</p>	<p>ALL</p> <p>ALL</p>		

Leicester office BTF Stage 1

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
		<ul style="list-style-type: none"> • Eliminate hot desks: <ul style="list-style-type: none"> - Implement "clear desk policy" - If not possible to assign all desks, stagger teams of people accordingly - Allow flexible working (collaborate in the office and stay at home for focused work) - Ensure IT equipment adequately allows for flexible workspaces • Separate banks of desks • Stagger people to fit capacity. <ul style="list-style-type: none"> - Ensure the staggered workforce simulates the typical cross-section of teams - If individuals are assigned the same desk 	<p>Hot desks not to be used</p> <p>N/A in Leicester</p> <p>Actioned</p> <p>Actioned</p> <p>N/A in Leicester</p> <p>Actioned where practicable</p>	<p>ALL</p> <p>-</p> <p>ALL</p> <p>NMI</p> <p>-</p> <p>-</p>	<p>3-8-20</p>	<p>✓</p>

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
		<p>during different shifts, consider bringing own keyboard and mouse</p> <ul style="list-style-type: none"> - People to use mobiles where they can? <p>Ensure IT equipment adequately allows for flexible workspaces.</p> <p>Ensure signage for DIY cleaning and supply hand sanitiser and wipes</p>	<p>N/A in Leicester</p> <p>Yes</p> <p>Actioned</p> <p>In place</p>	<p>-</p> <p>NMI</p>	<p>3-8-20</p>	<p>✓</p>
		<p>Meeting Rooms</p> <ul style="list-style-type: none"> • Remove and store chairs to ensure the 2M social distancing • Reduce capacity of any in-person meeting to 3 people • Maintain use of meeting rooms for 1-1 collaboration 	<p>Signage, hand sanitisers and wipes in place</p> <p>N/A</p> <p>As above</p>	<p>ALL</p> <p>-</p> <p>ALL</p>		

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		<p>Ensure signage about DIY cleaning and supply hand sanitiser and wipes</p> <p>BOOTHES/PODS/BREAKOUT AREAS</p> <ul style="list-style-type: none"> • Ensure strict rules around use • Ensure cleaning materials are available <p>Ensure signage for DIY cleaning and supply hand sanitiser and wipes</p> <p>COMMON WALKWAYS</p> <ul style="list-style-type: none"> • Implement one-way corridors where possible: <ul style="list-style-type: none"> - Introduce floor markers • Widen walkways where possible 	<p>In place</p> <p>N/A at Leicester</p> <p>Signage and floor markings in place</p> <p>Actioned where practicable</p>	<p>-</p> <p>ALL</p> <p>ALL</p>		

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		<ul style="list-style-type: none"> • Identify pinch-points and areas for queuing • Implement "One in - One out" systems • Ensure complete compliance with building regulations and fire regulations <p>Ensure signage for DIY cleaning and supply hand sanitiser and wipes</p> <p>COMMON AREAS) Kitchens, bathrooms, prayer area, drinks machines, mail room etc)</p> <ul style="list-style-type: none"> • Establish protocols for the common areas • Reinforce personal cleaning habits in washing hands 	<p>As above</p> <p>Signage in place for accessing copiers etc</p> <p>Fire warden coverage to be confirmed at induction.</p> <p>In place</p> <p>Leicester – 5th floor currently not to be used.</p> <p>Signage in place in all areas</p>	<p>ALL</p> <p>ALL</p> <p>ABE</p> <p>ALL</p> <p>ALL</p>		

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
		<ul style="list-style-type: none"> • Control entry and exit areas • Stagger breaks and lunchtimes • Restrict printing or copying to particular times for teams/individuals • Encourage people to bring in their own lunches and AVOID meeting lunches provided by outside caterers • Protocols for use of fridge well wrapped, minimise touching, wash hands, use gloves • No shared food 	<p>Signage in place in all areas</p> <p>Actioned.</p> <p>1 person at the time at each printer, wipes provided to wipe down controls</p> <p>Included within induction and pre-induction information</p> <p>Hand sanitiser and wipes required</p> <p>All staff to provide their own lunches</p>	<p>ALL</p> <p>ALL</p> <p>ALL</p> <p>ALL</p> <p>ALL</p> <p>ALL</p>		

Leicester office BTF Stage 1

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
		<ul style="list-style-type: none"> Establish protocols on cycle to work arrangements and shower facilities <p>Ensure signage for DIY cleaning and supply hand sanitiser and wipes</p> <p>Cleaning/Services</p> <ul style="list-style-type: none"> Review when normal cleans can be undertaken and liaise with cleaning contractors Full and rigorous inspection prior to returning to the office including security, air conditioning etc. 	<p>Leicester shower heads to be descaled and showers to be run following lack of use</p> <p>In place</p> <p>Cleaner in office during w/c 3/8 to enable cleaning of areas and common areas</p> <p>Leicester air con serviced 30/7/20</p>	<p>Julie Bolton</p> <p>Julie Bolton</p>		

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		<ul style="list-style-type: none"> • Refocus away from conference rooms towards public and common areas and bathroom area including toilet, showers, taps and sinks. • Toilets: Segregate/tape off urinals so that 1Nr is only available. Sinks – tape off, for 1 Nr only • Establish if and where deep cleans are undertaken • Increase housekeeping during office hours: <ul style="list-style-type: none"> - maintaining a visible presence will reassure employees 	<p>Cleaner to be advised which areas need to be focused on.</p> <p>N/A in Leicester</p> <p>TBC under Stage 2</p> <p>Everyone to be responsible for keeping own and common areas clean/clear etc</p>	<p>Julie Bolton</p> <p>ALL</p>		

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
		<p>Develop protocols for frequent touchpoints such as light switches, door handles, lift buttons, equipment, desks etc</p> <p>Ensure signage for DIY cleaning and supply hand sanitiser and wipes</p>	<p>Wipes to be made available and cleaner to wipe daily</p> <p>In place</p>	ALL		

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
		<p>Hire Cars/Pool cars</p> <ul style="list-style-type: none"> • Protocols to be established and checked when hiring cars and using any pool cars. Ensure government guidelines have been followed and appropriate cleaning of the cars has been undertaken. Use appropriate PPE such as gloves for protection <p>Ensure signage for DIY cleaning and supply hand sanitiser and wipes</p>	<p>Protocol TBC, when in place, advise all employees. Procedures included within site/premises visit risk assessment – to be clarified at induction.</p>			

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
		<p>First Aiders/Fire Marshalls</p> <ul style="list-style-type: none"> Establish protocols when working from home to ensure that there is sufficient coverage in the offices with regards to first aiders and fire marshalls. Establish protocols and acceptance that in the case of an emergency situation the 2M rule may have to be compromised Establish protocols and acceptance that in the event of a fire or a fire test the 2M rule may be compromised. <p>Ensure signage for DIY cleaning and supply hand sanitiser and wipes</p>	<p>TBC as soon as possible</p> <p>TBC as soon as possible</p> <p>TBC as soon as possible</p>	<p>ABE</p> <p>ABE</p> <p>ABE, LCC, Bistro Live & IE</p>		

Please provide feedback and review the effectiveness of the measures on a regular basis, in consultation with the Back to the Future Committee.