

Covid-19 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.

Updates highlighted in yellow.

Covid-19

This Covid-19 Risk Assessment has been written to provide guidance and consideration on every aspect of our work environment for the **Leicester office**. The Risk Assessment within this strategy is to provide guidance to our **Leicester office** to consider individual office requirements for implementing effective social distancing and preventative measures, (wherever possible) that work specifically to the **Leicester 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 Covid-19

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 'Covid-19 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
- leaflets

PICK EVERARD

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
Spread of Covid-19 Coronavirus	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>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 and wipes are in place for use by all attending the building.</p> <p>Signing in book in place on each floor for Track & Trace (T&T) and fire purposes. In addition, we now require all staff and visitors who attend our offices to use the NHS COVID-19 App and to scan the NHS QR Code which will be prominently displayed on each floor in Leicester.</p> <p>Essential visitors and deliveries only, and these must be managed by an allocated member of staff to ensure that the potential for transfer of infection is maintained at</p>	<p>ALL</p> <p>ALL</p>	<p>Ongoing</p> <p>Ongoing</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. 	<p>an absolute minimum. Approval should be sought from the COVID Group for all visitors by contacting Andy Almond or Nicki Thompson. Please allow sufficient time for approval. Essential visitors to sign T&T book and scan the NHS QR code.</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>ALL</p> <p>ALL</p>	<p>Ongoing</p> <p>Ongoing</p>	

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
		<ul style="list-style-type: none"> • Install plexiglass screens at reception/welcome areas • Remove seating to ensure two metre spaces <p>Remove magazines and other non-essentials items</p> <p>Ensure signage for DIY cleaning and supply hand sanitiser and wipes</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. 2 metre SD is mandatory.</p> <p>Actioned</p>	<p>ALL</p> <p>N/A</p>	<p>Ongoing</p> <p>N/A</p>	<p>N/A</p>

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
		<p>Define Staffing Levels</p> <p>Establish a rota system based on workspace assessment and protocols. Weekdays, start/finish times during the day, weeks on/off. Ensure rotated teams simulate your typical work environment. Talk together as a team to ensure that the team presence is balanced. Stagger and lengthen lunch and break times to avoid overloading of shared spaces</p> <p>Assess IT requirements to fulfil rotating teams and continued home working</p> <p>Ensure signage for DIY cleaning and supply hand sanitiser and wipes</p>	<p>Rota system established and communicated and staff to only occupy allocated desk spaces. 2 metre SD in place, all teams inducted and provided with headphones and 'feel good pack'</p> <p>On-going</p>	<p>ALL</p> <p>C19 Comm</p> <p>Line Managers</p> <p>NMI</p>	<p>Ongoing</p> <p>Sept 20</p> <p>Ongoing</p>	

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 marked with name tags, within social distancing protocols</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>N/A</p> <p>ALL</p> <p>N/A</p>	<p>Ongoing</p> <p>N/A</p> <p>Ongoing</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p> <p>N/A</p>

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
		<ul style="list-style-type: none"> • Hot desks: <ul style="list-style-type: none"> - Implement and monitor "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 	<p>In order to manage the risk posed by ad hoc visits to our offices by members of staff (i.e. Pick Everard people that do not have an allocated desk under the BTF initiative) we have allocated hot desks.</p> <ul style="list-style-type: none"> • The hot desk must be booked in advance using Outlook • Users must not use any other desk during the visit • Users must wipe all contact surfaces (desktop, chair arms etc.) with anti-bacterial wipes before and after use. <p>N/A in Leicester</p> <p>Actioned</p>	<p>ALL</p> <p>ALL</p> <p>ALL</p> <p>ALL</p>	<p>Ongoing</p> <p>Ongoing</p>	

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		<ul style="list-style-type: none"> - If individuals are assigned the same desk during different shifts, consider bringing own keyboard and mouse - 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>Actioned where practicable</p>	<p>ALL</p> <p>N/A</p> <p>NMI</p>	<p>N/A</p> <p>Ongoing</p>	<p>N/A</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>Actioned</p> <p>N/A</p>	<p>ALL</p> <p>ALL</p>	<p>Ongoing</p> <p>Ongoing</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 	<p>Actioned</p> <p>Signage and floor markings in place</p>	<p>ALL</p>	<p>Ongoing</p>	

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		<ul style="list-style-type: none">• Widen walkways where possible• 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>Actioned where practicable</p> <p>As above</p> <p>Signage in place for accessing copiers etc</p> <p>Fire warden coverage to be confirmed at induction and reviewed on an ongoing basis to ensure adequate cover</p>	<p>ALL</p> <p>ABE</p>	<p>Ongoing</p> <p>Ongoing</p>	

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		<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 • Control entry and exit areas 	<p>Leicester – 5th floor currently not to be used. 3rd floor available for use with 2 metre SD in place and for individuals to ensure surface area kept clean etc</p> <p>Signage in place in all areas and reminders to further assist and encourage regular hand washing for a minimum of 20 seconds.</p> <p>Each floor should be maintained as a working bubble by observing the following restrictions and methods:</p> <ul style="list-style-type: none"> • Staff using Halford House should not visit floors other than the one on which they have an allocated desk, except for the following reasons: 	<p>ALL</p> <p>ALL</p> <p>ALL</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
			<ul style="list-style-type: none"> • To visit the Print room on 2nd Floor • As a PA undertaking normal duties • As a member of the IT team undertaking normal duties • To attend a meeting which cannot be effectively undertaken remotely • Visits to other floors under the above exceptions should be kept to a minimum both in frequency and duration and should be immediately preceded, and followed, by hand washing. • Visits to other floors under the above exceptions should be restricted to the specific destination/s within that floor and the shortest route to and from them • Face masks must be worn at all times when visiting other floors under the above exceptions and social distancing of at least 2 	<p>ALL</p> <p>ALL</p> <p>ALL</p> <p>ALL</p> <p>ALL</p> <p>ALL</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	

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		<ul style="list-style-type: none"> Encourage people to bring in their own lunches and AVOID meeting lunches provided by outside caterers Restrict printing or copying to particular times for teams/individuals 	<p>metres must be strictly adhered to at all times.</p> <ul style="list-style-type: none"> All surfaces contacted during the visit must be cleaned with sanitised wipes before and after contact. This includes door handles, desks, chair arms and IT equipment <p>To reduce contact between our people and the communities in which they work we are encouraging those staff who are working in our offices to bring their own lunch and to eat it at their desk. Staff should not share any food with others in the office.</p> <p>1 person at the time at each printer, wipes provided to wipe down controls</p>	<p>ALL</p> <p>ALL</p> <p>ALL</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
		<ul style="list-style-type: none"> • Protocols for use of fridge well wrapped, minimise touching, wash hands, use gloves • Establish protocols on cycle to work arrangements and shower facilities <p>Ensure signage for DIY cleaning and supply hand sanitiser and wipes</p>	<p>Included within induction and pre-induction information</p> <p>Cycle park is open and Leicester shower rooms. But one in and one out system in place</p>	<p>ALL</p> <p>ALL</p>	<p>Ongoing</p> <p>Ongoing</p>	

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
		<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. 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 	<p>Daily cleaning in place both in Pick Everard Offices and communal areas</p> <p>In place and reviewed and monitored daily</p> <p>Daily cleaning in place both in Pick Everard Offices and communal areas</p> <p>Actioned</p>	<p>Julie Bolton</p> <p>ABE</p> <p>Julie Bolton/ Innes England</p> <p>ALL</p>	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Ongoing</p>	

What are the hazards?	Who might be harmed?	Controls Required	Additional Controls	Actionee	Date Actioned	Actioned
		<ul style="list-style-type: none"> • 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>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>Daily cleaning in place both in Pick Everard Offices and communal areas</p> <p>Daily cleaning in place both in Pick Everard Offices and communal areas</p> <p>Daily cleaning in place both in Pick Everard Offices and communal areas. Everyone to be responsible for keeping own and common areas clean/clear etc</p>	<p>Julie Bolton/ Innes England</p> <p>Julie Bolton/ Innes England</p> <p>Julie Bolton/ Innes England</p>	<p>Ongoing/ Daily</p> <p>Daily</p> <p>Daily</p>	

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 is in place and all employees advised. Procedures included within site/premises visit risk assessment.</p>	<p>ALL</p>	<p>Ongoing</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 <p>Ensure signage for DIY cleaning and supply hand sanitiser and wipes</p>	<p>Fire wardens and first aider and rota shift has been communicated and placed on noticeboards. Reviewed and monitored on a regular basis to ensure sufficient support</p> <p>Confirmed that the 2 metre SD will be compromised in the case of emergencies, face masks to be worn in the event of evacuation</p>	<p>ABE</p> <p>ABE</p>	<p>Ongoing</p> <p>Ongoing</p>	

Please provide feedback and review the effectiveness of the measures on a regular basis, in consultation with the Covid-19 Committee.