

Hibberts Risk assessment - Covid 19 specific

Assessment carried out by: **Stewart Bailey**

Date of next review: **30 days**

Date assessment was carried out: **20th June 2020**

| What are the hazards? | Who might be harmed and how? | What are you already doing to control the risks? | What further action do you need to take to control the risks? | Who needs to carry out the action? | When is the action needed by? | Done |
|-----------------------|---|---|---|------------------------------------|-------------------------------|------|
| Lone working | Staff could suffer injury or ill health whilst out of the office, visiting clients at home, or working alone in the office. | Staff to notify a team member when they visit a client at home and when they finish that visit. Details of the client to be recorded in a shared Outlook calendar. Staff working alone in the office should contact one of the partners to inform them they are working alone and when they leave the office. | WhatsApp group to be set up for each department so that the message can be seen by several people | Staff IT re WhatsApp | From now on | ✓ |

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| Potential Covid 19 carriers making deliveries to the office | Staff and other clients could contract Covid 19 | Offices are still accepting deliveries. Deliveries are left and picked up by reception staff maintaining social distancing. Cough screens in place for receptionists | Reception staff to be issued with anti-bacterial wipes for the handling of deliveries. Deliveries, if not taken out of envelopes must be wiped down with anti-bacterial wipes. Hands to be washed after touching any delivery. Whitchurch receptionist to be issued with masks as she shares a reception space with other businesses with a higher public footfall. | Reception Office manager to provide wipes and masks (Whitchurch only) | From now on / when reception in Whitchurch re-opens. | ✓ |
| Potential Covid 19 carrier clients attending the office | Staff and other clients contracting Covid 19 | Offices remain closed to clients unless by appointment. Appointments only if no other means of seeing client. | Reduce need for clients to attend the office. Hold telephone / video conferences if possible. Implement Thirdfort client identification verification. | Fee earners IT Office manager re sanitiser | As soon as possible | ✓ |

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| | | <p>Client made aware of social distancing and hygiene expectations before attending</p> <p>Only 1 client permitted in the office at a time.</p> <p>Social distancing to be maintained at all times, meeting room contact surfaces to be cleaned by the fee earner after each visit. Length of appointments to be kept to the absolute minimum - i.e. the signing of a document only - to reduce viral load.</p> <p>Pillory Street waiting area not to be used</p> | <p>Provide encrypted email to send documents to clients and electronic signatures</p> <p>Provide hand sanitiser in reception and meeting room, do not share pens, wipes for cleaning of contact areas afterwards.</p> <p>Cough guards for meeting rooms are not felt necessary as they will encourage meetings to be longer, thereby increasing viral load</p> | | | |

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| | | - clients may only be seen in the first floor meeting room by appointment only | | | | |
| Handling of contaminated paper | Staff | Current research suggest virus may survive up to 24 hours on paper. Wash hands after handling post that has been in the office for less than 24 hours. | Staff to move only their own files / post etc. | All staff | From now on | ✓ |
| Visiting Covid 19 carriers at home/hospital/care home/hospice | Fee earners contracting Covid 19 | Visiting clients at home only if essential and no other options available. | Reduce need to visit clients at home. Hold telephone / video conferences if possible. Provide encrypted email to send documents to clients and electronic signatures | Fee earners IT Office manager to source PPE | As soon as possible | ✓ |

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| | | To maintain social distancing at all times. To keep the visit to the minimum to reduce viral load | If a visit is necessary at a hospital, care home or hospice gloves and mask to be worn | | | |
| Contracting Covid 19 by interactions between staff | All staff are at risk | Maximising number of fee earners working from home. Minimising number of staff in the office to allow firm to function Minimising number of different staff in the office. Any visits to the office to be kept to the minimum time and number possible. | Review those people who need to attend the office to deal with workload. Ensure fee earners at home have facilities to contact others One way systems impracticable at all offices bar Crewe and at Crewe the additional distance travelled would increase viral load | Management team Staff | | ✓ |

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| | | Contact between staff to be by telephone where possible. Staff to observe social distancing when arriving and departing the office Files moved between offices to be kept to a minimum | Treat files received as deliveries - wash hands after handling | | | |
| Increased infection from those returning from furlough | All staff | Returning staff to have been symptom free for 14 days before return. To be provided with details of risk assessment so they are aware of what is required of them | Those shielding due to clinical need are likely to be the last to return to the office. | Returning staff | Upon return | ✓ |

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| Infection spreading within an office | All staff | Frequent hand washing to be conducted as well as surface cleaning, especially door handled and entry points Communal areas such as kitchens, toilets and photocopiers to be visited as infrequently and as quickly as possible with social distancing maintained at all times. Only 1 person to occupy the toilet space at a time. Staff occupy their own room, or if a communal office | Provide anti-bacterial wipes/hand wash to be used each time a copier, franking machines, DX stamps etc are used. Ensure back to back or side to side facing if in a communal work area. Kitchen water boilers to be operated with paper towel Signage to remind staff to observe social distancing and expected hygiene standards Copier in litigation to be re-sited away from staff | Office manager to provide hand wash / sanitizer /anti-bacterial wipes / paper towel | As soon as PPE is available. | |

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| | | <p>space at least 2 metres is between work stations. Staff do not share pens, staplers or work stations etc Receptionists to use the same phone each day and not to share. Staff covering reception must wipe the phone down before use. Phones to be cleaned with anti bacterial wipes at start and end of day.</p> <p>Cleaners already have details of priority areas to clean - door</p> | <p>Signage on toilets to inform staff if they are occupied and so not to enter</p> <p>No shared use of desktop workstations</p> <p>Molly Mop cleaners to be informed of priority areas when they return</p> | | | |

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| | | handles, contact surfaces, toilets and kitchens | | | | |
| Adverse effect of working from home on health and wellbeing | Fee earners working at home | Regular contact with department heads. | Encourage fee earners to contact department heads or management teams to discuss any issues. Initially WhatsApp groups and then Microsoft Teams to be rolled out across firm to allow easier interaction between department members and across the firm | Fee Earners Department Heads Management team | From now on | |
| Adverse effect of being furloughed on health and wellbeing | All staff currently furloughed | Regular updates on how the firm is dealing with the situation. | Encourage staff to contact the management team to discuss any issues Implement department and firm wide interactions such | Staff Management team | From now on | |

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| | | Use of WhatsApp groups to stay in touch, share stories, jokes etc | as quiz evening, virtual drinks, step challenge, on-line personal training to keep people active | | | |
| Exposure to Covid 19 whilst collecting post / doing office banking | Those visiting post office / bank | Maintain social distancing and observe distance markers in buildings. Wash hands upon return | | | Now | |
| Contracting Covid 19 whilst travelling to / from work | All staff | Use solo private transport / walk / cycle if possible | If public transport is only option consider furlough of affected person. Obtain details from all staff as to use of public transport. Provide face masks to those using public transport | Management team Office manager to provide PPE | Now | |