

# COURTIERS

## COVID 19 Risk Assessment

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Date of assessment: 6<sup>th</sup> January 2020

Next review scheduled: January 2021

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### Summary

Courtiers employs 103 individuals across four main offices. Access to each office is secure with contractors authorised to enter and clean offices daily. To maximise and maintain optimal hygiene standards and employee safety, contractors are currently instructed to provide deep cleaning with additional equipment we provide.

Preparation for returning to offices has included thorough consideration, planning, action and communication at all levels of the business, including communication with all employees, to ensure the safety and comfort of individuals returning to work in **three phases**:

**Phase 1 (May 2020):** Employees willing and able to return to fixed or flexible office working, the number of which Courtiers is able to comfortably accommodate within existing available office space. Employees are entitled to work from office or home providing the appropriate manager is informed, in order that the whereabouts of all working employees is clear in the event individuals may need to be contacted or offices evacuated.

**Phase 2 (1<sup>st</sup> June 2020):** Employees wishing to remain working from home full time until Phase 2 commencement and/or employees requiring adequate arrangements in place for childcare and/or safe transport.

**Phase 3 (6<sup>th</sup> July 2020):** Employees with specific requirements were reviewed on a case-by-case basis.

Prior to commencement of Phase 1, clear messages and guidelines sent electronically to all employees outlined Courtiers' phased office repopulation strategy. Visual communication produced and placed around all offices supports initiatives aligned with ongoing government commentary and advice. These are designed to be highly visible in order to ensure optimal uptake of guidelines and safety of individuals. Key messages include hygiene awareness and regular sanitising, no congregating, staying 2m apart, staying alert, minimising movement, standing to stretch, thinking ahead, thinking of broader surroundings and importantly to promote extended adherence to the guidelines – consideration for colleagues.

Specific entry/ exit points remain in place and office areas are restricted to certain employees to minimise people flow and risk of potential activity hotspots. Each office contains one or more communal areas, internal and/or external, including kitchen areas, reception areas and breakout spaces with tables and seating. Use of communal areas are restricted for the safety of employees, with access to kitchens specifically restricted to one allocated employee from a bubble on any given day. Our ongoing strategy includes a regular review of this assessment document. As part the approval procedures in place to ensure active measures continue to meet standards and expectations, updates will be published as and when available.

Our endeavours to ensure the optimal safety and comfort of employees working in our offices will continue to be driven by ongoing government commentary and advice. Policy and practices were reviewed following the changes and advice from the Government September 2020, to work from home where possible, the decision to continue working from the offices remains due to being Key workers as categorised by the government.

**Phase 4 (5<sup>th</sup> November 2020):** Employees required to work from home where possible as communicated by the Government.

Employees will return to working from home, IT equipment supplied where needed and the business has been communicated with, a minimum core team of employees will remain working in the offices across the sites to maintain the regulatory functions which are necessary as an essential key business and so that we can maintain the service to our clients, all Covid risk assessment and precautions will be maintained. There will be no travelling between offices until further notice.

**Phase 5 (2<sup>nd</sup> December 2020):** All Employees return to the offices to work, apart from anyone who is in isolation due to confirmed cases within their personal bubble. The decision by the CEO for all to be working from the office is due to the need to maintain the regulatory functions which are necessary as an essential key business and so that we can maintain the service to our clients, all Covid risk assessment and precautions will be maintained and adhered to.

**Phase 6 (27<sup>th</sup> December 2020):** All employees will work from home apart from the minimum amount of employees needed to maintain the regulatory functions which are necessary as an essential key business and so that we can maintain the service to our clients, all Covid risk assessment and precautions will be maintained and adhered to.

**Phase 7 (6<sup>th</sup> January 2021):** All employees will work from home apart from the minimum amount of employees needed to maintain the regulatory functions which are necessary as an essential key business and so that we can maintain the service to our clients, all Covid risk assessment and precautions will be maintained and adhered to.

## Assessment Specifics

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
<b>Covid 19 updates, alerts and monitoring of national tiers systems and national lockdowns.</b>	All employees	Monitoring the government guidelines daily via Gov site, to ensure that any office or employee that's falls in to a high or very high tier has communication and the correct advised action.	Daily checking, IT department are ready with additional equipment should we need to work from home or go into a lock down situation again. Unnecessary journeys between offices has been reduced again. Majority of employees working from home, only key function employees in the	Head of HR/facilities and Health and Safety officer, plus each individual employee has a duty of care.	20 <sup>th</sup> October 2020 and ongoing.  All employees other than the core team will work from home commencing 05.11.2020.  All employees working from the	Y

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			office and kept to a minimum.		offices as of 02.12.2020 Majority of employees working from home 06.01.2021  Most employees to work from home as of 27.12.2020	
<b>Covid 19 exposure: general</b>	Any employee at risk of contracting Covid 19.	Employees instructed to log off at 1700 to leave offices empty, ready for deep clean daily at 17.30. Newcastle-under-Lyme (NUL) office deep clean before 8am.	Continue to have deep cleans done daily, "CLEAN ME" cards provided for each workstation to be clearly displayed before leaving.	Hardy Clean Witney office, Reflection Cleaning Henley office, Julie Sherratt for NUL, Clean Slate for Melbourne Office.	Daily with additional extra deep cleaning and bacterial spraying weekly. Reviewed weekly and 15/09/2020 Reviewed 01.10.2020 03.11.2020. Employee who continue to work in the offices will revert to strict Covid good practice, updated posters reminding employees are put out. 03.12.2020 all standards maintained.	Y

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					All standards maintained, cleaner deep cleaning.	
<b>Covid 19 exposure: through contact</b>	Any employee at risk of contracting Covid 19 via communal resources or office fittings such as handles, buttons, locks and doors.	Hand sanitisers and bacterial wipes by entrances / exits and communal fittings, wipes provided for workstations, masks available for employees. Allocated use of specific resources.	Ensure wipes are available and replenished as required in necessary areas within each building.	Facilities Team / replenished when getting low at each site.	12/05/2020 Reviewed 03.06.2020 03/08/2020 15/09/2020 Reviewed 01.10.2020 All stock levels are good 03.11.2020 All products available 01.12.2020 All products available 24.12.2020 Reviewed 06.01.2021 all stock good, additional masks, visors, gloves, and gel available if needed for employees that attend the office which is a minimum needed to carry out key functions.	Y

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<b>Lack of understanding of needs required for safety of employees</b>	Any employee, failing to understand, promote and abide by rules.	Emails and personal reminders promoting hand washing, distancing, and hygiene, staying alert in and around offices.	Ensure guidance remains via emails and internal communications to ensure adequate distancing and sustained adherence to guidelines. Looking at amending to keep employees attention and relevant.	Facilities/this is ongoing and checked weekly as part of the Health & Safety Audits.	12/05/2020 Reviewed 03.06.2020 03/08/2020 Email sent 06.01.2021 reminding employees of social distancing and Covid rules. 15/09/2020 Reviewed 01.10.2020 Reviewed 03/11.2020 Reviewed 01.12.2020, emails sent reminding employees of rules to follow. Employees working from home as of today, other than essential/minimum employees.	Y
<b>Lack of understanding of needs required for safety of employees</b>	Any employee, failing to understand, promote and abide by rules	Make sure all desks are at least 2m apart, continue monitoring of sites by HR and Facilities to ensure employees are	Review accessibility to desks, plus 1.6 meter apart, all employee can discuss with their line manager or HR if any issues are raised. All employees keep more 1m	HR	12/05/2020 and ongoing for each phase. Reviewed 03.06.2020 03.08.2020	Y

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		maintaining required standards. This changed to 1.6m plus as part of the government guideline changes.	distance when moving around the buildings, up or down stairs. Entry and exit from buildings at key times all employees keep the 1m rule. Employees working from home, all desks are 2M apart. Perspex dividers ordered via contractors for fitting January 2021		15/09/2020 Reviewed 01.10.2020 Reviewed 03.11.2020 Reviewed 01.12.2020. Reviewed 24.12.2020 Reviewed 06.01.2021	
<b>Anxiety and stress levels of employees, mental health and wellbeing.</b>	Any employee, wellbeing, willingness and ability to return to work due to circumstances, including whether employees feel comfortable to return. Management: failure to identify, understand and respond to concerns	Phase 1- return to work 12/05/2020 following set guidelines. Phase 2 scheduled return 1st June 2020. Employees are positioned in the planning to be 2m apart. Phase 3 employees listened to and encouraged to return to the office to work. All employee back in the office working by 01/09/2020 All employees other than essential/minimum employee working	Review ongoing: daily updates to reflect any changes, monitoring, reviewing and aligning with government commentary and guidelines.  Communicating plans with Phase 2 employees prior to their return to work.  Gathering and sharing feedback from Phase 1 employees. Assessing anxiety levels pre and post return to office. How did environment feel returning? What was done to support wellbeing? Reviewing with individual employees – assessing willingness and	HR/ H & S  As employees revert back to working from home again, all SM instructed to communicate with their teams a minimum of weekly, if not more regularly to ensure good mental health around the teams.	12/05/2020 Reviewed 03.06.2020 with actions followed up. 03/08/2020 15/09/2020 Reviewed 01.10.2020 Reviewed 03.11.2020 Reviewed 01.12.2020. Reviewed 24.12.2020 Two mental health first aiders available 1 trained December 2020. Reviewed 24.12.2020	Y

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		from home as of 26/12/2020, all vulnerable employees working from home.	ability to return to work, including whether employees feel comfortable to return. If not, understanding and exploring reasons for consideration. This was achieved on a one to one basis.		Reviewed 06.010.2021 venerable employees considered and working from home.	
<b>Employee hotspots: areas</b>	Any employee entering a communal/confined area	Limiting confined /communal areas: Kitchen, tea making facilities and fridge.  One employee assigned daily hot drink making duties, employees encouraged not to bring in items require refrigeration or reheating, limiting to one person entering or using such facilities daily.	Review weekly.	HR/ H & S	12/05/2020 Reviewed 03.06.2020 03/08/2020 15/09/2020 Reviewed 01.10.2020 Reviewed 03.11.2020. 01.12.2020 reviewed. Reviewed 24.12.2020, will resend communications 06/01/2021	Y
<b>Employee hotspots: objects</b>	Any employee interacting with	Limiting contact with items that are potential touched	Review Weekly. Additional fridge bought for Witney office and Coffee	HR/ H & S	12/05/2020 Reviewed 03/08/2020	Y

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	communal resources or fittings	regularly and ensuring increased awareness / hygiene measures. Printers, Franking machine, water coolers and cabinets have wipes, antibacterial gels and promotional signage next to each area to ensure cleaning immediately following use. Employees to print via specifically allocated printers, reducing movement and congregation / sharing space: use nearest printer to employee, by default.	station provided for Henley office to reduce hotspots.		15/09/2020 Reviewed 01.10.2020 Reviewed 03.11.2020 Reviewed 01.12.2020 Reviewed 24.12.2020 Reviewed 06.01.2021	
<b>Lack of visibility, clarity or understanding of guidelines</b>	Any employee / visitor	Highly visible messages / emails Reminding Employees of current government Covid 19 Guidelines through regular communication.	Posters have been printed on boards and self-standing desk reminders, email sent to all employees. Contractors work out of hours or wear masks whilst on the premises. Covid RA taken prior to visiting. Additional revamped /refreshed posters placed in key areas.	Communications /HR/Facilities	12/05/2020 Reviewed 03.06.2020 15/09/2020 Reviewed 01.10.2020 Reviewed 03.11.2020 Reviewed 01.12.2020	Y



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					Reviewed 06.01.2021	
<b>Lack of PPE</b>	Any employee	Ensuring PPE is available. Hand sanitiser and wipes throughout offices. Gloves and facemasks placed on each site if employees wish to use additional safety measures at work.	Monitor use and distribution across sites to ensure no areas run out of the PPE required. COSHH reports obtained for products at each site. Reviewed June/Sept 2020, plenty of stock available. Visors available, Perspex screens ordered.	HR/ H&S	12/05/2020 Reviewed 03.06.2020 03/08/2020 15/09/2020 Reviewed 01.10.2020 Reviewed 03.11.2020 Reviewed 01.12.2020 plenty of stock available. 24/12/2020 all stock available. Reviewed 06.01.2021	Y
<b>Lack of conforming to guidelines</b>	Any employee / visitor	Guidance signage for external visitors. Posters and warning signs at entrances and exits	Signs have been placed at entrances and exits so delivery drivers, external visitors or contractors are aware of the processes and steps in place at each site. Employees able to move out of the area if work being carried out by a contractor, most work is carried out of office hours and weekends.	HR/ H&S	12/05/2020 Reviewed 03.06.2020 03/08/2020 15/09/2020 Reviewed 01.10.2020 Reviewed 05.11.2020	Y

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					Reviewed 01.12.2020. Reviewed 24.12.2020 Reviewed 06.01.2021	
<b>Insufficient ongoing or unsafe communication: companywide</b>	Any employee	Emails updates have been sent out regarding the steps of each phase to return to the offices and what actions have been set to follow.	Currently - 2M apart including Phase 2 return ( 1 <sup>st</sup> June ) - Wipes and Disinfectant at each door, desk and break area. - One person within the kitchen daily. - Deep clean at 17.30 daily. - PPE provided at each site - Working from home for anyone with health issues or for mental wellbeing. - Communication kept open with SM and HR	HR/H&S	12/05/2020 Reviewed and amended 03.06.2020 03/08/2020 15/09/2020 Reviewed 01.10.2020 Reviewed 03.11.2020 Reviewed and communicated 01.12.2020. Will be communicated again 05.01.2021.	Y
<b>Legionnaires' Disease risk assessment</b>	All Employees	Henley, NUL and Witney offices, had water run from taps and toilet flushed weekly to prevent stagnant water in the systems	No further action at the three sites listed, Melbourne office was tested prior to returning to the office.	HR/ Facilities	30/06/2020 Report negative.	Y

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<b>Insufficient ongoing or unsafe communication: team level</b>	Employee communication	Daily calls between team members and managers with daily reporting obligations, monitored by HR. Conference calling between teams, clients and suppliers, avoiding face-to-face meetings.	To check on physical and mental wellbeing, to maintain distancing, and to keep travel to a minimum.	Senior management team and HR, still in place as of 03/08/2020 for teams working in separate offices. Minimum employees working in the offices, only key function employees,=-.	Weekly.	Y
<b>Contamination from external source</b>	Any employee authorised to open door / accept deliveries.	Restricting which employees are allowed to answer doors. Indefinitely suspending the authorised use of any offices as addresses for delivery of personal goods. Emphasising 2m rule when answering doors.	Regular reminders via email.	HR	13/05/2020 Reviewed 03/08/2020 15/09/2020 Reviewed 01.10.2020 Reviewed 03.11.2020 Bubble in buildings re-enforced 01.12.2020. Reviewed 24.12.2020 Reviewed 06.01.2021	Y