

Risk Assessment

Company name & locations: Curtis Banks 153 Princes Street, Ipswich, IP1 1QJ, Temple Quay, 3, Bristol, BS1 6DZ
144 West Marketgait, Dundee DD1 1NJ

Risk assessment name: Covid-19 - Working Safely

Date of risk assessment: 21 May 2020

| What are the hazards? | Who might be harmed? | Controls required | Additional controls | Action by who? | Action by when? | Done |
|--------------------------------|---|--|---|---|-----------------|------|
| Spread of Covid-19 Coronavirus | <ul style="list-style-type: none"> Staff Visitors to our premises Cleaners Contractors Drivers Vulnerable groups, Pregnant workers, those with existing underlying health conditions Anyone else who physically comes into the workplace | <p>Hand Washing</p> <ul style="list-style-type: none"> Hand washing facilities with soap and water in place. See hand washing guidance. https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ Drying of hands with disposable paper towels. https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/ Gel sanitisers in any area where washing facilities not readily available Vulnerable groups, pregnant workers, those with underlying health conditions will be enabled to work from home and therefore not requested to be in the office until Government advice changes. Where deliveries to the offices are required the delivery drivers will only be permitted to the front reception area. | <p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues - Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands.</p> <p>Encourage staff to report any problems to the on duty line manager.</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice.</p> <p>Posters, leaflets and other materials are available for display. https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> | Jane Ridgley Chief Operating Officer | 22/5/20 | Yes |

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|----------|----------|--|--|---|----------------|------------|
| As above | As above | <p><u>Cleaning</u></p> <ul style="list-style-type: none"> • A full cleaning review has been undertaken by Management at each office location. Any non-standard cleaning requirements have been agreed as appropriate. • Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use in the office such as door handles, light switches, reception area using appropriate cleaning products and methods. • A supply of antiseptic wipes and hand sanitiser is readily available for additional protection when touching surfaces that may be touched by more than one person, for example, printer panels. | <p>Curtis Banks management to have regular meetings with the cleaning providers to ensure high levels of cleaning are carried out at all offices and also to ensure that any changing requirements are able to be satisfied.</p> | <p>Jane Ridgley Chief Operating Officer</p> | <p>22/5/20</p> | <p>Yes</p> |
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| As above | As above | <p><u>Social Distancing</u></p> <ul style="list-style-type: none"> • To ensure Health & Safety measures are in place at each office location to protect staff safety. • Where there are narrow walkways, staff must wait for colleagues to pass before they start to walk the route. • No visitors allowed access to site and only contractors carrying out essential works will be permitted. • Management have carried out a comprehensive review to ensure the number of persons in any work area complies with the 2-metre(6.5 foot) gap recommended by appropriate Public Health Agency. | <p>Rigorous checks will be carried out by on duty line managers to ensure that the necessary procedures are being followed.</p> <p>Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it.</p> <p>On site Management continual review to ensure this is adhered to.</p> <p>https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</p> | <p>Jane Ridgley Chief Operating Officer</p> | <p>22/5/20</p> | <p>Yes</p> |
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- Staff will only be attending the office when it is not possible for them to carry out their role from home. We continue to ensure that the number of staff onsite is kept to a minimum.
- As the number of staff returning to the office increases we will be taking steps to review work schedules including start & finish times/shift patterns, working from home etc. to reduce number of workers on site at any one time. Also relocating workers to other tasks.
- High visibility flooring tape will be used to indicate specified office walkways, reminders to ensure safe distancing and to highlight passing points.
- Desks, areas and facilities that are not in use will be marked accordingly.
- Vide and Conference calls are used instead of face to face meetings.
- Ensuring sufficient rest breaks for staff.
- Social distancing to be maintained in kitchen and washroom areas. Use of each of the kitchens has initially been restricted to one or two individuals at one time. Whether the restriction is 1 person or 2 people is dependent upon the size of the kitchen.

As above

As above

Wearing of PPE / Gloves

- Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided.

Staff to be reminded that wearing of gloves is not a substitute for good hand washing.

Jane Ridgley
Chief Operating
Officer

22/5/20

Yes

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| As above | As above | <p><u>Wearing of PPE / Face Masks/RPE</u></p> <ul style="list-style-type: none"> Public Health guidance / face masks do not need to be worn in an office environment. However, where there are tasks such as post opening then masks will be made available and gloves may be worn whilst carrying out process. | <p>(RPE Reference)</p> <p>https://www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm</p> <p>This situation will be kept under continuous review and current arrangements/instructions may change based on updated external or internal information, such as Government guidance and feedback from individuals who are on site.</p> | Jane Ridgley Chief Operating Officer | 22/5/20 | Yes |
| As above | As above | <p><u>Symptoms of Covid-19</u></p> <ul style="list-style-type: none"> If an individual experiences symptoms associated with Covid-19, such as a new continuous cough, a high temperature or a sudden loss of taste & smell whilst in the workplace they will be sent home and advised to follow the stay at home guidance. Line managers will maintain regular contact with staff members during this time. If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises) the HR team should be notified. The HR team can identify people who have been in contact with them and where required can take advice from Public Health England (02076548000) or NHS Scotland on any actions or precautions that should be taken. | <p>Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation.</p> <p>Line Managers & Human Resources will offer support to staff affected by Coronavirus or where a family member has been affected.</p> <p>https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19</p> <p>https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19</p> | Jane Ridgley Chief Operating Officer | 22/5/20 | Yes |

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| As above | As above | <p><u>Transport</u></p> <ul style="list-style-type: none"> Staff should avoid sharing vehicles or taxis to work and always maintain suitable distancing Where it is possible to do so staff are encouraged to avoid public transport and find other alternatives to travel to and from work. | | Jane Ridgley Chief Operating Officer | 22/5/20 | Yes |
| As above | As above | <p><u>Mental Health</u></p> <ul style="list-style-type: none"> Human Resources, all Management, Employee Forum, CSR and S&S will promote Mental Health & Wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help. <p>Reference - https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/ www.hseni.gov.uk/stress</p> | Regular communication from Executive Committee, HR, Team Managers to promote and support the mental health and wellbeing of all staff. Further information and open door policy for those who need additional support. | Jane Ridgley Chief Operating Officer | 22/5/20 | Yes |
| As above | As above | <p><u>Employee Assistance Programme - (EAP)</u></p> <ul style="list-style-type: none"> Group Human Resources promote an Employee Assistance Programme (EAP). The EAP is a completely free, confidential, 24 hour support service provided by specialist professionals who offer practical advice to help staff deal with events and issues in their everyday work and personal life. In particular the EAP can provide support on stress, anxiety, family and relationship matters and many more issues. Staff can speak to a member of the HR team for further information. | The Executive Committee promote a Caring, Stay Well and Keep Talking initiative across the Group. The Chief Executive Officer arranges regular Coffee Mornings with staff, an opportunity to ask questions and meet other staff from the business. | Jane Ridgley Chief Operating Officer | 22/5/20 | Yes |



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