

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 (Version 2)

Date of risk assessment: 8th January 2021

Last review date: 30th October 2020

Version: 6

What are the hazards?	Who might be harmed?	Controls required	Additional controls	Action by whom?	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 	<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 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>With effect from 6 January 2021, unless a medical exemption applies, Staff in all offices must wear face_masks in any communal area within the office, including kitchens, toilets and corridors.</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>	Jane Ridgley Chief Operating Officer	30/10/20	Yes

comes into
the workplace

Posters, leaflets and other materials are available for display.

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

The creation and display of QR codes for the Bristol and Ipswich office locations for the voluntary use by staff in conjunction with the NHS Test and Trace App, 'NHS - COVID-19'. QR codes are not in use in Scotland and so there is no equivalent activity for our Dundee office.

As Above

As Above

Vulnerable Groups

Ongoing consideration given to higher risk groups, and HR will be informed of any individuals falling into these categories:

- Pregnant employees,
- Extremely clinically vulnerable, as per government guidance
- are 70 or older or a Male above 40
- from Black, Asian or minority ethnic (BAME) backgrounds
- have a condition that means they have a high risk of getting infections
- are taking medicine that can affect the immune system (such as low doses of steroids)
- have a BMI of 40 or above

Encourage staff to report any vulnerabilities to the on duty line manager.

For all staff, including those within vulnerable groups, there is a process for requesting additional support or flexibility to the work pattern. In the first instance, the staff member should speak to their Line Manager and where required complete a Temporary Working Pattern Proposal Form with their Manager to send to SteerCo. SteerCo has been created to review these requests and to agree how best to support the individual whilst ensuring consistency and fairness across the business. The Steerco comprises of representatives from the Business, HR and the Employee Forum.

To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice.

This situation will be kept under continuous review and current arrangements/instructions may change

Jane Ridgley
Chief Operating
Officer

15/9/20

Yes

based on updated external or internal information, such as Government guidance and feedback from individuals who are on site.

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. • Good building ventilation required at all times. 	<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>Where possible staff will ensure adequate windows are opened daily to ensure air conditioning is supplemented.</p>	Jane Ridgley Chief Operating Officer	22/5/20	Yes
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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. 	<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>	Jane Ridgley Chief Operating Officer	22/5/20	Yes
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- No visitors allowed access to site and only contractors carrying out essential works will be permitted.
- Authorised signatories on site must adhere to distancing requirements and ensure they wash hands prior to carrying out signing duties and immediately afterwards.

On site Management continual review to ensure this is adhered to.

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

- In line with Public Health Guidance Management have carried out a comprehensive review of all office space to ensure that 2-metre or 1-metre with risk mitigation distancing measures are in place.
- 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.
- 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.
- Where appropriate Video and Conference calls can be used instead of face to face

meetings.

- Ensuring sufficient rest breaks for staff.
- Social distancing to be maintained in all communal areas, in particular meeting rooms, kitchen and washroom areas. Use of each of the kitchens has been restricted depending on the size and layout 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.
- Where there are tasks such as post opening then masks will be made available and gloves may be worn whilst carrying out process.

Gloves should be worn when carrying out mailroom duties.
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

As above	As above	<p><u>Wearing of PPE / Face Masks/RPE</u></p> <ul style="list-style-type: none"> With effect from 6 January 2021, unless a medical exemption applies, face masks must be worn at all times when the individual is not at their desk. This includes in work in all building/office communal areas such as corridors, toilets and canteens. Where there are tasks such as post opening then masks and gloves will be made available and, unless medical exemptions apply, must be worn whilst carrying out process. Where staff are providing or involved in training where maintaining a distance of two metres from other colleagues is not possible a mask must be worn or alternative training arrangements made. 	<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	30/10/20	Yes
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As above	As above	<p><u>Symptoms of Covid-19</u></p> <ul style="list-style-type: none"> If an individual or someone in their household 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 self isolate and book a test. They must stay at home either until their results come back or until their isolation period expires. 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 	<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-</p>	Jane Ridgley Chief Operating Officer	22/5/20	Yes
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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.

[coronavirus-covid-19](#)

Line Managers and HR have developed a Group Self Isolation Policy to ensure a consistent response to any reports of potential exposure.

- Should a member of staff report that they have been in close contact with an individual who has tested positive for Covid-19 the Group Self Isolation Policy should be referenced.

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 • Staff must wear a face covering when using public transport, private hire vehicles and when in substantially enclosed areas of transport hubs • Where using fuel stations and pay and display car parks staff should observe personal hygiene and hand sanitisation practices. 		Jane Ridgley Chief Operating Officer	24/9/20	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-</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
			The Executive Committee promote a Caring, Stay			

support/coronavirus-and-your-wellbeing/
www.hseni.gov.uk/stress

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.

As above

As above

Employee Assistance Programme - (EAP)

- 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.

Jane Ridgley
Chief Operating
Officer

22/5/20

Yes



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