

COURTIERS

COVID 19 Risk Assessment

Conducted by: **Abbey Ruston (H&S officer) / Sue Ruston (HR)** Date of assessment: **20th January 2022** Next review scheduled: **February 2022**

Summary

Courtiers employs 125 individuals across six 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 **multiple phases after each lockdown**:

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 (1st 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 (6th 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.

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 employee at a time whilst in use. 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, January 2021 and April 2021 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 (5th 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 (2nd 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 (27th December 2020): All employees will work from home apart from the minimum number 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 (6th January 2021): All employees will work from home apart from the minimum number 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 8 (8th March 2021): Gradual return to work for employees that have been working at home since 6th January 2021, in a phased return.

Phase 9 (6th April 2021): Phased return to working in the office continues in line with Government guidance and employee needs, Lateral flow Covid testing takes place twice weekly in the offices.

Phase 10 (7th May 2021): All employees are back working on the offices, with social distancing and health and safety measures being adhered to, this has continued in to July 2021. Isolation of employees actioned following pings on employees Government Covid app adhered to.

Phase 11 (6th December 2021): Government announced work from home if you can, mask wearing in public spaces plus additional details.

Phase 12 (19th January 2022): Following government announcement, the advise to work from home if you can has been lifted and wearing face coverings in public spaces can be stopped from 27th January 2022.

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
<p>Covid 19 updates, alerts and monitoring of national tiers systems and national lockdowns.</p>	<p>All employees</p>	<p>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.</p> <p>Government guidelines changed as of December 2021, work from home if you can? Mask wearing in public spaces, if in contact with a positive Covid person, lateral flow tests to be done daily but carry on as normal unless tested positive.</p> <p>19th January 2022, no longer advice from the Government to work from home if you can and from 27th January 2022, no need to wear face coverings in public spaces.</p>	<p>Daily checking, IT department are ready with additional equipment should we need to work from home or go into a lock down situation again.</p> <p>Unnecessary journeys between offices has been reduced again.</p> <p>Majority of employees working from home, only key function employees in the office and kept to a minimum.</p> <p>December 2021- as Courtiers are classed as key workers, the CEO has made the decision as of 06.12.2021 to continue to work in the offices.</p>	<p>Head of HR/Facilities and Health and Safety officer, plus each individual employee has a duty of care.</p>	<p>20th October 2020 and ongoing.</p> <p>All employees other than the core team will work from home commencing 05.11.2020.</p> <p>All employees working from the offices as of 02.12.2020 Majority of employees working from home 06.01.2021</p> <p>Most employees to work from home as of 27.12.2020</p> <p>26.01.2021 only key function employees are working in the offices.</p> <p>15.02.2021 remains the same.</p>	<p>Y</p>

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					<p>08.03.2021 employees returning to work in the offices as a phased return to work.</p> <p>06.04.2021, increasing the employees who are working in the offices, have introduced Lateral flow Covid testing on each site, to monitor any positive tests and if this happens, isolation processes will be actioned.</p> <p>07.05.2021 Lateral flow test being completed by employees, who are all working in the offices. Nothing changed since last review.</p> <p>Reviewed 01.07.2021 Reviewed 02.08.2021, travel between office limited due to</p>	

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					<p>isolation and positive cases. Government isolation guidelines adhered to. 01.09.2021 no issues, lockdown rules, employees isolating at home if family members test positive continue. 11.10.21 continue to monitor gov sites and external references, Lateral flow kits available if any employees have symptoms, isolation if confirmed cases would be actioned 11.11.2021 still the same, no change 01.12.21 13.12.2021 no changes made, all employees are working from the offices. 20.01.2022 no changes other than employees with</p>	

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					symptoms or if they test positive then not attending the offices.	
Covid 19 exposure: general	Any employee at risk of contracting Covid 19.	<p>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.</p> <p>13.12.2021 emails sent out reminding employees to keep up with 2-meter distancing where possible, only one person at a time in the Kitchens, wipe down surfaces after use. Masks are available, along with hand sanitiser. Signage and screens still in place.</p> <p>Employees advised 06.12.2021 if any they have any symptoms to contact Head of HR and to conduct lateral flow tests. Government sites being monitored.</p>	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. Elite cleaning for the Okehampton office 01.11.21	<p>Daily with additional extra deep cleaning and bacterial spraying weekly. Reviewed weekly and 15/09/2020</p> <p>Reviewed 01.10.2020 03.11.2020.</p> <p>Employee who continue to work in the offices will revert to strict Covid good practice, updated posters reminding employees are put out.</p> <p>03.12.2020 all standards maintained.</p> <p>All standards maintained, cleaner deep cleaning. Reviewed 26.01.21 all standards are being maintained. Reviewed 15.02.21</p>	Y

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					<p>Reviewed 08.03.2021, email reminder sent to employees 02.03.2021. Reviewed 06.04.21 all good. Reviewed 06.05.21 all good. most employees have been vaccinated. Reviewed 08.06.2021 Reviewed 01.07.2021, some employees isolating due to children in families who have been sent home from school due to other bubble members testing positive. Reviewed 02.08.2021, employees isolating due to app pinging and advising to do so. 01.09.2021 lateral flow test being actioned and working from home if any family</p>	

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					members test positive. Or if in contact with a positive case. Reviewed 11.10.21 no issues. Reviewed 11.11.21 Reviewed 01.12.2021. Reviewed 13.12.2021, many employees are taking up the booster jab. Additional lateral flow tests ordered and available, 20.01.22, no changes.	
Covid 19 exposure: through contact	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	Y

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					<p>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. Reviewed 26.01.21 all equipment available, plus Perspex screens fitted. Reviewed 15.02.21. Reviewed 08.03.2021. Reviewed 06.04.21 Reviewed 07.05.21. Reviewed 08.06.2021 no issues Reviewed 01.07.2021 no issues. Reviewed 02.08.2021 no</p>	

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					issues, stock replenished regularly. 01.09.2021 all checked OK. Checked 11.10.21 all OK. Reviewed 11.11.21 Reviewed 01.12.21 Reviewed 20.01.22. deep cleans being actioned daily at each office site.	
Lack of understanding of needs required for safety of employees	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 employee's 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	Y

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					<p>employees of rules to follow. Employees working from home as of today, other than essential/minimum employees. Reviewed 26.01.21, remains the same. Reviewed 15.02.21. Emailed 03.03.2021. Reviewed 06.04.21. Reviewed 07.05.21 Reviewed 08.06.21 Reviewed 01.07.2021 Reviewed 02.08.2021. Reviewed 01.09.2021. Reviewed 11.10.21. Reviewed 11.11.21 Reviewed 01.12.21. Reviewed 13.12.2021. Reviewed 20.01.22.</p>	
Lack of understanding of needs required for safety of employees	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	HR	12/05/2020 and ongoing for each phase. Reviewed 03.06.2020	Y

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		<p>maintaining required standards. This changed to 1.6m plus as part of the government guideline changes.</p>	<p>issues are raised. All employees keep more 1m 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 and where fitted January 2021. New office building being moved in to June 2021, allowing even more space for employees. Witney office double the space, all employees are adhering to the 2m apart rules.</p>		<p>03.08.2020 15/09/2020 Reviewed 01.10.2020 Reviewed 03.11.2020 Reviewed 01.12.2020. Reviewed 24.12.2020 Reviewed 06.01.2021 Reviewed 26.01.21. Reviewed 15.02.21. Reviewed 08.03.2021. Reviewed 06.04.21. Reviewed 07.05.2021 Reviewed 08.06.21 Reviewed 01.07.2021 Reviewed 02.08.2021. Reviewed 01.09.2021. Reviewed 11.10.21 Reviewed 11.11.21 Reviewed 01.12.21 Reviewed 13.12.2021. Reviewed 20.01.22.</p>	

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<p>Anxiety and stress levels of employees, mental health and wellbeing.</p>	<p>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</p>	<p>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 from home as of 26/12/2020, all vulnerable employees working from home.</p>	<p>Review ongoing: daily updates to reflect any changes, monitoring, reviewing and aligning with government commentary and guidelines.</p> <p>Communicating plans with Phase 2 employees prior to their return to work.</p> <p>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 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.</p>	<p>HR/ H & S</p> <p>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. Encouraged walk around the UK using Strava app. Mental health First Aiders available and EOP reiterated to all employees 05.03.2021. Mental Health at work books x 10 copies bought and provided to employees.</p>	<p>12/05/2020 Reviewed 03.06.2020 with actions followed up. 03/08/2020 Reviewed 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 Reviewed 06.010.2021 venerable employees considered and working from home. Reviewed 26.01.21, phone calls to employees working from home to maintain contact.</p>	<p>Y</p>

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					Reviewed 15.02.21. Reviewed 08.03.2021. Reviewed 06.04.21. Reviewed 07.05.2021 Reviewed 08.06.21 Reviewed 01.07.2021 Reviewed 02.08.2021 Reviewed 01.09.2021. Reviewed 11.10.21 Reviewed 11.11.21 Reviewed 01.12.21 Reviewed 13.12.2021 Mental health better for most employees being in the offices. Mental Health first Aider training increased all employees to receive training by April 22.	
Employee hotspots: areas	Any employee entering a communal/confined area	Limiting confined /communal areas: Kitchen, tea making facilities and fridge.	Review weekly.	HR/ H & S	12/05/2020 Reviewed 03.06.2020 03/08/2020 15/09/2020	Y

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		<p>employee making hot drinks in pods to 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 at a time. Checks have relaxed and moved on, employees vaccinated.</p>			<p>Reviewed 01.10.2020 Reviewed 03.11.2020. 01.12.2020 reviewed. Reviewed 24.12.2020, will resend communications 06/01/2021 Reviewed 26.01.21. Reviewed 15.02.21. Reviewed 08.03.2021. Reviewed 06.04.21. Reviewed 07.05.2021 Reviewed 08.06.21 Reviewed 01.07.2021 all OK Reviewed 02.08.2021 all OK Reviewed 01.09.2021 all OK Reviewed 11.10.21 OK Reviewed 11.11.21 Reviewed 01.12.21 Reviewed 13.12.2021. Reviewed 20.01.22.</p>	

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Employee hotspots: objects	Any employee interacting with communal resources or fittings	Limiting contact with items that are potential touched 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. Employees still giving space when walking around the office 11.10.21	Review Weekly. Additional fridge bought for Witney office and Coffee station provided for Henley office to reduce hotspots.	HR/ H & S	12/05/2020 Reviewed 03/08/2020 15/09/2020 Reviewed 01.10.2020 Reviewed 03.11.2020 Reviewed 01.12.2020 Reviewed 24.12.2020 Reviewed 06.01.2021 Reviewed 26.01.21 Reviewed 15.02.2021 Reviewed 08.03.2021. Reviewed 06.04.21. Reviewed 07.05.2021 Reviewed 08.06.21 Reviewed 01.07.2021 Reviewed 02.08.2021. Reviewed 01.09.2021. Reviewed 11.10.2021. Reviewed 11.11.21 Reviewed 01.12.21.	Y

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					Reviewed 13.12.2021. Reviewed 20.01.22.	
Lack of visibility, clarity or understanding of guidelines	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 Reviewed 06.01.2021 Reviewed 26.01.21 all signage in place Reviewed 15.02.21. Reviewed 08.03.2021 Reviewed 06.04.21. Reviewed 07.05.21 Reviewed 08.06.21. Reviewed 01.07.2021 Reviewed 01.09.2021 Reviewed 11.10.21 Reviewed 11.11.21 Reviewed 01.12.21	Y

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					Reviewed 13.12.2021. Reviewed 20.01.22	
Lack of PPE	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 and in place to date 01.12.21. Plenty of gel, gloves masks available, screens still in place 11.10.21 Additional lateral flow stocks ordered, plenty of masks, gloves, hand sanitiser available on sites.	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 Reviewed 26.01.21. Reviewed 15.02.2021. Reviewed 08.03.2021. Reviewed 06.04.21. Reviewed 07.05.21. Reviewed 08.06.21. Reviewed 01.07.2021.	Y

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					Reviewed 02.08.2021. Reviewed 01.09.2021. Reviewed 11.10.21 Reviewed 11.11.21 Reviewed 01.12.21. Reviewed 13.12.2021. Reviewed 20.01.22 Extra delivery of Masks were delivered to offices Jan 22	
Lack of conforming to guidelines	Any employee / visitor	Guidance signage for external visitors. Posters and warning signs at entrance 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. Only emergency work is being carried out whilst in third lockdown. Contractors wearing masks whilst in the offices. 11.10.21	HR/ H&S	12/05/2020 Reviewed 03.06.2020 03/08/2020 15/09/2020 Reviewed 01.10.2020 Reviewed 05.11.2020 Reviewed 01.12.2020. Reviewed 24.12.2020 Reviewed 06.01.2021 Reviewed 26.01.2021	Y

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					Reviewed 15.02.2021 Reviewed 08.03.2021. Reviewed 06.04.21. Reviewed 07.05.21 Reviewed 08.06.21 Reviewed 01.07.2021 Reviewed 02.08.2021. Reviewed 01.09.2021. Reviewed 11.10.21 Reviewed 11.11.21 Reviewed 01.12.21 Reviewed 13.12.2021. Reviewed 20.01.22	
Insufficient ongoing or unsafe communication: companywide	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 st June) - Wipesand 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	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.	Y

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			<ul style="list-style-type: none"> - Working from home for anyone with health issues or for mental wellbeing. - Communication kept open with SM and HR 		Will be communicated again 05.01.2021. Reviewed 26.01.21 Reviewed 15.02.2021. Reviewed 08.03.2021. Reviewed 06.04.21. Reviewed 07.05.21. Reviewed 08.06.21. Reviewed 01.07.2021 Reviewed 02.08.2021. Reviewed 01.09.2021. Reviewed 11.10.21 Reviewed 11.11.21 Reviewed 01.12.21 Reviewed 13.12.2021. Reviewed 20.01.22.	
Legionnaires' Disease risk assessment	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. Nothing to update 01.07.2021. Reviewed 01.09.2021. Nothing to update, test will be actioned at the Okehampton office when the	Y

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					refurb takes place. 11.10.21 11.11.21 All OK 13.12.2021. All OK 20.01.22.	
Insufficient ongoing or unsafe communication: team level	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. Reviewed 26.01.21. Reviewed 15.02.2021. Reviewed 08.03.2021. Reviewed 06.04.21. Reviewed 07.05.21. No longer applicable, all employees working in the offices. June 21	Y
Contamination from external source	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. Best practice continued, contractors to wear masks in the offices.	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	Y

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Ventilation	All employees	Courtiers have installed Mechanical Ventilation (Air Conditioning) in each office to provide suitable ventilation. The cooling process brings in fresh outdoor air and circulates internal air, filtering and removing pollutants and allergens. The systems			Added to the risk assessment 20.01.22, but has been in action and reviewed since installation at each site.	

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		<p>installed can provide cooling and heating to different parts of the each building.</p> <p>As per the HSE guidelines, Mechanical systems will provide adequate ventilation if they are set to maximise fresh air and minimise recirculation.</p> <p>Courtiers have the Air Conditioning units serviced bi-annually and assessed regularly by Adcock to ensure they are working properly.</p>				