

KFH Covid-19 Branch Risk Assessment

LOCATION:
All KFH branches

CARRIED OUT BY:
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DATE OF ASSESSMENT:
15th May 2020

Next assessment due:
15th June 2020

REVIEW DATE:
To be reviewed monthly (or immediately if a change in government guidelines or business activity/process arises)

Key: Senior Management Board (SM), Regional Director (RD), Branch Director (BD), Branch Staff (BS), Human Resources (HR), Facilities (F), Marketing (M), Compliance (C), Talent Dev (TD)

DESCRIPTION OF RISK	PERSONS AT RISK	CONTROL MEASURES	Action Owner	Complete
People: 1. Displaying symptoms of having the virus 2. High-risk category staff	Staff, visitors including contractors	Company policy (following Government advice) for any staff or a member of their household exhibiting or reporting Covid-19 symptoms is for that staff member to self-isolate immediately and additional cleaning of office space.	RD/BD/BS/HR /F	Ongoing
	Staff	Staff with immunosuppression or within the stipulated 'high risk' category in accordance with NHS Guidance to avoid the workplace.	RD/BD/HR	Y
		Pregnant staff to avoid the workplace. Staff with vulnerable household members/vulnerable dependents to avoid the workplace.	RD/BD/HR RD/BD/HR	Ongoing Y
3. Contact with other people	Staff, visitors including contractors	Company policy (following Government advice) to follow social distancing recommendations, including when handing over documents or keys. Signage in place in all premises to remind staff of distancing requirements.	BD/BS	Y

4. Visitors	Staff and visitors	No hand-shaking	ALL	Ongoing
		Company policy (following Government advice) to follow social distancing recommendations. Signage and desks placed strategically in all premises to create a socially distanced waiting area and to manage number and placement of visitors.	RD/BD/BS/F	Y
		Signage to encourage appointments.	BD/F/M	Y
		Policy to restrict visitors to only 1 visitor/household at any time. For larger household groups, some individuals may need to wait outside the office. Visitors to supervise children at all times.	BD/BS	Ongoing
		Locked door policy to prevent access without appointment.	BD/BS	Ongoing
		All contractor visits to have been previously advised by Facilities and booked to attend out of office hours where possible.	F	Ongoing
5. Poor hygiene	Staff and visitors	Contractors to wear appropriate PPE and maintain social distancing if necessary	Contractor/ BD	Ongoing
		Policies: Policies to be created requiring staff to follow Government guidance regarding hygiene practices, in particular hand washing. Policies to be sent to all staff and available on the intranet.	SM/C	Y
		Signage: Signage displayed in branches reminding staff of hygiene and social distancing best practice (i.e. hand washing, sneezing etc.).	BD/F/M	Y
		Hand sanitisers provided by KFH for staff to use.	F/BD	Y
		Office cleaning to concentrate on the disinfection of hard surfaces including door handles.	F	Ongoing
		Staff reminded to take responsibility for keeping their workplaces clean including shared facilities and equipment. Antibacterial spray and wipes will be provided to all branches.	BD/BS	Ongoing

6. Complacency	Staff, customers and contractors	<p>Discussion of policies in team meetings.</p> <p>Monitoring of complaint reports.</p> <p>Company communications used to send reminders.</p> <p>Creation of training module on learning platform</p> <p>Regular review of risk assessment and policies.</p>	<p>RD/BD/BS</p> <p>SM/RD</p> <p>M</p> <p>TD</p> <p>SM/ C/ F</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
<p>Areas:</p> <p>1. Being too close together</p>	Staff and visitors	<p>KFH have adopted a “work from home” policy where possible.</p> <p>Company policy (following Government advice) to follow social distancing recommendations. Reminder signage in place at all premises.</p> <p>Applying social distancing guidelines to desk layouts, no hot desks and reducing office occupancy accordingly.</p> <p>Keep movement through the office to a minimum.</p> <p>One person at a time to use kitchen or bathrooms and leave these clean after use.</p> <p>Meetings to be avoided where possible by using MS Teams, conference calling etc. Follow social distancing if face-to-face meetings are unavoidable, keep times of meetings to a minimum and hold meetings outdoors if possible or in a well ventilated space.</p> <p>Where possible and appropriate, increase ventilation by opening windows.</p>	<p>SM/ RD/ HR</p> <p>RD/ BD/ F</p> <p>RD/ BD/ BS/ F</p> <p>BD/BS</p> <p>BD/BS</p> <p>RD/BD/BS</p> <p>BD/BS</p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
<p>Surfaces:</p> <p>1. Touching surfaces</p>	Staff and visitors	<p>Company policy (following Government advice) to frequently wash hands for the stipulated duration and according to guidelines with soap provided. Reminder signage in place at all premises.</p> <p>Individual hand sanitisers provided to staff to use.</p> <p>Office cleaning to concentrate on the disinfection of hard surfaces.</p>	<p>BD/BS</p> <p>BD/BS</p> <p>F</p>	<p>Ongoing</p> <p>Y</p> <p>Y</p>



		Staff reminded to take responsibility for keeping their workplaces clean, using antibacterial materials such as spray or wipes.	RD/BD/BS	Ongoing
		No staff to share desks or personal equipment.	BD/BS	Y
Equipment:				
1. Touching equipment	Staff	Use paperless alternatives wherever possible and only use equipment if absolutely necessary, minimising the use of shared facilities such as photocopiers and franking machine. Use alternative objects such as pen tips, rather than touching buttons directly where possible.	BS	Ongoing
		Office stationery items to not be shared. Nominate one staff member to handle frequently accessed/shared items such as petty cash box.	BD/BS	Ongoing
		Staff to clean/wipe equipment after use.	BD/BS	Ongoing
		Processes that involve the handling of paperwork to be made electronic where possible.	BD/BS	Y
		Doors to be left open where feasible and appropriate.	BD/BS	Ongoing
2. Refreshments	Staff	Staff encouraged to bring packed lunches to work with their own utensils. Also to bring in their own mugs/glasses.	BS	Y
3. Deliveries including keys	Staff	Staff to wash hands in line with Government guidance immediately after handling delivery items. If this is not possible, staff should use disposable gloves when accepting deliveries.	BD/BS	Ongoing
		Keys to be sanitised using antibacterial products, such as spray or wipes, upon receipt and each time after use.	BD/BS	Ongoing
		Staff to not arrange for delivery of personal items.	BD/BS	Ongoing
Travel:				
1. Passengers in company cars	Staff and visitors	No passengers in company cars other than members of your household.	BS	Y

2. Public transport	Staff	Staff asked (following Government advice) to avoid using public transport. If public transport must be used, staff should wear PPE as provided by KFH, such as disposable gloves and facemask.	RD/BD/BS	Ongoing
External Appointments: 1. Accessing properties	Staff, clients, applicants and occupants	Appointments only to be conducted with verified serious applicants.	BD/BS	Ongoing
		Advance checking that accompanying third parties and occupants are not displaying Covid-19 symptoms.	BD/BS	Ongoing
		Provision of PPE to staff and requirement to follow Government guidelines on hygiene and handwashing.	BD/BS/F	Y
		Request for occupants/clients to open all internal doors and turn on lights.	BD/BS	Ongoing
		Social distancing to be maintained at all times, including requesting occupiers to vacate property during appointment.	BD/BS	Ongoing
		Creation of policies for both staff and customers. Policies to be provided to all parties in advance of appointment taking place.	BD/BS/SM/M/C	Y