

Summary								
Office			Date of last assessment					
Manager Name			Date of this assessment					
Director Name			H&S Representative					
Outcome of last assessment <i>[select as appropriate]</i>	High	/	Medium	/	Low			
			Outcome of this assessment <i>[select as appropriate]</i>	High	/	Medium	/	Low

Assessment Guidance
<p>1. Identify the Risks: Assess your branch and think about any hazards relating to Covid 19. In other words, what is it about the activities or processes that could affect your colleagues or harm their health as a result of Covid-19. If this is a re-assessment DO NOT ASSUME THAT NOTHING HAS CHANGED.</p> <p>2. Who is at risk - Then think how colleagues (or others who may be present, such as contractors or customers) might be harmed. Ask your colleagues what they think the additional hazards are, as they may notice things that are not obvious to you and may have some good ideas on how to control the risks. For each issue you need to be clear about who might be affected – it will help you identify the best way of controlling the risk. That doesn't mean listing everyone by name, but rather identifying groups of people. Some colleagues may have particular requirements, e.g. new and young workers, new or expectant mothers, people with disabilities, temporary workers, contractors.</p> <p>3. Evaluate the risks: Having identified the risk and issues that Covid 19 can create, you then have to decide how likely it is that harm will occur, i.e. the level of risk and what to do about it. What you must do is make sure you know about the main risks and the things you need to do to manage them responsibly. Generally, you need to do everything 'reasonably practicable' to protect people from harm. This means balancing the level of risk against the measures needed to control the real risk in terms of money, time or trouble.</p> <p>4. Record you findings: This includes the actions you are going to take. You need to assess the risk, how people might be harmed by them and what you have in place to control the risks. Any record produced should be simple and focused on controls and actions to improve them</p> <p>5. Take Action: If you identify any issues that place colleagues or customer at risk you MUST report the issues to your Manager, Director or HR. A common sense but safety first approach is recommended at all times.</p>

Risks and Issues to review	Is this a risk?	Controls procedures that Must/Could/Should be in place	Y/N	Is this still a risk?	Assessor Notes and actions
<p>Have any colleagues who are due to come into branch become exposed to others OR have you identified any other cases</p> <ul style="list-style-type: none"> Living with someone with a confirmed case of COVID-19. Have come into close contact (within 2 metres for 15 minutes or more) with a confirmed case of COVID-19. Being advised by a public health agency that contact with a diagnosed case has occurred. 		<ul style="list-style-type: none"> Follow government action of self-isolation at home Any existing individual risk assessments (disability, young persons or new / expectant mothers) are reviewed Maintain contact with line management and Human Resources (HR) and follow company policy / guidance. Stay at home and only attend hospital in an emergency. If a colleague develops a high temperature or a persistent cough or a loss of taste or smell while at work, they must: <ol style="list-style-type: none"> Return home immediately Avoid touching anything Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow 			
<p>Are any colleagues or customers who are due to come into branch in a high risk or vulnerable category?</p> <ul style="list-style-type: none"> Organ transplant recipients people with specific cancers, having immunotherapy Severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD; Rare diseases and those at increase the risk of infections 		<ul style="list-style-type: none"> Vulnerable colleagues to continue to follow government action of self-isolation and shielding at home Maintain contact with line management and Human Resources (HR) Follow any additional Covid 19 policy / guidance provided by the HR team. Colleagues understand the process for reporting a change in their status such as becoming vulnerable or being asked to shield The appointment management process has been amended to confirm health status of owners/occupiers/viewers in advance All colleagues are aware of and have access to the Employee Assistance Programme 			

Risks and Issues to review	Is this a risk?	Controls procedures that Must/Could/Should be in place	Y/N	Is this still a risk?	Assessor Notes and actions
Colleague access to branch is not managed or controlled to maintain social distancing		<ul style="list-style-type: none"> • All colleagues should wash their hands on entering and leaving the branch and regularly through the day • Through the day regularly clean common contact surfaces in office e.g. scanners/printers, screens, telephone handsets, desks, particularly at peak times • Through the day regularly clean common contact surfaces (door handles, switches) • Approved Covid signage is in place in the kitchen • 'Hot desking' is prohibited 			
Public access to the branch is not controlled and allows too many people or people who are unwell to enter the branch (including contractors and suppliers)		<ul style="list-style-type: none"> • Clear 'Covid secure' signage in places for all visitors to the branch • No non-essential (social) visitors to branch • The maximum number or permitted visitors and colleagues in the branch is known • Visitors to branches are by appointment only • All visitors are encouraged to sanitise their hands on entering and leaving the branch • Regularly clean common contact surfaces in office • Only one visitor allowed in the branch at once • Floor markings are in place and visible • Non-assistance dogs are discouraged • All visitor appointments to the office are recorded in RPS • All property visits (viewings and valuations) are recorded in RPS 			
		<ul style="list-style-type: none"> • Office layout amended to allow 2m social-distancing 			

Risks and Issues to review	Is this a risk?	Controls procedures that Must/Could/Should be in place	Y/N	Is this still a risk?	Assessor Notes and actions
Social distancing measures are not implemented effectively due to the layout of the office		<ul style="list-style-type: none"> • If social distancing cannot be achieved, screens are in place between workstations • No paper documents (incl. business cards) are in use • Colleagues are able to complete key tasks while maintaining social distancing with colleagues • Colleagues are using personal stationery (pens, notebooks) and equipment (phones, headsets) • Colleagues are aware that 2m rule does not apply in an emergency 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
There are insufficient supplies of minimum PPE		<ul style="list-style-type: none"> • Sufficient supplies in place of: <ul style="list-style-type: none"> ✓ Anti-bacterial hand sanitiser (office and personal) ✓ Anti-bacterial wipes ✓ Hand soap & paper towels ✓ Tissues ✓ Face coverings • Colleagues understand the process for ordering additional supplies of PPE etc • Business attire dress code has been relaxed to allow for smart casual attire that can be regularly laundered • Loose clothing and jewellery discouraged • A supply of disposable gloves is available BUT only used on request by customers. • The safe donning and removal of gloves and face coverings has been highlighted 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
The lack of suitable facilities in the office and/ or the behaviour		<ul style="list-style-type: none"> • Colleagues aware of NHS instructions for good hand hygiene. Use soap and water for at least 20 seconds. 	<input type="checkbox"/>		

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of colleagues/customers/contractors leads to poor hygiene routines		<ul style="list-style-type: none"> Alcohol-based hand sanitiser is available and supplies monitored and ordered as needed Tissues are available for all colleagues The hand washing facilities are regularly cleaned and soap and sanitiser levels are checked Suitable and sufficient rubbish bins for hand towels in place with regular secure removal and disposal of contaminated waste. Branch has sufficient supplies of soap, hand sanitiser and paper towels Cleaning regimes for toilet facilities particularly door handles, locks and the toilet flush are increased Process for regular collection and disposal of waste in place Contracted cleaning arrangements are clear and are being carried out to the standard and timetable agreed All unnecessary materials and equipment is cleared to aid hygiene and cleaning routines 			
The provision and use of communal areas prevents		<ul style="list-style-type: none"> Colleagues are encouraged to stay in the office once they have entered it and not use local shops. 			

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<p>colleagues from meeting company policy on key areas such as social distancing</p>		<ul style="list-style-type: none"> • Dedicated eating areas are in operation and comply with social distancing guidelines • Break times should be staggered to reduce congestion and contact • Hand cleaning facilities or hand sanitiser should be available in any room/space (in all settings) where colleagues eat and should be used when entering and leaving the area • Colleagues should be asked to bring pre-prepared meals and refillable drinking bottles from home • Colleagues should sit 2 metres apart from each other whilst eating and avoid all contact • Tables and chairs are cleaned between each use • All rubbish is put straight in a bin and not left for someone else to clear up • All areas used for eating are thoroughly cleaned at the end of each day, including chairs and door handles 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
<p>Day to day processes allow for the ingress of infection into the workplace</p>		<ul style="list-style-type: none"> • Property keys are sanitised on leaving and returning to the branch • Office supplies (stationary etc) are sanitised on arrival and packaging securely disposed of • All colleagues have access to the Covid 19 risk assessment summary and regular updates from senior management on changes to internal or external guidance 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		

Forward the following summary to: [Central Facilities](#) and [Risk and Governance](#)

Summary Outcomes		
No more than 1 or 2 minor risks identified but these are manageable with clear time bound actions identified to resolve	GREEN	OK to Open Branch
Some processes in operation to reduce risks but there are gaps or risks identified after the assessment with time bound actions identified to resolve	AMBER	Refer to Director
Branch unable to satisfy the majority of the control processes	RED	Do Not Open Report to Will Harvey

Results			
Outcome of last assessment <i>[select as appropriate]</i>	High /Medium /Low	Outcome of this assessment <i>[select as appropriate]</i>	High /Medium /Low
Action 1	Action, Owner, Timescale		Not started/In progress/ Complete
Action 2	Action, Owner, Timescale		Not started/In progress/ Complete
Action 3	Action, Owner, Timescale		Not started/In progress/ Complete
Complete any RIDDOR notifications			Not started/In progress/ Complete

Approvals				
Assessor Name		Assessor Signature		Date
Director Name		Director Signature		Date
H&S/Facilities Name		H&S/Facilities Signature		Date