

## Risk assessment template

Company name: Right Legal Group Limited – Westbury Office

Assessment carried out by: COVID-19 Team

Date of next review: 16<sup>th</sup> February 2021

Date assessment was carried out: 5<sup>th</sup> January 2021

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
<b>Inability to social distance</b>	Staff, clients and visitors	Signs on office main doors to demonstrate 2m distancing. Taped area's on the floor to show 2m distancing must be adhered to. Screens available in office meeting	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to and aligned to the current government guidance.	COVID Team and sw representative	Actions completed. Next meeting review is 16th February 2021	

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
		rooms and reception. Team members empowered to enforce 2m distance with clients and staff. We have remained at 2m distance since March 2020.	New WFH rota introduced following Monday 4 <sup>th</sup> January 2021 lockdown measures			
<b>Social distancing measures not clear</b>	Staff, clients and visitors	Posters around the office about social distancing, Taped floor markings to show the 2m distancing. Office meeting rooms	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the	COVID Team and SW representative	Actions completed. Next meeting review is 16 <sup>th</sup> February 2021	

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
		set up clearly to align with 2m distancing. Daily updates from M.D to staff about covid measures including 2m distancing.	current government guidance.			
<b>Social distancing measures not adhered to</b>	Staff, clients and visitors	We have a covid guide in place for all staff that sets out our policy on our measures. Includes a formal procedure if not being followed. Daily reminder sent from M.D to	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the current government guidance. Refresh Covid guide	COVID Team	Actions completed. Next meeting review is 16th February 2021	

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
		remind of covid measures.				
<b>Hygiene standards not enough to sustain healthy environment</b>	Staff, clients and visitors	Covid PPE for appointments.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to.  Jane to create Covid PPE for appointments.	COVID Team and South West representative	Actions completed. Next meeting review is 16th February 2021	
<b>Exceed maximum capacity can safely fit in building space</b>	Staff, clients and visitors	Maximum capacity on all rooms and front of house.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to	COVID Team	Actions completed. Next meeting review is 16th February 2021	

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
<b>Emotional impact of change</b>	Staff	Daily updates from MD. Wellbeing workshops help. Access to HR and leaders for support. Mental health resources regularly given out as part of daily update. COVID-19 mailbox to receive specific covid questions.	Continue to make staff wellbeing part of the decision making process. Introduce wellbeing activities throughout the duration of the new lockdown to support all staff.	HR & Management	Actions completed. Next meeting review is 16th February 2021	
<b>Lack of appropriate measures to understand</b>	Staff, clients and visitors	Talk to HR about personal health concerns.	Ensure weekly check and balance is	Covid Team	Actions completed. Next meeting	

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><b>vulnerabilities of staff/clients</b></p>		<p>Calls are made ahead of face to face appointments to understand vulnerabilities and so we are made aware of any potential symptoms. These are recorded and a weekly check and balance in place. Front of house questionnaire on arrival to check health of visitor</p>	<p>conducted on the doorstep questionnaires.</p>		<p>review is 16th February 2021</p>	

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
		before continuing with meeting. Doorstep questionnaire completed by advisors before entering client home as a last minute check. COVID tests are made available for advisors before a meeting with a vulnerable client to ensure they are safe to hold the meeting				

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<p><b>Staff don't self-isolate correctly</b></p>	<p>Staff, clients and visitors</p>	<p>Daily reminders from MD on self-isolation.            COVID employee guide details the process for isolating.            HR completes a health assessment and then advises on correct self-isolation.            Track and trace evidence to be provided by staff and then logged on a tracker so we can monitor</p>	<p>Continue with daily updates and reminders.</p>	<p>Bethany Lunn</p>	<p>Actions completed.            Next meeting review is 16th February 2021</p>	



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
		their start and end dates.				
<b>Clients/Visitors/Guest attend offices whilst experiencing symptoms</b>	Staff, clients and visitors	Client symptoms would be identified through reminder call of appointment. On arrival, FOH questionnaire to confirm no symptoms and client signature. Sanitising of hands. Must wear a face mask. Will be asked to leave the building if they are	Check and balance on FOH forms to make sure client questionnaires are being completed and not allowing meetings to go ahead where client has confirmed they have symptoms.	Bethany Lunn & FOH	Actions completed. Next meeting review is 16th February 2021	

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		experiencing symptoms.				
<b>Client visits could exceed maximum capacity</b>	Staff, clients and visitors	Ensuring 1 set of clients at any one time.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to	COVID team and FOH	Actions completed. Next meeting review is 16th February 2021	

More information on managing risk: [www.hse.gov.uk/simple-health-safety/risk/](http://www.hse.gov.uk/simple-health-safety/risk/)



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Assessment carried out by: COVID-19 Team

Date of next review: 16<sup>th</sup> February 2021

Date assessment was carried out: 5<sup>th</sup> January 2021

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
<b>Inability to social distance</b>	Staff, clients and visitors	Signs on office main doors to demonstrate 2m distancing. Taped area's on the floor to show 2m distancing must be adhered to. Screens available in office meeting	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to and aligned to the current government guidance.	COVID Team and sw representative	Actions completed. Next meeting review is 16th February 2021	

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
		rooms and reception. Team members empowered to enforce 2m distance with clients and staff. We have remained at 2m distance since March 2020.	New WFH rota introduced following Monday 4 <sup>th</sup> January 2021 lockdown measures			
<b>Social distancing measures not clear</b>	Staff, clients and visitors	Posters around the office about social distancing, Taped floor markings to show the 2m distancing. Office	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the	COVID Team and SW representative	Actions completed. Next meeting review is 16 <sup>th</sup> February 2021	

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>meeting rooms set up clearly to align with 2m distancing. Daily updates from M.D to staff about covid measures including 2m distancing. Traffic light system in place before entering the building. Green light gives the go ahead to enter building and gives clear guidance on entrance in the</p>	<p>current government guidance.</p>			

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
		front door, exit in the back door				
<b>Social distancing measures not adhered to</b>	Staff, clients and visitors	We have a covid guide in place for all staff that sets out our policy on our measures. Includes a formal procedure if not being followed. Daily reminder sent from M.D to remind of covid measures. Traffic light system in place before entering the building. Green light gives	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the current government guidance. Refresh Covid guide	COVID Team	Actions completed. Next meeting review is 16th February 2021	

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
		the go ahead to enter building and gives clear guidance on entrance in the front door, exit in the back door				
<b>Hygiene standards not enough to sustain healthy environment</b>	Staff, clients and visitors	Covid PPE for appointments.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to.  Jane to create Covid PPE for appointments.	COVID Team and South West representative	Actions completed. Next meeting review is 16th February 2021	
<b>Exceed maximum capacity can safely fit in building space</b>	Staff, clients and visitors	Maximum capacity on all	To have monthly review with covid-19 ambassadors at our	COVID Team	Actions completed. Next meeting	



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
		rooms and front of house. Traffic light system in place before entering the building. Green light gives the go ahead to enter building and gives clear guidance on entrance in the front door, exit in the back door	remote branches to ensure the measures are still being adhered to		review is 16th February 2021	
<b>Emotional impact of change</b>	Staff	Daily updates from MD. Wellbeing workshops help.	Continue to make staff wellbeing part of the decision making process.	HR & Management	Actions completed. Next meeting review is 16th February 2021	

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		<p>Access to HR and leaders for support. Mental health resources regularly given out as part of daily update. COVID-19 mailbox to receive specific covid questions.</p>	<p>Introduce wellbeing activities throughout the duration of the new lockdown to support all staff.</p>			
<p><b>Lack of appropriate measures to understand vulnerabilities of staff/clients</b></p>	<p>Staff, clients and visitors</p>	<p>Talk to HR about personal health concerns.</p> <p>Calls are made ahead of face to face</p>	<p>Ensure weekly check and balance is conducted on the doorstep questionnaires.</p>	<p>Covid Team</p>	<p>Actions completed. Next meeting review is 16th February 2021</p>	

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>appointments to understand vulnerabilities and so we are made aware of any potential symptoms. These are recorded and a weekly check and balance in place.</p> <p>Front of house questionnaire on arrival to check health of visitor before continuing with meeting.</p> <p>Doorstep questionnaire completed by</p>				

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
		advisors before entering client home as a last minute check. COVID tests are made available for advisors before a meeting with a vulnerable client to ensure they are safe to hold the meeting				
<b>Staff don't self-isolate correctly</b>	Staff, clients and visitors	Daily reminders from MD on self-isolation. COVID employee guide details the process for isolating.	Continue with daily updates and reminders.	Bethany Lunn	Actions completed. Next meeting review is 16th February 2021	

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>HR completes a health assessment and then advises on correct self-isolation.</p> <p>Track and trace evidence to be provided by staff and then logged on a tracker so we can monitor their start and end dates.</p>				
<p><b>Clients/Visitors/Guest attend offices whilst experiencing symptoms</b></p>	<p>Staff, clients and visitors</p>	<p>Client symptoms would be identified through reminder call of appointment.</p>	<p>Check and balance on FOH forms to make sure client questionnaires are being completed and not allowing meetings to go</p>	<p>Bethany Lunn &amp; FOH</p>	<p>Actions completed. Next meeting review is 16th February 2021</p>	

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		<p>On arrival, FOH questionnaire to confirm no symptoms and client signature. Sanitising of hands. Must wear a face mask. Will be asked to leave the building if they are experiencing symptoms.</p>	<p>ahead where client has confirmed they have symptoms.</p>			
<p><b>Client visits could exceed maximum capacity</b></p>	<p>Staff, clients and visitors</p>	<p>Ensuring 1 set of clients at any one time. Traffic light system in place</p>	<p>To have monthly review with covid-19 ambassadors at our remote branches to</p>	<p>COVID team and FOH</p>	<p>Actions completed. Next meeting review is 16th February 2021</p>	

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
		before entering the building. Green light gives the go ahead to enter building and gives clear guidance on entrance in the front door, exit in the back door	ensure the measures are still being adhered to			

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## Risk assessment template

Company name: Right Legal Group Limited – Nailsea Office

Assessment carried out by: COVID-19 Team

Date of next review: 16<sup>th</sup> February 2021

Date assessment was carried out: 5<sup>th</sup> January 2021

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
<b>Inability to social distance</b>	Staff, clients and visitors	Signs on office main doors to demonstrate 2m distancing. Taped area's on the floor to show 2m distancing must be adhered to. Screens available in office meeting	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to and aligned to the current government guidance.	COVID Team and sw representative	Actions completed. Next meeting review is 16th February 2021	



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
		rooms and reception. Team members empowered to enforce 2m distance with clients and staff. We have remained at 2m distance since March 2020.	New WFH rota introduced following Monday 4 <sup>th</sup> January 2021 lockdown measures			
<b>Social distancing measures not clear</b>	Staff, clients and visitors	Posters around the office about social distancing, Taped floor markings to show the 2m distancing. Office meeting rooms	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the	COVID Team and SW representative	Actions completed. Next meeting review is 16 <sup>th</sup> February 2021	

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
		set up clearly to align with 2m distancing. Daily updates from M.D to staff about covid measures including 2m distancing.	current government guidance.			
<b>Social distancing measures not adhered to</b>	Staff, clients and visitors	We have a covid guide in place for all staff that sets out our policy on our measures. Includes a formal procedure if not being followed. Daily reminder sent from M.D to	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the current government guidance. Refresh Covid guide	COVID Team	Actions completed. Next meeting review is 16th February 2021	

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
		remind of covid measures.				
<b>Hygiene standards not enough to sustain healthy environment</b>	Staff, clients and visitors	Covid PPE for appointments.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to.  Jane to create Covid PPE for appointments.	COVID Team and South West representative	Actions completed. Next meeting review is 16th February 2021	
<b>Exceed maximum capacity can safely fit in building space</b>	Staff, clients and visitors	Maximum capacity on all rooms and front of house.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to	COVID Team	Actions completed. Next meeting review is 16th February 2021	

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
<b>Emotional impact of change</b>	Staff	Daily updates from MD. Wellbeing workshops help. Access to HR and leaders for support. Mental health resources regularly given out as part of daily update. COVID-19 mailbox to receive specific covid questions.	Continue to make staff wellbeing part of the decision making process. Introduce wellbeing activities throughout the duration of the new lockdown to support all staff.	HR & Management	Actions completed. Next meeting review is 16th February 2021	
<b>Lack of appropriate measures to understand</b>	Staff, clients and visitors	Talk to HR about personal health concerns.	Ensure weekly check and balance is	Covid Team	Actions completed. Next meeting	

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><b>vulnerabilities of staff/clients</b></p>		<p>Calls are made ahead of face to face appointments to understand vulnerabilities and so we are made aware of any potential symptoms. These are recorded and a weekly check and balance in place. Front of house questionnaire on arrival to check health of visitor</p>	<p>conducted on the doorstep questionnaires.</p>		<p>review is 16th February 2021</p>	

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		before continuing with meeting. Doorstep questionnaire completed by advisors before entering client home as a last minute check. COVID tests are made available for advisors before a meeting with a vulnerable client to ensure they are safe to hold the meeting				

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><b>Staff don't self-isolate correctly</b></p>	<p>Staff, clients and visitors</p>	<p>Daily reminders from MD on self-isolation.            COVID employee guide details the process for isolating.            HR completes a health assessment and then advises on correct self-isolation.            Track and trace evidence to be provided by staff and then logged on a tracker so we can monitor</p>	<p>Continue with daily updates and reminders.</p>	<p>Bethany Lunn</p>	<p>Actions completed.            Next meeting review is 16th February 2021</p>	

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		their start and end dates.				
<b>Clients/Visitors/Guest attend offices whilst experiencing symptoms</b>	Staff, clients and visitors	Client symptoms would be identified through reminder call of appointment. On arrival, FOH questionnaire to confirm no symptoms and client signature. Sanitising of hands. Must wear a face mask. Will be asked to leave the building if they are	Check and balance on FOH forms to make sure client questionnaires are being completed and not allowing meetings to go ahead where client has confirmed they have symptoms.	Bethany Lunn & FOH	Actions completed. Next meeting review is 16th February 2021	



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<b>Client visits could exceed maximum capacity</b>	Staff, clients and visitors	Ensuring 1 set of clients at any one time.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to	COVID team and FOH	Actions completed. Next meeting review is 16th February 2021	

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## Risk assessment template

Company name: Right Legal Group Limited – Kingswood Office

Assessment carried out by: COVID-19 Team

Date of next review: 16<sup>th</sup> February 2021

Date assessment was carried out: 5<sup>th</sup> January 2021

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
<b>Inability to social distance</b>	Staff, clients and visitors	Signs on office main doors to demonstrate 2m distancing. Taped area's on the floor to show 2m distancing must be adhered to. Screens available in office meeting	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to and aligned to the current government guidance.	COVID Team and sw representative	Actions completed. Next meeting review is 16th February 2021	

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		rooms and reception. Team members empowered to enforce 2m distance with clients and staff. We have remained at 2m distance since March 2020.	New WFH rota introduced following Monday 4 <sup>th</sup> January 2021 lockdown measures			
<b>Social distancing measures not clear</b>	Staff, clients and visitors	Posters around the office about social distancing, Taped floor markings to show the 2m distancing. Office meeting rooms	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the	COVID Team and SW representative	Actions completed. Next meeting review is 16 <sup>th</sup> February 2021	

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<b>Emotional impact of change</b>	Staff	Daily updates from MD. Wellbeing workshops help. Access to HR and leaders for support. Mental health resources regularly given out as part of daily update. COVID-19 mailbox to receive specific covid questions.	Continue to make staff wellbeing part of the decision making process. Introduce wellbeing activities throughout the duration of the new lockdown to support all staff.	HR & Management	Actions completed. Next meeting review is 16th February 2021	
<b>Lack of appropriate measures to understand</b>	Staff, clients and visitors	Talk to HR about personal health concerns.	Ensure weekly check and balance is	Covid Team	Actions completed. Next meeting	

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<p><b>vulnerabilities of staff/clients</b></p>		<p>Calls are made ahead of face to face appointments to understand vulnerabilities and so we are made aware of any potential symptoms. These are recorded and a weekly check and balance in place. Front of house questionnaire on arrival to check health of visitor</p>	<p>conducted on the doorstep questionnaires.</p>		<p>review is 16th February 2021</p>	



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		their start and end dates.				
<p><b>Clients/Visitors/Guest attend offices whilst experiencing symptoms</b></p>	<p>Staff, clients and visitors</p>	<p>Client symptoms would be identified through reminder call of appointment. On arrival, FOH questionnaire to confirm no symptoms and client signature. Sanitising of hands. Must wear a face mask. Will be asked to leave the building if they are</p>	<p>Check and balance on FOH forms to make sure client questionnaires are being completed and not allowing meetings to go ahead where client has confirmed they have symptoms.</p>	<p>Bethany Lunn &amp; FOH</p>	<p>Actions completed. Next meeting review is 16th February 2021</p>	

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
		experiencing symptoms.				
<b>Client visits could exceed maximum capacity</b>	Staff, clients and visitors	Ensuring 1 set of clients at any one time.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to	COVID team and FOH	Actions completed. Next meeting review is 16th February 2021	

More information on managing risk: [www.hse.gov.uk/simple-health-safety/risk/](http://www.hse.gov.uk/simple-health-safety/risk/)



## Risk assessment template

**Company name: Right Legal Group Limited – Chipping Sodbury Office**

**Assessment carried out by: COVID-19 Team**

**Date of next review: 16<sup>th</sup> February 2021**

**Date assessment was carried out: 5<sup>th</sup> January 2021**

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
<b>Inability to social distance</b>	Staff, clients and visitors	Signs on office main doors to demonstrate 2m distancing. Taped area's on the floor to show 2m distancing must be adhered to. Screens available in office meeting	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to and aligned to the current government guidance.	COVID Team and sw representative	Actions completed. Next meeting review is 16th February 2021	

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
		rooms and reception. Team members empowered to enforce 2m distance with clients and staff. We have remained at 2m distance since March 2020.	New WFH rota introduced following Monday 4 <sup>th</sup> January 2021 lockdown measures			
<b>Social distancing measures not clear</b>	Staff, clients and visitors	Posters around the office about social distancing, Taped floor markings to show the 2m distancing. Office meeting rooms	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the	COVID Team and SW representative	Actions completed. Next meeting review is 16 <sup>th</sup> February 2021	

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
		set up clearly to align with 2m distancing. Daily updates from M.D to staff about covid measures including 2m distancing.	current government guidance.			
<b>Social distancing measures not adhered to</b>	Staff, clients and visitors	We have a covid guide in place for all staff that sets out our policy on our measures. Includes a formal procedure if not being followed. Daily reminder sent from M.D to	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to and aligned to the current government guidance. Refresh Covid guide	COVID Team	Actions completed. Next meeting review is 16th February 2021	



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
		remind of covid measures.				
<b>Hygiene standards not enough to sustain healthy environment</b>	Staff, clients and visitors	Covid PPE for appointments.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to.  Jane to create Covid PPE for appointments.	COVID Team and South West representative	Actions completed. Next meeting review is 16th February 2021	
<b>Exceed maximum capacity can safely fit in building space</b>	Staff, clients and visitors	Maximum capacity on all rooms and front of house.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to	COVID Team	Actions completed. Next meeting review is 16th February 2021	

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
<b>Emotional impact of change</b>	Staff	Daily updates from MD. Wellbeing workshops help. Access to HR and leaders for support. Mental health resources regularly given out as part of daily update. COVID-19 mailbox to receive specific covid questions.	Continue to make staff wellbeing part of the decision making process. Introduce wellbeing activities throughout the duration of the new lockdown to support all staff.	HR & Management	Actions completed. Next meeting review is 16th February 2021	
<b>Lack of appropriate measures to understand</b>	Staff, clients and visitors	Talk to HR about personal health concerns.	Ensure weekly check and balance is	Covid Team	Actions completed. Next meeting	

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><b>vulnerabilities of staff/clients</b></p>		<p>Calls are made ahead of face to face appointments to understand vulnerabilities and so we are made aware of any potential symptoms. These are recorded and a weekly check and balance in place. Front of house questionnaire on arrival to check health of visitor</p>	<p>conducted on the doorstep questionnaires.</p>		<p>review is 16th February 2021</p>	

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
		before continuing with meeting. Doorstep questionnaire completed by advisors before entering client home as a last minute check. COVID tests are made available for advisors before a meeting with a vulnerable client to ensure they are safe to hold the meeting				

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><b>Staff don't self-isolate correctly</b></p>	<p>Staff, clients and visitors</p>	<p>Daily reminders from MD on self-isolation.            COVID employee guide details the process for isolating.            HR completes a health assessment and then advises on correct self-isolation.            Track and trace evidence to be provided by staff and then logged on a tracker so we can monitor</p>	<p>Continue with daily updates and reminders.</p>	<p>Bethany Lunn</p>	<p>Actions completed.            Next meeting review is 16th February 2021</p>	

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
		their start and end dates.				
<b>Clients/Visitors/Guest attend offices whilst experiencing symptoms</b>	Staff, clients and visitors	Client symptoms would be identified through reminder call of appointment. On arrival, FOH questionnaire to confirm no symptoms and client signature. Sanitising of hands. Must wear a face mask. Will be asked to leave the building if they are	Check and balance on FOH forms to make sure client questionnaires are being completed and not allowing meetings to go ahead where client has confirmed they have symptoms.	Bethany Lunn & FOH	Actions completed. Next meeting review is 16th February 2021	

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
		experiencing symptoms.				
<b>Client visits could exceed maximum capacity</b>	Staff, clients and visitors	Ensuring 1 set of clients at any one time.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to	COVID team and FOH	Actions completed. Next meeting review is 16th February 2021	

More information on managing risk: [www.hse.gov.uk/simple-health-safety/risk/](http://www.hse.gov.uk/simple-health-safety/risk/)





## Risk assessment template

**Company name: Right Legal Group Limited – Brighton Office**

**Assessment carried out by: COVID-19 Team**

**Date of next review: 5<sup>th</sup> January 2021**

**Date assessment was carried out: 16<sup>th</sup> February 2021**

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
<b>Inability to social distance</b>	Staff, clients and visitors	Signs on office main doors to demonstrate 2m distancing. Taped area's on the floor to show 2m distancing must be adhered to. Ensuring 1 set of clients in at any one time. Screens in office	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to and aligned to the current government guidance.	COVID Team and Brighton Office representative	Actions completed. Next meeting review is Tuesday 16 <sup>th</sup> February 2021	

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
		meeting rooms. Team members empowered to enforce 2m distance with clients and staff. We have remained at 2m distance since March 2020.				
<b>Social distancing measures not clear</b>	Staff, clients and visitors	Posters around the office about social distancing, A frame board outside office to display that we are adhering to social distancing to all staff, visitors	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to and aligned to the current government guidance.	COVID Team and Brighton Office representative	Actions completed. Next meeting review is Tuesday 16 <sup>th</sup> February 2021	

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>and guests. Taped floor markings to show the 2m distancing. Office meeting rooms set up clearly to align with 2m distancing. Daily updates from M.D to staff about Covid measures including 2m distancing.</p>				
<p><b>Social distancing measures not adhered to</b></p>	<p>Staff, clients and visitors</p>	<p>We have a Covid guide in place for all staff that sets out our policy on our measures.</p>	<p>To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are</p>	<p>COVID Team</p>	<p>Actions completed. Next meeting review is</p>	

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
		Includes a formal procedure if not being followed. Daily reminder sent from M.D to remind of Covid measures.	still being adhered to and aligned to the current government guidance.		Tuesday 16 <sup>th</sup> February 2021	
<b>Hygiene standards not enough to sustain healthy environment</b>	Staff, clients and visitors	Staff regularly cleaning the office equipment and wiping down work areas after client and visitors. Cleaning equipment is regularly purchased local supermarkets to	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to	COVID Team and South West representative	Actions completed. Next meeting review is Tuesday 16 <sup>th</sup> February 2021	

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>maintain the hygiene. Client meetings room are well ventilated by keeping windows open. Hand sanitiser on display on reception for staff and visitors. Encouraged to sanitise on arrival.</p> <p>Daily update reminders include the importance of hand washing to</p>				

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
		maintain hygiene standards.				
<b>Exceed maximum capacity can safely fit in building space</b>	Staff, clients and visitors	Maximum capacity on all rooms and front of house. 1 set of clients in the building at any one time.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measure's are still being adhered to	COVID Team	Actions completed. Next meeting review is Tuesday 16 <sup>th</sup> February 2021	
<b>Emotional impact of change</b>	Staff	Daily updates from MD. Wellbeing workshops help. Access to HR and leaders for support. Mental health resources regularly given	Continue to make staff wellbeing part of the decision making process. Introduce wellbeing activities throughout the duration of the new lockdown to support all staff.	HR & Management	Actions completed. Next meeting review is Tuesday 16 <sup>th</sup> February 2021	

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>out as part of daily update. COVID-19 mailbox to receive specific covid questions.</p>				
<p><b>Lack of appropriate measures to understand vulnerabilities of staff/clients</b></p>	<p>Staff, clients and visitors</p>	<p>Talk to HR about personal health concerns.</p> <p>Calls are made ahead of face to face appointments to understand vulnerabilities and so we are made aware of any potential</p>	<p>Ensure weekly check and balance is conducted on the doorstep questionnaires.</p>	<p>Covid Team</p>	<p>Actions completed. Next meeting review is Tuesday 16<sup>th</sup> February 2021</p>	

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>symptoms. These are recorded and a weekly check and balance in place.</p> <p>Front of house questionnaire on arrival to check health of visitor before continuing with meeting.</p> <p>Doorstep questionnaire completed by advisors before entering client home as a last minute check.</p> <p>COVID tests are made available</p>				



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
		for advisors before a meeting with a vulnerable client to ensure they are safe to hold the meeting				
<b>Staff don't self-isolate correctly</b>	Staff, clients and visitors	Daily reminders from MD on self isolation. COVID employee guide details the process for isolating. HR completes a health assessment and then advises on correct self isolation.	Continue with daily updates and reminders.	Bethany Lunn	Actions completed. Next meeting review is Tuesday 16 <sup>th</sup> February 2021	

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
		Track and trace evidence to be provided by staff and then logged on a tracker so we can monitor their start and end dates.				
<b>Clients/Visitors/Guest attend offices whilst experiencing symptoms</b>	Staff, clients and visitors	Client symptoms would be identified through reminder call of appointment. On arrival, FOH questionnaire to confirm no symptoms and client signature.	Check and balance on FOH forms to make sure client questionnaires are being completed and not allowing meetings to go ahead where client has confirmed they have symptoms.	Bethany Lunn & FOH	Actions completed. Next meeting review is Tuesday 16 <sup>th</sup> February 2021	

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
		Sanitising of hands. Must wear a face mask. Will be asked to leave the building if they are experiencing symptoms.				
<b>Client visits could exceed maximum capacity</b>	Staff, clients and visitors	Ensuring 1 set of clients at any one time.	To have monthly review with covid-19 ambassadors at our remote branches to ensure the measures are still being adhered to	COVID team and FOH	Actions completed. Next meeting review is Tuesday 16 <sup>th</sup> February 2021	

More information on managing risk: [www.hse.gov.uk/simple-health-safety/risk/](http://www.hse.gov.uk/simple-health-safety/risk/)



## Risk assessment template

Company name: Right Legal Group Limited – Derby Office

Assessment carried out by: COVID-19 Team

Date of next review: 16<sup>th</sup> February 2021

Date assessment was carried out: 5<sup>th</sup> January 2021

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
<b>Inability to social distance</b>	Staff, clients and visitors	Signs on office main doors to demonstrate 2m distancing. Roller banner in reception as a visual for clients and staff. Taped area's on the floor to show 2m	To have monthly review with covid-19 to ensure the measures are still being adhered to and aligned to the current government guidance.	COVID Team	Actions completed. Next Risk Assessment Review 16 <sup>th</sup> February 2021	

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>distancing must be adhered to. Screens in boardroom. Team members empowered to enforce 2m distance with clients and staff. We have remained at 2m distance since March 2020. Staff desks measured 2m apart. Purchased 2m ruler as a visual to demonstrate the distance that</p>				

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
		people be adhering to. Daily reminders since March 2020 from MD to the business reminder of the guidelines.				
<b>Social distancing measures not clear</b>	Staff, clients and visitors	Posters around the office about social distancing, visitors and guests. Taped floor markings to show the 2m distancing. Office meeting rooms set up clearly to align with 2m	To have monthly review with COVID team to ensure the measure's are still being adhered to and aligned to the current government guidance. Refresh all signage throughout the business.	COVID Team	Actions completed. Next Risk Assessment Review 16 <sup>th</sup> February 2021	

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>distancing. Daily updates from M.D to staff about covid measures including 2m distancing. Purchased 2m ruler as a visual to demonstrate the distance that people need to be adhering to.</p>				
<p><b>Social distancing measures not adhered to</b></p>	<p>Staff, clients and visitors</p>	<p>We have a covid guide in place for all staff that sets out our policy on our measures. Includes a formal procedure if not</p>	<p>To have monthly review with covid-19 to ensure the measures are still being adhered to and aligned to the current government guidance.</p>	<p>COVID Team</p>	<p>Actions completed. Next Risk Assessment Review 16<sup>th</sup> February 2021</p>	



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
		being followed. Daily reminder sent from M.D to remind of Covid measures.	Update Covid guide. Refresh signage around the business.			
<b>Hygiene standards not enough to sustain healthy environment</b>	Staff, clients and visitors	Staff regularly cleaning the office equipment and wiping down work areas after client and visitors. Cleaning taking place 3 times a day across all areas and HOT spot areas are cleaned a further 2 times per day. Office well	To have monthly review with covid-19 to ensure the measures are still being adhered to and aligned to the current government guidance. Refresh cleaning tasks assigning to new team members to cover new WFH rota. Introduce twice daily cleaning checks and extra cleans of hotspot areas such as tap handles, toilet	COVID Team	Actions completed. Next Risk Assessment Review 16 <sup>th</sup> February 2021	

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>ventilated by keeping windows open. Temperature checker on reception to check client and staff temperatures. Hand sanitiser on display on reception for staff and visitors. Encouraged to sanitise on arrival.</p> <p>Daily update reminders include the importance of</p>	<p>flushes, kettle handle, fridge door etc.</p>			

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
		hand washing to maintain hygiene standards.				
<b>Exceed maximum capacity can safely fit in building space</b>	Staff, clients and visitors	Maximum capacity on all rooms and front of house. Rota in place to reduced office numbers. Guests are approved by COVID team to ensure capacity numbers are not exceeded.	To have monthly review with covid-19 to ensure the measures are still being adhered to and aligned to the current government guidance. Introduce new WFH rota based on announcement Monday 4 <sup>th</sup> January 2021 to further reduce office capacity.	COVID Team	Actions completed. Next Risk Assessment Review 16 <sup>th</sup> February 2021	

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
<b>Emotional impact of change</b>	Staff	Daily updates from MD. Wellbeing workshops help. Access to HR and leaders for support. Mental health resources regularly given out as part of daily update. COVID-19 mailbox to receive specific Covid questions.	Continue to make staff wellbeing part of the decision making process. Introduce wellbeing activities throughout the duration of the new lockdown to support all staff.	HR & Culture Ambassadors	Actions completed. Next Risk Assessment Review 16 <sup>th</sup> February 2021	
<b>Lack of appropriate measures to understand</b>	Staff, clients and visitors	Talk to HR about personal health concerns.	Ensure weekly check and balance is	Covid team	Actions completed. Next Risk	

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><b>vulnerabilities of staff/clients</b></p>		<p>Calls are made ahead of face to face appointments to understand vulnerabilities and so we are made aware of any potential symptoms. These are recorded and a weekly check and balance in place. Front of house questionnaire on arrival to check health of visitor</p>	<p>conducted on the doorstep questionnaires. Introduce mandatory Covid tests for the Legal advisors that have F2F home appointments for the over 70's and clinically vulnerable.</p>		<p>Assessment Review 16<sup>th</sup> February 2021</p>	

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
		before continuing with meeting. Doorstep questionnaire completed by advisors before entering client home as a last minute check. COVID tests are made available for advisors before a meeting with a vulnerable client to ensure they are safe to hold the meeting				

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><b>Staff don't self-isolate correctly</b></p>	<p>Staff, clients and visitors</p>	<p>Daily reminders from MD on self-isolation.            COVID employee guide details the process for isolating.            HR completes a health assessment and then advises on correct self-isolation period.            Track and trace evidence to be provided by staff and then logged on a tracker so we can monitor</p>	<p>Continue with daily updates and reminders.</p>	<p>Bethany Lunn</p>	<p>Actions completed.            Next Risk Assessment Review 16<sup>th</sup> February 2021</p>	

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
		their start and end dates.				
<p><b>Clients/Visitors/Guest attend offices whilst experiencing symptoms</b></p>	<p>Staff, clients and visitors</p>	<p>Client symptoms would be identified through reminder call of appointment. On arrival, FOH questionnaire to confirm no symptoms and client signature. Sanitising of hands. Must wear a face mask. Will be asked to leave the building if they are</p>	<p>Check and balance on FOH forms to make sure client questionnaires are being completed and not allowing meetings to go ahead where client has confirmed they have symptoms.</p>	<p>Bethany Lunn &amp; FOH</p>	<p>Actions completed. Next Risk Assessment Review 16<sup>th</sup> February 2021</p>	



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
		experiencing symptoms.				
<b>Client visits could exceed maximum capacity</b>	Staff, clients and visitors	We have assigned a dedicated space for client/ visitors (Boardroom)	To have monthly review with covid-19 to ensure the measures are still being adhered to and aligned to the current government guidance.	COVID team and FOH	Actions completed. Next Risk Assessment Review 16 <sup>th</sup> February 2021	

More information on managing risk: [www.hse.gov.uk/simple-health-safety/risk/](http://www.hse.gov.uk/simple-health-safety/risk/)

