

Coronavirus Pandemic

On behalf of Richard J Knaggs & Co LLP, we would like to inform you of the steps we are taking to enable us to maintain a safe environment for our clients and staff in the current COVID-19 pandemic.

We have been making plans to ensure that as far as possible it is business as usual.

Please see our RISK ASSESSMENT.

We are operating an appointment only system for visitors to our office. If it is essential for you to attend the office, please contact us by telephone or e-mail to arrange an appointment. We request that all visitors wear a face covering when entering our offices. We apologise for any inconvenience this may cause.

When delivering papers to our office, please put your papers clearly addressed to the Richard Knaggs & Co team member that they are intended for in the letter box of our Redcar office, or leave on reception desk, remembering to wear a face covering when entering the premises.

If you have any queries then please do not hesitate to contact us on 01642 487011 and we will do our best to assist.

Please be aware that some fraudsters will take opportunity of the vulnerability of cyber security during this period of uncertainty. We

have extensive cyber security measures in place but you should be aware that we will not email you with changes to our bank details and if you want to confirm whether an email sent by us is genuine or to confirm any details, please speak to the Fee Earner acting for you or our accounts team on 01642 487011.

By working together we will get through this difficult time with minimal interruption to our services. We sincerely thank you for your help to achieve this.

Please refer to the following Government website for further guidance
<https://www.gov.uk/coronavirus>

Risk assessment (Coronavirus – COVID-19)

Company name: RICHARD J KNAGGS & CO LLP

Assessment carried out by: RJK

Date of next review:

Date assessment was carried out: 18.1.21

When any changes instructed by the Government

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>Arrival & departure from work – Infection</p>	<p>Staff, visitors and contractors may be exposed to the virus</p>	<p>All staff and visitors have their temperature checked upon arrival to the premises. Any staff or visitor with a high temperature is politely asked to leave and advised to have a COVID check because of the risk.</p> <p><u>Good housekeeping is carried out</u></p> <p>Awareness and information posters and signage at key locations around the building, including at entrance</p>				

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		<p>Number of staff in the office kept to satisfactory levels. Occupancy closely monitored by Team Leaders and Partners. Socially distanced working in place.</p> <p><u>Increased cleaning activity:</u></p> <p>Daily cleaning of door handles, telephones and keyboards by Users.</p>				
		<p>Staff can work at home where it is possible for them to do their work remotely.</p> <p>Vulnerable workers to shield at home wherever possible and as directed by the government shielding notice.</p>				

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		<p>Records maintained of visitors to site (to aid tracing)</p> <p>Staggered start and finish times, if requested and possible, to be agreed by Team Leaders and Partners.</p> <p>2m floor markings on approach to potential congested areas e.g. reception and at key locations in the building.</p> <p>Hand sanitising stations are placed in reception and throughout the building on each floor along with anti bacterial sprays and paper towels to wipe down surfaces and handles.</p>				

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		<p>Anti bacterial wipes are provided in reception to clean surfaces, pens etc.</p> <p>Pens provided for clients are disinfected and left aside for 72hrs before re-using.</p> <p>Seating in reception ensures 2m distancing.</p> <p>Disposable protective gloves are provided at reception and in the mail room for handling post and documents.</p> <p>Packages are cleaned on delivery</p> <p>Car sharing discouraged.</p>				

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<p>Working in the office – Infection</p>	<p>Staff, visitors and contractors may be exposed to the virus</p>	<p>Adequate toilets with hot water, soap facilities. Paper towels provided in toilets and hand sanitising stations Increased frequency of handwashing by staff and visitors encouraged. Awareness posters displayed at various locations. Zoom conference calls available for clients and email for urgent matters (office as well as homeworking)</p> <p>No hot desking</p> <p>Client visits limited to essential pre-booked only eg document signing. Clients required to wear face coverings unless carry a valid exemption note.</p>				

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		<p>Pens that are provided in reception and meeting rooms are sanitised after use and left for 72 hours.</p> <p>Workstations clearly designated to comply with social distancing.</p> <p>Sign installed at entrance to each meeting room reminding occupants of 2m distancing. If pens are provided they are disinfected and left for 72hrs before reuse.</p> <p>Firm limiting passing physical documents between staff, by going paperless where possible.</p> <p>Limited client attendance to the office with pre-booked appointments only if possible.</p>				

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		<p>Reduced use of high contact items as much as possible, photocopiers printers etc</p> <p>Staff required to wear face coverings when not at their desks e.g moving around the office.</p>				
<p>Break times & Lunch</p>	<p>Staff may be exposed to the virus</p>	<p>Staff encouraged to bring their own 'ready to eat' food to work.</p> <p>Sanitising liquids and paper towels provided in the kitchen area. Staff have been instructed to follow social distance guidelines in the staff room during break times and lunch times are staggered to enable this.</p>				

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<p>Dealing with a potentially exposed employee or visitor</p>	<p>Risk of staff and visitors being exposed to the virus</p>	<p>Temperatures are checked upon arrival if displaying a high temperature staff/visitor are politely asked to leave the premises and suggest they have a COVID test.</p> <p>Face coverings and protective gloves are available for clients/employees should they not have their own.</p>				
<p>Staff travel</p>	<p>Staff returning from abroad</p>	<p>Current government guidelines adhered to if staff are returning from a holiday abroad.</p>				

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Work events	Staff and visitors could be exposed to the virus if attending large events eg conferences, seminars etc	All conferences, seminars that are not webinars or zoom are cancelled until further instruction from the government.				
Staff Training	Staff could be exposed to the virus or be placed at higher risk if social distancing cannot be observed	Staff training is limited in persons and 2m rule is adhered to. If close contact is essential due to screen sharing etc then masks plus face visors are to be worn. Sessions are to be limited to 15 minutes. Sitting face to face avoided.				

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		Hands and areas sanitised before and after training.				

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/

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