

COVID-19 Risk Assessment



The purpose of this risk assessment is to identify hazards in our working environment in respect of the COVID-19 global pandemic. To assess control measures in place and those required, and take practical action to support all personnel (staff and Consultants) health and wellbeing during the COVID-19 pandemic. This risk assessment will be regularly reviewed to ensure appropriateness and be guided by government advice.

Risk Assessor : Head of Facilities & Procurement, Business Facilities Manager & Health & Safety Manager **Date of Risk Assessment:** 17/06/2020 **Date of Last review:** 13/08/20

What are the Hazards?	Description of risk	What are the current control measures in place?	What further issues are faced as lockdown is relaxed and what further action is required to control the risks ?	Who needs to carry out the action?	When is the action required by?	Date action was completed	Supporting comments
Public Transport	Surfaces: Personnel and visitors who use public transport services are more likely to come into contact with surfaces touched by multiple individuals who may be infected or carry the virus.	99% of personnel are either working from home or on furlough which has significantly reduced the requirement for personnel to use public transport. All offices are closed to walk in visitors. This message is delivered through the company website, email correspondence, phone and notices on main entrance doors.	Government guidance is to go to work if you cannot work from home. Therefore, at this point and as lockdown releases further, demand to utilise public transport services will increase. Control measures are required to ensure personnel using public transport are aware of the risks and protect themselves accordingly.				
	Social Distance: Personnel and visitors who use public transport services may find it more difficult to maintain social distancing, thereby increasing risk.		Encourage all personnel to seek alternatives to public transport, like walking or cycling.	Facilities Managers	prior to office reopening's dates TBA		RA sent by email to staff.
			Personnel who have no alternative than to use public transport should follow Government guidance and wear face coverings. There is a PPE package in every office now, which includes masks and gloves. If this is running low please advise Danny Blackwell and he will organise replenishment.	Facilities Managers			
		Ensure all personnel have access to sanitiser on entry and exit of the office, so hands are clean after/before using public transport.	Facilities Managers	in place	Complete by 07/07/20		
Parcels and post	Post people and couriers handle multiple packages and deliver to many places. This creates increased risk of exposure to the virus and contaminating packages delivered to our offices. Personnel receiving post/ deliveries would be most at risk.	One person from each office is currently receiving all deliveries which limits handling. Personnel taking deliveries are washing or sanitising hands and touch points, such as door handles, immediately after handling outer packaging of post and parcels.	Personal items delivered to the workplace will be limited to only those considered urgent. This will be reviewed and banned if necessary.	Facilities & Operations Managers	Opening of each office	When offices open	RA sent by email to staff
			Outer packaging on business post will be removed when delivered. All outer packaging to be discarded into necessary bins immediately. Personnel handling post/ deliveries will need to immediately sanitise desk and wash or sanitise hands after handling outer packaging of post or taking parcel deliveries. PPE package containing gloves and masks is now available in all offices.				
			Business consumable deliveries (cleaning materials, stationary etc) will be placed into a designated area away from personnel. Personnel responsible for these deliveries will need to wear disposable gloves, remove and dispose all outer packaging and gloves, wash or sanitise hands before handling contents. PPE package containing gloves and masks is now available in all offices.				

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Visitors/ Clients	Visitors could unknowingly carry the virus to the office, increasing risk of transmission to personnel.	All offices are closed to walk in visitors except Royal Mail and Parcel Delivery. This message is delivered through the company website, email correspondence, phone and notices on main entrance doors. Visitors/ clients are only permitted to attend by pre-booked appointment with their MW representative, sanitiser must be used on entry and exit and social distance practised by all involved. Following the visit personnel involved must sanitise touch points and hands immediately.	As personnel numbers in the workplace increase, and Government guidance evolves it is likely we will see more visitors attend the office.				
			Ensure online ID verification is active and affective. This will reduce the number of visitors required to attend the office.	IT Manager	Prior to each office opening to visitors	Prior to each office opening to visitors	Covered by Procedure for dealing with visitors post-COVID
			Ensure all personnel are fully aware of necessary restrictions on attendance. If unavoidable, ensure personnel book rooms to avoid contact with others and inform clients/visitors are notified in advance that all involved will be expected to wear face coverings, maintain social distancing and use hand sanitiser provide when entering the premises.	Facilities Manager and Operations Manager			
	Ensure client facing personnel are aware to follow the Procedure for dealing with clients post-COVID - limitations of attendance, use of face coverings, maintain distance and use sanitiser.		Facilities Managers				
	Visitors may be present in multiples and we need to ensure distance between them too. Consider creating separate waiting zones in reception areas, 2m apart.						
	Limit each visit to 1 person unless more are necessary.		Facilities Managers				
Visitors could be weary of visiting offices in fear of increased risk of transmission to them via surfaces in the office or personnel they deal with.							
Landlord and Building Arrangements for Communal Areas	Many of our offices are located within multi occupancy premises. Communal areas such as Receptions areas, lifts/stairwells and corridors are more likely to be congested and therefore increase the risk of spreading the virus. We cannot enforce additional action/ control measures in buildings managed by others but it is important we	Kingston : The Kop Shop has a large main reception area and social distancing is achievable. The building offers one entry points into the premises which is controlled by individual tenants and visitors are greeted.	Advise or confirm if the communal lifts will have internal floor markings to promote social distancing and impose a restriction on occupants traveling at any given time. Confirm communal bike shed/room arrangements and ensure this is either closed or has a comprehensive cleaning regime.	Facilities Managers	Already actioned via individual landlords	15/06/2020	Narrow stairs so be aware of social distancing.
		Ealing: Dock Club refreshment area is currently closed however social distancing and markings maintained for meetings and quiet time. Reception is providing hand sanitiser to all visitors and tenants entering the building. Kitchen areas have seating removed but access to kettles etc with additional cleaning and signage installed.	Investigate how building management will be controlling movement in communal areas and achieve reasonable social distancing. Particularly the lift where access cards are required to operate. Work with building manager and make recommendations and suggestions where appropriate.	Facilities Managers		01/06/2020	Use lift but only 1 at a time.
		Westminster: Refreshment area is currently closed however social distancing and markings maintained for meetings and quiet time. Reception is providing hand sanitiser to all visitors and tenants entering the building. Kitchen areas have seating removed but access to kettles etc with additional cleaning and signage installed.	Investigate how building management are preparing to control and provide safe access for tenants considering the current limitations on access infrastructure. Work with building manager and make recommendations and suggestions where appropriate.	Facilities Managers		01/06/2020	Use lift but only 1 at a time. Info provided by email re Phase 1 return 29.5.21 NOTE - SAME LANDLORD AS EALING

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	investigate, work with and encourage landlords/ managing agents to implement safety controls where necessary.	Islington: entry via fob system. Communal reception area with glass screen. No visitor chairs and reduced access to meeting rooms. Social distancing markings re kitchen areas - NOTE OFFICE PLANNED TO CLOSE 19.7.20	Advise or confirm if the communal lifts will have internal floor markings to promote social distancing and impose a restriction on occupants travelling at any given time. Investigate if access can be improved to avoid touch (Access card or Fob) and if sanitiser will be made available.	Facilities Managers	ALL SIGNAGE IN PLACE	22/05/2020	Use lift but only 1 at a time. Info provided by email
		Reigate: although we have our own front door access can also be gained via communal door and toilets are communal.	Landlord H&G has advised that all COVID-19 Risk measures are in place and operational.	Facilities Managers	in place	01/06/2020	
		Chelmsford & Reading: these offices are not manned and are rarely used by staff operational purely for LAA Contract.	Landlords have advised that all COVID-19 Risk measures are in place and operational.	Facilities Managers	N/A	22/05/2020	
Building Cleaning and Sanitisation	Surfaces in communal areas are likely to be touched by many individuals who may be infected or carry the virus. Insufficient cleaning of communal areas could result in increased risk to personnel in the building.	Kingston: Landlords have confirmed via their own COVID-19 Risk Assessment that additional cleaning and sanitising of communal areas will be undertaken daily.	Monitor closely with staff associated with offices if they have any concerns that the recommendations are not being followed - feedback in turn to landlords.	Facilities Managers	already in place	Already in place.	
		Islington: as above		Facilities Manager			
		Ealing: as above		Facilities Managers			
		Westminster: as above		Facilities Managers			
		Reigate: although we have our own front door access can also be gained via communal door and toilets are communal.	Landlord H & G has advised that all COVID-19 Risk measures are in place and operational.	Facilities Managers			
		Chelmsford & Reading: as above		N/A			

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Office Movement	Unnecessary interaction between personnel/visitors will increase risk of transmission to others.	All offices on return advised that visitors are met by Reception only and then the appropriate member of staff contacted to meet them. Clients/visitors where possible advised to come on their own.	Personnel informed to stay at their workstation whenever possible and interact with others departments/ colleagues via phone or email. No colleague should hover at a printer or someone's desk unnecessarily as it will make others feel uncomfortable and increase risk of transmission.	Facilities Managers & Operations Manager	On office openings	On office openings	Ra sent to staff..
	Personnel travelling between branches increases risk of transmission to all involved.	Travel ban has been relaxed by Government following relaxing of lockdown.	Travel ban between branches continue. Only essential IT /Facility works or business critical events should allow travel between branches. If possible attendance should be out of normal working hours.	Facilities & Operations Managers			
Attendance	Government guidance states that you should go to work if you cannot work from home. Having more personnel in the office will increase the risk of transmission.	99% of personnel are either working from home or on furlough which has significantly reduced the requirement for personnel to attend the office. Personnel are permitted to attend the office to maintain key business functions, ideally informing HR/Facilities prior to attendance.	As Government Guidance has changed, and will continue to do so, more Personnel will require to access to the offices. Its imperative we remain in full control of access so we can ensure safety measures in place to maintain distance required.		On reopening	On reopening	RA sent to staff.
			Work closely with office managers to assess who needs access to the office. This will increase as lockdown released, particularly when 1m+ distance is sufficient from 4th July 2020, with additional risk mitigation such as desk shields.	Operations Manager			
			Clear information provided to all personnel regarding authorisation and access to their designated office.	Operations Manager			
			Explore the possibility of flexible working so personnel attend the office and work from home, thereby reducing contact in the office. However 1m+ distancing will reduce necessity of this. This will be discussed on an individual basis.	HR & HODS			Board require returns but flexibility is at Lead Director discretion.
Office Layout	To ensure social distancing is maintained wherever possible, offices may need to be modified. Not maintaining distance increases the risk of transmission.	Following the Risk Assessment this will undertaken in the coming weeks prior to opening.	Layout in all core offices will need to be reviewed and have practical action taken wherever possible to ensure social distancing is achieved.				
			Workstation positions considered to achieve social distancing currently set at 2m. From 4th July guidance is 1m+ between individuals sat in middle of their own desks. However 1m+ is with additional risk mitigation. We are committed to 2m or additional protection in place.	Facilities, Operations & IT managers	Before individual office reopening	Before each office reopened.	
			Identify walkways in open plan office to ensure distance is maintained wherever possible. Where it is not possible, personnel to wait safely until the path is clear.	Facilities & Operational Managers	Done		

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			<p>Provide social distancing markers and introduce attendance limits in walkways and communal areas to ensure personnel are able to gauge appropriate distance. This will also be a visual reminder that social distancing is in action in the workplace.</p> <p>Facilities Managers</p> <p>Done</p>		03/07/2020	RA sent to staff by email
			<p>Utilise space where possible. It may be possible to utilise meeting rooms or breakout areas as additional workspace or storage for removed furniture.</p> <p>Facilities & Operations Managers</p> <p>Option if necessary</p>			
			<p>Restrict access or set occupancy limits to areas of the workplace that make social distancing difficult.</p> <p>Facilities & Operations Managers</p> <p>Done</p>			
Shared Office Equipment	Equipment touched and used by multiple people increases the risk of transmission.	No formal control measures in place while 99% of personnel are working from home or on furlough leave.	<p>Many items in the office are shared and every precaution should be made to avoid sharing equipment or taking necessary action to ensure the equipment is sanitised after use.</p>			
			<p>Moving and reaching equipment- All trolleys, sack trucks, hop ups and step ladders will need to be cleaned with anti bacterial spray and blue roll tissue after use. It will be the responsibility of the user to sanitise this equipment. Ensure antibacterial spray /blue roll are provided and personnel are notified of this procedure.</p> <p>Facilities Managers</p>			
			<p>Printers and copiers- Limit the need to use this equipment when possible by printing/copying in batches. Only use printers and copiers when they are unattended and always sanitise touched surfaces after use. Lightly spray the antibacterial fluid onto the blue roll tissue and wipe all touched areas. Never spray antibacterial fluid directly onto this equipment. Ensure antibacterial spray / blue roll are provided and personnel are notified of this procedure.</p> <p>Facilities Managers</p>			
			<p>Kitchen equipment- Includes- Kettles, fridges, dishwashers, microwaves, water dispensers, tea/coffee/sugar pots, dishware, cutlery, utensils, taps, sponges, kitchen cupboards, worktops. It would be impractical for personnel to sanitise all equipment after use. As an alternative- Hands must be sanitised again before entering this area. Ensure hand sanitiser is provided and personnel are notified of this procedure.</p> <p>Facilities Managers</p>			
			<p>Facilities/ IT department Tools- Tools will need to be sanitised after each use. The user will need to use antibacterial spray and blue roll when finished using the tool. <i>Consider creating separate tool kits or delegating one individual to carry out a particular task that requires a specific tool.</i> Ensure antibacterial spray / blue roll are provided and Facilities and IT departments are notified of this procedure.</p> <p>Facilities Managers</p>	Changes undertaken and signage in place across all offices. Personnel to follow instructions given.	03/07/2020	
			<p>Furniture- All furniture that is shared will be limited or removed. This includes- meeting room chairs, breakout chairs/ sofas, coat stands and iPad stands.</p> <p>Facilities Managers</p>			

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			<p>Waste bins- Office bins should be re-located to ensure social distancing is possible. General waste bins lids to be removed to avoid touch and cleaning regime extended to ensure bin liners are changed daily in all offices to maintain hygiene. Note - MW offices no longer have individual waste bins but recycling and general waste bins on each floor - these need to be spaced appropriately.</p>	Facilities Managers			
			<p>Stationary- Sharing stationary should be avoided where possible. Personnel should be encouraged to take all the key items they require from the stationary cupboard to avoid unnecessary visits to held supplies. Also ask managers/ team leaders for assistance with departmental stationary requirements for guidance. Meeting room pen pots, jotter pads and coasters will be removed. <i>Consider providing addition equipment where necessary to minimise the number of personnel using shared stationary equipment.</i></p>	Facilities Managers			
			<p>Workstations- Desk sharing will be banned and separate workstations will be provided. Personnel should clean their own workstations regularly. Workstations set up as fax or scanning stations should delegated one team member to operate the equipment. If desk share is unavoidable, personnel to sanitise desk keyboard, phone, mouse and screen after use.</p>	Operations & IT Managers			
Kitchens and Toilets	These facilities are communal areas used by many people making them a high risk area for spreading viruses by touch or inhalation.	Hand sanitiser and hand soap provided in kitchen areas.	<p>These communal facilities require a premium level of hygiene. We must control congestion and ensure appropriate protections are in place while ensuring the facilities are available to personnel.</p>				
			<p>Kitchens- set occupancy restrictions to 1-2 people at any one time. Ensure a hand sanitiser station is available on kitchen entry. Encourage personnel to re-use cups and glasses and keep in their possession. Daily cleaning/ sanitation regime actioned. Personnel in office with more than one kitchen/tea station must use kitchen facilities local to their workstation when possible.</p>	Facilities & Operations Managers	03/07/2020	03/07/2020	By email
			<p>Toilets- <u>Communal toilets in managed buildings</u> - Personnel must be reminded to wash hand after using toilets and use hand sanitiser before re-entering the office. Also advise using toilets on alternative floors if the facility closest to them is congested. <u>Toilets in our areas of responsibility</u> - Ensure hand soap is available and notices are displayed. Ensure deeper cleaning/ sanitising and restocking regime is completed daily. Hand washing is essential, hand sanitiser is optional and social distancing markers may be required. Evaluate and action as necessary.</p>	Facilities Managers			By email

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<p>Office Cleaning</p>	<p>Surfaces may be contaminated with the virus if left uncleaned, there is a higher risk of infecting personnel and exposing the risk to a higher number of individuals.</p>	<p>As 99% of personnel are working from home or on furlough leave, cleaning has been suspended and the few personnel remaining in each office is responsible to dispose of their own general waste and keep their areas clean.</p>	<p>One of the most important actions to protect personnel from contracting and spreading a virus, is to adopt a premium cleaning regime to ensure are surfaces are free from virus contamination and maintain a healthy, safe and hygienic working environment. As personnel are reintroduced back into the workplace, we need a suitable and specific cleaning regime to ensure adequate arrangements have been made.</p> <hr/> <p>Review all current cleaning arrangements in all offices and amend current cleaning activities to ensure specific high touch areas are sanitised regularly. Ensure cleaners are given enough notice to start cleaning before personnel are reintroduced back into the workplace. Cleaning to begin prior to returns to ensure a thorough and deeper clean of our offices prior to return to offices. Ensure high touch areas and surfaces are sanitised daily/ cleaning supplies stock levels are maintained and regularly review performance.</p>	<p>Facilities Managers</p>	<p>By date of 1st return for each office.</p>	<p>As each office reopens</p>	
<p>Company Vehicles</p>	<p>Vehicles used by multiple personnel would increase the risk of infection by touching surfaces in that may be contaminated with the virus.</p>	<p>No formal control measure in place.</p>	<p>Company car (Ford Focus)- Essential travel only and limited to one booking per day for one driver per day. No passengers permitted and high touch areas such as steering wheel, indicator stalk, hand break, gear stick, key, start button and door handles (in and out) must be cleaned antibacterial spray or antibacterial wipes after use. Company Van (Transit) - Restricted to be used by facilities and IT personnel only. No passengers permitted and high touch areas such as steering wheel, indicator stalk, hand break, gear stick, key, start button and door handles (in and out) must be cleaned antibacterial spray or wipes antibacterial after use. Ensure cleaning materials are available and a reminder notice is put into the vehicles, company vehicle booking folder is amended and personnel are notified of the change.</p>	<p>Facilities managers</p>	<p>n/a to MW Solicitors staff</p>		
<p>Workplace Food</p>	<p>Food brought into the workplace may be contaminated and if shared could spread the virus.</p>	<p>No formal control measure in place.</p>	<p>Food brought into the workplace needs to be controlled to ensure appropriate measures are in place to avoid putting personnel at risk.</p> <hr/> <p>Company bake sales and complimentary fruit deliveries will be put on hold until further notice. . Personnel must be informed to only bring food for their own consumption and not share/ offer food to others. Personnel should be encouraged to bring lunch from home and avoid congested streets and eateries at this busier time.</p>	<p>Facilities & Operations Managers</p>	<p>By opening</p>	<p>By reopening</p>	<p>RA sent out.</p>

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PPE and Sanitising Supplies	Insufficient stock or supply of personal protection and sanitisation products will limit protection against contracting the virus and all personnel are at risk of infection.	Hand sanitiser, hand soap and facial tissues supplied and available in all offices	Identify all PPE and sanitisation product required for the business and ensure a sufficient supply (3-6 months) is in stock and available. Consider the roles of each department while evaluating PPE and sanitisation requirements. These items are in demand and recommend we purchase this stock at the earliest opportunity to avoid higher pricing and availability issues. Items for consideration will include- Face coverings, disposable gloves, hand sanitiser, hand soap, antibacterial spray, face tissues and blue roll. Ensure all offices have the supplies needed and create an area for holding stock at Peterborough which can be dispatched as required.	Facilities Managers	Being sourced and ordered. Sufficient amounts of sanitiser will ne on site prior to return	03/07/2020	By email
			Ensure sanitiser stored safely as its an alcohol based material. Main storage will be in Peterborough, on racking in an area which is cool and not in direct sunlight. Will be despatched to branch when necessary and staff receiving it will be informed to store in cool dry place.				
Awareness	To create awareness and reduce concern/fear, personnel and visitors need to be informed of the additional actions in place to prevent the spread of the virus.	Notices on main office doors. Notices in reception and office areas to encourage the use of complimentary hand sanitiser. Telephony message and website advises offices closed to walk in visitors. Symptom awareness information posters and NHS advice posters displayed in offices. Email updates to Personnel to advise of measures put into place.	Continued use of appropriate signage. Availability of this risk assessment to personnel. In accordance with Government guidelines the risk assessment twill also be available on the website. Sanitiser stations with instruction notices will be in all branches so both visitors and personnel know to sanitise hands on entry. Social distancing promotion posters will be displaced throughout the office and guidance floor markers positioned where appropriate. Hand washing promotion posters will be displayed in all toilets and kitchens. Action and prevention information poster/notices should be displayed in multiple areas of the office. <i>Consider delivering awareness information through multiple platforms (Screen wallpaper, email, reception TV's etc).</i>	Facilities and IT Managers	By return date	03/07/2020	By email
Staff well being	Personnel may be concerned about the virus, contracting it and or carrying it to the work place and home. It is a frightening and unprecedented time and some will be more affected by this than others.	The company Business Continuity Team met and ensured we were following Government Guidance, both to keep staff safe and keep the business operational. Majority of staff working are working from home or on furlough leave.	As lockdown is further released and staff return to the office fears may be heightened around spread of the virus. Personnel will have access to the Risk Assessment, so they can see the considerations and measures put in place to reduce risk. All personnel can contact HR/Operations with additional concerns and decisions can be made to amend practice if necessary.	HR/Operations manager	Ongoing	03/07/2020	By email
First Aid	First Aiders may be hesitant or unsure if they should administer first aid during this time. Delay on first aid assistance could lead to serious injury or harm	No formal additional control measures in place.	Provide all first aiders with face masks and disposable gloves to use when administering first aid, available in branch PPE package. Confirm all currently trained first aiders are willing to continue responsibilities during this time. No mouth to mouth resuscitation will be expected of any first aider.	Facilities Managers	ASAP	All branches now have PPE package	
Fire evacuations	In the event of a fire evacuation, personnel may be more hesitant to evacuate due to social distancing rules and delays in evacuation could lead to injury or even death.	No formal additional control measures in place.	Ensure personnel are made aware that normal evacuation procedures apply during an evacuation. As this would be an emergency situation, social distancing rules do not apply while vacating the premises. Social distance at the assembly point will be encouraged if safe to do so. Enquire with landlords and managing agents to see if drills will be postponed or new procedures will apply.	Facilities Managers	By return date	03/07/2020	By email

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Response to COVID symptoms	A suspected or confirmed case of the virus within the workplace may lead to increased risk	Business continuity group has considered scenarios but focus at the time was on how the business would remain operational during lockdown and how we could prepare for homeworking on a large scale.	<p>If someone at the workplace is showing symptoms or confirmed they are infected, we need to be sure on what action is needed to avoid spreading the virus.</p>	Facilities & Operations Managers	By return date	03/07/2020	By email
			<p>All personnel need to be responsible and ordered to not attend the office if they present with any symptoms associated with COVID-19. In the event that this happens the plan to react and to avoid further contamination is as follows: Identify an area in each office whereby someone with symptoms will go to immediately with their personal belongings, their emergency contact will be informed and they need to be collected from the premises asap or if able to leave alone then do so. PPE should be worn by the individual with symptoms.. Personnel and emergency contact (of present) will need to leave the office via shortest possible route and building management informed. Temporarily isolate their workstations until a deep clean has been completed. Inform Head of Facilities who will inform cleaners of the same so workstation and allocated waiting area is deep cleaned. Current guidance is that if individuals practice all guidance given, maintaining distance, using sanitiser etc then risk is limited. Only if someone has had 'close contact' should they then self isolate, that is not followed the guidance in place.</p>				
Vulnerable people	Personnel identified as "Higher risk" are more susceptible to infection or likely to have life threatening symptoms.	99% of personnel are working from home or on furlough. Those authorised to attend the office daily have not informed they are in the vulnerable category.	<p>Most vulnerable people who need to practice shielding will have been contacted by the NHS to do so. Note that shielding is paused from 1st August generally but some are asked to continue. We must ask those shielding, other vulnerable individuals and those with concerns re family members who are shielding/vulnerable to contact HR/Lead Directors and discuss any concerns.</p>	HR and Facilities managers	By return	on return	by email
External Service Providers	An external service provider who is required to attend our offices will not be aware of our protection measures and may unknowingly contaminate surfaces in our workplace with the virus.	All external services that attend our offices are currently on hold while our workforce is working from home or furloughed.	<p>As time progresses, it is likely we will require some outsourced external services to resume. We need to make sure service providers attending our workplaces are fully aware of the protection measures in place and ensure they are followed.</p>	Facilities Managers	When service providers need to attend		
			<p>All external service providers who attend our places of work need to be informed of the additional protection measures in place. Identify which services will need to resume and limit requirement to attend the workplace where possible. Example of external service providers who attend the workplace are- Confidential waste and archive collections, cleaning services, auditors, vending machine operatives, royal mail. Access can now be granted for essential visits but our COVID secure rules apply and all external providers must wear face coverings, use sanitiser and maintain distance at all times.</p>				