

**LONDON OFFICE  
10 ORANGE STREET, HAYMARKET, LONDON WC2H 7DQ  
GENERAL RISK ASSESSMENT**

## London Office - General Risk Assessment

### GENERAL STATEMENT OF POLICY

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, and to provide such information, training and supervision as they need for this purpose. We also accept our responsibility for the health and safety of other people who may be affected by our activities. We would stress the importance of co-operation of all staff and good communications at all levels within the LLP concerning health and safety matters.

The allocation of duties for safety matters and the particular arrangements, which we will make to implement the policy, are set out below.

The policy will be kept up to date, particularly as business changes in nature and size. To ensure this, the policy and the way in which it has operated will be reviewed every year.

Signed: .....  
Stewart Jell (Person Responsible for Health & Safety)

Date: .....

### GENERAL RISK ASSESSMENT REVIEW RECORD

Date of review	Name of reviewer	Signature	Comments	Next review date

## London Office - General Risk Assessment

What are the hazards?	Who might be harmed and how?	Risk Level			What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
		L	M	H					
<p><i>Slips and trips</i>                      spillages, slippery surfaces, uneven surfaces, damaged or loose floor surfaces, trailing cables, obstructions, e.g. boxes.</p>	<p>Staff, principals and visitors may be injured if they trip over objects or uneven surfaces, or slip on spillages. Potential cuts, bruising, sprains, fracture, puncture wound.</p>	✓			<ul style="list-style-type: none"> <li>• Weekly risk assessment checks to ensure floor surfaces are in good condition, including outside.</li> <li>• Good housekeeping standards.</li> <li>• Ensuring all gangways are free of obstructions.</li> <li>• Storage along fire escape routes is prohibited.</li> <li>• Provision for hangers for coats and bags.</li> <li>• Liquid spillages are promptly cleaned up.</li> <li>• Cabinet drawers are kept shut when not in use.</li> <li>• Good office organisation and layout to allow sufficient working space around each desk.</li> <li>• Provision of adequate lighting.</li> <li>• Guidance communicated in H&amp;S Policy.</li> <li>• Office cleaned every evening and during the day.</li> <li>• No trailing leads or cables with covers used.</li> </ul>	<ul style="list-style-type: none"> <li>• To continue to assess those who might be at a higher risk from slips or trips, e.g. older employees, those with known medical conditions.</li> <li>• To continue the weekly risk assessment checks.</li> <li>• To ensure all safe routing of cables and use of covers and ties to eliminate tripping hazards.</li> <li>• All damaged flooring to be reported and repaired promptly.</li> <li>• All spillages reported and cleaned promptly.</li> <li>• All hazards notified to staff immediately by e-mail and closing off any hazardous areas.</li> <li>• Encourage staff to keep the area around their desks tidy.</li> <li>• To continue to assess that the correct level of lighting is used.</li> </ul>	<p>All staff,                      H&amp;S Officer                      to monitor</p>	<p>From                      now</p>	<p>10/06/11</p>

## London Office - General Risk Assessment

What are the hazards?	Who might be harmed and how?	Risk Level			What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
		L	M	H					
<p><i>Working with Display Screen Equipment (DSE)</i> prolonged poor seated posture at DSE workstation. Repetitive movements (e.g. use of mouse/keyboard). Bad lighting or uncomfortable working conditions. *see separate risk assessment for further details</p>	<p>Staff and principals who regularly use DSE, may suffer from musculoskeletal problems, repetitive strain injury, eye strain, headaches or fatigue.</p>		✓		<ul style="list-style-type: none"> <li>Weekly and quarterly risk assessments of workstations.</li> <li>Staff who are DSE users are identified.</li> <li>Free eyesight tests offered to all staff and contribution towards glasses for VDU use.</li> <li>Ergonomic office chairs, desks, foot rests and wrist rests supplied.</li> <li>Good office organisation and layout providing sufficient working space.</li> <li>Adequate storage supplied.</li> <li>Provision of adequate lighting and window blinds.</li> <li>Annual online DSE training for all staff starting from induction.</li> <li>Temperature suitably controlled.</li> <li>When using a laptop, keyboard, screen and mouse supplied.</li> <li>Guidance communicated via H&amp;S Policy.</li> </ul>	<ul style="list-style-type: none"> <li>To continue weekly and monthly risk assessment checks.</li> <li>Ensure any reports of discomfort and identified actions are followed up immediately with a solution.</li> <li>Encourage staff to take regular breaks and changes of activity by appropriate work planning.</li> <li>Supply docking stations for laptop use.</li> <li>Encourage staff to use the London Building e-mail address if they have any pain.</li> <li>Check sick forms to ensure there isn't suspected injury from DSE use.</li> <li>Remind laptop users to carry out regular DSE assessment.</li> </ul>	All staff, Managers, H&S Officer to monitor	From now	10/06/11
<p><i>Working at height</i> Filing on top shelves, putting up decorations, weekly H&amp;S checks on alarms.</p>	<p>All staff, principals and contractors, but mainly those whose job role involves filing. Falls from a height or objects falling onto staff can cause bruising and fractures</p>	✓			<ul style="list-style-type: none"> <li>A risk assessment is undertaken to ensure those working at height are physically able to do so.</li> <li>Staff stand on a metal step stool when working at height, being more stable than a chair or table.</li> <li>Window cleaning contractors use an adapted brush to clean the</li> </ul>	<ul style="list-style-type: none"> <li>Ensure all staff using a stepladder are properly trained.</li> <li>Notify staff when a ladder is being used behind a door or in a walkway.</li> </ul>	H&S Officer to monitor, Managers to encourage	From now	10/06/11

## London Office - General Risk Assessment

What are the hazards?	Who might be harmed and how?	Risk Level		What are you already doing?	What further action is necessary?	Action by whom?	Action by	Done
				outside of the windows to avoid using a stepladder and inside they use a stepladder.				
<p><i>Manual handling</i> Lifting, pushing and pulling and heavy or awkward objects, e.g. collecting deliveries, carrying boxes of files, lifting tables and chairs, IT equipment.</p>	<p>All staff, principals and contractors especially those dealing with deliveries and filing, may suffer from musculoskeletal problems such as back injuries, muscle strains and sprains, hernias, cuts.</p>	✓		<ul style="list-style-type: none"> <li>• Annual online manual handling training for all staff starting from induction.</li> <li>• Staff whose tasks regularly involve manual handling sent on external course in addition to online course.</li> <li>• Two people / team lifting encouraged for heavy and awkward objects.</li> <li>• Trolley used for transport of files, deliveries and boxes.</li> <li>• Safe storage arrangements with heavier items stored at waist height to facilitate safe lifting.</li> <li>• Higher shelves used for lighter objects only.</li> <li>• Guidance communicated through the H&amp;S Policy.</li> </ul>	<ul style="list-style-type: none"> <li>• To continue risk assessments where lifting is unusually heavy.</li> <li>• Encourage staff to seek help when lifting heavy or awkward objects.</li> <li>• Minimise carrying distances where possible.</li> <li>• Prior to lifting, ensure route is free of obstructions and floor is in good condition.</li> <li>• Ensure sufficient rest and recovery time is taken during repeated lifting.</li> <li>• Identify vulnerable staff (e.g. pregnant, those with health problems) and assess capability to lift.</li> </ul>	<p>All staff, Managers, H&amp;S Officer to monitor</p>	<p>From now</p>	<p>10/06/11</p>
<p><i>Falling objects</i> From insecure stacking or storage or during retrieval of files.</p>	<p>All staff, principals visitors and contractors may suffer from being knocked on the head leading to possible bruising, concussion, fracture, open wound.</p>	✓		<ul style="list-style-type: none"> <li>• Weekly risk assessment checks undertaken to ensure nothing is stored unsafely and removed quickly if it is.</li> <li>• Adequate amount of storage space / shelving is provided.</li> <li>• Safe storage arrangements ensure that objects are stable and easily accessible.</li> <li>• Filing cabinets have the safety feature of only one drawer being able to be open at a time.</li> <li>• Heavy objects to be stored at waist height.</li> </ul>	<ul style="list-style-type: none"> <li>• Continuation of weekly risk assessment checks and removal of hazards.</li> <li>• Discourage heavy objects to be stored higher than waist level.</li> <li>• Nothing to be stored on the edge of a shelf.</li> </ul>	<p>H&amp;S Officer to monitor, Managers to encourage</p>	<p>From now</p>	<p>10/06/11</p>

## London Office - General Risk Assessment

What are the hazards?	Who might be harmed and how?	Risk Level		What are you already doing?	What further action is necessary?	Action by whom?	Action by	Done
<p><i>Stress</i> Lack of job control, bullying, excessive work load, inability to carry out job role <i>*see separate risk assessment for further details</i></p>	<p>All staff and principals could be affected by stress which may lead to further psychological disorders, inability to carry out their duties and excessive sick leave.</p>		✓	<ul style="list-style-type: none"> <li>• Staff understand what their duties and responsibilities are through their annual PDR meeting.</li> <li>• Staff can talk to their manager if they are feeling unwell or at ease about things at work and in their personal life.</li> <li>• Regular reviews are undertaken to monitor work and levels of stress.</li> <li>• Stress indicator tool surveys are sent to a selection of staff to monitor the levels of stress.</li> <li>• All bullying and harassment are dealt with immediately.</li> <li>• Sick forms are monitored to detect possible stress-related symptoms.</li> <li>• Time accounting system indicates any one person working excessively.</li> <li>• Excessive working hours in the office or working excessively from home are discouraged.</li> <li>• All staff are encouraged to take their full holiday entitlement.</li> <li>• Training to managers and principals is given to assist in recognising stress in subordinates.</li> <li>• Guidance offered on stress management is communicated in the H&amp;S policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Undertake annual stress surveys on all staff.</li> <li>• Remind staff that they can speak confidentially to their manager or the HR department if they are unhappy with aspects of their work.</li> <li>• Continue with risk assessments of stress management.</li> </ul>	<p>H&amp;S Officer to monitor, principals and managers to encourage and monitor, staff to communicate</p>	<p>From now</p>	<p>10/06/11</p>

### London Office - General Risk Assessment

What are the hazards?	Who might be harmed and how?	Risk Level		What are you already doing?	What further action is necessary?	Action by whom?	Action by	Done
<p><i>Electrical equipment</i> Use of office, kitchen and portable electrical equipment such as PCs, printers, lights, heaters, fans, kettle, photocopier, shredder, extension leads.</p>	<p>All staff, principals, visitors and contractors may suffer electric shock burns from contact with live parts due to damaged cables and casing. Faults or overloading of sockets causing overheating and fire. Possible fatality.</p>	✓		<ul style="list-style-type: none"> <li>• Electrical installation meetings BS and is maintained in a safe condition as per IEE wiring regulations.</li> <li>• All equipment purchased meets EC standards.</li> <li>• Sufficient socket outlets are provided in each office.</li> <li>• Portable appliance testing (PAT) is carried out by an approved contractor on an annual basis.</li> <li>• Appliances are labelled to denote last and next test date.</li> <li>• Staff do not attempt any electrical repairs themselves. Only competent and authorised persons to work on electrical systems.</li> <li>• Staff must report any defective plugs, discoloured sockets or damaged cable / equipment.</li> <li>• Equipment which is damaged is immediately taken out of use safely and promptly replaced.</li> <li>• Staff are not allowed to bring in and use their own appliances which haven't been tested, e.g. fans, mobile phone chargers.</li> <li>• Liquid spillages are cleaned up immediately.</li> <li>• Continue regular visual inspections of electrical equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure annual PAT testing completed through a centrally held database.</li> <li>• During the weekly risk assessment, where appliances are being used which have not been tested, remind staff they should not be doing this.</li> <li>• Ensure the IT department are aware of H&amp;S regulations and that checks within their department are carefully undertaken.</li> </ul>	<p>All staff, and the Health &amp; Safety Officer</p>	<p>From now</p>	<p>10/06/11</p>

## London Office - General Risk Assessment

What are the hazards?	Who might be harmed and how?	Risk Level		What are you already doing?	What further action is necessary?	Action by whom?	Action by	Done
<p><i>Fire</i> Fires caused by electrical equipment, arson, terrorist activities. <i>*see separate risk assessment for further details</i></p>	<p>All staff, principals, visitors and contractors if trapped in a fire could suffer fatal injuries from smoke inhalation / burns.</p>	✓		<ul style="list-style-type: none"> <li>• Completion of a fire specific risk assessment which is reviewed at least every six months.</li> <li>• Checking of the fire equipment, alarms every week during the weekly risk assessment inspection.</li> <li>• Six monthly checks of fire equipment, emergency lighting, fire exits, by a specialist.</li> <li>• Bi-annual fire alarm drills.</li> <li>• Signing in and out of a visitor book.</li> <li>• Access to fire exits are always kept clear.</li> <li>• Staff inductions include fire evacuation procedures.</li> <li>• Fire Officers are appointed, with annual training undertaken.</li> <li>• Fire evacuation procedures are posted on all floors.</li> <li>• All electrical equipment is PAT tested.</li> <li>• Equipment is switched off when not in use for long periods.</li> <li>• Fire evacuation procedures as also communicated in the H&amp;S Policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure all actions identified as necessary and acted upon during risk assessment reviews.</li> <li>• Continue to communicate and remind staff about the evacuation procedures.</li> <li>• Ensure all Fire Officers complete their annual training.</li> <li>• Assess those who may be at a higher risk should a fire occur, such as lone workers and set a procedure to ensure it is known that they have evacuated the building safely.</li> </ul>	All staff, principals and the Health & Safety Officer to monitor	From now	10/06/11
<p><i>Hot liquids</i> Exposure to hot liquids from kettles and drinks machines.</p>	<p>All staff, principals, visitors and contractors may suffer burns or scalding when using a kettle or drinks machine.</p>	✓		<ul style="list-style-type: none"> <li>• All equipment must be well maintained and fit for use, PAT testing and frequent visual checking during weekly risk assessment check undertaken.</li> <li>• Those at a higher risk recognised, such as secretaries who make drinks for meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Employees to be made aware of the hazards of transporting hot liquids around the office.</li> <li>• Frequent accidents or near misses which are similar in nature should be investigated and a solution</li> </ul>	All staff, principals and the Health & Safety Officer to monitor	From now	10/06/11



### London Office - General Risk Assessment

What are the hazards?	Who might be harmed and how?	Risk Level		What are you already doing?	What further action is necessary?	Action by whom?	Action by	Done
				<ul style="list-style-type: none"> <li>A trolley is used to transport hot drinks from the kitchen to the meeting rooms.</li> </ul>	found.			
<p><i>Gas in the workplace</i> Gas is used to provide heating and there is a risk of explosion, poisoning.</p>	<p>All staff, principals, visitors and contractors are at risk of serious injury, possibly fatality should a gas explosion occur. Should the gas not burn properly, or is used in an area without adequate ventilation, carbon monoxide is produced and when inhaled, can reduce the body's ability to carry oxygen, starving the body of oxygen and poisoning it. This can lead to death within hours.</p>	✓		<ul style="list-style-type: none"> <li>Ensuring there is adequate ventilation in the room where the boiler is kept.</li> <li>During the weekly H&amp;S checks, that the vents are free from obstruction.</li> <li>The boiler is serviced and maintained annually by a competent and qualified contractor.</li> <li>A carbon monoxide monitor, which meets the BS 7860 safety standards, is installed and tested during the weekly H&amp;S checks.</li> <li>Certificates of work undertaken are retained.</li> </ul>	<ul style="list-style-type: none"> <li>Should a boiler be verified as unfit for use, it is immediately taken out of action and replaced as a matter of urgency.</li> <li>Checks are made on the contractor to ensure they are qualified to undertake the work.</li> </ul>	H&S Officer to monitor	From now	10/06/11
<p><i>Environmental hazards</i> Discomfort may be felt if the working environment is uncomfortable or the lighting unsuitable.</p>	<p>All staff and principals could suffer from feeling too hot or cold, have contact with furniture if there is insufficient space around desk, suffer from eyestrain if the lighting is bad or the wrong type.</p>	✓		<ul style="list-style-type: none"> <li>Floor temperatures are maintained at a constant temperature via a centrally held thermostat.</li> <li>Staff are sent quarterly reminders to assess their working environment and to notify the H&amp;S Officer of anything they are unhappy with.</li> <li>Fluorescent strip lighting is provided.</li> <li>Space around each desk is measured to allow enough space for easy movement.</li> <li>Individual space requirements are re-considered when additional</li> </ul>	<ul style="list-style-type: none"> <li>Ensure quarterly checks are maintained and any comments made by staff are dealt with quickly.</li> <li>Ensure any flickering lights are changed immediately.</li> </ul>	All staff, principals and the Health & Safety Officer to monitor	From now	10/06/11

## London Office - General Risk Assessment

What are the hazards?	Who might be harmed and how?	Risk Level		What are you already doing?	What further action is necessary?	Action by whom?	Action by	Done
				equipment furniture is acquired. <ul style="list-style-type: none"> <li>• Window blinds are fitted where necessary to adjust lighting levels.</li> </ul>				
<p><i>Hazardous substances</i> Exposure to substances harmful to health, such as chemicals, photocopier toner, ozone production, cleaning materials. Asbestos checks.</p>	<p>All staff, principals, visitors and contractors if exposed to a toxic substance may suffer from long or short-term health problems such as burns, vomiting, diarrhoea, drowsiness, cancer, dermatitis, asthma or even fatality.</p>		✓	<ul style="list-style-type: none"> <li>• Cleaning contractors provide a COSHH risk assessment for all substances used on-site.</li> <li>• Cleaning materials used are all non-toxic.</li> <li>• Weekly risk assessment checks detect any cleaning substances left on shelving.</li> <li>• Toners are changed in accordance with manufacturer's instructions.</li> <li>• All spillages are cleared up immediately and waste appropriately disposed of.</li> <li>• Photocopiers are situated in well ventilated areas.</li> </ul>	<ul style="list-style-type: none"> <li>• Disposable gloves available to be worn when changing toner cartridges.</li> <li>• Maintain weekly checks, looking in cupboards to ensure no harmful cleaning substances are held in the office.</li> <li>• Altering work methods so that any tasks that cause exposure are no longer carried out.</li> <li>• Check with the cleaning contractor that adequate training has been given to the cleaner.</li> </ul>	<p>Health &amp; Safety Officer to monitor</p>	<p>From now</p>	<p>10/06/11</p>
<p><i>Terrorist activity</i> Unpredictable security issues in the area surrounding the office and within the office building.</p>	<p>All staff, principals, visitors and contractors may suffer from serious injury or even fatality should a terrorist attack.</p>		✓	<ul style="list-style-type: none"> <li>• A disaster recovery strategy is place which involves a cascade telephone list to advise staff of the emergency situation.</li> <li>• A website has been set-up to notify staff of the ongoing situation.</li> <li>• A bomb evacuation procedure is in place and communicated to staff via the H&amp;S Policy and posted on each floor.</li> <li>• Staff are reminded to be vigilant when entering the office building to ensure no unauthorised persons gain access.</li> </ul>	<ul style="list-style-type: none"> <li>• Evacuation procedures need to be regularly undertaken and any issues arising should be rectified immediately.</li> <li>• Staff to be encouraged to contact the Facilities Manager if they notice anything suspicious.</li> </ul>	<p>All staff, principals and the Health &amp; Safety Officer to monitor</p>	<p>From now</p>	<p>10/06/11</p>

### London Office - General Risk Assessment

What are the hazards?	Who might be harmed and how?	Risk Level			What are you already doing?	What further action is necessary?	Action by whom?	Action by	Done
<p><i>Hygiene and welfare facilities</i> Facilities required for comfort are not maintained, no emergency procedures.</p>	<p>All staff, principals, visitors and contractors could suffer from contagious illnesses if the toilets are not kept clean, there is a risk of legionnaires' disease if the shower is not cleaned, dehydration could occur if there are no refreshments available, passive smoking if staff are allowed to smoke near the building, risk of additional injury if no first aid kit or first aider available.</p>	✓			<ul style="list-style-type: none"> <li>• All toilets are supplied with hot and cold water, soap and hand towels.</li> <li>• A shower is available in the office to wash.</li> <li>• Six monthly legionnaires' disease screening tests are undertaken.</li> <li>• The toilets are cleaned during the day by an external contractor as well as each evening.</li> <li>• Staff can report any problems with the toilet facilities to the Office Manager.</li> <li>• The toilets are checked during the weekly and quarterly H&amp;S checks.</li> <li>• Filtered water coolers are available on each floor.</li> <li>• Tea and coffee machines are available on every other floor.</li> <li>• Smoking is not permitted in front of the reception door or by windows.</li> <li>• Three trained first aiders are available.</li> <li>• A first aid kit is available.</li> <li>• A list of first aiders and contact numbers are available on each floor and in reception.</li> <li>• Flu vaccinations are paid for by the firm.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure water coolers are regularly serviced.</li> <li>• Check that the cleaning is maintained to a high standard.</li> <li>• Ensure list of first aiders are kept up to date.</li> <li>• Encourage staff to notify the Facilities Manager of any problems.</li> </ul>	<p>All staff, principals and the Health &amp; Safety Officer to monitor</p>	<p>From now</p>	<p>10/06/11</p>

### London Office - General Risk Assessment

What are the hazards?	Who might be harmed and how?	Risk Level			What are you already doing?	What further action is necessary?	Action by whom?	Action by	Done
<p><i>Lone working</i> Any staff who are working alone, visiting clients or working before or after normal working hours may suffer an injury or ill-health without anyone knowing</p>	<p>All staff or principals if working alone could have an accident such as a fall, or become seriously ill.</p>	✓			<ul style="list-style-type: none"> <li>• Identifying those at a higher risk and sending them details on our guidance for lone working or working from clients.</li> <li>• Emergency contact details for all staff are held on a central database.</li> <li>• Before locking up, cleaners are asked to check all areas to ensure the building is clear before locking up.</li> <li>• Staff are discouraged to undertaken any high risk activity outside normal hours.</li> <li>• Staff are discouraged to use the lift outside normal working hours.</li> <li>• Work activities are usually non-confrontational so there is a low risk of assault.</li> <li>• Staff are asked to ensure unauthorised persons do not gain access when using the building out of hours.</li> <li>• Staff are encouraged to abide by the clients' health and safety policy.</li> </ul>	<ul style="list-style-type: none"> <li>• A whereabouts of staff 'out of the office' to be monitored by office-based staff in each department.</li> <li>• Encourage staff to have their mobile phones to hand in case of emergency.</li> <li>• Where there are specific higher risk circumstances (e.g. expectant mothers, persons with mobility issues or known medical conditions), a separate risk assessment should be undertaken.</li> </ul>	<p>All staff, principals and the Health &amp; Safety Officer to monitor</p>	<p>From now</p>	<p>10/06/11</p>

## London Office - General Risk Assessment

What are the hazards?	Who might be harmed and how?	Risk Level		What are you already doing?	What further action is necessary?	Action by whom?	Action by	Done
<p><i>Home working</i> The majority of Health &amp; safety legislation applies when working from home, so the hazards need to be identified and minimised. <i>*see separate risk assessment for further details</i></p>	<p>Staff and principals working from home may suffer from things such as manual handling and upper limb disorders, lone working issues, hazardous substances and materials, DSE use problems, slips, trips and falls, stress, feelings of isolation, electrical equipment problems.</p>		✓	<ul style="list-style-type: none"> <li>• Staff working from home are asked to undertake regular risk assessments of their home. The procedure is communicated via the Staff Handbook and H&amp;S Policy.</li> <li>• Employees are expected to have a desk to work at and if using a laptop, will be supplied with a VDU screen, keyboard and mouse.</li> <li>• Identifying those at a higher risk, such as expectant mothers and ensuring procedures are in place.</li> </ul>	<ul style="list-style-type: none"> <li>• Where an employee moves house, they will be asked to complete a new risk assessment.</li> <li>• Ensure those working from home are communicated any changes in the workplace and receive relevant training.</li> </ul>	<p>All staff, principals and the Health &amp; Safety Officer to monitor</p>	<p>From now</p>	<p>10/06/11</p>
<p><i>Foreign travel</i> Difficulty when travelling abroad such as disease, cancelled flights, natural disasters or civil war.</p>	<p>Only a few employees and principals travel abroad. When travelling, they may suffer from associated diseases of the location, illness from extreme heat or coldness, serious injury or even fatality if affected by a natural disaster, problems with transportation leading to stress, loss of communication, lone working issues, unawareness of local laws or customs.</p>	✓		<ul style="list-style-type: none"> <li>• We ask staff and principals to advise the HR department of expected dates of departure and return along with travel arrangement details.</li> <li>• Where notification of a return has not been received, the employee is contacted to ensure their safe return.</li> <li>• Staff are encouraged to check the Home Office website that the country is considered safe and advised not to travel where there are issues.</li> <li>• The firm provides all employees with travel insurance which covers the cost of repatriation.</li> <li>• Advice regarding lone working is communicated through the H&amp;S policy and a separate risk</li> </ul>	<ul style="list-style-type: none"> <li>• Remind employees that should their mobile number change, they need to inform the HR department.</li> <li>• Remind employees that they should familiarise themselves with the local customs and laws.</li> </ul>	<p>All staff, principals and the Health &amp; Safety Officer to monitor</p>	<p>From now</p>	<p>10/06/11</p>

## London Office - General Risk Assessment

What are the hazards?	Who might be harmed and how?	Risk Level		What are you already doing?	What further action is necessary?	Action by whom?	Action by	Done
				assessment is available. • The firm will pay for necessary vaccinations.				
<p><i>Lift</i> When using the passenger lift, hazards relate to the lift falling, trapping body parts or a breakdown. <i>*see separate risk assessment for further details</i></p>	All staff, principals, visitors and contractors may suffer from injured body parts if trapped in the moving mechanisms of the lift, minor or major injury or even fatality if the lift falls or psychological issues such as claustrophobia and panic attacks if the lift breaks down.	✓		<ul style="list-style-type: none"> <li>• A risk assessment has been undertaken of the lift, with the outcomes and points actioned. This is regularly reviewed.</li> <li>• A quarterly service of the lift is undertaken by the manufacturer.</li> <li>• Training has been given to staff involved in facilities management should the lift breakdown.</li> <li>• In the event of a breakdown or if people are trapped in the lift, then there is an alarm which contacts the contractor direct.</li> <li>• Lifts are not loaded above the manufacturer's safe working load.</li> <li>• Unauthorised people are not allowed to fix the lift.</li> <li>• Lifts are not allowed to be used during a fire evacuation or a fire drill.</li> </ul>	<ul style="list-style-type: none"> <li>• Where a lift breakdown occurs, an analysis of the reason for the breakdown should be undertaken by the contractor.</li> </ul>	All staff, principals, visitors and contractors	From now	10/06/11
<p><i>Work-related violence and aggression</i> Exposure to violent or aggressive members of the public / clients.</p>	All staff whose job requires them to deal with the public, in particular receptionists who often work on their own may be subjected to violence or verbal abuse leading to physical injury and / or psychological damage, poor morale, difficulties with staff recruitment	✓		<ul style="list-style-type: none"> <li>• All names of visitors are given to reception prior to arrival so they know they are expected.</li> <li>• An alarm is situated under the reception desk should a threatening situation arise.</li> <li>• Any incidents are investigated and actions taken to address any issues identified.</li> <li>• Encourage staff to communicate any 'new' problems.</li> </ul>	<ul style="list-style-type: none"> <li>• Assess the risks and where a possible violent or aggressive situation may arise, provide the necessary training.</li> <li>• Should an incident arise, support provided to the victim such as counselling, time off to recover from the incident.</li> </ul>	All staff, Managers, H&S Officer to monitor	From now	10/06/11

## London Office - General Risk Assessment

What are the hazards?	Who might be harmed and how?	Risk Level			What are you already doing?	What further action is necessary?	Action by whom?	Action by	Done
	and retention, stress or anxiety.								
<b>Covid 19</b>									
Spread of COVID-19 within the office	All staff, Principals All s		✓		<ul style="list-style-type: none"> <li>Staff who have attended the office have been asked to report their attendance so that a 'track and trace' system can be maintained should any member of staff report symptoms of Covid 19.</li> <li>Staff have been asked to not attend the workplace if they are showing any symptoms of Covid 19, coughs or colds.</li> </ul>	<ul style="list-style-type: none"> <li>As updated guidance is made available, changes to working practices can occur. Regular review of the COVID 19 risk assessment in line with Government guidance will help to continue to protect staff, Principals, visitors and clients</li> </ul>			
Risk of contracting COVID-19 from shared welfare facilities and/or surfaces	All staff, Principals		✓		<ul style="list-style-type: none"> <li>Increased clearing and hygiene practices in shared areas.</li> <li>All staff instructed to maintain highest possible hygiene when using shared office equipment (sharing is kept to minimum) areas identified as having highest contact:                             <ul style="list-style-type: none"> <li>- Printer/copiers</li> <li>- Meeting rooms</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Where possible paper towels provided as an alternative to hand dryers.</li> <li>Deep clean of offices ahead of any move to have workforce permanent back in the office</li> <li>Single way entrance and exits points so as to reduce traffic in these areas</li> </ul>			
Risk of infection when travelling to/from work and between client sites	All staff, Principals		✓		<ul style="list-style-type: none"> <li>Guidance has been created for staff who need to visit client sites in order to undertake audits/stock tacks</li> <li>Additional guidance and PPE made available to employees who are required to undertake client visits/site visits                             <ul style="list-style-type: none"> <li>- Sanitiser</li> <li>- Masks</li> <li>- Requesting client risk assessments and social distancing procedures</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Enable flexible/staggered working arrangements so that staff can avoid peak travel times</li> <li>Avoidance of car sharing</li> </ul>			

### London Office - General Risk Assessment

What are the hazards?	Who might be harmed and how?	Risk Level		What are you already doing?	What further action is necessary?	Action by whom?	Action by	Done
Risk of contracting COVID-19 through air due to persons being in close proximity	All staff, Principals, clients, visitors, contractors		✓	<ul style="list-style-type: none"> <li>• Avoiding non-essential contact with others</li> <li>• Avoiding physical contact</li> <li>• Social distancing arrangements in place with desks and meeting room settings being 1 metre apart</li> <li>• Contractors informed about adjusted working practice for COVID 19</li> </ul>	<ul style="list-style-type: none"> <li>• Work desks/stations to be xxxxxxxx</li> <li>• Clients will be temperature checked and must follow office procedures when visiting.</li> <li>• Facilitate the use of video conferencing or calls in order to minimise number of clients coming in and out of the office where applicable.</li> <li>• Where social distancing cannot be maintained, consideration of whether screens can be erected for example at reception desks etc.</li> <li>• Respect for those wishing to be further apart from colleagues or wear a mask.</li> <li>•</li> </ul>			
Mental health and wellbeing affected through isolation, lone-working or anxiety about coronavirus	Staff, principals	✓		<ul style="list-style-type: none"> <li>• Have regular keep in touch meetings/calls with colleagues</li> <li>• Managers talk openly with workers about the possibility that they may be affected and tell them where to go to for support</li> </ul>				
Ventilation	Staff, principals	✓		<ul style="list-style-type: none"> <li>• The office is well ventilated by using open windows or air con that utilises a fresh air supply.</li> <li>• Air con units are supplied with fresh air and deep cleaned annually.</li> <li>• Carbon dioxide monitors have been installed in all floors of the</li> </ul>				



**London Office - General Risk Assessment**

What are the hazards?	Who might be harmed and how?	Risk Level		What are you already doing?	What further action is necessary?	Action by whom?	Action by	Done
				building to monitor ventilation.				