



Kellands COVID-19 Action Plan

Overview and General Comments

The enclosed action plan has been designed for the health and safety of all Kellands staff, their families and our clients during these uncertain times. It takes into account Government Guidance; Kellands internal procedures; Health and Safety regulation and input from the Department of Business, Energy and Industrial Strategy. Due to the virus and its unquantifiable pathway, this guidance will require amendment to combat any future changes.

Risk Assessment Objectives

1. To maintain the safety of all staff and individuals that enter the office.
2. Maintain wherever practical the safe distancing rules at all times.
3. To comply at all times with Health & Safety obligations.
4. Reduce any risk of infection.
5. Provide clients in future with the assurance that all has been done to assure their safety whilst on our premises.

Risk Assessment and Proposed / Actions Taken

The following assessment takes into account the 5 key objectives of this risk plan. Some of the actions taken have already happened and others such as the safety of clients during visits are implemented in preparation for the return to the new normal, whenever that is.

All proposed actions have been reviewed in line with our current Health & Safety policy which overrides any actions undertaken herein. It has been noted previously but the overriding objective of all we do in our offices is to ensure the safety and wellbeing of our people and others and protect them from all, not just the Covid19, risks to their Health & Safety.

This plan has been created with the help and support of staff and our Health and Safety Representative. The key focus to help keep the virus under control is the ongoing and regular attention to our own cleanliness. All staff are encouraged to regularly wash their hands with soap and water throughout the time they spend in the office and where this has not been possible, use heavy duty hand sanitiser. As well as their own cleanliness, each member of the workforce has been charged with ensuring their own work station is regularly sanitised.

During this early easing of lockdown all staff where possible are encouraged to work from home. They have all been provided with the requisite kit to manage their activities and time effectively from home and this is proving extremely successful. However, the firm has also identified that there are certain activities that cannot be completed in the course of their day to day duties from home and where this has been identified and also confirmed as a vital part of their role that cannot be left until post lockdown, then action has been taken to ensure the office is an environment for these actions to be completed safely.

In order to reduce the possibility of any infection during a visit to our offices, we have made some very necessary changes in layout and protocol.

- Staff that need to come into the office can only do so following Management sanctioning and for a reduced period of time that is sufficient to complete the actions as described above.
- Where it has not been possible to move desks allowing everyone to sit beyond the safety of 2 metres, screens will be added for additional safety and to support the avoidance of contamination.
- Consideration has been given to rotate desks and avoid wherever possible face to face workstations. This includes either back to back or side by side, which again will reduce the risk of passing the virus.
- We have also discontinued the use under any circumstance of hot desking and we have reduced the number of staff allowed into the office at any one time, to avoid overcrowding in higher risk areas identified by the H&S representative.
- We have considered and are actively using, where acceptable to any staff member, the opportunity to stagger their working day. This supports their ease in getting to and from the office safely but also avoids higher inflows and outflows to the office through the main entrance.
- Heavy duty sanitisers are to be kept by all high risk or multi used equipment for the use of both previous and any new user. These have been kept to a minimum but will include items such as kitchen equipment and photocopiers.
- The Management have encouraged less movement around the office during allotted time to help support social distancing rules. This includes but is not restricted to washroom, email and internal phone to others in the office at the same time as opposed to personal face to face discussions.
- During time in the office, please stay on your own floor as much as possible. The movement to other floors should be kept to a minimum and should be for essential reasons only.



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- As mentioned previously, no hot desking will be allowed and the firm has increased the quality and level of cleaning support externally. However, it is the responsibility of each individual to ensure that their work station and area remains a decluttered zone both during the working day and before you leave the office.
- Any meetings until further notice are to be conducted via electronic means. Where this is not possible and essential face to face sessions are necessary, then the social distancing of 2 metres must be observed. Hand sanitisers will be available in each meeting room and the sharing of any equipment is not allowable.
- The high-risk common areas, as identified by the Health & Safety representative, need to be managed carefully as these are potential hot beds for the reoccurrence of this dreadful virus. Staff breaks during the day will be staggered and at the discretion of the Office Managers. For the employees that smoke, the smoking area remains unaltered but will be limited in numbers and again at the discretion of the Office Managers. We encourage all staff to take your lunch breaks in the office and avoid leaving the office during this time, whenever this is possible.

The following plan is designed to support and keep safe our staff and clients as and when clients are allowed to visit the office: -

- Desk screens will be provided for all client-facing staff members in the main entrance of both offices.
- We will still encourage meetings wherever possible to be conducted via electronic means, especially for all clients of a vulnerable nature.
- Client visits must be by appointment only and staggered for the safety of all concerned.
- We will limit to a safe number the number of visitors to our office at any one time. Each client will be given sufficient but a designated amount of time which must be adhered to, thus ensuring the main office remains clear as much as possible.
- We will have one "Host!" in each office who will be specifically trained to engage with any visitors to the office. This will include keeping a distance at all times; directing the visitor safely to their designated space and ensuring the room has been adequately prepared for their expected visit.
- Before any client visit, our host will engage with the visitor via email / phone to manage their expectation and hopefully put them at ease by showing that we take our responsibilities seriously - one of which is their ongoing safety.
- When we have a visitor, all office-based staff and advisers in situ at the time must be informed, to ensure they stay away from the meeting area, unless the visitor is specifically for them.

Miscellaneous requirements during this pandemic: -

- With immediate effect, no personal items for any individual will be accepted by the office so please make sure that all non-business deliveries are addressed to your private residence until further notice. Likewise, Office Managers should consider bulk ordering, within reason, of essential stationery to avoid unnecessary and too frequent deliveries. It is advisable that, as with our main office hosts, we use one person to engage with any delivery personnel.
- At the time of this publication, the guidance from the Government is that the wearing of face masks and any other PPE is not necessary in an office environment. We, like the Government, are driven by the science and this may change.
- A drop off and pick up safety zone will be set up by each Office Manager - please do not pass any items directly to your Personal Assistant or vice versa.
- Where changes to our procedures are required, these will be communicated as a matter of urgency, including rationale for compliance.

Executive Summary

This is a living document and will change as the virus becomes more or less infectious over time. Thank you all for your continued support in our battle against Covid-19.

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