

CORONAVIRUS

managing the risk

Our client guide to protecting you and our staff when visiting our offices.



 Forrester Boyd

CHARTERED ACCOUNTANTS
WEALTH MANAGEMENT
CORPORATE FINANCE

Assessing the risk

It is fundamental to the safety of our clients and all our staff that we continually assess the risks in the workplace around the coronavirus. We have therefore carried out a thorough risk assessment to help us manage the risk in the current environment.

We have considered the following:

- What work activities increase risk?
- Who could be at risk?
- How we minimise the risk

This guide explains the ways in which we hope to control the risk of the virus in the workplace. **ALL** our staff have responsibility for acting upon these measures and to be vigilant and proactive in helping the firm identify any further significant risks in the workplace.

Please note, the measures below may differ slightly between each office of our offices. The office you deal with or are planning to visit will advise you display on any specific contact measures you may need to be aware of in addition to those listed in this guide.

Client meetings at our premises

Where possible, all client meetings will be held by phone or video conferencing. If for any reason this is not possible and you need to come to our offices, the following details the procedures we will need you to follow:

- You will be made aware of the relevant office protocol before your meeting.
- You should arrive promptly.
- Meeting room windows will be open if possible, to encourage air circulation.
- With effect from 8th August, 2020 face masks/coverings have been extended to 'professional service businesses'. As a result face masks/covering will be expected to be worn when entering our offices. This must be kept on until you leave.
- Seating will be arranged with 2m distancing in place.
- You will be guided out of the office using the one way system adopted at each office.
- **YOU SHOULD NOT** – attend our offices if you or a member of your household are displaying any symptoms of the coronavirus as government guidelines detail here <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

Dropping off records

- When dropping off records or paperwork, please arrange this with your partner/manager contact who will inform you of the drop off and collection procedures.
- We do encourage you to package any records before dropping them off please.

Travelling to clients premises

- Where a meeting at your premises is deemed essential, we will require you to complete a risk assessment form. This is for the safety of both you and our staff. This will need to be completed and signed by you, prior to us sending any staff to your premises.
- **PLEASE BE AWARE:** if we do not feel comfortable with the procedures you have in place to protect our staff, we will not send them.
- Where two or more staff are to visit your premises (for example, to perform an audit), our staff will travel separately.

How we maintain social distancing?

- We have a plan per office to reduce the number of persons in any work area and have maintained a distance between staff being a minimum of 1.5m. Where possible a 2-metre gap, as originally recommended by the Public Health Agency, is adhered to.
- We will continue to review the number of workers on site at any one time.
- Working from home will continue to be encouraged, if deemed necessary.
- Conference calls/ phone calls will be encouraged instead of face-to-face meeting throughout all offices. We appreciate some face-to-face meetings will be required
- Social areas are closed.
- A one way system will be in place where appropriate.
- Screens will be in place where appropriate.
- Seating will be amended in larger rooms to ensure we are minimising the risk.

How will we encourage good hygiene?

- Hand washing facilities with soap and water are in place. Stringent hand washing is advised and posters explaining the appropriate method are displayed at all sink areas.
- Hand sanitisers are available at all our offices, particularly at entry and exit points to the building. Clients must use these on entering and exiting the building.
- Tissues will be available around the office to encourage 'Catch it, Bin it, Kill it'.
- We have posters displayed around the office noting government guidelines on health and safety measures.

We hope that this document may answer some questions you may have regarding how we are adapting our workplace. We will continue to keep you updated with any changes to the above measures as we are guided by government rules and regulations.

If you have any concerns or questions in relation to this guide please do contact your local office.