

Our COVID-19 Policy

Allen Tomas &^{CO}
FINANCIAL MANAGEMENT



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Introduction

This policy and guidance is to assist our staff, professional connections and clients. It has mainly been taken from the Government's website. It is designed to help prevent the spread of all respiratory infections including coronavirus (COVID-19).

COVID-19 risk assessment and managing risk

COVID-19 is a public health emergency. Everyone needs to assess and manage the risks of COVID-19, and in particular businesses should consider the risks to their workers and visitors. As an employer, you also have a legal responsibility to protect workers and others from risk to their health and safety. This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19. You must make sure that the risk assessment for your business addresses the risks of COVID-19, which we have done using the Government's guidance "Working safely during COVID-19 in offices and contact centres". The risk assessment is an ongoing process.

We have a duty to consult our staff on health and safety and have included them in this decision making process to create a culture that is based on collaboration, trust and joint problem solving. Allen Tomas & Co is expected to respond to any advice or notices issued by enforcing authorities rapidly and required to do so within any timescales imposed by the enforcing authorities.

We will share the results of our risk assessment with our workforce. We are expected to demonstrate to our workers and clients that we have properly assessed our risk and taken appropriate measures to mitigate this. We will display a notification in a prominent place to show we have followed the Government's guidance in addition to appropriate social distancing and hygiene signage around the offices.

Preventative Measures

Our COVID-19 Procedures Guide below is displayed in our Fakenham and Dersingham office windows:

Please

- ✓ Do not enter the office if you are displaying COVID-19 symptoms
- ✓ Follow the guidance on the signs throughout the building
- ✓ Use the hand sanitiser foot pump clearly visible on entry and exit
- ✓ Leave any parcels just inside the front door (deliveries)
- ✓ Keep a safe distance at all times (2m distance where possible or 1m following our risk mitigation measures)
- ✓ When using our washrooms, wash your hands well for at least 20 seconds with anti-bacterial soap and then dry your hands using the disposable hand towels provided and place in the bin
- ✓ Note, we are happy if you wish to wear a face covering, however you should be prepared to remove this if asked to do so by Police officers or staff for the purposes of identification
- ✓ Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze and put used tissues in the bin immediately and wash your hands afterwards
- ✓ Note, our meeting rooms for client appointments will be well ventilated and cleaned before and after the meeting with anti-bacterial wipes and spray
- ✓ Our COVID-19 Policy and Appointment process can be found on our website

Preventative Measures

Working from home

We have made and will continue to make decisions on a staff member's location based on the following:

- Government guidelines
- Safety within the office
- Physical health, mental health, wellbeing and vulnerability of staff member
- Business needs and operational continuity
- Regulatory requirements
- Home circumstances and the unavailability of safe enabling equipment
- Personal security

Protecting staff who are at higher risk

Clinically extremely vulnerable individuals have been strongly advised not to work outside the home during the pandemic peak and only return to work when community infection rates are low. Clinically vulnerable individuals, who are at higher risk of severe illness (for example, people with some pre-existing conditions) have been asked to take extra care in observing social distancing and will be helped to work from home, either in their current role or in an alternative role.

If clinically vulnerable individuals cannot work from home, they will be offered the option of the safest available on-site roles, enabling them to stay maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). If staff cannot maintain social distancing, we will assess whether this involves an acceptable level of risk. As for any workplace risk we will take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention will also be paid to people who live with clinically extremely vulnerable individuals.

Working from home (staff support)

We will monitor the wellbeing of people who are working from home and help them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site. We will consider their welfare, mental and physical health, personal security and keep in touch regularly with them.

Preventative Measures

Staff who need to self-isolate

We will make sure individuals who are advised to stay at home under existing government guidance to stop infection spreading do not physically come to work. This includes individuals who have symptoms of COVID-19, those who live in a household or are in a support bubble with someone who has symptoms and those who are advised to self-isolate as part of the government's test and trace service. We will provide support for workers around mental health and wellbeing. This will include advice or telephone support.

Equality in the workplace

We will treat everyone in our workplace equally and will not discriminate, directly or indirectly, against anyone because of a protected characteristic such as age, sex, disability, race or ethnicity.

We have responsibilities towards disabled workers and those who are new or expectant mothers. In these circumstances we will put in place any particular measures or adjustments to take into account these staff member's duties under the equalities legislation. Understanding and taking into account their particular circumstances with different protected characteristics is essential and involving and communicating appropriately with staff whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them.

Social distancing for workers

Our staff must maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable), wherever possible, including arriving at and departing from work, while in work (especially in the kitchen and communal areas) and when travelling between our offices.

Coming to work and leaving work

Staff do not all arrive at the same time so this reduces crowding into and out of the workplace. Staff are expected to use the hand sanitiser foot pump on entering and leaving the offices.

If staff share a lift then ideally they will fix their travel partner, increase ventilation where possible and avoid sitting face-to-face.

Workplaces and workstations

Our offices allow staff to socially distance at their workstations with either 2 meters spacing, back to back working and high backed office desks. We only allow one desk currently at Fakenham to be shared by two staff on alternate days.

Preventative Measures

Meetings/Contact (includes Appointments)

Where possible we will encourage telephone or video call meetings, should clients wish to see us in person then our appointment process and Our COVID-19 Procedures Guide displayed in the windows to both offices must be adhered to. Team meetings are held outside in the grounds of our Dersingham office where the 2m social distancing rule can be more easily applied.

In all meetings, we must take care to avoid any transmission, for example, avoiding sharing pens, documents and other objects. Each meeting room contains anti-bacterial gel.

We will maintain a record of all visitors (excluding deliveries) and our meeting rooms will not host more than one client meeting per day (one client is classed as an individual or couple or members from the same household)

Meeting rooms where client appointments are held must have at least 1 meter between client and adviser, be properly ventilated and cleaned before and after the meeting slot with anti-bacterial wipes or spray.

Common areas

We have staggered our break times to ensure social distancing is maintained at all times. We encourage all staff to bring their own food and keep separate from others.

Only one person is allowed in the Kitchen area at any one point. The Kitchen areas contain anti-bacterial wipes, anti-bacterial gel and paper handtowels for disposal. All staff must wash and dry any utensils, crockery, cups, glasses and cutlery used and wipe down and spray all areas touched when using the kitchens.

Accidents, security and other incidents

In an emergency, for example, an accident, provision of first aid, fire or break-in, people do not have to comply with social distancing guidelines if it would be unsafe. People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands. Our Security policy with regards to alarms meets the hygiene guidelines.

Cleaning the workplace

Our offices are cleaned once a week and staff are aware they must use the anti-bacterial products provided to clean down office areas they or visitors have touched which can include surfaces, door handles, monitors, computer equipment, whiteboards and dispose of appropriately in the kitchen bins provided. We will maintaining good ventilation in all our offices by opening windows and doors frequently, where possible.

Preventative Measures

Hygiene – handwashing, sanitation facilities and washrooms

We have provided the following in our offices:

- Our COVID-19 Procedures Guide is displayed in our Fakenham and Dersingham office windows
- Signage, posters, procedures guide and policy to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available
- Hand sanitisers, anti-bacterial gel/sprays and paper towels in multiple locations in addition to washrooms
- Instructions on cleaning meeting rooms after each use and disinfecting objects and surfaces that are touched regularly
- Instructions on keeping the offices well ventilated
- Professional cleaning services each week
- Regular collection of sanitary and rubbish by external firms

Face coverings

There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms. However, workers and visitors who want to wear a face covering should be allowed to do so. Wearing a face covering is required by law when travelling as a passenger on public transport in England. Some people don't have to wear a face covering including for health, age or equality reasons. Elsewhere in England it is optional and is not required by law, including in the workplace.

If wearing a face covering please wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and before and after removing it. When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands. Change your face covering if it becomes damp or if you've touched it. Change and wash your face covering daily. If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste. Please be mindful that the wearing of a face covering may inhibit communication with people who rely on lip reading, facial expressions and clear sound. You should be prepared to remove the face mask if asked to do so by Police officers or staff for the purposes of identification.

Communications and Training

All staff members including those returning to work must fully understand **Our COVID-19 Procedures Guide** and **Our COVID-19 Policy** which will be updated regularly. Our COVID-19 Procedures Guide will be clearly displayed in both office windows and Our COVID-19 Policy can be found in our server for staff and on our Company website for clients and visitors.

Staff will be provided with clear, consistent and regular communication to improve understanding and consistency of ways of working. Our signage on entering and throughout the building will be clear and informative for all visitors and staff.

Raising a Concern and Outbreaks in the workplace

How to raise a concern:

- contact Ben Allen, Managing Director
- contact your trade union if you have one
- contact HSE (Telephone: 0300 790 6787)

As part of our risk assessment, we will ensure we have an up to date plan in case there is a COVID-19 outbreak. Our single point of contact (SPOC) Ben Allen will lead on contacting local Public Health teams. If there is more than one case of COVID-19 associated with our workplace, Ben Allen will contact our local PHE health protection team to report the suspected outbreak. If the local PHE health protection team declares an outbreak, we will be asked to record details of symptomatic staff and assist with identifying contacts. We therefore ensure all employment records are up to date. We will be provided with information about the outbreak management process, which will help us implement control measures, assist with communications to staff, and reinforce prevention messages.

Produced by Ben Allen, Managing Director of Allen Tomas & Co Financial Management Ltd 13/07/2020