



HFP Offices Re-opening Plan

12 June 2020

WORKING SAFELY DURING COVID-19 IN HFP OFFICES

HFP take the health and wellbeing of its employees extremely seriously and want to ensure that the re-opening of its offices in Hingham and Norwich are done so safely, both prior to re-opening and after we have done so.

HFP employees also have some responsibilities upon return to the offices and this short guide should provide enough information to keep all HFP colleagues safe and well.

This guide is aimed at HFP colleagues but can be viewed by any interested party such as visitors, contractors, government departments and clients.

Should you have any concerns, please speak to Robyn Lovatt on 01603 967851.

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THINKING ABOUT RISK

At the time of writing the intention is to re-open offices to HFP colleagues only from Monday 6 July 2020.

Prior to the re-opening all HFP colleagues are to have a one to one conversation with Robyn to discuss their return to the office.

Additionally, HFP have kept all employees informed and involved via a series of emails and Zoom meetings.

We have taken guidance from documents available from the UK Government which are stored on volume under 'Coronavirus Measures' and are available to view by all.

Additionally, we have completed and revisited a risk assessment which can be viewed on volume under (Health & Safety>General>Health and Safety Checklist).

If you have any concerns you can discuss these directly with Robyn Lovatt or you can contact the Health & Safety Executive either here <https://hse.gov.microsoftcrmpartals.com/workingsafelyenquiries/> or by calling them on 0300 790 6787.

MANAGING RISK

The most important aspects to manage the ongoing risk of spreading COVID-19 are as following and in priority order.

1. On arrival and before leaving the office please wash your hands.
2. Throughout the day and at regular intervals please wash your hands.
3. After visiting any communal area please wash your hands.
4. Each HFP employee will have their own personal plan which will detail your arrival time, leaving time and lunchbreak. Please ensure that you keep to these times as closely as possible.
5. The following list provides details of workstations and except for Lisa & Sarah and Robyn & Jerry there will be no sharing of workstations and the following details where you are to work:

Hingham

- Neil – Neil's Office
- Gordon – Gordon's Office
- Patrick – Orange room
- Maddy – Max's old office
- Jo – Front office
- Steph – Reception desk
- Anna – Anna's office
- Lisa / Sarah – Anna's office or Robyn's office

Norwich

- Dave – Left hand office
 - Jerry / Robyn – Right hand office
 - Jonathan – Main office
 - Sandra – Boardroom
6. All doors are always to remain open except the kitchens and toilets which are to be used one colleague at a time. If the door is closed the room is being used and please return later.
 7. The comms room door is to remain open and the air-con unit turned off.
 8. If you touch any surfaces (other than your own desk), please wipe them down using the anti-bacterial wipes provided. This is particularly important when using the printer, coffee machine, sinks, fridge etc.
 9. When you have used the toilet, please spray the basin and toilet with the anti-bacterial sprays provided.

10. When opening doors please use the hand towels provided and dispose of these immediately in the waste bins.
11. If you can do so, please keep your window open.
12. Please keep all desks and areas clutter free, as far as possible, and use your lockable pedestals and available cupboards.
13. If we are low on anti-bacterial wipes, hand sanitizer, handwash or hand cream please inform Steph as soon as possible to re-order supplies.
14. Please keep all personal belongings with you (such as coats) rather than using the coat hooks in the kitchen (in Hingham) and main office (in Norwich).
15. Each desk has a supply of tissues and if you need to cough or sneeze use these. Remember, **Catch it, Bin it, Kill it.** Please dispose of any tissues as soon as you can do so.



WHO SHOULD RETURN TO HFP OFFICES?

In very simple terms all HFP colleagues should return to work from their usual office when requested, as it will be safe to do so. As stated, the intention is that the HFP offices are to re-open from Monday 6 July 2020.

Advisers are free to work from home if necessary and provided they can continue to carry out their normal duties and continue to deliver an ongoing service to HFP clients.

If any colleague has any childcare issues these are to be discussed with Robyn as soon as possible to make alternative arrangements. These will have been discussed prior to HFP re-opening offices so should not cause any issues.

If you do display any symptoms of COVID-19 please self-isolate for the following 7 days and inform Robyn immediately.

To remind you the main symptoms of coronavirus are:

1. **A high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature).
2. **A new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).
3. **A loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

SOCIAL DISTANCING IN HFP OFFICES?

1. At all times you should maintain a 2 metre distance from your colleagues and do not encroach on this distance ever.
2. You should not hold meetings in any meeting rooms and if you need to discuss any matters with your colleagues please do not enter their office but stand at their doorway. Please keep these interactions to a minimum and they should be no more than 15 minutes.
3. As far as possible use telephone and email to contact your colleagues.
4. HFP will use warning floor tape to remind all colleagues not to enter a room and at the front doors to ensure visitors do not enter without authorisation.
5. Please keep the use of communal areas to a minimum and always respect the 2 metre rule. The kitchens and canteens are strictly one in and one out and where possible please eat your lunch at your desk but ensure you do take regular breaks outdoors, especially at lunchtime.
6. In the event of a fire you do not have to stay 2 metres apart, if it would be unsafe to do so, but please remember to continue to wash and sanitise your hands where possible.

MANAGING OUR CLIENTS AND OTHER VISITORS

Until further notice HFP offices are to remain open for HFP colleagues only and the following guidelines are to be followed:

1. HFP will contact all likely visitors and ask them not to enter our premises without agreement from us first.
2. HFP are to maintain a record of all visitors (other than HFP colleagues) who enter the premises via a visitor book.
3. The front doors are always to remain locked to stop visitors entering our offices and signs are to be erected to make this clear to visitors.
4. HFP will put floor warning tape at the thresholds and front door entry to ensure visitors do not enter without prior agreement.
5. If a visitor is allowed in to the HFP offices, they are to wash/clean their hands on both entry and exit of our offices.
6. All client meetings are to be carried out using telephone / online means and by special agreement can be carried out at the client's home provided this is outside and both parties agree and it is safe to do so.

CLEANING HFP OFFICES

- Prior to re-opening our offices, they are to be cleaned thoroughly but bear in mind they have been largely empty since the middle of March 2020.
- Cleaning of the offices will be completed thoroughly each week out of office hours.
- Clear your desk at the end of each day.
- If you have used any tissues to cough or sneeze into, please ensure they are cleared away as soon as you are able to do so.
- When opening doors (for example to the kitchen or toilets) please use the hand towels and pedal bins provided.
- **All bins** are to be emptied weekly.

PERSONAL PROTECTIVE EQUIPMENT (PPE) AND FACE COVERINGS

As we can social distance in our offices, HFP have consulted the guidance provided by the UK government and concluded that additional use of PPE or face covering is not required. Our view is that if they were to be used this could increase the risk of spread of the virus.

We will reconsider this if guidance changes or if there is a confirmed case of COVID-19 by one of our colleagues or the people they live with.

HFP EMPLOYEE MANAGEMENT

For the time being there will be no employees moving between the Hingham and Norwich offices, other than delivering documents or office supplies as required.

Robyn will be working from home or the Norwich office and all company meetings will be held using Zoom.

INBOUND AND OUTBOUND POST AND PARCELS

1. Please do not have personal post or packages delivered to HFP offices. These must be delivered to your home address.
2. When delivering paperwork to a colleague please leave on the floor at their doorway but ensure you do not create a trip hazard. As far as possible please minimise paperwork and use volume and email to deliver documents to your colleagues.
3. If you scan a document to a colleague let them know when you have done so.
4. Post or parcels are to be left at the front door and either pushed through the letterbox or left outside for an HFP colleague to collect, when safe to do so.

WHERE TO OBTAIN FURTHER HELP

COVID-19: what you need to do

<https://www.gov.uk/coronavirus>

Support for businesses and employers during coronavirus (COVID-19)

<https://www.gov.uk/coronavirus/business-support>

General guidance for employees during coronavirus (COVID-19)

<https://www.gov.uk/guidance/guidance-and-support-for-employees-during-coronavirus-covid-19>

Or speak to Robyn Lovatt on 01603 967851 (x202) or 07500 788225.

12 June 2020

HFP values honest and open feedback and you should always feel free to speak to Robyn or Neil if you have any concerns at all.



Robyn Lovatt

Director



Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer Harrold Financial Planning Date 11 June 2020

Who to contact: Robyn Lovatt
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)