

Working Safely During the Coronavirus Outbreak

The safety of our staff and our clients is our absolute priority. In accordance with the government guidelines we have carried out a risk assessment and the results are published below.

We have designed our measures to respond to the phases of easing set out by the government. The below risk assessment is based on our current phase – PHASE 2 – which broadly requires the majority of our people to work from home for the majority of the time. Office accessibility is permitted if the individual cannot carry out their work from home or choose to work from an office for a particular reason.

The overall risk within this current PHASE has been assessed as LOW.

Risk to our People

- Our current policy is that the safest place for our people to work is at home where their role allows.
- Employee charter developed and published to set out the behaviour and culture of all personnel when in the workplace.
- Formal procedures are in place to enable social distancing when accessing our offices. This includes
 - *Signage;*
 - *Floor markings*
 - *Reduced number of desks available for use*
 - *Reduced capacity for internal and client meeting rooms*
- Safety briefing on COVID-19 delivered and records maintained.
- New joiner inductions include COVID-19 and the company procedures
- Employees are advised of the need for social distancing at work and at home.
- Personnel are monitored in the workplace and encouraged to follow all company protocol.
- Vulnerable employees have been identified e.g. high-risk asthmatic, underlying high risk health conditions. These persons are risk assessed on a case by case basis and the safe measures put in place, including homeworking and self-isolation if necessary.

Measures in place to protect our people

- Our current policy is that the safest place for our people to work is at home where their role allows.
- Only roles that are business critical and unable to be carried out from home have remained in our offices (but with reduction in the numbers present on site this has reduced any potential exposure to these individuals).
- All home workers have been provided with a laptop and other equipment.
- DSE assessments to be completed to provide employees with other specialised equipment where appropriate.
- Regular contact with line manager is maintained through phone, email, zoom etc to check on well-being and mental health.
- Education on the required broadband speed has been provided to ensure that employees are able to work effectively where appropriate or understand where there is poor performance and how to address.
- Employees are aware and have been trained to use the required software and systems.

Risk of exposure to people in high risk roles

Employees and Teams

- All employees, where able to, have been instructed to work from home.
- Teams have been assessed for the potential of meeting persons who may have the virus.
- Guidance and PPE has been provided to any employee who may meet high risk people.
- A system of segregation has been implemented to ensure that high and low risk groups do not meet / meetings are minimised.
- Social distancing rules are in place, have been communicated and are enforced. Management lead by example.

Management

- Critical management / roles have been identified and are segregated where possible
- Critical management / roles alternate time in the office

Risk of contracting the virus from work activities

- Work activities and Clients have been assessed for elevated risk of contracting COVID-19 during these activities. These have been graded into high, medium and low levels of contracting the virus.
- Where required, additional risk assessments and safe working procedures have been implemented for medium and high-risk activities. Employees have been formally trained in these and records maintained.

Well-being and mental health of our employees

- Regular briefings of our approach and position has been given to all employees, e.g. company risk and performance, furloughing, changes to procedures etc.
- Clear procedures are in place for those employees that are exhibiting elevated signs of stress and anxiety.
- Mental health first aiders are in place.
- Webinars, guidance and training on mental health management has been provided/made available

Hygiene measures in place to reduce the risk of contracting COVID-19 due to contact with infected persons

- Sanitiser, soap and water are available in various locations, including all useable desks, doorways and entranceways.
- The office and welfare facilities are cleaned daily by contracted cleaners.
- All employees have been advised of the correct hygiene practices to follow.

- All unnecessary contact is minimised e.g. shaking hands, group meetings.
- People with face to face client contact provided with PPE.

Risk of contracting due to contact with infected persons

- Face to face meetings are limited to essential meetings only.
- Most meetings are now conducted remotely using Skype, Zoom or similar.
- When conducted meetings, these are in large rooms using recommended distancing.

Workplace layout

- Desks have been arranged so that 2m distance can be maintained.
- Daytime cleaning of handles has been arranged.
- Hand sanitisers and soap and warm water are available for use in multiple locations.
- Advisory posters are displayed in visible locations.
- Showers are to be cleaned overnight & products made available for anyone wanting clean prior to their use
- All toilets & lifts are single occupancy (*signage in place to back this up*)
- All AC systems to have maximum fresh air intake and windows opened where possible (restrictors in place to address any risks of falling out).

Cleanliness desks and equipment

- There is a clean desk policy in place across all sites.
- Employees are required to maintain their booked workspace in a clean and uncluttered manner. This is monitored by Management.
- Desks are sanitised at the beginning (*by user*) and end (*a cleaning contractor*) of each working day.
- All desks clearly labelled to show they are either in or out of use (*chairs also removed from the desks which are not in use*)
- The office and welfare areas are cleaned daily by contracted cleaners.

Risk with clients, contractors, delivery personnel on site

- Visitors are kept to a minimum and essential only.
- Meetings are conducted remotely using Zoom or Skype where at all possible.
- We have published some basic information for visitors when attending our offices on our website
- We have provided guidance to all members of our legal teams to ensure they manage and enforce the social distancing protocols.
- Our meeting spaces and communal areas (lobby, stairs, lifts and receptions) have been signed and reconfigured to ensure that safe distances are maintained during face to face *meetings*.
- Maximum occupancy levels have been set for each meeting room to maintain current social distancing requirements.
- Payments are made electronically or contactless; handling of cash is minimised.

Deliveries

- Delivery companies are advised to ring ahead and we advise where to safely leave the shipment.
- Deliveries are not signed for; other methods e.g. electronic, are used as confirmation.
- Use of money is minimised. Electronic payments and contactless are used.