

Risk Assessment: Burges Salmon: COVID-19

Activity being assessed:	Operation of Burges Salmon – Coronavirus Outbreak	Scope of the assessment:	Burges Salmon's operations carried out at: One Glass Wharf, Bristol (<220 people) New Street Square, London (<10 people) Atria One, Edinburgh (<10 people)	Individuals or groups that may be harmed:	Burges Salmon People Clients Contractors Other Building Tenants Vulnerable People
Date of Assessment:	14-Sep-20	Assessed by:	Clive Croal, Tech IOSH		
Next Review Date:	TBC (review will be triggered if/when new guidelines are published, changes to lockdown restrictions, any changes identified as a result of monitoring and any change in activities)	Name and role of others consulted:	Health and safety Steering Group Health and Wellness Forum		

Work Situation	Hazard/s	Potential consequences associated with hazard	Existing Controls - include PPE, procedures, training, plant and equipment, SWMS etc. (refer to hierarchy of control)	Additional control measures - include PPE, procedures, training, plant and equipment, SWMS etc. (refer to hierarchy of control)	Implementation		Final Status
					Responsible person	Date for Completion	
Social distancing at work	Exposure to symptomatic individuals (COVID-19) Spread and/or transmission of COVID-19 virus	Minor to severe illness.	<p>Social Distancing rules have been applied in all area of BS premises. Reducing the number of persons in any work area to meet the Government's Guidance (Working safely during COVID-19 in offices and contact centres) to maintain 2-metre (6.5 foot) social distancing wherever possible.</p> <p>The maximum number of persons in the relevant premises at any one time will be based on maximum permitted occupancy (MPO), set by the Plan Ahead Team and based on guidelines which require social distancing of at least two metres.</p> <p>Floor markings and signage to support social distancing exist at:</p> <ul style="list-style-type: none"> • Walkways i.e. entrances and exits • Reception desks • Office areas • Printing areas • Glassworks coffee bar • Toilets and shower rooms <ul style="list-style-type: none"> • One way systems implemented in offices where possible - including main building reception areas in OGW, BSS and ATO. • Taped zones in lifts or single occupancy only • Approval to attend BS offices in line with social distancing guidelines • Entry gates at OGW are actively managed to comply with social distancing rules by use of floor markings and closing off the middle set of gates. 	<p>Offices are open up to a maximum permitted number (MPO) of people. Risk based planning and reviewing to assess the MPO is carried out on an ongoing basis by the Plan Ahead Team.</p> <p>This Risk Assessment is maintained to identify hazards and controls to reduce risks to people working in the office.</p> <p>Workspace location and hours of access will be determined by Team Coordinators to control numbers so that the MPO is not exceeded. HoDs/HoUs/Line Managers to ensure compliance with the firm's guidelines and apply to the current phase of the firm's return to office plan.</p> <p>Within the office social distancing of at least two metres between persons to be maintained at all times throughout the building including toilets and kitchen facilities where appropriate.</p> <p>Facilities Team to maintain, refresh and renew all signage and safe distancing measures as and when required.</p> <p>In the event of evacuation, one way systems can be disregarded, 2 metre social distancing may also be disregarded during evacuation, but should be maintained where practical once at the designated assembly point.</p> <p>Stairwells may be used for ascending or descending travel (unless otherwise directed). A two metre gap must exist between people travelling in the same direction. People should wait on the stair landings and allow others to pass by if travelling in the opposite direction.</p> <p>People are instructed not to hold doors open for others as this will contravene the 2m</p>	Chief People Officer	14/09/2020	Live

Cleaning	Exposure to symptomatic individuals (COVID-19) Spread and/or transmission of COVID-19 virus	Minor to severe illness.	<p>Cleaning contractors instructed that all of their employees are to have appropriate PPE and relevant training on contractor and BS protocols.</p> <p>Additional resource will be made available to allow frequent cleaning of work areas and equipment between uses, using appropriate cleaning products.</p> <p>Frequent cleaning and disinfecting of objects and surfaces that are touched regularly is carried out, particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.</p> <p>Cleaning will be targeted at high traffic areas and workspaces which have been recently occupied.</p> <p>Heating, Ventilation and Air-conditioning systems are checked, cleaned and maintained by Landlord and/or the Firm's M&E contractors at each office to address any additional risk posed by COVID-19.</p>	<p>Disinfectant wipes will be made available in high traffic areas such as tea points and print rooms where common touch points exist. People will be required to wipe down surfaces before and after use. Spent wipes will be disposed of in dedicated bins which will be emptied at the end of each day by the on-site cleaning team.</p> <p>People will clear their workspace at the end of each use, removing waste and personal belongings so that effective cleaning can take place. People will be required to clean their individual workspace (desk, keyboard, mouse, chair armrests) at the end of each work day with disinfectant wipes which will be provided on each floor plate.</p> <p>A procedure is in place to deep clean and sterilise the relevant areas, should a COVID-19 case occur. The areas in which the person has worked will be deep cleaned and the individual concerned will be asked to leave site until a negative test result is confirmed or for a period of 14 days. The PAT team and , where necessary, the Silver Incident response team will be notified.</p> <p>Cleaning specification will be established with the contract cleaning companies used in each office. Cleaners will be required to sign a cleaning log for each floor plate once completed.</p>	Commercial Manager	14/09/2020	Live
Hygiene - hand washing, sanitisation facilities and toilets	Exposure to symptomatic individuals (COVID-19) Spread and/or transmission of COVID-19 virus	Minor to severe illness.	<p>Guidance on hand hygiene is included in the Firm's [COVID-19 Protocols].</p> <p>Hand washing facilities with soap and water exist on every floor of BS office premises and are available in client/visitor meeting spaces.</p> <p>Alcohol-based hand gel, tissues, alcohol-based sanitising wipes, face masks and disposable nitrile gloves are available to BS People in and should be used as required.</p> <p>Sanitiser dispensers, sanitising wipes and appropriate signage have been placed adjacent or near to common touch points in BS office and communal building areas.</p> <p>Where possible, hand dryers have been disabled and sign posted as 'do not use'. Hands must be dried thoroughly with paper towels which must be disposed of in the nearest bin.</p> <p>Signage displayed encouraging good handwashing technique, the need to <u>increase handwashing frequency, avoid touching face, cough or sneeze</u></p>	<p>People are expected to maintain personal hygiene standards at all times. As a minimum expectation, hands should be washed/sanitised when entering the building and again when entering any different floor-plate. The Firm's COVID-19 office protocols will continue to be updated to reflect the standard required.</p> <p>Spent tissues/wipes should be disposed of in the nearest bin before washing or sanitising hands.</p> <p>The firm will assess if it would be reasonably practicable to locate additional hand washing stations within open plan office areas.</p> <p>The Frequency of toilet washroom cleaning will be altered commensurate with the usage.</p>	Commercial Manager	14/09/2020	Live
BS People Working Remotely	Exposure to symptomatic individuals (COVID-19) Spread and/or transmission of COVID-19 virus	Minor to severe illness.	<p>The majority of BS People were instructed to work from home upon Government imposed COVID-19 restrictions. The Firm encourages people to continue working from home so that social distancing can be effectively maintained in its offices.</p> <p>'In-person' meetings should not take place in the homes of BS People. Web based platforms for video conferencing should be used where possible. Where 'in-person' meetings are required, they should take place in an appropriate and established setting for the type of work being carried out, e.g. offices, outdoor spaces, cafe, conference space etc.</p> <p>The Firm implemented a programme for monitoring the wellbeing of employees who are working from home, ensuring they remain connected, and supported.</p> <p>People's health and personal circumstances are considered as part of the authorisation process to attend BS office premises.</p> <p>The firm has carried out an ergonomic assessment and provided BS</p>	<p>Additional help, support and guidance can be found on the Firm's intranet - COVID-19 zone - with guidance and tools to help BS People to work from home and support their health and wellbeing.</p> <p>Regularly reviewed support from People Team/Employee Assistance Programme.</p>	Plan Ahead Team	14/09/2020	

Protecting People at Higher Risk	Exposure to symptomatic individuals (COVID-19) Spread and/or transmission of COVID-19 virus	Minor to severe illness.	BS People who are within the vulnerable or clinically extremely vulnerable/shielding category will not be required to work in the office. Regularly reviewed by HoDs/HoUs/Line Managers and People Team. Tailored communication has been delivered to vulnerable and extremely clinically vulnerable groups via firm-wide communications.	The Public Health England report ' Disparities in the risk and outcomes of COVID-19 ' shows that some groups of people may be at more risk of being infected and/or an adverse outcome if infected. The firm will consider further mitigations for groups of people who may be at higher risk of being infected and/or an adverse outcome if infected with COVID-19. Vulnerable (moderate risk) individuals can return to work, but are still encouraged to work from home whenever possible [as often as they can]. People in this category should practice good hand hygiene and adhere to the other controls in this risk assessment. Clinically extremely vulnerable (high-risk) individuals are no longer required to 'shield' themselves, but the Firm suggests continued home working for people in this group. If extremely clinically vulnerable individuals cannot work from home, the firm will consider the safest options available for them to work on-site, which enable them to maintain social distancing of 2 metres. In some cases, the firm may be able to consider alternative roles or temporarily adjusted working patterns for extremely clinically vulnerable groups. If a clinically extremely vulnerable individual chooses to attend BS offices, then they should take particular care to minimise contact with others and practice stringent and	Head of People	14/09/2020	
People who need to Self-Isolate	Exposure to symptomatic individuals (COVID-19) Spread and/or transmission of COVID-19 virus	Minor to severe illness.	The Firm is taking steps to ensure that BS People who are advised to stay at home in line with Government guidance do not [physically] come into the office. This includes those who have COVID -19 symptoms, or live in the same household as someone who has COVID-19 symptoms. BS People are asked to report if they, of those in their household, are suspected or confirmed cases of COVID-19 to their Manager and/or People Team immediately, in line with communicated COVID-19 protocols. BS People are mandated to work from home in the event they need to self-isolate.	Reminder to our people to check their own health and advise Manager and/or People Team of any concerns. The use of any track/test and trace systems – position to be determined once Government provide clarity and in the meantime our people can make own decision on use. Continued regular communication will be provided via intranet, email, signage and advice to BS People by the Business Continuity Silver/Gold Teams/ the Plan Ahead Team/ People Team/ Operations Team or any other party as necessary. Continuously review the Firm's protocols for isolation relating to suspected/confirmed cases, in line with Government guidelines.	Head of People	14/09/2020	
Business as Usual Activities	Exposure to symptomatic individuals (COVID-19) Spread and/or transmission of COVID-19 virus	Minor to severe illness.	The firm will review its risk assessments for all its activities to factor in COVID-19 as a hazard. These risk assessments will be briefed as necessary and published on the Health and Safety zone of the firm's intranet.		Head of People	14/09/2020	Live
Arriving at / leaving the office(s)	Exposure to symptomatic individuals (COVID-19) Spread and/or transmission of COVID-19 virus	Minor to severe illness.	BS People are encouraged to get to the office(s) by foot, bike or car. BS office premises have sufficient access to bicycle racks and shower facilities to support walking, running or cycling to get to/from work.	In line with the Landlord's requirements, face coverings will be required on entry to the building and from when someone leaves their car or locks up their bikes in the car park. Shower facilities are available in Edinburgh, London and Bristol. In Edinburgh, a single shower cubicle exists on the same floor within the landlords demise. It must be cleaned before and after use by the person using it. In London, a single shower cubicle exists in the male and female toilet washrooms. It must be cleaned before and after use by the person using it. In Bristol, only two people in the changing rooms at any time. In addition, the individual shower cubicles within the disabled toilets should be used. All shower slots (inc changing rooms) need to be booked. They must be cleaned before and after use by the person using it. Working hours will be staggered to avoid crowding in communal spaces at the beginning or end of the working day. Personal bags, clothing or consumables may only be stored at the individual's desk, pedestal or locker. Disposal bins will be provided in reception areas for face masks/gloves etc	Head of People & Commercial Manager	14/09/2020	Live

Moving around BS premises	Exposure to symptomatic individuals (COVID-19) Spread and/or transmission of COVID-19 virus	Minor to severe illness.	<p>Only one person is permitted to use any lift or toilet washroom at a time.</p> <p>BS people have been made aware that social distancing is required at all times in BS premises and every effort will be made to support people to comply with this instruction.</p> <p>One way systems have been implemented for access and egress of OGW, ATO and NSS buildings to limit congestion and [at] entrances and exits</p> <p>BS People will minimise contact with shared touch points, sanitisation of high-touch items (e.g. printers, touch-screen displays, desks, chairs and whiteboards) should be completed by the user after use, regularly wipe down and sanitise pre and post using with wipes made available to BS People.</p> <p><u>Sanitiser dispensers, sanitising wipes and appropriate signage have been</u></p>	<p>BS People are requested to take necessary precautions to minimise their physical interactions with others during the working day. Face coverings will be worn whilst moving around the building and in communal areas. They are not required whilst someone is sat at their desks or in a meeting where 2m distancing is achieved.</p> <p>BS People and visitors will be encouraged to wash their hands regularly for 20 seconds with water and soap and to dry hands thoroughly with disposable towels. Hands should be washed/sanitised when people enter the building and again when entering any floor-plate.</p> <p>Tissues will be made available in throughout the workplace to catch coughs and sneezes – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands.</p> <p>BS People and visitors to be reminded on a regular basis of the importance of social distancing both in and out of the workplace.</p>	Commercial Manager	14/09/2020	Live
Workplaces and workstations	Exposure to symptomatic individuals (COVID-19) Spread and/or transmission of COVID-19 virus	Minor to severe illness.	<p>People should be aware of the controls for mitigating the transmission of COVID-19 as set out in the Firm's COVID-19 Protocols.</p> <p>BS People who plan to come into the office for any reason, will need to pre-arrange with their Team Coordinator. Prior to entering OGW, a health declaration form must be submitted to confirm the person is not likely to be infected with/pass on COVID-19.</p> <p>Assigned seats are provided and people are instructed to use only their assigned desk and office equipment.</p> <p>Temporary 'hot-desks' will be setup in meeting rooms 20 and 23 on the fifth floor of OGW. These rooms can accommodate 5 individuals at a time with each person assigned a specific workspace for the day. Each workstation will be thoroughly cleaned by Glenn Cleaning at the end of each working day. Hand sanitiser, cleaning wipes and tissues are provided at each workstation.</p> <p>Team Coordinators will implement seating plans whereby no individual sits <u>facing a colleague on the same bank of desks (in addition to social</u></p>	<p>People will be restricted to working on the floor their assigned seat is based and the closest facilities on to their desk i.e. toilet washrooms, printing facilities, zip tap etc.</p> <p>BS People should avoid touching their face/eyes/nose/mouth after handling materials in the office and are advised to wash their hands thoroughly and regularly when on-site. They should use soap and warm water for at least 20 seconds.</p> <p>Alcohol-based sanitising wipes are available throughout OGW and BS People should use them to clean down their workspace [work surfaces, handles, equipment] before and after use. Spent wipes must be immediately discarded in the nearest general waste bin.</p> <p>Disposable nitrile gloves and face masks are available in OGW for any BS People who would care to use them.</p> <p>At the end of each day, Glenn Cleaning contractors will wipe down/disinfect desks, chair arms, door/furniture handles and other common touch points at workstations that have been used during that day.</p>	HoDs & HoUs	14/09/2020	Live
Meetings	Exposure to symptomatic individuals (COVID-19) Spread and/or transmission of COVID-19 virus	Minor to severe illness.	<p>Meetings will be carried out by voice, video or conference call wherever possible.</p> <p>Protocols are in place for meeting with clients [on/off-site] in a COVID-Secure way.</p> <p>The firm has provided access to a number of communication tools to assist people (e.g. BlueJeans, Microsoft Teams, WebEx).</p> <p>Where in-person meetings are absolutely essential, they will be risk assessed on an exceptional basis.</p> <p>Attendees must strictly adhere to social distancing guidance.</p> <p>Where possible, meetings will be held outdoors, on roof terraces or well ventilated spaces.</p>	<p>All unnecessary furniture and stationary items will be removed from the meeting room.</p> <p>Room seating will be arranged to comply with social distancing guidance.</p> <p>Occupants are required to maintain social distancing for the duration of the meeting.</p> <p>If it is possible to increase air circulation in the room by opening a door or window, this will be done for the duration of the meeting unless inclement weather makes this impracticable.</p> <p>Meeting attendees will not pass items between each other during the meeting as this would create a shared touch point and increase the risk of COVID-19 transmission.</p> <p>Meeting attendees must not rearrange the furniture in the room which will be set out in compliance with social distancing guidance.</p> <p>Hand sanitiser and tissues are provided in every meeting room and are regularly checked and restocked</p> <p><u>Meeting attendees will be issued with a hand sanitiser, tissues and pack of disinfectant</u></p>	FOH Manager	14/09/2020	Live

Catering / Hospitality Service	Exposure to symptomatic individuals (COVID-19) Spread and/or transmission of COVID-19 virus	Minor to severe illness.	Baxter Storey offer a reduced catering and hospitality service at OGW from the Glassworks restaurant and coffee bar. Baxter Storey have undertaken a Risk Assessment for the operation of this service. The coffee bar and restaurant area is accessible but has been restricted with floor markings and signage to maintain social distancing. Baxter Storey people are subject to Baxter Storey sickness reporting and a return to work interview prior to people returning to Burges Salmon.	Customers will either call in advance to place orders, which the can collected from designated pick-up points, or queue, while maintaining social distance to place an order. Crockery supplied will be china/porcelain which has been through a hot wash at 82°C with soapy water in the dishwasher. Baxter Storey people will wash and/or sanitise their hands between orders. Drinks/food may be taken back to the individual's desk or consumed in the restaurant area.	Front of House Manager	14/09/2020	
Use of common areas within buildings	Exposure to symptomatic individuals (COVID-19) Spread and/or transmission of COVID-19 virus	Minor to severe illness.	Burges Salmon is working closely with the managing agents at offices in Bristol, London and Edinburgh to provide robust and consistent control measures to mitigate the risks of exposure or spread of COVID-19. OGW/ATO/NSS Security Reception BS people will enter via the staff entrance doors and will follow the social distancing measures put in place by the Landlord or their property management team. A one-way traffic flow system will exist. Supported by signage, directional floor arrows and temporary Tensa barriers to control the movement of people while maintaining social distance. Pop-up banners will give clear instruction to people on the procedure for entering the building. Physical guards in the form of Perspex screens have been fitted to reception desks to lower the risk of COVID-19 transmission via moisture droplets in these high traffic areas. When using welfare facilities on site, people are required to follow guidance set out in the [COVID-19 Protocols] Hot and cold water is available via Zip taps on each floor plate. BS People are instructed to prepare their own drinks, clean and store their own drinking cups/mugs/bottles at their desk of in a locker/pedestal. People should not prepare drinks for anyone other than themselves.	All people entering BS offices will be required to wear a face covering when moving around the building. Face coverings may be removed when people are sitting at rest e.g. at their assigned workspace or eating in Glassworks. Disposable face masks will be made freely available in BS offices for those who need them.	Landlord & Commercial Manager	14/09/2020	Live
Building evacuation / De-Occupation	Fire and smoke/fumes Exposure to symptomatic individuals (COVID-19) Spread and/or transmission of COVID-19 virus	Burns, Smoke inhalation, Indirect injuries, Loss of life Minor to severe illness.	Building-wide fire risk assessment carried out annually by competent assessor, appointed by the landlord's agent in each office. Flammable and combustible materials are stored safely, in appropriate volumes and away from sources of ignition. Fire alarm system tested weekly and results recorded in the fire log book. Faults are logged with fire system engineers for repair as necessary Fire system regularly maintained by competent engineers, appointed by the landlord's agents. Personal Emergency Evacuation Plans (PEEPs) will be put in place for people who need assistance to evacuate OGW safely. Bi-annual building evacuation exercise carried out to familiarise OGW occupants with the procedure. Procedures developed, implemented and operational for the de-occupation of the workplace in the event that government restrictions are re-imposed. Initiated through Gold Team and communicated by Silver team to the Firm	Visitors will be advised on the fire-alarm, evacuation routes and designated assembly point during their introduction to site. Social distancing does not need to be observed during fire evacuation, but it is encouraged once safely outside of the building. Arrangements for a roll-call will be put in place for Burges Salmon people and visitors while building occupancy remains at a low level in line with the lockdown measures put in place by the UK Government.	Landlord & H&S Advisor	14/09/2020	Live

Accident / injury / poor health	Lack of access to medical assistance	Existing health conditions could become active / more severe (epilepsy, diabetes, pulmonary/respiratory conditions) Physical trauma Loss of life	First Aid trained employees will be available on-site during core business hours. Outside of core business hours, the on-site Security team can provide first aid assistance. Security can assist Burges Salmon First Aiders during core hours. All first aiders hold a qualification in 'First Aid at Work' or 'Emergency First Aid at Work'. First aid teams have access to fully stocked first aid kits and an Automatic External Defibrillator (AED).	The Firm will continue to monitor guidance from St' John / St Andrews Ambulance Service and relay updates to the first aid teams.	H&S Advisor	14/09/2020	Live
	First Aiders and casualties are at increased risk of COVID-19 transmission due to the close proximity required to administer/receive treatment. Exposure to symptomatic individuals (COVID-19)	Minor to severe illness.	First Aiders and casualties (where possible) will wear face masks during assessment and treatment. In cases of cardiac arrest, First aiders will not be permitted to administer rescue breaths. Instead, chest compressions will be administered and supported by use of a defibrillator unit until paramedics arrive on-site.	First Aiders and casualties (where possible) must wash their hands thoroughly after treatment. Face masks, gloves and disposable aprons must be sealed in a biohazard bag and disposed of in the sanitary waste bin provided in the First Aid treatment room.	H&S Advisor	14/09/2020	Live
Visitors attending OGW	Exposure to symptomatic individuals (COVID-19) Spread and/or transmission of COVID-19 virus	Minor to severe illness.	Before arriving on site, visitors will be required to complete the Firm's health declaration form and will be made aware of the COVID-19 safety controls in place. The number of people attending the meeting is restricted to allow suitable arrangements for social distancing. The reception team will highlight key safety messages on arrival. Visitors who enter via the basement car park will need to push the intercom button to contact Security for access. Clients entering via ground floor client reception will be greeted by the reception team and directed to the client lift which opens into the reception area. Visitors will be expected to maintain a good standard of hand hygiene. Hand sanitiser is present in all reception and client meeting spaces. Hand washing facilities are available on the fifth floor, where meetings will take place. Visitors will be asked to hang their outerwear on a rail in reception and to collect before leaving. Individuals outerwear will be hung separately to avoid possible cross contamination.	Contractors attending site for inspections or other works will be individually assessed and where appropriate will require risk assessments and method statements to be in place prior to coming on-site. Guidance is available for visitors attending the Firm's offices and are available via the Front of house Team.	FOH Manager	14/09/2020	Live
Visitors attending Atria One	Exposure to symptomatic individuals (COVID-19) Spread and/or transmission of COVID-19 virus	Minor to severe illness.	Before arriving on site, visitors will be required to complete the Firm's health declaration form and will be made aware of the COVID-19 safety controls in place. The number of people attending the meeting will be restricted to allow suitable and sufficient arrangements for social distancing. The Firm's reception team will highlight key safety messages on arrival. All people are required to enter Atria One via Morrison Street and exit via Conference Square. Revolving doors are locked off and access is via the automatic doors to limit contact with common touch points. The public atrium has been marked out with unidirectional floor signage. Screens have been installed on the Landlord reception desks. One person per lift procedure is in operation. Hand sanitise stations are located close to every lift.	Contractors attending site for inspections or other works will be individually assessed and where appropriate will require risk assessments and method statements to be in place prior to coming on-site.	ATO Office Manager	14/09/2020	Live