

# Burges Salmon: COVID-19 Risk Assessment for One Glass Wharf

<b>Activity being assessed:</b>	This document outlines the approach Burges Salmon (the Firm) is taking to reducing the risk of Covid-19 spreading through the course of conducting business.	<b>Scope of the assessment:</b>	Burges Salmon's operations carried out at One Glass Wharf, Bristol (<220 people)	<b>Individuals or groups that may be harmed:</b>	Burges Salmon People Clients Contractors Other Building Tenants Vulnerable People
<b>Date of Assessment:</b>	05-Aug-21	<b>Assessed by:</b>	Clive Croal, H&S Manager (Tech IOSH)		
<b>Next Review Date:</b>	20-Sep-21	<b>Name and role of others consulted:</b>	The Plan Ahead Team Health and Wellness Forum		

Hazards identified	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	
<b>Strategic leadership</b>	<p>Burges Salmon (the Firm) has established systems in place to manage health, safety and business continuity incidents.</p> <p>Early in the pandemic the Firm convened the Plan Ahead Team (PAT). This is the group is a sub-set of the Business Continuity Steering Group which meets weekly to discuss the risk management strategy for COVID-19.</p> <p>This group are responsible for horizon scanning, communicating with internal and external parties, managing information and data, benchmarking against similar law firms, and coordinating the Firm's ongoing response to the pandemic.</p> <p>PAT reports into a subset of the business continuity Gold team who provide strategic direction and approve resources needed to continuously safeguard people's health while allowing the business to provide an excellent level of service for it's clients.</p>	<p>The Firm will continue to review working arrangements on a regular basis and, if necessary, they will be adjusted in line with any future changes to Government guidance.</p>	PCom	Continuous	Live
<b>Preparing for reoccupation</b>	<p>OGW has remained in operation throughout the pandemic with occupancy levels managed in-line with the prevailing Government restrictions and from Monday 19 July 2021, OGW will be open for people to work there if they want or need to (subject to capacity constraint of &lt;220 people). People will no longer need permission to attend one of our offices but will need to book in via a relevant co-ordinator and will need to continue to complete the Health Declaration Form. Priority will be given where there is a business need or where there is a recognised benefit to personal wellbeing.</p> <p>A site audit of COVID-19 controls was undertaken at OGW on 05 May 2021 and reported back to the Plan Ahead Team (PAT). The findings have been factored into this risk assessment. A further assessment of the premises was conducted on 19 July 2021 against the requirements of the 'Working safely during coronavirus (COVID-19): guidance from Step 4' for Offices, factories and labs, published on 14 July 2021.</p> <p>The Firm has a contract in place with ECG for statutory compliance, Planned Preventative Maintenance and Reactive Maintenance at OGW. This contract has been maintained throughout the pandemic.</p> <p>The provision of facilities management checks and inspections have continued throughout the pandemic. Defects reported via the Facilities Helpdesk have continued to be dealt with in a timely and efficient manner.</p> <p>A water risk assessment for OGW exists and is subject to ongoing review. Flushing of little used outlets continues to be carried out by ECG and is adjusted in-line with building occupancy.</p> <p>The Reintegration and Remobilisation group have implemented a phased plan for increasing the occupancy of OGW in alignment with the Government Roadmap - currently in Step 3 with a move to Step 4 planned for 19 July 2021.</p> <p>The Fire Risk Assessment for Burges Salmon's demise was reviewed and updated on 10/02/2021 by a competent assessor from William Martin Compliance. The assessment took into account the significant changes in building use (including the move out of the west wing and subsequent increase in the number of desk spaces in the east wing. It also took into account the assembly point, doors to the east toilet lobbies being held open to increase passive ventilation, fire exits and the number of fire marshals on site).</p>	<p>There will be a cap on the numbers who may attend the office over the summer period and social distancing and mask wearing – this will help to protect our people by linking numbers in the office to the progress of the vaccination programme and help avoid business (and personal) disruption because of Test and Trace obligations to self-isolate if individuals are identified as a close contact.</p> <p>During this summer period, returning to work in the office is voluntary for everyone, except when there is a task to do that can only be carried out in the office or where someone is part of a team providing support to the business from the office. In such cases if anyone has concerns they should discuss those with their HOD, HOU or Chief. In general, if they have any wider concerns or questions about coming in to one of our offices, they should liaise with their line manager or a member of the People team.</p> <p>Following consultation with HODs, HOU's and Chiefs, it has been decided that a prescriptive approach around attendance for all departments/units is unlikely to meet the needs of the business. Instead, departments/units will deploy locally a system/method that works for them (such as splitting teams and/or having the opportunity to attend the office on a rotational basis) so there will be differences in approach between departments/units. HODs, HOU's and Chiefs will be providing their teams with relevant information about specific team arrangements.</p>	Plan Ahead Team	Continuous	Live

<b>Social Distancing</b>	<p>People are required to practice effective social distancing while in and around the workplace, while involved in work activities and when travelling to and from work, whenever possible.</p> <p><b>Expected behaviours:</b>  Avoiding non-essential contact with others  Keeping a safe distance of at least 2 metres from others whenever possible  Avoiding physical contact (e.g. hugs, handshakes, etc.)</p> <p><b>Arrangements to facilitate social distancing include:</b>  Continuing to encourage people to work from home if it's possible for them to do so effectively.  One way travel systems within the office where it is effective.  Cellular offices have a maximum occupancy of 1 person unless a risk assessment of a particular room determines otherwise.  Signage and information on office etiquette and protocol communicated regularly to all people in the Firm.  Team Coordinators manage a desk booking process.  Maximum office attendance pre-defined in the Reintegration and Remobilisation Plan.  Monitoring and Supervision by Line Managers and the Plan Ahead Team (PAT).</p>	<p>Remove one way systems of travel around the Firm's office areas and the associated signage. Replace with behavioural advice and COVID-19 Office Protocols posters.</p>	<p>Plan Ahead Team</p>	<p>30/07/2021</p>	<p>Live</p>
<b>Working Remotely</b>	<p>The Firm's People were instructed to work from home upon Government imposed COVID-19 restrictions. However since 19 July 2021 people are allowed to work in the office subject to the cap set out above. For those working at home the following measures are as follows:</p> <p>Individual ergonomic assessments of home workstations have been carried out and guidance for safe home working has been communicated to the Firm's people. Equipment is made available to support safe and effective home working.</p> <p>The Firm implemented a programme for monitoring the wellbeing of employees who are working from home, ensuring they remain connected, and supported. 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. Further support can be accessed via the People Team/Employee Assistance Programme.</p> <p>HoDs/HoUs/Line Managers to ensure compliance with the firm's guidelines and apply to the current phase of the Firm's Reintegration and Remobilisation Plan.</p> <p>'In-person' meetings should not take place in private residences.</p>	<p>Control measures kept under review.</p>	<p>Plan Ahead Team</p>	<p>n/a</p>	<p>Closed</p>
<b>Ventilation</b>	<p>The Firm has consulted with the Knight Frank OGW Building Manager who in turn has consulted with their competent engineers in relation to the use of ventilation as a control measure to reduce the risk of transmission of COVID-19 in enclosed spaces. We can therefore confirm:</p> <p>Fresh air rates within OGW are maintained through mechanical ventilation and extract systems.</p> <p>The fresh air is supplied to the office floors using air handling units (AHUs), which bring fresh air in from outside and filter that air to remove unwanted particles, such as dust and debris.</p> <p>The air then passes through heating and cooling coils that regulate the temperature before it leaves down the ductwork on route to its final location on the office floors. The amount of fresh air that is supplied down the ductwork is regulated to a minimum setting. If more air is required, the control system automatically recognises this and speeds up the fan to maintain a minimum pressure.</p> <p>It's important to note that 100% fresh air is supplied through these AHUs, and there is no recirculation of extracted air.</p> <p>The air from the office floors is then extracted back into the ceiling void space where a fan transfers it to the atrium. After being transferred to the atrium, the extracted air rises to the top of the atrium where extract fans pull the air out through a separate ductwork supply before extracting it out into the atmosphere.</p> <p>For this process to work effectively in a full cycle, it is important that all openings such as doors and windows remain closed where possible. Doing this gives the mechanical ventilation the best chance to maintain the air quality with the internal spaces at a good standard.</p> <p>Heating, Ventilation and Air-conditioning systems are checked, cleaned and maintained by Landlord and/or the Firm's M&amp;E contractors at each office to address any additional risk posed by COVID-19.</p>	<p>CO2 monitors have been purchased in order to assess the air-flow in the most populated or frequently used areas of the building. As a starting point these monitors have been situated in Legal Support on both ground and first floor. The maximum parts per million of CO2 will be recorded each morning and emailed to the Health &amp; Safety Manager for review at PAT.</p>	<p>OGW Building Manager</p>	<p>19/07/2021</p>	<p>Live</p>

<b>Hand and respiratory hygiene</b>	<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 a different floor-plate.</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>Hygiene stations are located at regular intervals around the open plan office spaces which are stocked with alcohol-based hand gel, tissues and sanitising wipes. Spent tissues/wipes should be disposed of in the nearest bin before washing or sanitising hands.</p> <p>Hygiene stations are re-stocked by the Firm's contract cleaning company as required.</p> <p>Face masks and disposable nitrile gloves are available to people in OGW should they require them.</p> <p>Automatic and manual dispensers for alcohol-based hand gel are located in communal and open plan office areas of OGW.</p> <p>Disinfectant wipes and alcohol-based hand gel are 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>In the common parts of OGW, the Building Manager has asked tenants to continue wearing face coverings when moving around the premises and to continue with existing hand hygiene practices. This is in line with the arrangements for the areas under Burges Salmon's control.</p>	Commercial Manager	19/07/2021	Closed
<b>Arriving at / leaving the office(s)</b>	<p>People are encouraged to travel to OGW by foot, bicycle or car.</p> <p>OGW has sufficient access to bicycle racks and shower facilities to support walking, running or cycling to get to/from work in-line with COVID-19 travel guidance.</p> <p>A car park booking system is in operation for Partners and other members of the Firm who may require a parking space for the day. This is possible under the current phase of the Reintegration and Remobilisation Plan but will be reviewed as occupancy increases.</p> <p>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.</p> <p>Personal bags, clothing or consumables may only be stored at the individual's desk, pedestal or locker.</p> <p>Disposal bins will be provided in reception areas for face masks/gloves etc.</p>	<p>The Firm is currently reviewing car parking arrangements at OGW and anticipate that a number of spaces will continue to be made available, albeit the number of spaces is likely to be reduced and their use prioritised.</p> <p>Local car parking arrangements that people currently have in place will remain and booking will still be required until September 2021. However, this is likely to change in September and this has been communicated to car park users so they can start giving consideration to how they will travel to the office in September including making use of the cycle to work schemes, walking, running, public transport or sourcing alternative parking.</p>	Plan Ahead Team	01/09/2021	Live
<b>Changing Rooms</b>	<p><b>Male changing rooms in the basement of OGW:</b> Mechanical ventilation and extraction exists. Booking system is in place with maximum occupancy of 2 people. Due to the floorplan it is impractical to introduce a one-way system. All shower heads in OGW descaled by the Landlords contract cleaning company.</p> <p><b>Female changing rooms in the basement of OGW:</b> Mechanical ventilation and extraction exists Booking system is in place with maximum occupancy of 2 people One way system exists with entrance and exit marked. Hairdryers to remain turned off to prevent spread of respired droplets. All shower heads in OGW descaled by the Landlords contract cleaning company.</p> <p><b>Disabled toilets / shower rooms</b> All shower heads in OGW descaled by the Landlords contract cleaning company.</p> <p><b>Drying rooms:</b> Mechanical extraction only. Single person occupancy</p> <p><b>Left items:</b> All items left in male and female changing rooms or the drying rooms have been laundered, folded and neatly stacked in the central lift lobby at basement level</p>	<p>Consider removing the booking system and allow the changing facilities to be self regulating with a maximum capacity of 4 people in the male and female changing rooms. The current booking system should remain in place until a suitable alternative is in place i.e. a flow counter system.</p> <p>This is The Knight Frank, Building Manager is investigating a flow-counter system to display how many people are in each changing room in real-time. This will ideally be installed before 19 July 2021 but until installed and working the booking system will be maintained.</p> <p>Signage to be put up to male and female changing rooms to remind people of etiquette and signpost the disabled toilet and shower facilities on other floors.</p> <p>The Knight Frank, Building Manager has been asked to fit a small mirrors over the cubicle sinks in the female changing room. This will further support social distancing and provide spaces where people with low risk appetite can shower and change while relatively segregated from others in the changing room.</p> <p>Signage to be put on drying rooms and changing rooms to inform people that items left in these areas will be removed by Security each Friday.</p> <p>Consider individually wrapping the left items so they remain clean as people pick through to look for their personal items.</p>	Commercial Manager  &  Building Manager	01/09/2021	Live
<b>Security reception</b>	<p>One way floor traffic signage exists which directs people to travel anti-clockwise around the central reception desk.</p> <p>Perspex screens have been fitted around the reception desk as a barrier to respired droplets when people approach the desk.</p> <p>Clear signage exists to show the COVID-19 control measures such as social distancing and hand hygiene</p> <p>The sofa and coffee table in reception has been cordoned off.</p> <p>Barriers exist around the reception desk to control a queue of people waiting for service.</p> <p>A single podium exists with a Perspex screen fitted. One Security Officer could stand here to direct people entering the building.</p> <p>Free-standing hand sanitiser points exist around the reception desk area.</p> <p>Dedicated waste bins for face masks, tissues and gloves are located in 'the slice' outside both entrances to Security reception.</p> <p>The middle turnstile to the central and west lift lobbies are locked off to support social distancing.</p>	<p>The one way system has proved ineffective and has been removed. Security will continue to enforce social distancing.</p> <p>The furniture in the seating area will be removed from reception and put in to storage.</p> <p>The podium has not been required and has been removed from reception and returned to the Front of House team for use elsewhere.</p> <p>The COVID-19 signage in reception will be updated to reflect current control measures.</p>	FOH Manager	19/07/2021	Closed

<b>Client reception areas on ground and fifth floor</b>	<p>Visitors who require car park access will need to contact Security by using the intercom panel at the car park entrance on Avon Street. Once parked, visitors may use the client lift to reach ground or fifth floor reception. Hand sanitiser and disinfectant wipes are present in the client lift.</p> <p>Visitors entering on foot via ground floor client reception entrance doors will be welcomed by the reception team before being directed to the fifth floor reception or greeted by their Burges Salmon host.</p> <p>Upon entry to OGW visitors must wear face coverings and observe social distancing. Single use face coverings are available at reception, as are tissues and hand sanitiser.</p> <p>Reception will check that the visitors have signed a health declaration to confirm they do not have symptoms consistent with COVID-19 e.g. a persistent cough or high temperature.</p> <p>Perspex screens have been fitted in front of the reception desks on ground and fifth floor as a barrier to respired droplets when people approach the desk.</p> <p>Clear signage exists to show the COVID-19 control measures such as social distancing and hand hygiene.</p> <p>The Reception team wipe down the reception desks regularly with sanitising wipes.</p>	<p>Consider replacing the social distancing floor signage in front of the reception desks, which is now somewhat worn.</p>	FOH Manager	30/07/2021	Live
<b>Moving around OGW and through common areas.</b>	<p>The COVID-19 control measures for OGW have been agreed with the Knight Frank, Building Manager. These are kept under review and updated regularly to provide robust and consistent control measures to reduce the risk of COVID-19 transmission.</p> <p>People have been made aware that social distancing is required at all times in OGW and every effort will be made to support people to comply with this instruction.</p> <p>All people entering OGW are required to wear a face covering when moving around the building. They are not required whilst someone is sitting at their desk, sitting in Glassworks or in a meeting where 2m distancing is achieved. Disposable face masks will be made freely available at reception for those who need them.</p> <p>Where one-way systems have been implemented, they should be complied with as signposted.</p> <p>Stairwells are restricted to a single person on a flight of stairs at a time. People must wait on the stair landing for the person to pass before moving up or down the stairwell.</p> <p>Lifts have a maximum occupancy of one person at a time.</p>	<p>One way systems to be reviewed to check they remain effective and fit for purpose. Where they are not considered to be effective, they will be removed.</p> <p>Following a review of COVID-19 control measures and in-line with CIBSE guidance, the maximum occupancy of lifts has increased to 2 people at a time.</p> <p>The Knight Frank, Building Manager is working with Schindler lift servicing company and the Landlord's insurers to check if lifts can be grounded with doors open when not in use. This would increase passive ventilating in the lift cab.</p> <p>People will be allowed to travel in either direction on a stairwell and will be allowed to quickly pass each other when travelling in opposite directions. Face coverings are to be worn and people should exercise their judgement when maintaining social distancing.</p>	Commercial Manager	30/07/2021	Live
<b>Toilets</b>	<p>Toilets are single occupancy only and have locks fitted on the main door to control this.</p> <p>Hand dryers have been disabled and sign posted as 'do not use'. Hands must be dried thoroughly with paper towels.</p> <p>Signage displayed encouraging good handwashing technique, the need to increase handwashing frequency, avoid touching face, cough or sneeze into tissues and dispose of same, etc.</p> <p>Arrangements for toilet cleaning are agreed with the Knight Frank, Building Manager. Toilets are cleaned throughout the day by the Landlords contract cleaning company. Frequency of cleaning will be reviewed in-line with changes in building occupancy.</p>	<p>Control measures kept under review.</p>	OGW Building Manager	19/07/2021	Closed
<b>Cleaning</b>	<p>Cleaning specification has been established with the contract cleaning company for the Firm's demise, Glenn Cleaning.</p> <p>Cleaning procedures are regularly reviewed by the Facilities team and changes to the type or frequency of cleaning are considered in-line with the prevailing guidance and this risk assessment.</p> <p>Cleaning contractors are instructed that all of their employees are to have appropriate PPE and relevant training on contractor and the Firm's protocols.</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>Cleaners will be required to sign a cleaning log for each floor plate once completed.</p> <p>A procedure is in place to deep clean and sterilise the relevant areas should a COVID-19 case occur. All reported incidents to be referred via the People Team to the Business Continuity Silver and Gold Teams.</p>	<p>Control measures kept under review.</p>	Commercial Manager	19/07/2021	Closed

<b>Workplaces and workstations</b>	<p>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>Team Coordinators will implement seating plans whereby no person sits facing, or directly next to a colleague on the same bank of desks.</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>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> <p>Building occupancy levels are checked on a daily basis and reported to the People team. The number of people is closely monitored and checks are performed to ensure those coming into the office are part of the core team or have an essential business reason.</p> <p>Temporary 'hot-desks' are 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>In order to maintain social distancing and allow people more flexibility to attend the office and work in the vicinity of their team, people will be allowed to share desks with colleagues on their pod. This means that a person will be assigned a desk for the day. Desks will be signposted as used/dirty by the person who sits at the desk and marked as clean/available once Glenn Cleaning have cleaned the desk. People should still use their own chair and surface book.</p>	Plan Ahead Team	19/07/2021	Closed
<b>Work equipment and activities</b>	<p>Where possible work equipment and resources will not be shared. Where this is unavoidable, additional precautions will be put in place (e.g. sanitising wipes, gloves etc.).</p> <p>Work activities undertaken in OGW must be completed in-line with the OGW office protocols which have been developed by the Plan Ahead Team to support safe working practices.</p> <p>Where a manual handling task requires two or more people to carry out the task safely, this should be checked with the Facilities team to ensure that all necessary COVID-19 and manual handling safety measures are being considered before the task is carried out.</p>	Control measures kept under review.	Plan Ahead Team	19/07/2021	Closed
<b>Meetings &amp; events</b>	<p>We continue to encourage calls or video conferences to avoid in-person meetings with external contacts, or colleagues outside someone's immediate team.</p> <p>With the exception of client events, in-person meetings will only be considered if other options are not effective or if there is a business need for the meeting to be held in person.</p> <p>In-person meeting attendees must strictly adhere to social distancing guidance and where possible, meetings will be held outdoors, on roof terraces or well ventilated spaces.</p> <p>Protocols are in place for meeting with clients on/off-site in a COVID-Secure way.</p> <p><b>Meeting in OGW:</b></p> <p>All unnecessary furniture and stationary items have been removed from meeting rooms.</p> <p>Room seating is arranged to comply with social distancing guidance and maximum occupancy levels have been identified.</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><del>Hand sanitiser, disinfectant wipes and tissues are provided in every meeting room and are regularly checked and restocked.</del></p>	<p>From 19 July 2021, people will now be able to attend events and client meetings held in England. It is expected that people attending such events will follow the guidance of whomever is organising the event. Essentially, if both parties are happy with the arrangements, then it will be reasonable to go ahead.</p> <p>In terms of in-person events, the Firm will not be holding these at the moment but will be reviewing their recommencement over the summer period.</p>	FOH Manager	19/07/2021	Closed
<b>Catering - Coffee bar</b>	<p>Coffee bar: Is open for the purchase of hot drinks and the self-service area is open for purchase of pre-packaged food and drinks. Baxter Storey have undertaken a Risk Assessment for the operation of this service. The coffee bar area is accessible but has been restricted with floor markings and signage to maintain social distancing. Coffee bar customers will either call in advance to place their order or collect from a table next to the coffee bar. Drinks will be supplied, in a china/porcelain mug which has been through a hot wash at 82°C with soapy water in the dishwasher. The Barista will wash and/or sanitise their hands between orders BaxterStorey people are subject to a sickness reporting and a return to work interview. The coffee bar has been fitted with a Perspex screen. Sufficient directional signage exists around the serving area. Hatched floor markings are used to show areas where people should not walk or wait. They must be seated or take it to their desk.</p>	Control measures kept under review.	FOH Manager	19/07/2021	Closed

<b>Catering - Glassworks</b>	<p><b>Glassworks:</b>  Limited service for breakfast and lunch is available from Glassworks.  One way directional signage exists in the serving and seating areas.  Baxter Storey have undertaken a Risk Assessment for the operation of this service.  Glassworks customers will either call in advance or place their order at the servery area.  Customers can apply social distancing and wait in the servery or atrium area to collect their food for takeaway.  Customers eating in Glassworks should sit down and their meal will be brought to them.  Food will be provided in single-use containers or crockery which has been through a 82°C wash with soapy water in the dishwasher.  The Chef / Server will wash and/or sanitise their hands between orders.  BaxterStorey people are subject to a sickness reporting and a return to work interview.</p>	Control measures kept under review.	FOH Manager	19/07/2021	Closed
<b>Catering - Hospitality</b>	<p><b>Hospitality for meetings:</b>  Limited hospitality service is available. Pre-packaged lunches and drinks can be provided.  Table service may also be provided by BaxterStorey people who are wearing face masks.  Coffee's can be provided from the coffee bar if lidded.  Hospitality kitchen closed - provided from Glassworks and coffee bar only.</p> <p><b>Hospitality for the Firm's people:</b>  To improve welfare for people working in OGW while reducing the risk of respired droplets contaminating consumables, the Firm is providing individually wrapped sachets of tea, coffee and sugar in the tea-points around OGW.  Milk is being provided in plastic screw top containers, for communal use, in the tea-point fridges.  People who do not wish to use the provided tea, coffee, sugar and milk are welcome to bring their own into the office.</p>	Control measures kept under review.	FOH Manager	19/07/2021	Closed
<b>Handling mail, deliveries and other materials</b>	<p>At OGW, the Legal Support team manage incoming and outgoing mail and deliveries on behalf of the Firm. They also manage reprographics and archives (e.g. collate counterpart documents together to create a certified copy, store deeds in the deeds room and log them etc.). Procedures have been put in place to protect the Legal Support team and reduce the risk of these tasks contributing to the transmission of COVID-19.</p> <p><b>Inbound and outbound goods/mail:</b>  Legal Support or Security are the only teams permitted to give access for inbound/outbound goods/mail.  All people must wear face coverings and follow social distancing guidance, including delivery personnel, when accessing the loading bay.  To avoid surface transmission, disposable gloves must be worn when handling materials entering the building.  Gloves must be changed regularly and hands washed or sanitised before putting on a fresh pair.  Incoming mail is scanned and sent to recipients electronically then stored for collection at a future date.  Incoming and outgoing delivery of personal packages have been prohibited.</p>	Control measures kept under review.	Legal Support Manager	19/07/2021	Closed
<b>Core business teams</b>	<p>Procedures have been put in place to protect the 'core team', which is composed of 20-30 people from Legal Support, IT, Facilities and Front of House, who perform business critical roles that cannot be done effectively by working from home.</p> <p><b>Legal Support:</b>  Legal Support has been split into two segregated teams. One is based within the Legal Support department on ground floor and the other is located on the first floor within the Real Estate department. These two teams are not permitted in-person contact with each other. Any shared resources are to be loaded into a trolley (by team A) and transported in an un-occupied central passenger lift so it can be collected at it's destination floor (by team B).</p> <p>The floor plan of the Legal Support department has been altered to create a 'customer' entrance and reception area which is separated from the rest of the department by furniture placement and Perspex screens. The maximum occupancy of the customer reception area is one person. Other customers may wait in a socially distanced queue in the corridor.</p> <p>People from other departments are not permitted to enter the Legal Support work areas on ground or first floor. Physical separation exists in both locations.</p> <p>A one-way system exists within the Legal Support department on ground floor and where possible workstations have been pushed apart to further support social distancing within the team.</p> <p><b>IT Helpdesk and Front of House Telephone Switchboard:</b>  The Front of House switchboard team are required to attend OGW due to limitations of the telephone switchboard system which cannot be managed off-site.</p> <p>A staff rotation system exists and the number of people required to attend OGW from these teams is closely monitored by Line Managers and adjusted on the basis of business need.</p> <p>These teams have been physically segregated from the rest of the Firm by locating them in their own access controlled office space. The IT Helpdesk occupy most of the space while FOH Switchboard occupy a small corner office.</p> <p>A one-way system exists on the floor with clearly marked entrance and exit doors. Signage instructs visitors to the floor to remain in a</p>	Control measures kept under review.	Plan Ahead Team	19/07/2021	Closed

	<p><b>Facilities:</b></p> <p>Due to the small number of people in this team, segregation is used to try and limit the number of people who need to isolate if an outbreak of COVID-19 occurs in OGW.</p> <p>The two Facilities Coordinators attend on a rotational basis with one of them in the office and one working from home. The Commercial and Operations Managers use the same system.</p>				
<b>Wellbeing and consultation</b>	<p>The Firm consults with it's people on COVID-19 risk management via the Health and Safety and Wellness Forum, PAT, guidance documents and ongoing communication from senior managers.</p> <p>Wellbeing support includes regular communication by the Firm's Wellbeing team, support discussions with line managers or the People team and access to the Firm's Employee Assistance Programme (EAP).</p> <p>The Firm communicates regularly with it's people on a range of issues, including changes to operating procedures, updates to COVID-19 guidance, innovations to improve working from the home or the office.</p>	<p>We appreciate that for some a return to working in the office will not present any difficulties while for others it will be more challenging. The Firm remains firmly committed to supporting everyone with their wellbeing and the People team is available to provide appropriate support to anyone to requests it.</p>	Head of People	Continuous	Live
<b>Tests and vaccinations</b>	<p>The Firm has registered with the Government's 'Workplace Collect' COVID test scheme and is requiring lateral flow device (LFD) testing to be undertaken by the core team and individuals who need to work regularly in our offices. The test kits provided are the standard NHS LFD tests which can also be sourced privately through the .Gov website or can be collected from nominated pharmacies.</p> <p>The Firm will also provide test kits for any people who request them as good practice or because they are undertaking a specific activity, such as meeting a client face-to-face.</p> <p>The Firm encourages people to participate in the COVID-19 vaccination programme and enables people to take time away from work in order to attend vaccination appointments.</p>	<p>In light of the new Coronavirus 'delta variant' the Firm is reviewing whether it would be appropriate to extend the requirement for LFD testing to include other groups of people (i.e. others in the Firm, Clients, Contractors, Visitors etc.). PAT will continue to monitor the situation.</p>	<p>Commercial Manager</p> <p>&amp;</p> <p>Head of People</p>	01/09/2021	Live
<b>NHS Test &amp; Trace</b>	<p>The Firm maintains records of all people (Partners, employees, clients, contractors and visitors) who have been on site. These records are held for at least 21 days.</p> <p>The Firm will comply with any direct instruction from the NHS Test and Trace service.</p> <p>The Plan Ahead Team monitor Test and Trace guidance and requirements and will act to conform with them where appropriate to do so.</p>	<p>Control measures kept under review.</p>	Head of People	19/07/2021	Closed
<b>People presenting with COVID-19 symptoms</b>	<p>In the event that someone in the office develops symptoms, a process is in place to mitigate the spread of COVID-19 while caring for the symptomatic individual. This process includes isolating as soon as possible, notifying their Line Manager and the People team.</p> <p>The 'Managing Active Cases of COVID-19' procedure exists on iManage.</p>		H&S Manager	06/08/2021	Closed
<b>Protecting People at Higher Risk</b>	<p>Shielding has lifted but People who are within the vulnerable or clinically extremely vulnerable/shielding category should continue to work from home if able to do so effectively.</p> <p>Regularly reviewed by HoDs/HoUs/Line Managers and People Team.</p> <p>The firm will consider further mitigations for groups of people who may be at more risk of being infected and/or an adverse outcome if infected with COVID-19.</p> <p>Individuals at higher risk of developing severe symptoms if infected with COVID-19 can work in the office, but will be encouraged to work from home wherever possible.</p> <p>Where it is not possible or effective for people in higher risk categories to work from home, the firm will consider the safest options available for them to work on-site, which enable them to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).</p> <p>In some cases, the firm may be able to consider alternative roles or temporarily adjusted working patterns for extremely clinically vulnerable groups.</p> <p>If a clinically extremely vulnerable individual choses to attend BS offices, then they should take particular care to minimise contact with others and practice stringent and frequent hand washing. They may request a workspace is setup in a remote part of the department or on in the fifth floor meeting spaces. They may also request to access the premises outside of core working hours and/or at the weekend.</p>	<p>Control measures kept under review.</p>	Head of People	19/07/2021	Closed

<b>People who need to Self-Isolate</b>	<p>The Firm is taking steps to check that People who are advised to stay at home in line with Government guidance do not physically come to work. This includes those who have COVID -19 symptoms, or live in the same household as someone who has COVID-19 symptoms.</p> <p>The Firm's people are asked to report if they, of those in their house hold are suspected or confirmed cases of COVID-19 to their Manager and/or People Team immediately, in line with communicated COVID-19 protocols.</p> <p>The Firm's people are mandated to work from home in the event they need to self-isolate.</p> <p>Reminders are send to our people to check their own health and advise Manager and/or People Team of any concerns.</p> <p>Continued regular communication is provided via intranet, email, signage and advice to the Firm's people by the Firm's senior management, Plan Ahead Team or any other stakeholder as necessary.</p> <p>The Firm's protocols for isolation in relation to suspected/confirmed cases, are in line with Government guidelines.</p>	Control measures kept under review.	Head of People	19/07/2021	Closed
<b>Building evacuation</b>	<p>Building-wide fire risk assessment carried out annually by competent assessor, appointed by the landlord's agent in each office.</p> <p>Flammable and combustible materials are stored safely, in appropriate volumes and away from sources of ignition.</p> <p>Fire alarm system tested weekly and results recorded in the fire log book. Faults are logged with fire system engineers for repair as necessary</p> <p>Fire system regularly maintained by competent engineers, appointed by the landlord's agents.</p> <p>Personal Emergency Evacuation Plans (PEEPs) will be put in place for people who need assistance to evacuate OGW safely.</p> <p>Bi-annual building evacuation exercise carried out to familiarise OGW occupants with the procedure.</p> <p>Visitors will be advised of the fire-alarm, evacuation routes and designated assembly point during their introduction to site.</p> <p>Social distancing does not need to be observed during fire evacuation, but it is encouraged once safely outside of the building.</p> <p>A list of building occupants will be generated by the OGW access control system to allow a roll-call to be undertaken if a fire outbreak is verified in OGW.</p>	H&S Manager to send a reminder of OGW fire evacuation procedures with emphasis on avoiding bottlenecks in order to maintain social distance.	Landlord & H&S Manager	19/07/2021	Closed
<b>Accident / injury / poor health</b>	<p>First Aid trained people are available in OGW 24/7 and have been briefed on the St John Ambulance guidance for mitigating transmission of COVID-19 while administering first aid.</p> <p>The OGW Security team can provide first aid support the Firm's first aid team during core business hours. Outside of core business hours the OGW Security are the primary contact for first aid assistance.</p> <p>All first aiders hold a qualification in 'First Aid at Work' or 'Emergency First Aid at Work'.</p> <p>First aid teams have access to fully stocked first aid kits and an Automatic External Defibrillator (AED).</p> <p>First Aiders and casualties (where possible) will wear face masks during assessment and treatment.</p> <p>First aiders to be aware of the information from the Resuscitation Council (UK). In an emergency, the need for resuscitation by a First Aider overrides the risk posed by not maintaining the 2m social distancing rules. <a href="https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-COVID-19-coronavirus-cpr-and-resuscitation/covid-community/">https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-COVID-19-coronavirus-cpr-and-resuscitation/covid-community/</a></p> <p>First Aiders and casualties (where possible) must wash their hands thoroughly after treatment.</p> <p>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.</p>	Send a reminder to the first aid team regarding current COVID-19 controls for administering first aid.	H&S Manager	01/09/2021	Live

<p><b>Work related travel</b></p>	<p>When travelling into the office, people are encouraged to walk, run, cycle or drive. When using public transport, people are encouraged to observe mandatory controls such as the use of face coverings.</p> <p>Before undertaking travel, people should check the transport guidance on the .Gov website.</p> <p>People required to visit locations which are 'off-site' for work purposes would follow the guidance provided for such visits and can be found on the COVID-19 zone of the intranet. they should check that adequate COVID-19 control measures are in place for their journey and the location they are visiting. If requested, LFD tests can be provided by the Firm.</p> <p>International travel is currently prohibited.</p>	<p>Travel between the Bristol and London offices is now possible.</p> <p>Travel to the Edinburgh office will only be permitted if attending the office is essential for the traveller(s) to carry out their work. With all office travel, factors such as using public transport, flying and overnight stays need to be properly considered due to the enhanced COVID risks.</p> <p>The Business Travel Policy will be reviewed and approved by PAT. It will be communicated out to the Firm when appropriate to do so.</p> <p>Communication from Senior Management to ensure that BS People adhere to company and FCO travel guidelines.</p> <p>Check the scope of the Firm's Travel Insurance in relation to COVID-19 infection while people are travelling internationally.</p> <p>People who have had COVID-19 infection within 90 days of travel may not be able to produce a negative PCR test result. Therefore we advise that people in this position reconsider/reorganise their travel arrangements.</p>	<p>FOH Manager</p>	<p>01/09/2021</p>	<p>Live</p>
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