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Approved by: Decision Making Group (DMG)

Date last updated: 10/07/2020

Date of next scheduled review: This document is under continued review

Risk No.	Risk title	Description and consequence	Mitigation	Response and Action
R1	Spread of COVID-19 in the firm	<p>This will result in multiple individuals (partners, solicitors, and colleagues) becoming infected and possibly seriously or fatally ill</p> <p>Vulnerable workers could be worst affected</p>	<p>Most partners and colleagues (where possible) to work from home</p> <p>Take steps to review work schedules including start and finish times/shift patterns, to reduce the number of people on site at any one time</p> <p>Manage occupancy for our offices at any time</p> <p>Desks sealed with tape to encourage physical distancing</p> <p>Closure of communal areas OR putting in place social distancing markers and measures in communal areas including kitchens</p> <p>Anyone with any COVID symptoms should not come to work and should refer to the NHS guidance before coming to work.</p> <p>Communication and awareness-raising posters referring to the above measures</p> <p>Enhanced cleaning regime, including for toilets, kitchens, and frequent touchpoints such as door handles, light switches, reception area using appropriate cleaning products and methods</p> <p>Hand washing awareness: see the NHS guidance</p> <p>Sanitation products (hand sanitiser, cleaning wipes) widely available. Consider providing a 'cleaning pack' for colleagues with hand gel, wipes etc</p>	<p>Government guidance is work from home if you can. IT and Operations are ensuring that is possible for an extended duration.</p> <p>For Leeds colleagues – should consider opening windows when they are in their office. Windows must be closed before you leave.</p> <p>General Office colleagues, OCS Facilities Manager and Contractors are only personnel expected on-site.</p> <p>Colleagues wanting to be in an office are required to notify in advance and request permission from the Operations Team.</p> <p>A sign-in and sign-out book is on reception at offices, pens are available, but you are encouraged to use your own. Occupancy levels are monitored for attendance levels by Operations Team.</p> <p>PPE and Sanitiser are available in Reception areas.</p> <p>Occupancy limit is affected by HSE guidelines for First Aid requirements. Notifications on entry to buildings in-place.</p> <p>No required action on desks separation due to low occupancy levels. Ongoing review.</p> <p>The firm encourages all colleagues to operate a clear desk policy to allow thorough cleaning of all work areas. Further guidance on what is deemed as a clear desk will follow.</p>

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			<p>Reminding everyone of the public health advice through posters, leaflets and other materials made widely and prominently available: see the government guidance</p>	<p>Kitchens, social areas, lifts, stairs, and other communal locations will have signage in-place by 30/06. There will be posters in locations (entrances, notice boards, other) to explain how the space should be used and applicable restrictions.</p> <p>Posters include handwashing regimes (as per HSE guide) in appropriate locations.</p> <p>The DMG will communicate on a timely basis and provide information posted on Microsoft Teams. The communications will include links to Government and HSE advisory sites.</p> <p>Water flushing is a constant regime in offices, all contracted and scheduled maintenance of services equipment is continuous. Additional tasks, such as water sampling have been introduced.</p> <p>Restricted weekday office cleaning is in force, that will be increased as required. Under review.</p> <p>PPE is available at all offices. Clinical waste disposal is in place.</p> <p>Waste bins will be removed and bins for clinical and non-clinical waste will be available in offices.</p> <p>Whilst unable to control, it is expected that all colleagues would be aware and respect that they would not return to an office if experiencing any COVID-19 symptoms.</p> <p>Colleagues are requested to keep movement around the office to a minimum and may be requested by DMG to wear PPE if moving around the firm.</p>
R2	Spread of COVID-19 to clients or visitors in Wrigleys offices	This will result in multiple individuals (partners, colleagues, visitors/clients, and contractors) becoming infected and possibly seriously or fatally ill	<p>No face-to-face events permitted on site without consent of the DMG</p> <p>Face-to-face meetings discouraged with conference calls to be used instead</p> <p>Upper limit on meeting numbers determined by available room size and based on social distancing rules</p>	<p>Status driven by Government guidance to work from home.</p> <p>COVID-19 Contractor Procedure is in place to manage the control and measures for office attendance from a Wrigleys and Contractor organisation perspective. Permit to Work System in place and COVID-19 Statements and Risk Assessments reviewed as and when required.</p>

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			<p>Meetings staggered so no congestion possible</p> <p>Seats removed from meeting rooms to ensure physical distancing</p> <p>Enhanced cleaning regime, including before/between/after each individual meeting</p> <p>Sanitation products (hand sanitiser, cleaning wipes) available inside each meeting room</p> <p>No catering/refreshments offered inside meeting rooms</p> <p>Pre-meeting notification (if possible) sent to all attendees asking them to stay away if they have any COVID symptoms or are feeling unwell</p> <p>Physical distancing in place in reception/waiting area</p> <p>A 90-minute upper limit on meetings strongly advised.</p> <p>Any meeting scheduled for more than 90 minutes should be communicated to Ops</p> <p>No cloakroom service – visitors should look after their own personal items</p> <p>No hospitality – visitors will not be offered hospitality.</p>	<p>Electronic conference is the primary meeting media and mode. Microsoft Teams implemented and available to all colleagues.</p> <p>Office meeting rooms are considered out of use. Chairs from tables have been removed to restrict numbers in place.</p> <p>Colleagues requesting an on-site meeting, via Operations Team, are directed to a set date/time so a meeting room can be prepared (cleaned, PPE put in place, sanitisers available) before and after each meeting.</p> <p>Every intent is aimed at preventing movement through the office.</p> <p>Greeting clients with a handshake is discouraged.</p> <p>No hospitality is offered at this time unless pre-arranged with Operations.</p> <p>No cloakroom service available currently.</p> <p>Pens and paper have been removed from meeting rooms.</p> <p>Bottled water will be available for clients</p> <p>Meeting organiser should make Ops aware when meeting has finished so cleaning can be arranged.</p> <p>Signage to maintain social distancing is in place at offices</p> <p>This section is under constant review pending requests to Operations Team. An increase in occupation levels will lead to more stringent actions being taken.</p>
R3	Spread of COVID-19 to clients or visitors in external locations	This will result in multiple individuals (colleagues, clients, and third parties) becoming infected and possibly seriously or fatally ill	<p>No face to face meetings unless essential</p> <p>Considering whether the activity needs to continue for the business to operate</p>	<p>No one is expected to attend client visits or empty properties (for probate clients) unless they feel comfortable to do so. If you do decide to attend a meeting with a client or visit a client property, the following steps are recommended:</p> <p>Pre assess risk before you visit</p>

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				<p>Take PPE (masks and gloves) if you feel it is appropriate (how to wear PPE https://www.youtube.com/watch?v=4xFY3aPF7E4)</p> <p>Wash your hands or use hand sanitizer as frequently as possible</p> <p>If you feel the risk is high once you arrive at the meeting location, you should leave the location</p>
R4	COVID-19 case (suspected) in our offices	This may result in the individual colleagues experiencing medical distress on-site and could increase the risk of onward transmission of the virus among other people with whom the individual has been in proximity	<p>If anyone becomes unwell with a new continuous cough, a high temperature or loss of sense of smell in the workplace, they will be sent home and advised to follow the stay at home guidance</p> <p>Attendees at the relevant office to be informed, as appropriate</p> <p>Partners and managers to increase the frequency of electronic contact with those they supervise during this time</p> <p>Majority of people instructed to work from home</p> <p>Anyone with any COVID symptoms should refer to the NHS guidance before coming to work.</p> <p>Maintaining up-to-date contact information (including emergency contacts) for all partners and colleagues</p> <p>Record keeping on who is in and where in the office on a given day to aid potential contact-tracing efforts and processes</p>	<p>Any colleague who experiences such symptoms needs to leave the office and inform the Operations Team.</p> <p>Operations Team: inform the DMG to determine specific actions; inform other colleagues who may have been in contact and if necessary, colleagues will be asked to stay away from the office for 14 days and work from home where possible.</p> <p>Contact information is available by requests for office attendance, and sign-in / sign out books on receptions.</p> <p>Microsoft Team is a continuous reference point for information.</p> <p>Manager and Team Meeting are still scheduled via conference facilities.</p>
R5	COVID-19 transmission via communal resources or areas	This may result in increased risk of transmission, including to/from clients and visitors	<p>Marketing material (brochures and literature), newspapers and magazines removed from client reception area</p> <p>If advised that a colleagues or visitor has developed COVID-19 and was recently on the premises the DMG will ask the local public health authority for advice, identify people who have been in contact with them and take on any appropriate actions or precautions</p>	<p>Client material has been removed from reception and communal areas. All marketing material is available in the Firm-wide Resources folder in iManage, held under Brochures.</p> <p>Hand sanitiser should be used before and after handling library books, files and deeds.</p> <p>Print release will be the mandatory setting for all printers.</p>

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				<p>Any colleague who experiences COVID-19 symptoms needs to leave the office immediately and inform the Operations Team.</p> <p>Operations Team: inform the DMG to determine specific actions; inform other colleagues who may have been in contact who may be requested to stay away from the office and work from home where possible.</p> <p>OCS specialised disinfection of colleague's work area can be organised. Equipment would be required</p> <p>Contact information is available by requests for office attendance, and sign-in / sign out books on receptions.</p> <p>Escalation to Public Health authorities for advice and appropriate actions would be taken.</p> <p>All crockery has been removed from kitchens. You will be allocated one set of crockery and cutlery should you need it. It is then your responsibility to clean and keep these items. They should not be left on desks at the end of each day or placed in the dishwasher. Any crockery or cutlery left in dishwashers or kitchens will be disposed of.</p> <p>Follow signage for all communal areas and follow social distancing.</p>
R6	COVID-19 transmission via mail/packages	This may result in increased risk of transmission by handling of objects	Follow hand hygiene guidance before and after handling mail/packages	<p>General office colleagues are working weekday within offices to manage deliveries and despatch of mail and packages.</p> <p>No personal deliveries should be made to the office for the time being.</p> <p>General office colleagues have PPE.</p> <p>Refer to new COVID-19 Equipment procedure for instruction for removing or returning equipment to/from the office</p> <p>Procedure covers colleagues requiring to remove/return chairs, other, for home use.</p>

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				Quarantine areas can be setup in offices.
R7	Mental health problems and poor wellbeing	<p>This may result from increased stress caused by home-working and the lockdown, potential bereavements, increased caring responsibilities, elevated incidence of anxiety and depression associated with isolation, concerns about personal and family circumstances and job security</p> <p>Colleagues members of BAME background and those with family members who vulnerable or key workers may feel more uncomfortable coming back into the office</p>	<p>Signpost to LawCare resources and the Law Society's mental health resources (open in Google Chrome browser)</p> <p>Increase volume of guidance materials and resources available</p> <p>Raise awareness on any Employee Assistance Programme (EAP) offering access to additional resources and support</p> <p>Adjust policies around home working and leave-taking to support working parents</p> <p>Regular internal communications from senior leadership emphasising self-care and regular and inclusive communication. The emphasis should also be on honesty and transparency about the difficulties the firm is facing and how to best manage these together</p> <p>Regular communication of mental health information and an open-door policy for those who need additional support</p> <p>Provide assurance over measures taken to protect employees' health and safety</p>	<p>Wrigleys have a strong awareness and focus on presenting assistance and information to colleagues on mental health and wellbeing.</p> <p>Wellbeing thread available on Microsoft Teams with content on physical, mental, emotional, and financial wellbeing posted regularly.</p> <p>Specific COVID-19 updates and contacts are ongoing.</p> <p>Mental Health First Aiders are available for colleagues to speak to.</p> <p>Operations Team issue timely updates and information on mental health including reminders of our EAP</p> <p>Home working policy under review with SHRC</p> <p>DMG provide regular updates on the position of the firm. Updates also provided at Partners' meeting once a fortnight for discussion at team meetings.</p> <p>Mental Health consideration apply in leave taking and furlough.</p> <p>Ongoing situation that is reviewed and managed by Senior and Operations Teams.</p> <p>Supported by health and safety, and duty of care, measures being taken as referenced in this document to ensure colleagues are supported and limits anxiety and concerns regarding a return to work in Wrigleys offices.</p> <p>OCS – Wrigleys Solicitors (Leeds & Sheffield) awarded RoSPA Silver Award for 2020</p>
R8	Ergonomic injuries	<p>Not having your homeworking station set up correctly.</p> <p>It may be difficult to perform workspace risk assessments whilst</p>	<p>Virtual self-administered workplace risk assessment https://www.youtube.com/watch?v=Af7q5j14muc</p> <p>Follow HSE guidance on working from home https://www.hse.gov.uk/msd/dse/</p>	<p>Colleagues requested to send to Operations completed home working risk assessments and photograph of their home working set up.</p>

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		maintaining physical distancing or if people sit in different locations each time, they are in the office		<p>Colleagues can contact Operations Team who will organise further DSE checks on home setup with Jason Hall.</p> <p>New procedure for removal of equipment from offices and return of equipment will control locations and possible RtW issues.</p>
R9	Public transport virus transmission	Crowded and unsanitary conditions on public transport services	If colleagues need to travel (for example for client visits) they should not share vehicles or taxis, unless suitable distancing can be achieved	<p>No Wrigleys colleague has been asked to attend an office on public transport.</p> <p>Should this become a requirement, pending government and HSE changes in policy then assistance will be provided, and PPE as required.</p>
R10	Car/bike park virus transmission	Narrow spaces in the firm's carpark or bicycle storage area may elevate the risk of person-to-person transmission	Social distancing procedures should be followed	<p>Limitation restrictions already apply in offices as there are few parking spaces available. If colleagues observe social distancing, this should not be an issue. PPE is available if required.</p> <p>Bicycle storage areas that are available would need colleagues to observe social distance and common sense to not interact within these specific limited areas. Issue of PPE is available if social distancing is not possible or compromised.</p> <p>Shower areas are closed. This will be reviewed as new guidance is received.</p>
R11	Safety and security at building entrance	There is a small risk that individuals may have to wait for short periods of time at building entrances due to physical distancing	Staggered arrival times for those attending the office should limit congestion	<p>When increased occupation is required, Operations Team will review.</p> <p>Office has required signage and posters in place for colleague's direction and advice.</p> <p>Inter-office travel and procedures will need to be reviewed and appropriate actions determined.</p>
R12	COVID-19-related stigma and harassment	Risk that there is an increase in targeted harassment or stigma directed at individuals who have been ill or are from a specific ethnic background	Reporting channels to permit investigation and where proven appropriate misconduct procedures followed	<p>Wellness channel discusses own experiences to reduce stigma of COVID-19</p> <p>Bullying and harassment policy in place should anyone face negativity directed to them due to COVID-19.</p>

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			<p>Partners and managers to offer support to colleagues who are affected by COVID-19 or have a family member affected</p> <p>Review the organisation's bullying and harassment policy and remind managers of it</p> <p>Publish or signpost colleagues to facts about COVID-19 to dispel myths</p> <p>Ensure senior figures in the organisation issue and support messages about values and diversity and inclusion</p>	<p>https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters</p>
R13	Non-compliance with government regulations	Risk that a member of the firm ignores firm's guidance	<p>Communicate the importance of the adherence to the rules</p> <p>Stricter enforcement of rules against people continuing to attend the office while displaying symptoms of COVID -19.</p>	<p>Wrigleys DMG meet regularly – to discuss and review the COVID-19 situation as it evolves; react to any change in circumstances occurring within the Firm, ensure the Firm is always updated and informed.</p> <p>Wrigleys' actions are all based on and changes introduced to comply with:</p> <ul style="list-style-type: none"> • Government advice • HSE guidelines • Wrigleys Duty of Care • Regulatory Bodies' advice <p>Colleagues informed of personal responsibility, changes to the office, etiquette, guidelines, working instructions and obligations. All standard policies apply – as do any new for COVID-19.</p> <p>Additional COVID-19 related procedures introduced – COVID-19 Contractor procedure, COVID-19 Equipment procedure.</p> <p>How Wrigleys maintain this Risk Assessment - continuous review as changes/advice is introduced by Government and HSE; attendance at COVID-19 webinars presented from industry sector and preferred contractors; in-house received</p>

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				information or publications; direct information from OCS Group and within their specialised key sectors.