


Procedure Owner: Director of Facilities & Property	Effective Date: 11 May 2020
Authorised by: Group HS&E Manager	Last Review Date: 18 December 2020
Version No: v3.5	Next Review Date: 18 January 2021

## Firm-wide Covid19 Risk Assessment: Working from the Office

<b>Date:</b> 18/12/2020	<b>Assessed by: Group</b> HS&E Manager	<b>Checked/validated* by:</b> 	<b>Location: Firm-wide</b>	<b>Assessment ref no: R8</b>	<b>Review date:</b> 18/01/2021
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### Type of risk assessment: COVID19 – Working from the Office

**COVID19 is a virus that presents as a hazard to our people and in the workplace. The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature). Overall, the virus is regarded as a high hazard. Therefore, this risk assessment considers the risks presented by the virus and what controls should be put in place to reduce exposure.**

**Tasks: This risk assessment has been created in relation to the measures to be taken when working from the office (following Government or other Local Authority Guidance) and will include items such as working from an office, travelling to work, entry/exit from office buildings, social distancing, fire & emergency evacuations, dealing with office visitors, the provision of onsite catering for staff and visitors, the provision of facilities such as kitchens and toilets.**

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What are the hazards which may be caused?	Who may be harmed? (give specific group of people eg. staff, visitors, contractors, cleaners)	How bad is the risk? (evaluate as low, medium, high)	What needs to be done? (What action should be taken or needs to be considered in order that the risks identified are effectively controlled)	By when? (Target date for completion)
Risk Assessment Review	Employees, Clients & Contractors	Low	<p>This risk assessment is reviewed on a four-week basis unless Government Guidance or Business demands dictate otherwise.</p> <p>Office Based Risk Assessments are also reviewed on a four-week basis or as numbers of occupancy at DWF's offices increase. Individual Office Based Risk Assessments detail the numbers of occupancy that will trigger a further review.</p> <p>The numbers of occupancy will take into account the social distancing measures implemented, permanent returns, ad hoc returns and any Government Guidance applicable.</p> <p>Increase in cases of Covid-19 will also be considered in deciding future occupancy levels.</p>	<b>Immediately and ongoing until further notice</b>

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COVID19: Contracting the Virus	Employees, Clients & Contractors	Medium	<p>As lockdown eases across countries where DWF are in situ, we are mindful of further outbreaks of COVID19 and the potential for either local or full country lockdowns. Should a lockdown occur, Government/Health Guidelines <b>must</b> be followed at all times.</p> <p>Across some jurisdictions, DWF have taken the decision to increase its office reoccupation. However, this reoccupation will continue to take into account the health, safety and welfare of our people at all times. Attendance will be monitored closely. Employees not following the reoccupation requirements (including ad hoc attendees), will be refused entry and reported to senior management.</p> <p>Business Travel is not permitted unless in exceptional circumstances (i.e. Regulatory site visits, Business Critical) and only with prior approval.</p>	<b>Immediately and ongoing until further notice</b>

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			<p>Risk assessments, guidance documents, policies and procedures remain in place for working at home, the office and specialist sites visits.</p> <p>These risk assessments are reviewed regularly.</p> <p>DWF are well equipped to deal with any further outbreaks/lockdowns ensuring the safety and wellbeing of its people.</p> <p>DWF mandates that "track and trace" details <b>must</b> be provided to the NHS/Other Health Authority if required by its employees.</p> <p>Regulatory requirements for the reporting of any positive cases of COVID19 will be met.</p> <p>The requirements set out in this Risk Assessment and any other related risk assessment, policy and procedure must be adhered to at all times.</p>	

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COVID19: Contracting the Virus	Employees	Medium	<p>People <b>must</b> work at home and not attend the office unless:</p> <ul style="list-style-type: none"> <li>• They have been identified as an essential worker;</li> <li>• They have been identified as a returnee as part of Phase 2;</li> <li>• They have been notified in writing that they are authorised to work in the office.</li> </ul> <p>DWF otherwise requires its employees to work from home.</p> <p>Approval <b>must</b> be sought prior to anyone attending the office and all training and induction processes completed.</p> <p>Anyone returning to the office must ensure they have read and understood any risk assessments, policies, procedures and guidance relevant to their return.</p> <p>Anyone displaying symptoms of COVID19 or if anyone in their household displays symptoms, they <b>must not</b> attend the office under any circumstances and must follow local authority/health advice at all times.</p>	<b>Immediately and ongoing until further notice</b>

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"Vulnerable" or High Risk Persons may be at increased risk of contracting COVID-19	Employees	Medium	<p>Those identified as "Clinically Extremely Vulnerable" under Government/Health Guidelines who have received a local authority/health service shielding letter stating they should remain at home <b>must</b> not attend the office and follow all Public Health Guidance surrounding when it will be safe to leave their household and work from an office.</p> <p>Those identified must keep in regular contact with their line manager/HR to keep them apprised of their wellbeing.</p> <p>As of 2 December across the UK, Clinically Extremely Vulnerable people who have not received a shielding letter are able to return to work across all tiers.</p> <p>Those identified as "vulnerable" or "higher risk groups" must follow local Government/Health Authority advice. Safety provisions/controls are in place to minimise transmission in order to keep those identified and others safe.</p>	<b>Immediately</b>

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			Should it be necessary, reasonable adjustments will be made in order for the employee to carry out their role safely.	
COVID19: Contracting the Virus: COVID-19 Prevention and Control Measures to Minimise Risk to Workers	Employees	Medium	<p><b>For Dublin:</b> Before returning, a pre-return to work questionnaire/declaration must be completed.</p> <p>This form should seek confirmation that the employee, to the best of their knowledge, has no symptoms of COVID-19 and confirms that the employee is not self-isolating or awaiting the results of a COVID-19 test.</p> <p>An employee must not attend the office, whether that be on a permanent or ad hoc basis, without completing the questionnaire/declaration.</p> <p>Compliance will be monitored and reported on at all times.</p>	<b>At least 3 days prior to office attendance</b>

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Heightened risk of contracting COVID-19 when working in enclosed spaces when social distancing is not possible	Employees & Contractors	Low	<p>Unless a specific role dictates that PPE is necessary i.e. some facilities tasks, then PPE is not required.</p> <p>It is advised that a face covering only needs to be worn in enclosed spaces (including public transport) where social distancing isn't possible, unless local law or regulation stipulates otherwise.</p> <p>If you choose to wear a face covering, it is important to:</p> <ul style="list-style-type: none"> <li>• use face coverings properly;</li> <li>• wash hands before putting them on/taking them off for 20 seconds;</li> <li>• avoid touching the face and covering whilst wearing;</li> <li>• change damp or touched coverings;</li> <li>• wash in line with manufacturer instructions if washable.</li> </ul>	<b>Jurisdictional – Guidance should be followed at all times and until further notice</b>

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			<p>Government/Health Guidance should be followed at all times.</p> <p>If required to wear face coverings/gloves again, Health Authority Guidance should be followed on the use and disposal of such items.</p>	
Increased risk of contracting COVID-19 if appropriate cleaning standards are not maintained	Employees, visitors & contractors	Medium	<p>A "deep clean" of all offices to occur prior to re-opening the office space fully.</p> <p>Enhanced cleaning schedule to be in place prior to re-opening the office space fully.</p> <p>Enhanced cleaning of common/communal areas.</p> <p>Frequent cleaning of surfaces and objects that are touched regularly: door handles, desks etc.</p>	<p><b>The offices will undergo a deep cleaning prior to re-opening the office space fully.</b></p> <p><b>All other actions in this section will be undertaken immediately upon re-opening the office space</b></p>

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			<p>Ensure ventilation systems are serviced and in good working order.</p> <p>Ventilation into the building should be optimised to ensure a fresh air supply is provided to all areas of the facility and increased wherever possible.</p> <p>Ventilation systems should provide an adequate supply of fresh air.</p> <p><b>Steps that will usually be needed:</b></p> <ul style="list-style-type: none"> <li>• Increasing the existing ventilation rate by adjusting the fan speed.</li> <li>• Operating the ventilation system when there are people in the building.</li> <li>• Monitoring and managing filters in accordance to manufacturer instructions.</li> <li>• Keeping doors and windows open if possible.</li> <li>• Using ceiling fans or desk fans to improve air circulation, provided there is good ventilation.</li> </ul>	

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			<p>Provisions will be provided so that individuals can clean items such as keyboards, mice on a regular basis.</p> <p>Stationery will not be available in the hubs. This will only be provided when absolutely necessary.</p> <p>Work areas should be cleared at the end of the working day or any shorter working period to allow for cleaning.</p> <p>Any local provisions for start and finish working times should be adhered to, to allow for the full cleaning regime to be undertaken.</p>	
Increased risk of contracting COVID-19 if individuals in the workplace do not adhere to appropriate guidelines with respect to personal hygiene	Employees, visitors & contractors	Low	<p>Signage regarding awareness of good handwashing, increased handwashing frequency, coughing/sneezing guidance etc. to be displayed.</p> <p>Provision of hand sanitiser in multiple locations in addition to toilets and kitchens.</p> <p>The hand wash/sanitisation advice should be followed at all times.</p>	<b>Immediately</b>

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Increased risk of contracting COVID-19 when travelling to and from an office for work	Employees	Medium	<p>A person should work at home unless they have been authorised to work from an office in line with the Group's policy.</p> <p>Current Guidelines state that where a person cannot use their own car, walk or cycle to work then social distancing rules should be followed when using public transport. Peak travel times should be avoided.</p> <p>Where necessary and dependent upon levels of attendance and office capacity, DWF will consider staggered working patterns to reduce the risk of any over-crowding.</p> <p>The hand wash/sanitisation advice should be followed at all times.</p>	<b>Immediately and ongoing until further notice</b>

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Increased risk of contracting COVID-19 unless appropriate social distancing is maintained wherever possible (unless domestic legislation dictates otherwise)	Employees, visitors, contractors	Low	<p>Social distancing of 2 metres must occur unless it is absolutely not possible to do so or local law or regulation imposes a different requirement.</p> <p>If it is identified that a particular task cannot be undertaken with social distancing then it must first be assessed as to whether this task should be undertaken at all.</p> <p>If it is deemed necessary, the following should take place:</p> <ul style="list-style-type: none"> <li>• Increased handwashing/surface cleaning;</li> <li>• The activity should be kept as short as possible;</li> <li>• Back-to-back or side-to-side working – not face-to-face.</li> </ul> <p>Social distancing applies to <b>all</b> areas of the office.</p> <p>Directional and other signage to be in place to offer guidance for employees.</p>	<b>Immediately and ongoing until further notice</b>

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Increased risk of contracting COVID-19 upon entry and exit to and from each office building	Employees, Visitors, Contractors	Low	<p>Social distancing rules apply as set out above.</p> <p>Where able to do so, there will be designated doorways and barriers for the entry and exit points.</p> <p>Staggered shifts will be considered wherever possible to reduce the footfall at entrances/exits.</p> <p>Floor markings will direct people to assist with social distancing.</p> <p>Hand sanitisation points are available. The hand wash/sanitisation advice should be followed at all times.</p> <p>Regular and enhanced cleaning of common areas to be undertaken.</p>	<b>Immediately and ongoing until further notice</b>

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Increased risk of contracting COVID-19 when using lifts	Employees, visitors and contractors	Medium	<p>Due to the size of lifts and being in a confined space, it is recommended that stairs be used if you are able to do so.</p> <p>Where it is necessary to use the lift, occupants will be restricted. Signage outside the lifts will show allowances. There will also be markings in the lift to show stand-points/space for wheelchairs.</p> <p>Do not face anyone else in the lift. You should stand facing the walls of the lift/facing away from each other.</p> <p>If the lift is touch button ensure you follow the hand wash/sanitisation advice at all times.</p>	<b>Immediately and ongoing until further notice</b>

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Increased risk of contracting COVID-19 when physically meeting office visitors and using meeting rooms	Employees, Visitors, Contractors	Medium	<p>Until further notice, DWF will not receive clients and other visitors at its offices, unless in exceptional circumstances or local Guidance states it is safe to do so, and approval sought prior to such meeting taking place. An audit/monitoring of these meetings should take place and reported upon.</p> <p>Virtual meetings are encouraged at all times.</p> <p>If and when face-to-face client meetings are permitted:</p> <ul style="list-style-type: none"> <li>• they must take place only when it is absolutely necessary;</li> <li>• clients/visitors should be informed of the COVID-19 provisions DWF have put in place immediately upon arrival;</li> <li>• visitor details should be logged into the electronic Meeting Room Booking System taking into account the requirements for "Track and Trace". Visitors should not be asked to sign in using a pen;</li> </ul>	<b>Immediately and ongoing until further notice</b>

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			<ul style="list-style-type: none"> <li>• hosts should ensure that they are fully appraised of the provisions in place;</li> <li>• employees must not bring family members/or any other persons into the workplace;</li> <li>• all access passes will be sanitised prior to and after use.</li> </ul> <p>Internal meeting rooms and those in client suites will be reconfigured to ensure social distancing is taken into account and where this is not achievable such rooms will be limited to one person.</p> <p>Stationery will not be available.</p> <p>Maximum number of persons for each room will be displayed at each room.</p> <p>Rooms will be cleaned between meetings.</p> <p>Cleaning and hand sanitisation provisions will also be available in the rooms for use during a meeting.</p>	

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Increased risk of contracting COVID-19 from undertaking visits to clients premises	Employees and Clients	Medium	<p>It is recognised that specialist off-site visits may be necessary during the pandemic period for example, regulatory work such as H&amp;S Investigations on behalf of the Client and where such incidents are serious enough to have caused significant injury and/or death.</p> <p>A separate risk assessment has been created for this type of activity: "Specialist Off-Site Visits".</p> <p>Approval <b>must</b> be sought prior to off-site visits. Designated employees have been selected and agreed to form a much smaller team of crisis responders.</p> <p>DWF will provide each employee required to carry out such visits with a safety kit.</p>	<b>Immediately and ongoing until further notice</b>
Increased risk of contracting COVID-19 from undertaking secondments	Employees and Clients	Low	Each request for Seconders to return to client premises will be considered on an individual basis. Returns will only be allowed if the Client has the requisite risk assessments and safety measure in place.	<b>Immediately and ongoing until further notice</b>

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Increased risk of contracting COVID-19 from a lack of social distancing in corridors and communal areas and walkways	Employees, Visitors, Contractors	Low	<p>Directional signage will be in place.</p> <p>Consider wedging open doors that are <b>not</b> fire doors nor on the security system only to reduce touch-points. However, safety and security must not be compromised.</p> <p>"Pinch points" (where queues may occur) will be identified. If it is not possible to negate such queues and social distancing cannot be adhered to then people are advised not to face each other, adopt a back-to-back or side-by-side stance. These areas will be clearly marked out.</p>	<b>Immediately and ongoing until further notice</b>

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Increased risk of contracting COVID-19 arising from business travel either internationally or domestically	Employees	Medium	<p>International and domestic business travel is not permitted (other than in exceptional circumstances and with prior approval sought). DWF will advise its people when they are able to travel. Any travel advice will be given in accordance with Government Guidance.</p> <p>Airport quarantine considerations should also be taken into account when considering business travel.</p> <p><b>DWF will only consider business travel as and when it is absolutely safe and necessary to do so.</b></p> <p>The Business must be notified of any international personal travel together with any travel, which may lead to compliance with quarantine requirements.</p>	<b>Immediately and ongoing until further notice</b>

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Increased risk of contracting COVID-19 arising from use of welfare facilities	Employees, Visitors and Contractors	Low	<p>DWF have taken the decision not to close off its kitchen facilities to its people. DWF has however, put the following provisions in place:</p> <ul style="list-style-type: none"> <li>• Clear signage will indicate how many people are allowed in the kitchen at any one time;</li> <li>• You <b>must</b> wash/sanitise your hands prior to entering the kitchen areas;</li> <li>• Kitchens will have floor-markings to show employees where to stand whilst using the facility;</li> <li>• Single use gloves will be placed in the kitchens. These should be used in accordance with guidelines and disposed of appropriately in the kitchen bins provided;</li> <li>• Any utensils should be placed in the dishwasher after use.</li> </ul>	<b>Immediately and ongoing until further notice</b>

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			<p>The hand wash/sanitisation advice should be followed at all times.</p> <p>There will be a smaller number of WCs/Urinals available. Consideration will be given to Regulations at all times.</p> <ul style="list-style-type: none"> <li>• Clear signage will indicate how many toilet facilities are available and how many occupants allowed in this area.</li> <li>• Paper towels should be used and not hand dryers.</li> </ul> <p>The hand wash/sanitisation advice should be followed at all times.</p>	

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Authorised by: Group HS&E Manager	Effective Date: 11/05/2020
Last Review Date: 18/12/2020	Next Review Date: 18/01/2021

What are the hazards which may be caused?	Who may be harmed? (give specific group of people eg. staff, visitors, contractors, cleaners)	How bad is the risk? (evaluate as low, medium, high)	What needs to be done? (What action should be taken or needs to be considered in order that the risks identified are effectively controlled)	By when? (Target date for completion)
			<p>Where there are showers on site:</p> <ul style="list-style-type: none"> <li>• Personal shower items will need to be used i.e. soap/shampoo/towel – these items will not be provided;</li> <li>• If you do not have such items then please refrain from using the shower;</li> <li>• Cleaning provisions will be made available for use before and after taking a shower.</li> </ul> <p>Regular cleaning of common areas will be undertaken.</p>	
Increased risk of contracting COVID-19 from use of, and gatherings in, bistros	Employees	Medium	<p>Bistros will remain closed for the foreseeable future at those offices that previously offered this provision.</p> <p>You should bring your own food and drink into the office wherever possible. Leaving the office to purchase food and drink should be avoided or minimised.</p>	<b>Immediately and ongoing until further notice</b>

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What are the hazards which may be caused?	Who may be harmed? (give specific group of people eg. staff, visitors, contractors, cleaners)	How bad is the risk? (evaluate as low, medium, high)	What needs to be done? (What action should be taken or needs to be considered in order that the risks identified are effectively controlled)	By when? (Target date for completion)
Increased risk of contracting COVID-19 from the provision of catering in client suites	Employees, Contractors, Visitors	Low	Catering will not be provided for the foreseeable future within the client suites unless as assessment has been undertaken and the risk of contracting Covid-19 is negated or in those areas where Covid-19 no longer poses a threat.	<b>Immediately and ongoing until further notice</b>
Increased risk of contamination of the workplace from outside contractors	Employees, Visitors and Contractors	Low	Contractors will be allowed on site to undertake statutory and PPM works only. Such works, insofar as is possible, will be done out of office hours. Only emergency contractors will be allowed on site.  Prior to completing works, the Contractor Induction must be followed and the contractor should also confirm that they understand the COVID-19 provisions DWF have put in place.	<b>Immediately and ongoing until further notice</b>
Increased risks to our people from a failure to review and update policies and procedures as and when necessary	Employees, Visitors and Contractors	Low	Policies and procedures should be reviewed regularly to ensure their relevance whilst COVID-19 risks prevail.	<b>Immediately and ongoing until further notice</b>

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Persons presenting ill at the office create an increased risk to others of contracting COVID-19	Employees, Visitors and Contractors	Medium	<p>Anyone presenting ill whilst working in the office should inform their line manager/HR immediately and then go home. Should the person be too ill to leave the office they will be directed to an isolated room and emergency services called for assistance.</p> <p>This room must be cleaned immediately after occupation.</p>	<b>Immediately and ongoing until further notice</b>
Our people may suffer an adverse impact to their physical and mental wellbeing arising from the measures we have adopted to facilitate working in the office or at home	Employees	Low	<p>DWF have put in place an employee welfare scheme whereby people have access to Counselling and Medical Services.</p> <p>DWF have put in place an Employee Assistance Programme which incorporates employee wellbeing. Our people have access to both Counselling and Medical Services.</p>	<b>Immediately and Ongoing Training Programme</b>

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			<p>Wellbeing Champions (Mental Health First Aiders) have been introduced across the UK with a view to introducing more within the UK and Ireland and a further global rollout in 2021. However, all our people are given access to those currently trained.</p> <p>Specific Manager Training and wider training for our people will also be introduced throughout 2021.</p> <p>DWF have the provision of 1-2-1 meetings with line management for employees to discuss any physical or mental wellbeing issues they have so that solutions can be put in place.</p> <p>Reasonable adjustments have been where necessary i.e. supporting people who are struggling alone at home and allowing them to work in the office spaces.</p>	<b>Immediately</b>

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Fire & Emergency Evacuations	Employees, Visitors and Contractors	Low	<p>During evacuation, social distancing should be adhered to insofar as is reasonably practicable to do so. DWF have approached this method on a risk based approach. If the risk to life is high then that should take priority.</p> <p>At the muster point, insofar as is reasonably practicable, social distancing should take place. Where this is not practicable then Health Guidance dictates that people should not face each other and/or stand side-by-side.</p> <p>If it is possible to return to the office, this must be done on a phased return following the social distancing guidelines. Hand washing/sanitising should be undertaken when returning to the office.</p>	<b>Immediately and ongoing until further notice</b>

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