

Section Number	Requirement	Is it relevant?	Have we completed this?	What needs to be done?	Date completed
1	Thinking About Risk				
1.1	Managing Risk				
a	Increase the frequency of hand washing	Y	Y	Signage	23/03/2020
			Ongoing	Handwash replenished regularly	Ongoing
b	Increase the frequency of surface cleaning	Y	Y	Cleaners notified	17/03/2020
			Ongoing	Cleaning surfaces between client meetings	12/05/2020
c	Activity time kept to a minimum - inter office movement	Y	Y	Reduce inter office movement to necessity	12/05/2020
d	Screens or barriers to separate workspaces	Y	Ongoing	Screens between desks	Ongoing
e	Back to back working	Y	Y	Rota attendance where possible	17/03/2020
			Y	Building layout dependent	12/05/2020
f	Side to side working	Y	Y	Rota attendance where possible	17/03/2020
			Y	Building layout dependent	12/05/2020
g	Fixed teams or partnering	Y	Y	Rota attendance where possible	17/03/2020
			Y	Building layout dependent	12/05/2020
h	Ensuring both workers and visitors who feel unwell stay at home and do not attend the offices. From 28 September, by law, businesses may not require a self-isolating employee to come into work.	Y	Y	HoTs/HoBUs/HoBOs notified	05/11/2020
1.2	Sharing Your Risk Assessment				
a	Results shared with workforce	Y	Ongoing	Email communication / Coronavirus Hub	02/07/2020
b	Risk assessment published on website	Y	Ongoing	Publish Risk Assessment	02/07/2020
2	Who Should Go To Work				
a	Staff should work from home if at all possible. Consider roles which can/cannot be undertaken remotely.	Y	Ongoing	Continual review of role suitability, as lockdown phases change / requirements of clients evolve	Ongoing
b	Plan who needs to be on-site: minimum number of people to deliver legal services safely and effectively	Y	Ongoing	Working at home facilitated where applicable / HoTs to continually review capacity & supervision / Client requests for office attendance	Ongoing
c	Monitor wellbeing of those working from home	Y	Ongoing	HoTs & Line Managers to regularly communicate with team members at home, eg: remote meetings.	Ongoing
d	Help home staff keep connected to other workforce	Y	Ongoing	As above	Ongoing
e	Keep in touch with those working from home re:				
	Welfare				
	Mental Health	Y	Ongoing	As above. Mental Health First Aiders available to all	Ongoing
	Physical Health				
	Personal Security				
f	Provide equipment and systems to enable people to work from home	Y	Y	Homeworking enabled (equipment as required / 2FA security)	17/03/2020

2.1	Protecting People Who Are At Higher Risk				
	Provide support for staff around mental health and wellbeing	Y	Ongoing	HoTs & Line Managers to regularly communicate with all team members (at home/in office) / Mental Health First Aiders	Ongoing
2.2	People Who Need To Self-Isolate				
	Enable staff to work from home whilst self-isolating	Y	Y	Individual circumstances and role suitability to be discussed with HoT / HoBU / Line Manager	Ongoing
2.3	Equality In The Workplace				
a	Review risks to staff with protected characteristics:	Y	Y		17/03/2020
b	Understand and take into account particular circumstances Involve and communicate with those who may be exposed to different risk	Y	Ongoing	Consider individual's circumstances / needs in line with current legislation	Ongoing
	Do any particular measures need putting in place				
	Make reasonable adjustments for disabled staff and new/expectant mothers				
	Make sure no steps have an unjustifiable negative impact on any staff				
c	Any workers who have COVID-19 symptoms self-isolate for at least 10 days from when symptoms started. Anyone testing positive should self-isolate for at least days from the date test was taken. Follow guidance 'Stay at home: guidance for households with possible or confirmed COVID-19 infection'.	Y	Ongoing	Case by case basis	Ongoing
d	Clinically extremely vulnerable people to work from home, if they cannot work from home, they should not attend work. Definition of clinically vulnerable is on gov.uk website.	Y	Y	As above	Ongoing
3	Social Distancing At Work				
3.1	Coming To Work And Leaving Work				
a	Staggering arrival and departure times to offices	Y	Ongoing	Consider individual's circumstances & role suitability	Ongoing
b	Provide additional parking	N/A	N/A	Building constraints	N/A
c	Provide facilities to cycle / run / walk	Y	Ongoing	Consider individual's circumstances	Ongoing
d	Limiting passengers in corporate vehicles	N	N/A	N/A	N/A
e	More than one entry point to offices	Y	Y	Not feasible at this time for security reasons	May-20
f	Providing storage for staff clothes and bags	Y	Y	Each person has own desk space / office	May-20
g	Using markings and one way system at entry and exit points	Y	Ongoing	2m distance markers placed in public Reception areas	11/06/2020
h	Providing handwashing or hand sanitiser at entry and exit points	Y	Ongoing	Receptions / Toilet areas / Kitchens / Printers	Ongoing
i	Provide alternatives to touch pad keypads etc.	Y	Y	All staff issued with hands-free door openers	11/06/2020
j	Find alternatives to entry/exit points to make no touch	Y	Y	All staff issued with hands-free door openers	11/06/2020

k	Maintaining use of security access devices etc.	Y	Y	All staff issued with hands-free door openers	11/06/2020
WB	Travel to work letters issued as evidence to present upon police request, if stopped during journey	Y	Y	Letters issued upon request	31/03/2020 04/11/2020
3.2	Moving Around Buildings And Worksites				
a	Discourage non-essential movement around buildings and sites	Y	Y	Email communication / Coronavirus Hub	17/03/2020
b	Restrict access between different areas of buildings and sites	Y	Y	Consider layout of building - n/a at this time	Ongoing
c	Reducing job and location rotation	Y	Y	Consider job role / layout of building	17/03/2020
d	Introducing one way systems throughout buildings	Y	N	Consider layout of building	Ongoing
e	Reducing maximum occupancy for lifts	Y	N	Kettering & Northampton office - limit to two persons from same 'bubble'	Ongoing
f	Provide hand sanitiser for operation of lifts	Y	Y	Hand sanitiser stations in proximity of lifts	May-20
g	Encourage use of stairs	Y	Y	Email communication	
h	Ensure people with disabilities are able to access lifts	Y	Y	Lifts are accessible in existing layout	N/A
i	Regulating use of high traffic areas	Y	Ongoing	Consider layout of building	Ongoing
j	Managing use of high traffic areas	Y	Ongoing	As above	Ongoing
3.3	Workspaces and Workstations				
a	Ensuring workstations are assigned and not shared	Y	Y	Notification not to share desks / no hot-desks	12/05/2020
b	Review layouts and processes to allow people to work further apart	Y	Ongoing	Building & desk layouts under continual review / home-working encouraged / rota attendance in offices	Ongoing
c	Use floor tape or paint to mark 2m distance	Y	Ongoing	2m distance markers placed in public Reception areas	11/06/2020
c (i)	Use floor tape or paint to mark 2m distance (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).	Y	Ongoing	2m distance markers placed in public Reception areas as this continues to be viable	01/07/2020
d	If unable to move workstations arrange people to work side by side				
e	If unable to move workstations arrange people to work back to back	Y	Ongoing	Building & desk layouts under continual review / home-working encouraged / rota attendance in offices	Ongoing
f	If unable to move workstation install screens				
g	Manage occupancy levels				
h	If workstations are shared ensure cleansing and sanitising between use	Y	Y	Notification not to share desks / no hot-desks	Mar-20
3.4	Meetings				
a	Use remote working tools to avoid in-person meetings	Y	Y	Encouraged wherever possible	Mar-20
b	If meeting take place ensure 2m separation throughout	Y	Y	Chairs relocated to show 2m distance	11/06/2020
b (i)	If meeting take place ensure 2m separation throughout (2m, or 1m with risk mitigation where 2m is not viable, is acceptable)	Y	Y	Chairs relocated to show 2m distance as this continues to be viable	11/06/2020
c	In meetings avoid sharing pens and other objects	Y	Y	Additional pens available	11/06/2020

d	Provide hand sanitiser in meeting rooms	Y	Y	In place	Mar-20
e	Hold meetings outdoors or in well-ventilated rooms	Y	Y	Outdoors - not practical for confidentiality reasons / Well-ventilated rooms with 2m distancing	Mar-20
f	Use floor signage in regular meeting spaces to ensure social distancing	Y	Y	Chairs relocated to show 2m distance	11/06/2020
3.5	Common Areas				
a	Work collaboratively with landlords and other tenants in multi-tenanted sites	N	N/A	N/A	N/A
b	Stagger break times to reduce pressure on shared areas	Y	Ongoing	Consider building layouts, number of people using breakout areas limited by 2m social distancing	Ongoing
<i>b (i)</i>	<i>Stagger break times to reduce pressure on shared areas, ensuring social distancing is maintained in staff breakout areas</i>	Y	<i>Ongoing</i>	<i>Consider building layouts, number of people using breakout areas limited by 2m social distancing</i>	<i>Ongoing</i>
c	Use safe outside areas for breaks	N/A	N/A	N/A	N/A
d	Create additional space by using space freed up by remote working	Y	Ongoing	Consider building layouts / rota attendances for number of people using area	Ongoing
e	Install screen in receptions or similar areas	Y	Y	Screens installed in each Reception area dependent upon the office layout	30/06/2020
f	Encourage staff to bring in own food	N	N/A	N/A	N/A
g	Reconfigure seating to reduce face-to-face interactions	Y	Ongoing	Consider area layouts	Ongoing
h	Encourage staff to remain on-site and if off-site to maintain social distancing	N	N/A	N/A	N/A
i	Regulating use of locker rooms, changing areas etc.	N	N/A	N/A	N/A
j	Encouraging storage of personal items in personal storage spaces	N	N/A	N/A	N/A
3.6	Accidents, Security and Other Incidents				
a	Ensuring safety during incidents by making sure people involved in offering assistance follow sanitation measures, including washing hands immediately after	Y	Y	Email notification to First Aiders	Jun-20
b	<i>Review incident & emergency procedures to ensure they reflect the social distancing principles as far as possible</i>	Y	<i>Under review</i>	<i>Review of procedures</i>	<i>Jun-20</i>
c	<i>Consider the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigations</i>	Y	<i>Ongoing</i>	<i>Email communication re: homeworking precautions for maintaining confidentiality / transporting files / video communication at home</i>	<i>Ongoing</i>
d	<i>When conducting physical searches of people, consider how to ensure safety</i>	N	N/A	N/A	N/A
e	<i>Follow government guidance on managing security risks</i>	Y	<i>Under review</i>		<i>Ongoing</i>

4	Managing Your Customers, Visitors and Contractors				
4.1	Manage Contracts				
a	Encouraging visits via remote connection/working where this is an option	Y	Ongoing	Client meetings to be arranged remotely, wherever possible	Ongoing
b	Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival	Y	Ongoing	Client meetings to be arranged remotely, wherever possible. If attendance is required at client site, fee-earner to discuss with HoT/Ops Mgr	Ongoing
c	Limit the number of visitors at any one time	Y	Ongoing	See 4.1a / 4.1e	Ongoing
d	Limit visitor times to a specific time window and restricting access to required visitors only	Y	Ongoing	See 4.1a / 4.1e	Ongoing
e	Can essential services and contractor visits be revised to reduce interaction and overlap between people, i.e. at night	Y	Ongoing	Cleaners contracted for outside of office hours / Contractors on-site for essential and contractual maintenance to be pre-arranged	Ongoing
f	Maintain a record of all visitors, if this is practical.	Y	Y	Visitors signing in/out requirements already exist	in place
g	Revise visitor arrangements to ensure social distancing and hygiene, i.e use own pen	Y	Y	Hand sanitiser available in Receptions / Social distancing markers / Toilet allocations / Stationery	11/06/2020
h	<i>encouraging visitors to use hand sanitiser or handwashing facilities as they enter the premises</i>	Y	Y	<i>Hand sanitiser available in Receptions / Toilet allocations</i>	<i>11/06/2020</i>
4.2	Providing And Explaining Available Guidance				
a	Provide clear guidance on social distancing and hygiene to people on arrival, for example, signage or visual aids and before arrival, for example, by phone, on the website or by email	Y	Ongoing	Information published on website / Signage on: front doors; Reception areas; floor stickers / use of chair placements in meeting rooms	Ongoing
a (i)	<i>As above. Consider the particular needs of those with protected characteristics, such as those who are hearing or visually impaired</i>	Y	Ongoing	<i>Accessibility Information on website/adjustments made wherever possible/information requested at time of booking of appointment by NET</i>	<i>Ongoing</i>
b	Establish host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors	Y	Ongoing	Information and guidance shared with all	Ongoing
c	Review entry and exit routes for visitors and contractors to minimise contact with other people	Y	Y	Building layout dependent	11/06/2020
d	Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces.	N/A	N/A	N/A	N/A
e	Inform visitors that they should be prepared to remove face coverings if asked to do so by police officers and staff for the purposes of identification	Y	Y	Receptionists / Fee-earners to request removal of face-coverings as necessary and on request	Ongoing

f	Ensuring information provided to visitors, such as advice on the location or size of queues, does not compromise their safety	N/A	N/A	N/A	N/A
5	Cleaning The Workspace				
5.1	Before Reopening				
a	Undertake an assessment for all sites, or parts of sites, that have been closed before restarting	N/A	N/A	All buildings have remained open	N/A
b	Carry out cleaning procedures and providing hand sanitiser before restarting work				
c	Check whether ventilation systems needs servicing or adjusting				
d	Open windows and doors frequently to encourage ventilation				
5.2	Keeping The Workplace Clean				
a	Frequent cleaning of work areas and equipment between uses, using your usual cleaning products	Y	Y	Cleaners given instructions for enhanced cleaning	Mar-20
b	Frequent cleaning of objects and surfaces that are touched regularly, door handles and keyboards etc., and ensuring adequate disposal arrangements	Y	Y	Cleaners given instructions for enhanced cleaning	Mar-20
c	Clearing workspaces and removing waste and belongings from work area at the end of a shift	Y	Y	Cleaners given instructions for enhanced cleaning / Individuals requested to remove items after working hours	23/03/2020
d	Limiting or restricting use of high-touch items and equipment, i.e. printers and whiteboards	Y	Y	Restrict access to whiteboard use	Mar-20
e	<i>Maintaining good ventilation in the work environment, eg: opening doors and windows frequently, where possible</i>	Y	Ongoing	Consider building layout / air-conditioning	25/06/2020
f	If you are cleaning after a known or suspected case of COVID-19 then refer to the specific guidance on the gov.uk website - 'COVID-19: cleaning in non-healthcare settings outside the home'	Y	if required	Consult guidance when required	05/11/2020
g	Providing extra non-recycling bins for workers & visitors to dispose of single use face coverings and PPE.	N/A	N/A	N/A	N/A
5.3	Hygiene: Handwashing, Sanitation Facilities and Toilets				
a	Use signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.	Y	Ongoing	Signage in place across offices	11/06/2020
b	Provide regular reminders and signage to maintain personal hygiene standards	Y	Y	Signage in place in Reception areas / meeting rooms / toilets	11/06/2020
c	Provide hand sanitiser in multiple locations in addition to washrooms	Y	Y	Hand sanitising stations and bottle widely available	Jun-20

d	Set clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible	Y	Y	Signage restricting access to separate staff and client/visitor toilets	11/06/2020
e	Enhance cleaning for busy areas	Y	Y	Cleaners given instructions for enhanced cleaning	Mar-20
f	Provide more waste facilities and more frequent rubbish collection	Y	Ongoing	Dependent on contractors availability	Ongoing
g	Provide hand drying facilities – either paper towels or electrical driers	Y	Y	Paper towels available	Mar-20
h	Keeping the facilities well ventilated, eg: by fixing doors open where appropriate	Y	Ongoing	Ventilation will be dependent on the office / individual office layout. Doors can only be fixed open if they are not fire doors.	Nov-20
5.4	Changing Rooms & Showers				
a	Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible.	N/A	N/A	N/A	N/A
b	Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.	N/A	N/A	N/A	N/A
5.5	Handling Goods, Merchandise and Other Materials, And Onsite Vehicles				
a	Introduce cleaning procedures for goods and merchandise entering the site	Y	Y	Hand washing and sanitiser available, gloves/handwashing recommended for post-opening	Ongoing
b	Introduce cleaning procedures for vehicles	N/A	N/A	N/A	N/A
c	Introduce greater handwashing and handwashing facilities for staff handling goods and merchandise and providing hand sanitiser where this is not practical	Y	Ongoing	Hand washing and sanitiser available, gloves/handwashing recommended for post-opening	Ongoing
d	Ensure regular cleaning of vehicles that staff may take home	N/A	N/A	N/A	N/A
e	Restrict non-business deliveries, for example, personal deliveries to staff	Y	Y	Restrict non-business deliveries	02/07/2020
6	Personal Protective Equipment & face coverings				
6.1	Face coverings				
	PPE / face covering advice as set out in guidance	Y	Y	Not considered appropriate to divert PPE from front-line key staff in direct contact for healthcare provision. WB staff have been provided with face coverings for use as they wish.	11/06/2020
7	Workforce Management				
7.1	Shift Patterns and Working Groups				

a	As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people	Y	Y	Rota attendance where possible	Ongoing
b	Identify areas where people directly pass things to each other, for example office supplies, and finding ways to remove direct contact, such as using drop-off points or transfer zones	Y	Ongoing	Stationery ordering / distribution - wear gloves / nominated staff member	Ongoing
c	<i>You should assist the Test & Trace service by keeping a temporary record of your staff shift patterns for 21 days and assist NHS Test & trace with requests for that data if needed. This could help contain clusters or outbreaks.</i>	Y	Y	<i>Scan in the staff sign in sheet each day.</i>	<i>02/07/2020</i>
7.2	Work Related Travel				
7.2.1	Cars, Accommodation and Visits				
a	Minimise non-essential travel – consider remote options first	Y	Y	Consider necessity of travel	Ongoing
a (i)	<i>Avoid using public transport and aim to walk, cycle or drive instead. If using public transport is necessary, wearing a face covering is mandatory</i>	Y	Y	<i>Email communication re: public transport use</i>	<i>Jun-20</i>
b	Minimise the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face	N/A	N/A	Travel in one vehicle of more than 1 person not permitted	Jun-20
b (i)	<i>As above, to include minimising persons outside of your household or support bubble</i>	Y	Y	<i>Travel in one vehicle of more than 1 person not permitted</i>	<i>Jun-20</i>
c	Clean shared vehicles between shifts or on handover	N/A	N/A	N/A	N/A
d	Where staff are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines	N/A	N/A	N/A	N/A
7.2.2	Deliveries To Other Sites				
a	Put in place procedures to minimise person-to-person contact during deliveries to other sites	Y	Ongoing	ICT / Marketing / Ops / HR - consideration given to essential movement	Ongoing
b	Maintain consistent pairing where 2-person deliveries are required	N/A	N/A	N/A	N/A
c	Minimise contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents	Y	Ongoing	Electronic payment encouraged / remote signing for deliveries / limit number of cheques	Ongoing
7.3	Communications and Training				
7.3.1	Returning To Work				

a	Provide clear, consistent and regular communication to improve understanding and consistency of ways of working.	Y	Ongoing	Ongoing communication at firm and team level	Ongoing
b	Engage with staff through existing communication routes and worker representatives to explain and agree any changes in working arrangements	Y	Ongoing	Individual communication as necessary (inc furlough leave communication)	Ongoing
c	Develop communication and training materials for staff prior to returning to site, especially around new procedures for arrival at work	Y	Ongoing	Email communication	As required
7.3.2	Ongoing Communications and Signage				
a	Ongoing engagement with staff (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments	Y	Ongoing	Ongoing communication at firm and team level	Ongoing
b	Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19)	Y	Ongoing	Individual communication as necessary	Ongoing
c	Use simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language	Y	Ongoing	Ongoing communication at firm and team level	Ongoing
c (i)	<i>as above and those with protected characteristics such as visual impairments</i>	Y	Ongoing	<i>Ongoing communication at firm and team level</i>	<i>Ongoing</i>
d	Use visual communications, for example whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications	N/A	N/A	N/A	N/A
e	Communicate approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience	Y	Ongoing	Outsourcing entities - annual review in June, discussion re: office deliveries / collection	Ongoing
8	Inbound and Outbound Goods				
a	Revise pick-up and drop-off collection points, procedures, signage and markings	Y	Ongoing	Reception areas: screens in place as barriers / designated document deposit areas	Ongoing
b	Minimise unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking	N/A	N/A	N/A	N/A
c	Consider methods to reduce frequency of deliveries, for example by ordering larger quantities less often	Y	Ongoing	As possible	Ongoing
d	Where possible and safe, having single staff load or unload vehicles	N/A	N/A	N/A	N/A

e	Where possible, using the same pairs of people for loads where more than one is needed	N/A	N/A	N/A	N/A
f	Enable drivers to access welfare facilities when required, consistent with other guidance	Y	Ongoing	Social distance markers / designated client & Visitor toilets	Ongoing
g	Encourage drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways	N/A	N/A	N/A	N/A

Key

Updated guidance 24 June 2020
Additional WB steps taken
Updated guidance 4 November 2020 - England lockdown