COVID-19 Risk Assessment

Company:	All subsidiaries of Arthur J. Gallagher Holdings (UK) Limited, Gallagher Bassett International Ltd, Gallagher Benefit Services (Holdings) Limited and Artex Risk Solutions (International) Limited
Location:	All UK, Isle of Man and Channel Isles Gallagher locations

Date of Assessment:	3 Jun 2020	Assessed By: (detail all involved)	Bryan Harding (Risk Management Solutions), Andy Mauchline (Regional Facilities Manager), Ann Hart (Facilities Coordinator)
Date Originally Authorised:	16 Jun 2020	Authorised By: (detail all involved)	Tom Gunn (Head of UK Facilities Management), Alex Wolny (Commercial Director), Charles Crawford (Chief Operations Officer)
Last reviewed:	26 Jan 2021	Reviewed By: (detail all involved)	Bryan Harding (Risk Management Solutions), Tom Gunn (Head of UK Facilities Management), Matt Bell (Business Continuity Manager), Diane Wilson (Employee Relations Partner)
Date Re-authorised following review	3 Feb 2021	Re-authorised By: (detail all involved)	Tom Gunn (Head of UK Facilities Management), Charles Crawford (Chief Operations Officer)
Date Communicated:	3 Feb 2021	How Communicated?	Published on Gallagher UK Intranet, on our external website (www.ajg.com/UK), attestation displayed in offices
Next Review:	27 Apr 2021	Previous Reviews:	(1) 07/08/20; (2) 07/10/2020, 13/10/2020 and 25/11/2020; (3) 26/01/2021
Date Modified (by Head of Office (HOO):		By whom:	

Purpose: The purpose/objective of this document is to detail action Gallagher has taken/proposes to take to protect employees and others from contracting COVID-19. This document has been developed with reference to the UK Government's Working safely during COVID-19 in offices and contact centres guidance for employers, employees and the self-employed 11 May 2020, updated 06th January 2021 and is the principal COVID-19 Risk Assessment for Gallagher businesses in the United Kingdom, Isle of Man and Channel Isles and the basis for tailored individual Gallagher office COVID -19 risk assessments.

Hazard: Contraction of Coronavirus COVID-19: an infectious disease caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2).

The main symptoms of the virus are any one or a combination of: a high temperature; a new, continuous cough; and/or a loss or change to your sense of smell or taste.

The transmission of COVID-19 is thought to occur mainly through contact with respiratory droplets generated by coughing, sneezing or speaking, and through contact with contaminated surfaces.

Who might be harmed:	**How might people be harmed**
Employees, employees within the vulnerable categories their family members/persons with whom they reside or for whom they care, contractors or visitors	Contraction of Coronavirus COVID-19 can be asymptomatic (no symptoms exhibited), or can result in mild, moderate or serious illness enough to require hospital care, most often pneumonia. In a small proportion of these, the illness may be severe enough to lead to death through respiratory failure and /or associated complications.

Assessed Risk: Risk is a combination of the likelihood of occurrence and severity of injury or illness arising from the hazard. Each criteria is assigned a score of 1 to 5 based on the detail below. The two scores are then multiplied and the resultant number plotted on the matrix to determine the assessed risk.

Hazard	Likelihood	Severity	Assessed Risk
Without controls	Very Likely (5)	Very High (5)	High (25)
With controls	Possible (3)	High (4)	Medium (12)

Hazard Severity

Likelihood of Occurrence		Negligible 1	Slight 2	Moderate 3	High 4	Very High 5
Very Unlikely (A freak combination of factors required for an incident to result)	1	Low	Low	Low	Medium	Medium
Unlikely (A rare combination of factors required for an incident to result)	2	Low	Low	Low	Medium	Medium
Possible (Could happen when additional factors are present but otherwise unlikely to occur)	3	Low	Low	Medium	Medium	High
Likely (Not certain to happen but an additional factor may result in an incident)	4	Low	Medium	Medium	High	High
Very Likely (Almost inevitable that an incident would result)	5	Medium	Medium	High	High	High

This risk assessment has been prepared with reference to existing legislation, COVID-19 protocols, sector specific UK Government Guidance, GOV.UK, HSE and NHS websites.

This COVID-19 risk assessment will need to be maintained and periodically reviewed in line with changes in business activities as well as updates in UK Government Guidance.

Context	Risk Controls What are you doing now?	Further Actions What more can you do?	Due by date	Assigned to	Date Complete
Who should go to work Employers should ensure workplaces are safe whilst also enabling working from home.	Employees were instructed to work from home upon Government imposed COVID-19 restrictions. Employees who can effectively work from home, to continue doing so.				
Where homeworking not possible consider who is needed in the office	Gallagher Offices have been re-opening in accordance with a phased approach, risk based plan and acknowledgement of individual employees' personal circumstances. Our current approach is that only colleagues who are willing and able to return to work will do so. The decision to return to the workplace is made through meaningful discussion between employees and their managers. Managers are required to engage in an open conversation with employees about returning to the workplace before any decision to return has been made. This includes a discussion of the timing and phasing of any return and any risk mitigations that have been implemented. Gallagher recognises it is vital to engage with workers to ensure they feel safe returning to work, and that no one should be forced into an unsafe workplace or work situation which the employee is not comfortable with. Approved return to office (RTO) guidance has been provided to Office Leads, who with support from HR determine employees and shift patterns for the RTO in accordance with the guidance provided.				
Monitoring the wellbeing of staff who are working from home	Gallagher has national and local programmes for monitoring the wellbeing of employees who are working from home ensuring they remain connected, and supported.				
Monitoring of welfare, mental and physical health and personal security of home workers	Employees' health and personal circumstances and their appetite and ability to return to office are considered during individual discussions.				
Working equipment for safe home working	Suitable and sufficient work equipment has been provided to employees who are required to work from home during the COVID-19 pandemic. Home office equipment with appropriate Chief Operating Officer approval will be provided, where required, for employees that will not be returning to the office immediately or for the near term. All employees working from home have remote access to secure work IT systems. Working from home for all employees was initially considered a temporary arrangement and in line with HSE guidance display screen equipment (DSE) user and workstation risk assessments were not undertaken. Employees who are designated homeworkers are required to undertake an annual DSE user self-assessment.	DSE user and workstation self-assessments will, where required, be undertaken by employees who can effectively work from home and will not be returning to the office in the immediate term.	Ongoing	Facilities Team	

Context	Risk Controls What are you doing now?	Further Actions What more can you do?	Due by date	Assigned to	Date Complete
Protecting People at Higher Risk Support for mental health and wellbeing	Gallagher wants to ensure all employees feel supported in their mental wellbeing and know where to go for help. In addition to direct support from HR and managers, a suite of resources is available to employees. The suite includes a Colleague Assistance Programme (CAP) provided by a third party offering personal support, advice and counselling and a mental wellbeing app for mobile phones which helps employees to prevent and manage stress, anxiety and related conditions.				
Persons in the clinically extremely vulnerable groups	Employees who are within the clinically extremely vulnerable category will not initially be required to return to the office and are encouraged to continue to work from home. Line managers discuss individual circumstance with employees who are in the clinically extremely vulnerable group. Gallagher's priority is for the safety and wellbeing of all its employees, and while the UK Government has paused shielding, employees who are in the clinically extremely vulnerable category are strongly encouraged not return to the office and to continue to work from home. Employees are instructed to follow government guidance in respect of steps to take if they or someone in their household has COVID-19 symptoms and they must stay at home and not attend the office in line with self-isolation advice.	Consideration should be given to the options available to managers who have employees in the clinically extremely vulnerable category who cannot work from home. Arrangements may include offering the option of the safest available on-site roles, enabling them to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). If social distancing cannot be maintained an assessment should be made of as to whether this involves an acceptable level of risk.	Ongoing	Line Managers, Office Leads and Human Resources	
Persons in the clinically vulnerable groups	Managers will discuss the options that are available to employees who are clinically vulnerable. Links to national websites providing guidance on who are classed as clinically vulnerable are provided through the Gallagher COVID-19 hub. The safety and wellbeing of all Gallagher employees is a priority. (a) For the time being, clinically vulnerable individuals, who are at higher risk of severe illness, are being strongly encouraged to continue to work from home, in line with the government guidance either in their current role or in an alternative role. (b) Employees who are clinically vulnerable and cannot work from home, are offered the option of the safest available on-site roles, enabling them to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). (c) Where social distancing cannot be maintained an assessment will be made as to whether this involves an acceptable level of risk. (d) Specific duties of any person with protected characteristics who are considered a higher risk group, including, for example, expectant mothers, may be offered suspension on full pay if home working in their current role is not possible and suitable alternative roles based at home cannot be found. (e) In terms of colleagues who live with clinically extremely vulnerable individuals, while they themselves are not considered to be clinically vulnerable, they will only return to the office if they are willing and able to do so, in line with our approach for all of our colleagues.				

Context	Risk Controls What are you doing now?	Further Actions What more can you do?	Due by date	Assigned to	Date Complete
Groups of people who are at higher risk of infection and/or an adverse outcome if infected.	Gallagher recognizes that some groups of people may be at more risk of being infected and/or an adverse outcome if infected. Consideration is given and suitable and sufficient arrangements implemented to ensure the wellbeing of higher-risk groups which include those who: • are older males • have a high body mass index (BMI) • have health conditions such as diabetes • are from some Black, Asian or minority ethnicity (BAME) backgrounds Prior to any decision to return to the workplace, managers are required to engage in an open conversation with all employees and give them an opportunity to raise any concerns, such as being part of a higher-risk group. Our current approach is that colleagues only return to the office if they are willing and able to do so.				
People who need to self-isolate Permitting self-isolating staff to work from home	Employees who need to self-isolate will be instructed to follow government guidance, remain at home and where possible work from home.				
Requirements for self-isolation of staff	Employees are instructed to report suspected or confirmed cases of COVID-19 to their Line Manager or HR immediately, in line with communicated HR procedures. Employees with symptoms, living with someone who has symptoms, in a support bubble with someone who has symptoms or who have been advised to self-isolate as part of the government's test and trace service are required to self-isolate and not to attend the office.				
Ventilation To use ventilation to mitigate the transmission risk of COVID-19	Arrangements are in place to ensure an adequate fresh air supply is provided to all areas of each facility which include: • Increasing the existing ventilation rate by adjusting the fan speed • Operating the ventilation system when there are people in the building • Monitoring and managing filters in accordance to manufacturer instructions • Keeping doors and windows open if possible • Using fans (where available) to improve air circulation, provided there is good ventilation				
Equality in the workplace **Understand and take into account the particular circumstances of those with protected characteristics**	The Gallagher Equal Opportunities Policy published on the Gallagher intranet is available to all Gallagher employees. The Company is committed to promoting equality for all employees and aims to create a working environment in which all individuals are able to make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit. A key objective of this policy is to provide a working environment in which people feel comfortable and confident and that they are treated with respect and dignity. The Gallagher Equal Opportunities Policy specifically details and addresses protection from unlawful discrimination of employees with protected characteristics.				

Context	Risk Controls What are you doing now?	Further Actions What more can you do?	Due by date	Assigned to	Date Complete
Involving and communicating appropriately with workers who have protected characteristics	Employees are encouraged to raise and discuss any concerns they have regarding the return to office with their manager who will discuss how best Gallagher can support the employee and their family during the COVID-19 pandemic. Return to office at this time is on a voluntary basis.				
Measures or adjustments required to take account of duties under the equalities legislation.	Prior to any decision to return to the workplace, managers are required to engage in an open conversation with all employees and give them an opportunity to raise any concerns, such as having a protected characteristic which means they are part of a higher-risk group. Our current approach is that colleagues only return to the office if they are willing and able to do so.				
Making reasonable adjustments to avoid disabled workers being put at a disadvantage	Gallagher monitors the physical features of its premises to consider whether they place disabled workers, job applicants, or service users at a substantial disadvantage compared to other staff. Where reasonable, steps will be taken to improve access for disabled staff and service users.				
Assessing the health and safety risks for new or expectant mothers.	Work activities of any employee who is a new or expectant mother are reviewed upon first notification of their pregnancy or upon their return to work following maternity leave, to identify the hazards and assess the risks which could affect employees who are pregnant, have given birth within the previous 12 months or are breastfeeding. Risk assessments are undertaken and reviewed as required.				
Making sure measures introduced do not have an unjustifiable negative impact on some groups compared to others	Employees are encouraged to raise and discuss any concerns they have regarding the return to office with their manager who will discuss how best Gallagher can support the employee and their family during the COVID-19 pandemic. Return to office at this time is on a voluntary basis.				
Social distancing at work Maintenance of 2m social distancing	Social distancing of at least two metres (one metre with mitigation) between persons is established and maintained at all times throughout the building including toilets and kitchen facilities. The number of persons in Gallagher premises at any one time is based on maximum permitted occupancy (MPO) set by the Gallagher guidelines which require social distancing of at least two metres, one metre with risk mitigations where 2m is not viable. Mitigating actions include: ▪ Further increasing the frequency of hand washing and surface cleaning ▪ Keeping the activity time involved as short as possible ▪ Using screens or barriers to separate people from each other ▪ Using back-to-back or side-to-side working (rather than face to-face) whenever possible ▪ Reducing the number of people each person has contact with by using 'fixed teams (cohorts) or partnering' (so each person works with only a few others) The Facilities Team maintain, refresh and renew all signage and safe distancing measures as and when required.	Monitor, review and revise social distancing in line with Government guidelines.	Ongoing	Facilities Team	

Context	Risk Controls What are you doing now?	Further Actions What more can you do?	Due by date	Assigned to	Date Complete
Mitigating actions where social distancing of 2m cannot be achieved	The Gallagher return to work model is based on 2 metre social distancing. Where social distancing guidelines in relation to a particular activity or area cannot be followed in full, consideration is given to redesigning the activity or area to maintain a 2m distance or 1m with risk mitigations where 2m is not viable. Mitigating actions include: • Encouraging an increased frequency of hand washing and surface cleaning • Using screens or barriers to separate people from each other where appropriate • Using back-to-back or side-to-side working (rather than face to-face) whenever possible • Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others)				
Coming to work and leaving work Staggered arrival and departure times		Consideration is to be given to implementation of suitable shift patterns to allow staggered arrival and departure times for designated teams or groups of employees.	Prior to office opening and ongoing thereafter	Office Leads	
Additional Parking, bicycle racks and other facilities	Where practicable, additional parking, bicycle racks and other facilities will be provided.				
Limiting congestion at entrances and exits	Arrangements to limit congestion at entrances and exits include: • Introduction of a queuing system with 2m spacing markers • Where practicable, designated separate entrances and exits • Teams and cohorts informed of specific arrival times • Entry and exit signage displayed				
Markings to encourage social distancing and one way travel	One-way systems are in place where possible and space permits, Corridors have been signed to show direction of travel or keep right signage. Keep your distance markings are in place.				
Handwashing and Sanitising stations	Handwashing and sanitising stations provided.	Sanitiser dispenser and appropriate signage to be placed adjacent or near to touch points.	Prior to office opening	Facilities Team	
Replacing touch based security/access systems, turnstiles/ barriers with contactless means of access/egress	It is not reasonable in terms of time and financial cost to replace touch based security systems, however, where possible, main entrances with little or no contact will be used.	Consider and where practicable implement one-way systems for access and egress of buildings.	Prior to office re-opening	Facilities Team	
Information and guidance to employees on travelling to and from work.	Employees who are unable to travel to work safely will be required to continue working from home. Employees returning to offices are requested to follow guidance issued by UK Government and relevant transport companies in relation to measures and precautions to take when travelling to and from work.				

Context	Risk Controls What are you doing now?	Further Actions What more can you do?	Due by date	Assigned to	Date Complete
Moving around buildings and worksites Reducing movement by discouraging non-essential trips within or between different areas of buildings	Employees are requested to take necessary precautions to minimise physical interactions with others during the working day. Non-essential trips within buildings are discouraged, managed locally by office Leads.				
One way flow through buildings	One-way systems are in place where possible and space permits, Corridors have been signed to show direction of travel or keep right. 'Keep your distance' markings are in place.				
Reducing job and equipment rotation	Numbers within the office are reduced. Desks and equipment are allocated to individual employees and not shared. Teams and cohorts allocated to specific areas for their sole use.				
Managing Lift use	Guidelines regarding lift use have been developed and will be applied as appropriate on an office-by-office basis.	Guidelines for using lifts, specific to premises: • Where possible avoid and use stairs • Maximise distance between occupants (e.g. 4 corners) and face away from each other. Taped squares in lifts may be used to avoid overcrowding • Reduce lift occupancy levels and display appropriate signage for revised maximum occupancy • Wash hands and sanitize after touching any shared surfaces, call buttons, floor buttons etc.	Prior to re-opening	Facilities Team	
Managing lift use for disabled users	Employees instructed to use stairs instead of lifts.				
Regulating high traffic areas		Provide door wedges for internal (non-fire and non-external) doors to minimise touch points in the office.	Prior to re-opening	Facilities Team	
Workplaces and workstations 'Hot desking' or multiple use of workstations	'Hot desking' is prohibited in all Gallagher offices.				

Context	Risk Controls What are you doing now?	Further Actions What more can you do?	Due by date	Assigned to	Date Complete
Revision of layouts and processes to allow social distancing	Maximum permitted occupancy has been established ranging from 25% to 75% of maximum possible occupancy, prior to office reopening, or following reopening and in accordance with individual office characteristics and current COVID-19 guidance. Seating is pre-allocated. Each desk space will be used solely by one employee with no employees facing any other employee on the same bank of desks. Minimum distance between colleagues is 2 metres when seated. Installation of screens is considered for offices where social distancing of 2 metres cannot be achieved, or where the number of employees required and returning to office is greater than the revised maximum permitted occupancy.	Facilities to contact each Office Lead to discuss agree and implement arrangements for managing, desk layout.	Prior to re-opening	Facilities Team	
Meetings Replacing in-person meetings with remote working tools	Employees have been instructed to conduct virtual meetings via telephone/WebEx/Jabber where possible.				
Reducing meeting numbers to ensure 2m separation throughout	Where remote meetings are not possible and all attendees agree, the in-person meeting must adhere to social distancing measures, seating separation and reduced meeting room capacity.				
Eliminating/reducing sharing of pens, remotes, "clickers", touchscreens or other objects	A robust regime implemented to ensure that all shared items e.g. pens, remotes, "clickers", touchscreens or other objects are removed and available upon request only. When used, items are required to be sanitised before return to reception/Office Lead.				
Provision of hand sanitiser	Sanitisers and wipes placed in all meeting rooms.				
Markings to ensure 2m social distancing	Occupancy of meeting rooms restricted to ensure 2 metre social distancing. Signs displayed on entrance doors detailing maximum occupancy for all rooms within each building. Smaller meeting rooms to be single occupancy.				
Common Areas Arrangements to ensure consistency across common areas/reception etc.	Arrangements introduced to work with landlords, other tenants and/or security companies to ensure consistency with Gallagher standards across common areas/receptions. Monitored by Office Lead, managed and maintained by the Facilities Team.				
Screens		Where necessary protective screens are to be installed to protect front of house employees where 2 metres social distancing cannot be maintained.	Prior to re-opening	Facilities Team	

Context	Risk Controls What are you doing now?	Further Actions What more can you do?	Due by date	Assigned to	Date Complete
Reconfiguring canteen/break room seating for social distancing	Refreshment areas remain accessible but numbers using restricted with floor markings and signage to maintain social distancing. Two-metre floor markings are in place around refreshment and hot drinks and water points. Employees have been requested not to make rounds of drinks for colleagues and to take food and drinks prepared or heated in communal kitchens for their own use to their desks for consumption. Employees are requested to wash cutlery and crockery and put it away after use. Employees have been encouraged to bring in their own food and drinks for consumption at their desks.				
Encouraging staff to remain on-site and, maintaining social distancing while off-site	Employees are encouraged to follow the latest local and government guidance which includes remaining in the office and where this is not possible, to maintain good social distances while off site to minimise exposure to people outside their work and home 'bubbles'.				
Storage of personal items and clothing in personal storage spaces	Employees are encouraged to store personal items and clothing in personal storage spaces, lockers or cabinets.				
Accidents, Security and other incidents Revision of evacuation/ lockdown plans and procedures	Procedures developed, implemented and operational for the de-occupation of the workplace in the event that government or local restrictions are re-imposed. Initiated through Gold Team and communicated to Office Lead following Government and Gallagher Guidelines.				
Revision of business continuity and critical incident plans and procedures	Business continuity and crisis management plans are maintained, monitored, reviewed and revised. The plans can be activated as and when required.				
Arrangements for orderly emergency evacuation over social distancing	Employees informed that in the event of evacuation, prompt and orderly evacuation will take precedence over social distancing.				
Training, sanitation and PPE for security, first aiders and others providing aid/assistance	PPE comprising, nitrile gloves and KN95 face masks provided to each office and readily available for use by first aiders or their nominated responsible persons. Office Leads of those office which have re-opened have nominated and published (on an office guidance poster) the responsible persons who will, in the absence of nominated and trained employees and in the event of an incident take on first aid and fire warden duties. Local training has been provided. Where there are no first aiders, employees will be nominated as appointed persons who will inform emergency services.				

Context	Risk Controls What are you doing now?	Further Actions What more can you do?	Due by date	Assigned to	Date Complete
Managing your customers, visitors and contractors Encouraging meetings/ visits via remote working	Employees have been instructed to conduct virtual meetings.				
Providing guidance to visitors on social distancing, hygiene, and other measures	Office specific arrangements for visitor meetings have been established. Arrangements include: • Social distancing measures which must be adhered to. • Seating separation. • Reduced capacity in meeting rooms.				
Limiting visitor numbers	Arrangements for visitors have been determined by Gallagher Gold Team and UK ExCo initially trialled in London prior to potentially being introduced at other branches. At the current time, only London are receiving non-Gallagher visitors.				
Scheduling essential services/contractors to minimise or eliminate overlap	Essential services and maintenance undertaken by contractors scheduled by Facilities Team to eliminate or minimise overlap and reduce the numbers on the premises at any one time.				
Visitor records	Visitor's details are obtained prior to the meeting by the host and stored on the Condeco system with the visitor's agreement obviating the need to physically sign in. Visitors details will be held for at least 21 days.				
Visitors: Providing and Explaining available guidance Providing clear visual guidance to ensure compliance by visitors of new measures	Visual guidance is present for visitors and clearly communicated to all employees.				
Providing training in the new measures to staff	Employees have been provided with guidance on the measures required to be taken when acting as hosts for visitors.				
Ensuring visitors and customers are clear on one way systems and entry and exit procedures	No visitors or customers are allowed at this time. Contractors are fully briefed and controlled through UK FM contracts directed locally by facilities staff, reception staff and office leads.				
Joint approach with landlords and other site users on one way systems and entry/exit procedures	In respect of leased premises, discussions have been held with landlords and/or their managing agents and other tenants/occupiers and a joint approach agreed and implemented.	Discuss visitor protocols measures with landlords and other site users and agree a joint approach (if necessary) prior to offices re-opening.	Prior to visitors to Gallagher offices being permitted	Facilities Team	
Cleaning – Before Re-opening Service or adjustment of ventilation and air conditioning systems	Heating, ventilation and air-conditioning system cleaning and maintenance is in place to address additional risks arising through COVID-19 and lockdown. Managed through the national suppliers and landlord's agents.				

Context	Risk Controls What are you doing now?	Further Actions What more can you do?	Due by date	Assigned to	Date Complete
Cleaning and where required deep cleaning and sanitisation	Workplaces to be cleaned prior to re-occupation and in line with scheduled cleaning. Implementation of a new cleaning regime specification. Ensure that this includes all non-centralised service providers for all new acquisitions. Additional desk cleaning Sanitiser disinfectant misting Increased cleaning on touch points – every clean				
Cleaning – Workspaces Cleaning of work areas/equipment between uses	Workplace and equipment cleaning schedules are in place for cleaning at the end of each day to ensure the office is safe for occupation and use the following day. Employees instructed to wipe down and sanitise surfaces and food /drink preparation equipment before and after use. Employees provided with the means to sanitise their own IT and other equipment in their workspace.				
Cleaning of regularly touched objects and surfaces and disposal arrangements	Implementation of a new cleaning regime by national suppliers. Employees provided with the means to sanitise their own IT and other equipment in their workspace. Used wipes are placed in normal waste which is double bagged, sealed and left for 72 hours before removal from the premises.				
Disposal measures for increased and potentially contaminated cleaning related waste	Specially designated and signed waste bins provided in all offices for, specified contaminated waste including used PPE. Cleaners and staff are to be encouraged to use the bins for specified waste items. Waste is double bagged, sealed and left for 72 hours before removal from the premises.				
Clearing workspaces and removing waste and belongings between shifts	A clear desk policy is in place. Employees are instructed to clear their workspace, remove waste and personal belongings when they finish work for the day.				
Managing high touch items	Frequent cleaning of high-touch points added to cleaning specification. Handwashing and sanitising stations to be placed adjacent or near to touch points. Increased cleaning frequency of high-touch items and shared office equipment to be arranged.				
Deep cleaning and sterilising following a COVID-19 exposure	Deep cleaning and sterilizing procedures have been developed and will be implemented should a COVID-19 exposure occur.				
Hygiene Encouraging good handwashing technique, increased handwashing frequency, personal hygiene and tissue disposal	Employees are encouraged to adopt enhanced personal hygiene routines.				

Context	Risk Controls What are you doing now?	Further Actions What more can you do?	Due by date	Assigned to	Date Complete
Providing reminders to staff about personal hygiene	Signage is displayed encouraging good handwashing technique, including the need to increase handwashing frequency, avoid touching the face, coughing or sneezing into the crook of the elbow or tissues and their safe disposal.				
Provision of sanitisers in multiple locations and washrooms	Hand sanitiser dispensers are installed at high-touch points throughout the office.				
Ensure social distancing is possible in toilets	Clear guidance provided to employees to ensure social distancing in toilets and shower rooms.				
Providing more, suitable, waste facilities and increased waste collection	Additional waste receptacles including contamination waste bins have been provided.				
Providing hand drying facilities	Paper towels are provided in addition to electric hand dryers.				
Changing rooms and showers Clear use and cleaning guidance	Clear use and cleaning guidance for shower and changing facilities has been provided. The effectiveness of the measures introduced are managed, monitored and maintained by the Office Lead and Facilities team. Appropriate signage is displayed.				
Enhanced cleaning of all changing and shower facilities	Revised cleaning regime in place for shower and changing facilities details incorporated in updated cleaning specification.				
Handling goods, merchandise and other materials, and onsite vehicles Cleaning procedures for goods and merchandise entering site	Procedures have been introduced for handling goods and merchandise entering the office. Employees are required to wear gloves and face masks when handling items entering the office.	Further consideration needs to be given to the potential transmission of COVID-19 through the handling of deliveries to the office. For example: quarantining and/or sanitising of delivered items.	Prior to office re-opening	Facilities Team	
Increased handwashing for workers handling goods from outside	Detailed instructions, including increased handwashing/sanitising has been given be provided to employees handling goods from outside. Gloves, masks and sanitisers provided.	Detailed instructions, including increased handwashing/sanitising to be provided to reception staff handling goods from outside.	Prior to office re-opening	Facilities Team	
Restricted non-business deliveries		Instructions to be provided to employees discouraging personal non-business deliveries (takeaway food/online deliveries etc.).	Prior to office re-opening	Facilities Team	
Personal Protective Equipment (PPE) Assessment of need	Unless a situation where the risk of COVID-19 transmission is very high, the role of masks and gloves in providing additional protection is extremely limited. An assessment of need has been undertaken with gloves and N95 face masks obtained and available for use as required. Gallagher will support employees choosing to use a face covering.				

Context	Risk Controls What are you doing now?	Further Actions What more can you do?	Due by date	Assigned to	Date Complete
Sufficient quantities	Sufficient quantities of gloves and KN95 masks for emergency use are held in each office. Replacement supplies can be ordered from the Facilities Service Desk: uk_facilities@ajg.com				
PPE. RPE and Face coverings associated hygiene practices	Employees choosing to wear a face covering are reminded of good hygiene practices which includes: • Washing your hands thoroughly with soap and water for 20 seconds or using hand sanitiser before putting a face covering on, before taking it off and after removing it. • When wearing a face covering, avoid touching face or face covering, as you could contaminate them with germs from your hands. • Change your face covering if it becomes damp or if you have touched it. • Continue to wash your hands regularly. • Change and wash your face covering daily. • If the material is washable, wash in line with manufacturer's instructions. • If it is not washable, dispose of it carefully in your usual waste. • Practice social distancing wherever possible.				
Shift patterns and working groups Fixed teams or shift groups	Where employees are split into teams or shift groups, these are fixed so that where contact is unavoidable it is restricted to said teams/groups.				
Eliminating direct contact with objects/ materials that move through the workplace	Each employee is provided with their own personal work equipment removing the need to pass between employees. Drop off points for documents have been established to eliminate direct contact.				
Maintaining records of shift workers to assist the Test and Trace service	Office Leads have been instructed to maintain records of employee attendance for 21 days to assist with NHS Test and Trace requests for data to help contain clusters or outbreaks.				
Outbreaks in the workplace Plan	A plan has been developed to deal with a COVID-19 outbreak. The plan nominates the Head of Facilities Management as the single point of contact (SPOC) who will lead on contacting local Public Health teams. The Business Continuity Manager is the nominated deputy in the event that the Head of Facilities Manager is not available.				
Contacting PHE, retaining records of staff and assisting with identifying contacts	The plan has arrangements for: • Contacting PHE teams where there is more than one case of COVID-19 associated with a Gallagher workplace; and, • Recording details of symptomatic staff and assistance given in identifying contacts where the PHE health protection team declare an outbreak of COVID-19. Employment records are maintained up to date.				

Context	Risk Controls What are you doing now?	Further Actions What more can you do?	Due by date	Assigned to	Date Complete
Work-related travel – cars, accommodation and visits Walk or cycle, use public transport or drive	Employees returning to work are encouraged to walk or cycle to work and when this is not possible use public transport or drive. Employees are reminded of the mandatory requirement for wearing face coverings when using public transport, When using cars, employees are reminded to minimise the number of people outside of their household or support 'bubble' travelling together in one vehicle, using fixed travel partners, increasing ventilation and avoiding sitting face to face. Employees are advised to check local and national guidance on public transport.				
Eliminating/minimising non-essential travel	Non-essential travel is prohibited. There is regular communication from UK leadership reiterating employees adhere to Company and Government travel guidelines. An authorisation procedure for essential client or prospect meetings which cannot be undertaken remotely has been developed and implemented, with each employee's request separately considered.				
Minimising the number of people travelling together in any one vehicle,	Unless social distancing can be maintained employees are not permitted to travel in the same vehicle.				
Workers required to stay away from home overnight	With the easing of restrictions and the re-opening of hotels overnight stays may be permitted where required in conjunction with the authorised client or prospect visit.	Where employees are required to stay away from their home for the purposes of work the stay should be centrally logged and checks made to ensure any overnight accommodation meets social distancing guidelines.	Ongoing	Office Leads/ Line managers	
Communications and Training – Returning to work Clear, consistent and regular communication with staff	Regular communication from UK leadership regarding the easing of restrictions and gradual return to work. Relevant posters/signage i.e. personal hygiene, social distancing and importance of hand washing will be placed in key areas in all premises by the Facilities Team prior to re-occupation.				
Communication with and training of workers prior to returning to site	New and revised working arrangements are communicated to employees through the Gallagher intranet COVID-19 colleague information pages, senior management, management, and office lead briefings, intranet and COVID-19 intranet site.				
Communications and Training – Ongoing communications and signage Engaging with workers and worker representatives	Line managers' regular engagement with employees is intended to monitor and understand any unforeseen impacts of changes to working environments.				
The importance of mental health at times of uncertainty	Gallagher have national and local programmes for monitoring the wellbeing of employees. Additional help, support and guidance is available through the Gallagher coronavirus intranet–site.				