

## OPEN DOORS COVID-19 RISK MANGEMENT SUMMARY

During the Covid-19 pandemic we have put measures in place according to government guidelines as well as doing everything we can to ensure that our staff are well cared, prepared and communicated with, according to our ministry values.

Below is a summary of our risk management process.

Risk	Objective	Controls in place
Working in Telfer House	All staff to work from home	All staff should work from home, unless they cannot work from home due to being in roles critical for business and operational continuity, safe facility management, or regulatory requirements and which cannot be performed remotely.
Protecting staff who are at higher risk	Protect clinically extremely vulnerable, and clinically vulnerable individuals	These individuals have been strongly advised not to work outside the home or helped to work from home, either in their current role or in an alternative role
Staff who need to self-isolate	Enabling staff to work from home while self-isolating	Giving guidance to people who have symptoms and those who live with others who have symptoms
Social distancing at work	To maintain 2m social distancing wherever possible, including while arriving at and departing from work and while in work	<p>Maintain social distancing everywhere and take the following mitigating actions to reduce the risk of transmission between staff.</p> <ul style="list-style-type: none"> <li>Increasing the frequency of hand washing and surface cleaning</li> <li>Using back-to-back or side-to-side working possible</li> <li>Use fixed teams or partnering'</li> <li>Using markings and introducing one-way flow systems</li> <li>Providing hand sanitiser at entry/exit points</li> <li>Providing clear guidance on social distancing and hygiene to people on arrival, including signage</li> <li>Staggering arrival and departure times</li> </ul>
Workplaces and workstations	To maintain social distancing between individuals	<ul style="list-style-type: none"> <li>For people who work in one place, workstations should allow them to maintain social distancing wherever possible</li> <li>Workstations are assigned to an individual and not shared</li> </ul>
Meetings	To reduce transmission due to face-to-face meetings and maintain social distancing in meetings	<ul style="list-style-type: none"> <li>We will use remote working tools to avoid in-person meetings</li> <li>Only absolutely necessary participants should attend meetings</li> <li>Avoid using shared objects</li> <li>Providing hand sanitiser in meeting rooms</li> <li>Holding meetings outdoors or in well-ventilated rooms</li> <li>For areas where regular meetings take place, using signage to help people maintain social distancing</li> </ul>
Common areas	Objective: To maintain social distancing while using common areas	<ul style="list-style-type: none"> <li>We will work collaboratively with our tenants across common areas, for example, receptions and staircases</li> <li>Managing occupancy levels to enable social distancing</li> <li>Avoiding use of hot desk</li> </ul>
Accidents, security and other incidents	To prioritise safety during incidents.	<ul style="list-style-type: none"> <li>In an emergency staff can ignore the 2m rule</li> <li>People involved in the provision of assistance to others should pay particular attention to sanitation measures.</li> </ul>
Managing customers, visitors and contractors	Manage contacts	<ul style="list-style-type: none"> <li>Encouraging visits via remote connection</li> <li>Where site visits are required, site guidance on social distancing and hygiene are explained to visitors on or before arrival</li> <li>Limiting the number of visitors at any one time</li> </ul>
Cleaning the workplace	To keep the workplace clean and prevent transmission by	<ul style="list-style-type: none"> <li>Service ventilation systems.</li> <li>Opening windows and doors frequently</li> </ul>

	touching contaminated surfaces	<ul style="list-style-type: none"> <li>• Frequent cleaning of work areas and equipment between uses, and high touch areas</li> <li>• Clearing workspaces and removing waste at end of the day</li> </ul>
Hygiene – handwashing, sanitation facilities and toilets	To help everyone keep good hygiene through the working day	<ul style="list-style-type: none"> <li>• Using signs and posters to build awareness</li> <li>• Providing hand sanitiser in multiple locations</li> <li>• Setting clear use and cleaning guidance</li> <li>• Enhancing cleaning for busy areas</li> <li>• Providing paper hand drying facilities</li> <li>• Clear use and cleaning guidance for showers.</li> </ul>
PPE	PPE protects the user against health or safety risks at work.	<ul style="list-style-type: none"> <li>• When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial</li> <li>• PPE in the form of gloves and masks are available at Reception if staff choose to use them</li> </ul>
Workforce management	Create distinct groups and reduce the number of contacts each member of staff has.	<ul style="list-style-type: none"> <li>• Where staff are split into teams and where contact is unavoidable, this happens between the same people</li> </ul>
Work related travel	To avoid unnecessary work travel and keep people safe when they do need to travel.	<ul style="list-style-type: none"> <li>• Minimising non-essential travel</li> <li>• Minimising the number of people travelling together</li> </ul>
Communications and training: Returning to work	To make sure all staff understand COVID-19 related safety procedures.	<ul style="list-style-type: none"> <li>• Providing clear, consistent and regular communication and training for staff to improve understanding and consistency of ways of working.</li> </ul>
Ongoing communications, training and signage	To make sure all staff are kept up to date with how safety measures are being implemented or updated.	<ul style="list-style-type: none"> <li>• Keeping in touch with all staff on their working arrangements including their welfare, mental and physical health and personal</li> <li>• Awareness and focus on the importance of mental health at times of uncertainty.</li> <li>• Providing equipment for people to work at home safely and effectively, for example, remote access to work systems.</li> </ul>
Inbound and outbound goods	To maintain social distancing and avoid surface transmission when goods enter and leave the site.	<ul style="list-style-type: none"> <li>• Revising pick-up and drop-off collection points, procedures, signage and markings.</li> <li>• Minimising unnecessary contact.</li> <li>• Enabling drivers to access welfare facilities when required, consistent with other guidance.</li> </ul>
Mental health	Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak.	<ul style="list-style-type: none"> <li>• Inviting all staff to give feedback to their line managers and via questionnaires on their mental, physical and personal welfare.</li> <li>• Offering support for staff who need help.</li> <li>• Regular communication on mental health information and an open-door policy for those who need additional support.</li> </ul>
Travel	To prioritise safety	<ul style="list-style-type: none"> <li>• Follow ODI and Government guidelines on essential travel. Essential travel is defined as travel for purposes that are urgent, require face to face contact or are related to time sensitive issues.</li> </ul>