



# Operational Risk Assessment

## Impact of COVID-19 / coronavirus

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**Distribution:** All staff, customers, contractors

**Online:** <https://www.theneg.co.uk/coronavirus/>

### Version History

This document will be reviewed weekly. Updates will be sent as changes are made.

Date	Version	Author	Changes
1 <sup>st</sup> March 2020	DRAFT	Director Operations Manager	Initial draft for internal review
6 <sup>th</sup> March 2020	V1.0	Director Operations Manager	First version for distribution

## Introduction

Following bulletins from the UK Government and observations of its impact in other countries on popular media, The NEG has assessed its risks from the potential outbreak of COVID-19 (otherwise known as coronavirus, hereafter referenced as COVID-19) in the UK.

The purpose of this document is to inform and reassure our staff, customers and contractors of an adequate and prepared response to this outbreak, should it impact on our service.

## Background

*The following background and the assessment in this document is based on the Government advice website page:*

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-covid-19>

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. COVID-19 is a new strain of coronavirus first identified in Wuhan City, China in January 2020.

The incubation period of COVID-19 is between 2 to 14 days. This means that if a person remains well 14 days after contact with someone with confirmed coronavirus, they have not been infected.

The following symptoms may develop in the 14 days after exposure to someone who has COVID-19 infection:

- cough
- difficulty in breathing
- fever

Generally, these infections can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

## Objectives

- Assess risks of COVID-19 on the operations and service provided by The NEG
- Identify mitigating actions to the risks
- Track the risks weekly as the incident progresses

## Scope

- Staff sickness and availability
- Preventative measures within The NEG control i.e. The NEG office
- Changes to processes and procedures
- Risks and instructions to our Partner Network of contractors

## Associated Documents

- COVID-19: Staff Information and Advice about the COVID-19 / coronavirus
- COVID-19: Weekly Staff C

## Frequency

This risk assessment will be reviewed and updated every Friday.

This and associated documents will be published on The NEG website weekly:  
<https://www.theneg.co.uk/coronavirus/>.

# Risk Assessment

Also available in separate spreadsheet

The NEG Risk Assessment to COVID-19 / coronavirus

Last Assessment: 5th March 2020

Item	Risk	Impact	Unmitigated Severity (High, Medium, Low)	Unmitigated Likelihood (High, Medium, Low)	Unmitigated Overall Risk Rating	Mitigating Actions	Mitigated Severity (High, Medium, Low)	Mitigated Likelihood (High, Medium, Low)	Mitigated Overall Risk Rating	Action Notes and Status
<b>STAFF</b>										
1	Staff sickness	1. Reduced staff available at The NEG office 2. Inability to service claims volumes 3. SLA failures	High	Medium	High	1. All staff on alert for short-notice call-up as per surge plans 2. Surge/backup staff on alert for short-notice call-up 3. Engage recruitment agencies to provide agency staff if severity rises likelihood rises to medium or high.	Low	Medium	Low	1 - Complete 2 - Complete 3 - Underway
2	Staff prohibited from entering office	1. Reduced staff available at The NEG office 2. Inability to service claims volumes 3. SLA failures	High	Medium	High	1. Ensure all staff have laptop, softphone and secure access from home: Obtain laptops and software licences, test link	Low	Medium	Low	1 - Underway
3	Staff forced to self-isolated away from office but not ill	1. Reduced staff available at The NEG office 2. Inability to service claims volumes 3. SLA failures	Medium	Medium	Medium	1. Ensure all staff have laptop, softphone and secure access from home: Obtain laptops and software licences, test link	Low	Medium	Low	1. - Underway
<b>NEG Office</b>										
4	Office contaminated by virus	1. Entry to office prohibited 2. No staff available at The NEG office 3. Inability to service claims volumes 4. SLA failures 5. Additional risk of contamination of staff leading to risks 1 and/or 2	High	Medium	High	1. Carry out initial and weekly deep-clean of the office 2. Implement daily wipe down of all keyboards, desks and surfaces with which staff may come into direct contact (e.g. kitchen area, tables) 3. Implement compulsory cleansing procedures for all staff and visitors entering the office 4. Provide advice and weekly refreshers to all staff on hygiene relating to the virus 5. Restrict visitors to the office for critical issues only 6. Where required to receive visitors, implement pre-check questionnaire to assess risk 7. Weekly contamination risk assessment of all individual staff	High	Low	Medium	1 - Scheduled for Friday 6th March 2020 2 - Implemented, checklist to track weekly 3 - Target 6th March 2020 4 - Complete, checklist to track weekly 5 - Complete 6 - Target 9th March 2020 7 - Target 6th March 2020
<b>Partner Network</b>										
5	Contractor engineers sickness or isolated	1. Reduced network capacity 2. Increased load on surrounding contractors 3. Inability to service claims volumes 4. SLA failures	Medium	Medium	Medium	1. Bulletin advice to all contractors in line with our staff advice and Government advice provided at the time 2. Prepare contractors for take up of surges in surrounding areas (already tested as part of our surge planning) 3. Additional regular assessment of contractors as the incident progresses	Medium	Low	Low	1. Target 9th March 2020 2. Target 9th March 2020 3. Target 9th March 2020
6	Policyholder address contaminated by COVID-19, contractor attends unaware	1. Contractor contamination occurs leading to risk 5	Medium	Medium	Medium	1. Additional telephone questions to assess risk of contamination of policyholders at time of scheduling appointments	Medium	Medium	Medium	1. Confirm acceptance by customers of additional questions, target 11th March 2020 to implement if no objections
7	Policyholder fails contamination risk assessment at point of scheduling	1. Unable to attend and fulfil claim until cleared, NEG and/or contractor will refuse to attend	Medium	Medium	Medium	1. No actions available to mitigate that allow attendance, the claim will go unfulfilled until full clearance provided by recognised authority	Medium	Medium	Medium	None

## Proposed Contamination Risk Assessment Questionnaire

NEG Contamination Risk Assessment for COVID-19 - for staff, visitors, policyholder scheduling				
Name:		Assessed By:	Result: Pass / Fail:	Date:
Ref	Question	Assessment Information	Yes / No	Action if Yes
1	Have you been to specified countries/areas in the past 14 days?	See Government site for affected areas (always check as this changes frequently) <a href="https://www.gov.uk/government/publications/covid-19-specified-countries-and-areas/covid-19-specified-countries-and-areas-with-implications-for-returning-travellers-or-visitors-arriving-in-the-uk">https://www.gov.uk/government/publications/covid-19-specified-countries-and-areas/covid-19-specified-countries-and-areas-with-implications-for-returning-travellers-or-visitors-arriving-in-the-uk</a>		Immediate self-isolation at home and contact NHS on 111 for further advice
2	Have been in close contact in the last 14 days, with anyone who has been to the specified countries/areas in the past 28 days?			Immediate self-isolation at home and contact NHS on 111 for further advice
3	Have you shown any of the following symptoms in the last 14 days? - cough - difficulty in breathing - fever	This information is based on Government information provided here: <a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-covid-19</a>		Immediate self-isolation at home and contact NHS on 111 for further advice

## Proposed Staff Daily Wipe Down Checklist

COVID-19 Daily Wipe-Down Checklist for all Staff				
<b>Name:</b>		<b>Date:</b>		<b>Complete:</b>
<b>Wipe:</b> Disinfectant wipes will be provided in the office in the kitchen area				
<b>Spray:</b> Disinfectant spray will be provided in the office in the kitchen area				
Ref	Action	Description and method	Completed	
1	Desk surface and items	1. Move the keyboard, mouse and all personal items except equipment to one side of the desk. 2. Wipe cleared desk surface 3. Wipe each personal item previously removed and place on the clean side of the desk 4. Wipe the remainder of the desk surface <b>Note: Any new items brought into the office must be wiped upon entry before placing anywhere in the office</b>		
2	Telephone	1. Wipe the telephone, handset and cables 2. Lift the telephone and wipe underneath		
3	Equipment	1. Wipe monitors and PC surfaces with disinfectant wipes		
4	Chair	1. Wipe the chair arms and back 2. Spray disinfectant lightly on the chair cushions just prior to leaving the office		
5	Bins	1. Empty bins to the main office bin 2. Wipe the surface of your bin		

## Proposed Office Daily Wipe Down Checklist

COVID-19 Daily Wipe-Down Checklist for Office Manager				
<b>Name:</b>		<b>Date:</b>		<b>Complete:</b>
<b>Wipe:</b> Disinfectant wipes will be provided in the office in the kitchen area.				
Ref	Action	Description and method	Completed	
1	<b>Door handles</b>	1. Wipe all door bars and handles on office and main door		
2	<b>Visitor's Table</b>	1. Wipe the visitor table, plant pot and registration book 2. Wipe the entry system telephone handset and keypad		
3	<b>Conference table</b>	1. Wipe the table surface and chair arms, spray chair cushions		
4	<b>Empty desks</b>	Daily Wipe-Down Check (staff) for every empty desk		
5	<b>Printer area</b>	1. Wipe the PCs, monitors and surfaces on the two cabinets in the printer area 2. Wipe the handle and front of the cabinets in the printer area		
6	<b>Kitchen</b>	1. Wipe the fridge door and handles 2. Wipe the round table and stools arms and seat 3. Wipe the counter, drain and sink, tap 4. Wipe the coffee machine, toaster and containers		
7	<b>Floors</b>	1. Mop the hard floor surface in the kitchen 2. Vacuum the carpets		