



Risk and Opportunity Assessment

Process name/risk: Returning to the Workplace Policy

Absolute Rating (prior to any controls): 6

Reviewed by: Jan Baker

Date: 04/06/20

Controls	Status	Interested parties
Social distancing at work	Effective	All employees & visiting parties
	Details: <ul style="list-style-type: none"> - Arriving and leaving work in the Communal areas (Coleman House Enlivenment Plan & Legal House COVID-19 Return to Work Measures, refers) - Change floor plans for both offices to allow 2m social distancing in all areas - Allow home working where shielding extremely clinically vulnerability & when required to self-isolate - Make available face masks and guidance on usage - Create a “drop off” point for deliveries 	
Maintaining a clean workplace	Effective	All employees & cleaners
	Details: <ul style="list-style-type: none"> - Regular service of ventilation system service and filters changed frequently - Increase cleansing of busy areas, objects and surfaces touched regularly, including door handles - Maintain clear desk policy to allow daily cleansing of workspace surfaces - Use hand sanitiser prior to entering the office - Provide guidance on hygiene – handwashing, sanitation facilities, using the toilets and using the break room - Casual dress code until notified otherwise 	
Training prior to returning to the workplace	Effective	All employees
	Details: <ul style="list-style-type: none"> - Guidelines for social distancing for communal areas in the building & office - Do’s and Don’ts in the new working environment - Refresh training, working from home, self-isolating & identifying symptoms and what to do 	

***Are further controls or improvements needed?**

STA will follow the government’s guidance for working safely during COVID-19 in offices and contact centres. We recognise that we cannot completely eliminate the risk, however, will keep up to date with government guidelines and trust our employees to remain alert and follow guidelines at all times.

*Please refer to the Change Process

Revised risk rating: 1	Likelihood: Low	Consequence: Minor
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Approved by Management Team

Date 8-6-20

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Risk Matrix

		<u>Consequence</u>			
		Minor	Moderate	Major	Catastrophic
<u>Likelihood</u>	Almost Certain	4	8	12	16
	Likely	3	6	9	12
	Possible	2	4	6	8
	Low Risks	1	2	3	4

Red – High Risk: Implement a new process or control

Orange – Medium : Aggressively manage risk, consider new controls and/or revise process

Green – Low Risk: Monitor – Could anything be added to improve risk score?

Definitions

Consequence – to the Company if the event took place

Catastrophic - the Company would cease to trade all together

Major - the company would not be able to operate for a period of time (severely impacted)

Moderate - an ISO non-compliance or Regulator fine (the consequence of the event occurring)

Minor - internal malfunction, serious EOD or complaint

Likelihood – occurrence if the Control was not in place

Low risk – very unlikely to ever happen

Possible –unlikely but possible (e.g. human error)

Likely – the event would be likely to happen (e.g. if no training notes no one would read the Process)

Almost certain – without the control the event would happen (e.g. breach of data protection act if no security questions asked)