



Risk and Opportunity Assessment

Process name/risk: COVID-19 Secure

Absolute Rating (prior to any controls): 6

Reviewed by: Jan Baker

Date: 15/01/21

Controls	Status	Interested parties
<p>Social distancing at work to reduce risk to the lowest level</p>	Effective	All employees & visiting parties
	<p>Details:</p> <ul style="list-style-type: none"> - Arriving and leaving work in the Communal areas (Coleman House Enlivenment Plan & Legal House COVID-19, refers) - Changed floor plans & desks screened - Additional space available for breaks - Allow home working where shielding extremely clinically vulnerability & when required to self-isolate - Face masks available for use when not seated - “drop off” point for deliveries - Guidance for visitors on door entry - Managers to police social distancing - Employees to report any breach to Health & Safety officer 	
<p>Maintaining a clean workplace</p>	Effective	All employees & cleaners
	<p>Details:</p> <ul style="list-style-type: none"> - Regular service of ventilation system service and filters changed frequently - Increased 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 - Face-to-face meetings kept to a minimum - Provide guidance on hygiene – handwashing, sanitation facilities, using the toilets and using the break room - Casual dress code until notified otherwise - Face masks to be used when not seated and also in communal areas in the building - Casual dress code until notified otherwise - Regular review of workplace by Health & Safety officer - Constant prompts on Dashboards - Employees not to attend the office if experience symptoms 	
<p>Training</p>	Effective	All employees
	<p>Details:</p> <ul style="list-style-type: none"> - Guidelines for social distancing for communal areas in the building & office - Do’s and Don’ts in the working environment - Refresh training, working from home, self-isolating & identifying symptoms and what to do 	



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***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 15/01/21

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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)