**UNIVERSITY OF ESSEX**

**COVID-19: BUSINESS CONTINUITY PLAN**

The University’s business continuity plan for COVID-19 has identified two escalating levels of response from the University. Each of these recognises that the University’s campuses will need to remain open at all times to support students residing in University accommodation. The two levels of action within our plan are:

* The **enhanced protection** level: measures to protect the University’s staff, students and community, while allowing as many services and functions as possible to continue to be delivered. For many staff, this will mean that, where appropriate and possible, colleagues will be undertaking their work from home, although some functions will continue to be undertaken on campus. For students, as many services as possible will be maintained, although some of these may be delivered in different ways.
* The **advanced protection** level: measures to continue to deliver essential services. This will mean that staff working on our campuses will be focused on supporting residential and essential operational services only. For students, these essential services will continue.

Decisions to trigger the implementation of enhanced protection and to escalate the University’s response to the advanced protection level will be taken by the Vice-Chancellor following consultation with the Chair of Council and the Chair of Council’s Audit and Risk Management Committee, and communicated to all members of the University.

The actions associated with each level have been plotted in the table below against the services, activities and functions delivered by the University.

|  | **Activity, service or function** | **Enhanced protection** | **Advanced protection** |
| --- | --- | --- | --- |
|  | **Education Delivery** |  |  |
|  | Face to Face lectures | From Monday 16 March, where necessary, lectures delivered on site and captured by Listen Again. Students will log in to listen to lectures remotely. HoDs to approve the delivery of previously-recorded lectures, ensuring students receive current, research-led teaching. | There will be no in-person lectures/ seminars; all delivered and consumed remotely. |
|  | Face to face seminars | From Monday 16 March, seminars delivered on site and captured through webinar or similar technology. Students will log in to listen to seminars remotely. | There will be no in-person lectures/ seminars; all delivered and consumed remotely. |
|  | Supervision (capstone, PGT and PGR) | No face to face supervisions; all supervision will be conducted remotely. | No face to face supervisions; all supervision will be conducted remotely. |
|  | Personal Tutor session | Only undertake remote personal tutoring, with none being undertaken face to face. | Only undertake remote personal tutoring, with none being undertaken face to face. |
|  | On campus laboratory-based teaching | Laboratory work for students will be phased out by 20 March. Virtual labs to commence as soon as possible between 16 and 20 March. ESSEXLab sessions to be cancelled until the start of the summer term, when the situation will be reviewed.  See below for research delivery using labs. | Virtual labs used for all lab teaching work.  See below for research delivery using labs. |
|  | On campus studio work | Studio work for students will be phased out by 20 March, for the remainder of the academic year. Alternative activities to commence as soon as possible between 16 and 20 March, with mitigations in place for catch-up work developed and communicated. | Alternative activities for all studio work. |
|  | In course assessment | In course assessments to be delivered remotely where possible. | Undertake remotely. |
|  | Summative coursework assessment | Undertake remotely. | Undertake remotely. |
|  | PGR vivas | Undertake remotely. | Undertake remotely. |
|  | Examinations | Summer assessment has not been cancelled but, whenever possible, examinations will not be run that require students to be physically present on campus during the summer term. This applies to all groups of taught students, both undergraduate and postgraduate. | The default position will be that there are no physical exams on any campus in the summer term for all groups of taught students, including PGT wherever possible. |
|  | Course development and records | Undertake remotely. | Undertake remotely. |
|  | End of Year 1 | Undertake remotely. | Undertake remotely. |
|  | Higher and Degree Apprenticeships | Undertake remotely.  Both EPAOs have confirmed that they will be delivering the EPA virtually and are in discussions with the Institute for Apprenticeships and Technical Education and the Department for Education to get approval for their plans. | Undertake remotely.  Both EPAOs have confirmed that they will be delivering the EPA virtually and are in discussions with the Institute for Apprenticeships and Technical Education and the Department for Education to get approval for their plans. |
|  | Management of partnerships | Undertake remotely. | Undertake remotely. |
|  | **Research Delivery and Knowledge Exchange** |  |  |
|  | Delivery of funded research activities not requiring on site facilities | Undertake remotely. | Undertake remotely. |
|  | Delivery of funded research activities requiring on site facilities | Considered on a case by case basis by HOD.  Where required and approved, research lab work to be maintained by skeleton staff, using standard operating procedures.  Contact funders to advise of restrictions to ability to undertake research. | Considered on a case by case basis by HOD.  Where essential and approved, research lab work to be maintained by skeleton staff, using standard operating procedures to keep experiments alive.  Contact funders to advise of restrictions to ability to undertake research. |
|  | REF environment statements | Undertake remotely. | Undertake remotely. |
|  | REF Impact case studies | Undertake remotely. | Undertake remotely. |
|  | REF governance and sign off | Undertake remotely. | Undertake remotely. |
|  | REF institutional environment statement | Undertake remotely. | Undertake remotely. |
|  | Research output production | Undertake remotely. | Undertake remotely. |
|  | Management of and grant claims for existing awards | Undertake remotely. | Undertake remotely. |
|  | KEF narrative | Undertake remotely. | Undertake remotely. |
|  | **Library** |  |  |
|  | Loans and access to physical collections | Albert Sloman Library automatic extended loan period implemented from 13 – 18 March with social distancing.  From 8am, 18 March, Albert Sloman Library and Loughton library closed to visitors.  From 11am, 18 March, the Forum Library in Southend closed to visitors. Study spaces available elsewhere.  Loans automatically extended to 24th April and no fines will be charged. Students can return books through the automatic book sorter, as usual. | Albert Sloman Library and Loughton library closed for readers and visitors but telephone and on-line support provided.  SBC Forum Library closure is subject to SBC decisions, but expected to remain closed to visitors. |
|  | Provision of digital, content and online resources | Continue as normal, managed remotely, subject to publisher /provider and network resilience. | Continue as normal, managed remotely, subject to publisher /provider and network resilience. |
|  | Provision of study spaces | From 8am, 18 March, Albert Sloman Library and Loughton library closed to visitors.  From 11am, 18 March, the Forum Library in Southend closed to visitors. Students will continue to have access to study spaces, elsewhere. | Albert Sloman Library and Loughton library closed for readers and visitors but telephone and on-line support provided.  SBC Forum Library closure is subject to SBC decisions, but expected to remain closed to visitors. |
|  | Helpdesk and enquiry services | Services delivered remotely by staff working from home, via live chat, email or phone. | Services delivered remotely by staff working from home, via live chat, email or phone. |
|  | Interlibrary loans/document delivery | Managed remotely for digital document delivery only, subject to British Library resilience. | Managed remotely for digital document delivery only, subject to British Library resilience. |
|  | **On site services and facilities (UoE): Catering** |  |  |
|  | On campus Essex food outlets | All catering outlets either closed or takeaway service only from midnight on 20 March.  Ensured all cutlery and crockery is now single use and given by staff on request  All jugs of water and glasses to be removed from all units  All food covered  Sanitiser units in all areas front and back of house  All staff wearing gloves  Air-con not to be used  Access to back of house areas restricted to essential staff only  Regular monitoring of all these actions | As enhanced protection plus:  Providing essential food availability for residents in accommodation.  Limited outlets open for take-away services only  Cashless service provision in light of limited cash/ change available on campus.  Increased use of pre made foods purchased in light of reduced staffing |
|  | Essex Food staffing | Implement reduced on-site staffing levels reflecting agreed services. Other staff working remotely where possible. | Skeleton/essential staff to run units that are open, all others working remotely where possible.  Annual leave may be cancelled. |
|  | Essex Food service delivery and continuity | Contact all suppliers and contractors to ensure continuity of service in line with requirements | Contact all suppliers and contractors to ensure continuity of service in line with requirements |
|  | **On site services and facilities (UoE): Sport** |  |  |
|  | Student Sports Clubs | All student sports club sessions cancelled | All student sports club sessions cancelled |
|  | External Sports Clubs and Group Activity Bookings (Hiring facilities for groups of more than 4 people) | All student sports club sessions cancelled | All student sports club sessions cancelled |
|  | Essex Sport Gym, Fitness Classes, Sport Courses, Leagues and Tournaments, Individual Hire of Facilities | All activities cancelled | All activities cancelled |
|  | Children’s Courses and Holiday Camps (incl. CHUMS) | All children’s activities cancelled | All children’s activities cancelled |
|  | Large Scale Sporting Events (over 100 people), e.g. External Hire of Essex Sport Arena (Superleague Netball), Derby Day, Sports Awards Dinner | All events cancelled | All events cancelled |
|  | Outreach and In-reach Activities (visits to/from schools, work experience) | All outreach/in-reach activities cancelled | All outreach/in-reach activities cancelled |
|  | Meetings On/Off-Campus with External Organisations | All meetings with external organisations to be virtual | All meetings with external organisations to be virtual |
|  | Site Visits from Contractors for Inspections/Maintenance (Sport) | Continue as normal. | Dependent on contractors. |
|  | **On site services and facilities: SU** |  |  |
|  | SU clubs and societies | All events and room bookings cancelled.  Virtual society activity sustained as much as possible. | No events or room bookings.  Virtual society activity sustained as much as possible. |
|  | SU bars and catering outlets: SU Bar, SU Bar Food, Starbucks, Top Bar and MOA | Heightened focus on hygiene of front and back of house.  All uncovered food displays to be covered or removed.  Porters, CAs and Stores staff to wear gloves  Single use crockery and cutlery introduced  Review queue management and ensure safe distance between customers  Takeaway only service offered.  Extend pre-order and collect service  Air-con not to be used  Access to back of house areas restricted to essential staff only. | As enhanced protection plus:  Providing essential food availability for residents in accommodation.  Limited outlets open for take-away services only  Cashless service provision in light of limited cash/ change available on campus.  Increased use of pre made foods purchased in light of reduced staffing |
|  | Sub Zero | Nightclub closes | Nightclub closes |
|  | SU Shops; The Store, Extra Store, Mini Store, The Kitchen, everythingEssex and Post office | Social distancing in all SU shops.  The SU store serving only from the hatch. Implementation of an online ordering and halls delivery system.  The mini store working on a one in one out basis. | Social distancing in all SU shops, as per Enhanced Protection, unless advised otherwise. |
|  | SU Advice | Service continues remotely through online/phone delivery | Service continues remotely through online/phone delivery |
|  | SU Reception | Service continues remotely through online/phone delivery | Service continues remotely through online/phone delivery |
|  | SU Education team | Service continues remotely through online/phone delivery | Service continues remotely through online/phone delivery |
|  | Students’ Union Societies | Maintain online communications links remotely with societies | Maintain online communications links remotely with societies |
|  | SU Homes | Reduced service continues remotely through online/phone delivery | Reduced service continues remotely through online/phone delivery |
|  | SU Lounge, Southend | Social distancing in Lounge. | Lounge closes until further notice. |
|  | SU Office, Southend and Just Play | Office closes and all staff are given the choice to work remotely. Just Play is cancelled. If the office is open the door is closed and people are required to knock and wait to allow social distancing | Office closes; all interactions are remote |
|  | Corbett Theatre Café and bar, and Roding House Loughton | All closed | All closed |
|  | **Pastoral and related provision for students** |  |  |
|  | Health Centre provision | Operating in line with NHS guidance | Operating in line with NHS guidance |
|  | SWIS support | Offer online service, with Skype/Zoom support | Offer online service, with Skype/Zoom support |
|  | Student Hub | Phone and live chat service offered remotely | Phone and live chat service offered remotely |
|  | Finance advice | Service offered remotely | Service offered remotely |
|  | Hardship support | Offer online service, with Skype/Zoom support | Offer online service, with Skype/Zoom support |
|  | Accommodation advice | Reduced service offered remotely | Reduced service offered remotely |
|  | Immigration advice | Reduced service offered remotely | Reduced service offered remotely |
|  | Residence Life | Continue as normal where possible, with remote support | Continue as normal where possible, with remote support |
|  | Study Abroad | All work remotely. | All work remotely. |
|  | Critical incident helpline | Expanded SIT capacity, staffed by team and volunteers remotely. | Expanded SIT capacity, staffed by team and volunteers remotely. |
|  | Faith Centre | Collective forms of worship not supported on campus. | Collective forms of worship not supported on campus. |
|  | **Recruitment and Admissions** |  |  |
|  | Admissions | All staff working from home | All staff working from home |
|  | CAS issuing | All staff working from home | All staff working from home |
|  | Recruitment and outreach off campus | Review situation re updated guidance of all areas will be visiting/type of activity.  Consider PHE guidance re containment/cancelling events. | Review situation re updated guidance of all areas will be visiting/type of activity.  Consider PHE guidance re containment/cancelling events. |
|  | Recruitment and outreach on campus | Cancel or postpone. Management engagement via online activity, including virtual open days as appropriate.  Manage engagement via online activity. | Cancel or postpone. Management engagement via online activity, including virtual open days as appropriate.  Manage engagement via online activity. |
|  | CRM | Work delivered by staff working from home. | Work delivered by staff working from home. |
|  | Enquiry management and agent management | Work delivered by staff working from home. | Work delivered by staff working from home. |
|  | Wider recruitment and conversion activity | Work delivered by staff working from home. | Work delivered by staff working from home. |
|  | Wider travel | Work delivered by staff working from home (as before). Review all advice re containment | Work delivered by staff working from home (as before). Review all advice re containment |
|  | Market intelligence | Work delivered by staff working from home. | Work delivered by staff working from home. |
|  | **Communications and events** |  |  |
|  | Website | Work delivered by staff working from home. Key staff to come on site.  Enhanced focus of communications on supporting understanding and awareness of COVID-19 measures. | Work delivered by staff working from home.  Enhanced focus of communications on supporting understanding and awareness of COVID-19 measures. |
|  | Social media | Work delivered by staff working from home. Key staff to come on site.  Enhanced focus of communications on supporting understanding and awareness of COVID-19 measures. | Work delivered by staff working from home.  Enhanced focus of communications on supporting understanding and awareness of COVID-19 measures. |
|  | Internal communications | Work delivered by staff working from home. Key staff to come on site.  Enhanced focus of communications on supporting understanding and awareness of COVID-19 measures. | Work delivered by staff working from home.  Enhanced focus of communications on supporting understanding and awareness of COVID-19 measures. |
|  | External communications | Work delivered by staff working from home. Key staff to come on site.  Enhanced focus of communications on supporting understanding and awareness of COVID-19 measures. | Work delivered by staff working from home.  Enhanced focus of communications on supporting understanding and awareness of COVID-19 measures. |
|  | Reception services | Move to non-face to face arrangements/use answerphone to provide updates if university campuses need to move to restricted opening. | Move to non-face to face arrangements/use answerphone to provide updates if university campuses need to move to restricted opening. |
|  | Alumni engagement | Work delivered by staff working from home. Key staff to come on site. | Work delivered by staff working from home. |
|  | Events | Short term planning etc. can be delivered by staff working from home.  Review events scheduled for the expected period of Enhanced Protection and then cancel, postpone where necessary.  Key staff to come on site. | Short term planning etc can be delivered by staff working from home  Cancel, postpone all events scheduled for the period of Advanced Protection. |
|  | **IT systems and communications** |  |  |
|  | Provision of key IT services | Majority of staff remote working. Key staff to come on site. | Majority of staff remote working. Key staff to come on site if necessary. |
|  | IT Helpdesk | Reduced service provided remotely | Reduced service offered remotely |
|  | Provision of telephony services | Majority of staff remote working. Key staff to come on site. | Majority of staff remote working. Key staff to come on site if necessary. |
|  | Management of online learning solutions | Majority of staff remote working. Key staff to come on site. | Majority of staff remote working. Key staff to come on site if necessary. |
|  | Provision of remote support to home workers | Majority of staff remote working. Key staff to come on site. | Majority of staff remote working. Key staff to come on site if necessary. |
|  | **Security and patrol officers** |  |  |
|  | Security and patrol officers staffing | Continue as normal and monitor self-isolation requests. In fill with agency staff should minimal levels not be met by in house staff  In Southend fully utilise agency security to infill any staff shortages with particular attention to night fire watch at Uni Sq. accommodation  Annual leave may be cancelled. | Continue as normal and monitor self-isolation requests. In fill with agency staff should minimal levels not be met by in house staff  In Southend fully utilise agency security to infill any staff shortages with particular attention to night fire watch at Uni Sq. accommodation  Annual leave may be cancelled. |
|  | Security and patrol officers service delivery | Emergency response only to self-isolation buildings.  Lockdown of buildings not in use.  Consideration for increased welfare support required | Emergency response only to self-isolation buildings.  Lockdown of buildings not in use.  Consideration for increased welfare support required.. |
|  | **Soft FM Services** |  |  |
|  | Soft FM: staffing | All non-front line staff work from home where possible.  Team Clean/Specialist Team Clean Managers to review staff numbers daily and consider which services can be reduced/cancelled if necessary, in consultation with their Line Manager as appropriate.  All staff cc those persons who would cover in their absence in any important emails and update them regarding any other important information.  Where either the Line Manager or staff members are working remotely, Line Manager ensures regular contact is maintained, including by phone. In the absence of any Line Manager, Covering Manager to ensure contact is maintained for absentee’s direct reports.  Management team communicate regular updates to front line operational staff. | All non-front line staff work from home where possible.  Team Clean/Specialist Team Clean Managers to review staff numbers daily and consider which services can be reduced/cancelled if necessary, in consultation with their Line Manager as appropriate.  All staff cc those persons who would cover in their absence in any important emails and update them regarding any other important information.  Where either the Line Manager or staff members are working remotely, Line Manager ensures regular contact is maintained, including by phone. In the absence of any Line Manager, Covering Manager to ensure contact is maintained for absentee’s direct reports.  Management team communicate regular updates to front line operational staff. |
|  | Soft FM: services and supply chain | Relevant Manager ordering any product or service ensures our staff are available to receive them on site.  Prompt checking of what has been supplied vs order to identify any key items not delivered. | Relevant Manager ordering any product or service ensures our staff are available to receive them on site.  Prompt checking of what has been supplied vs order to identify any key items not delivered. |
|  | Soft FM: supporting wellbeing & reduced anxiety | Where either the Line Manager or staff member are working remotely, Line Manager ensures regular contact is maintained, including by phone. In the absence of any Line Manager, Covering Manager to ensure contact is maintained for absentee’s direct reports.  Management team communicate regular updates to front line operational staff. | Where either the Line Manager or staff member are working remotely, Line Manager ensures regular contact is maintained, including by phone. In the absence of any Line Manager, Covering Manager to ensure contact is maintained for absentee’s direct reports.  Management team communicate regular updates to front line operational staff. |
|  | Soft FM: self-isolation | Specialist cleaning and bio waste contractor appointed for houses.  Minimum to no cleaning provided where areas are closed.  Reduced refuse collections provided to occupied (non-isolating) accommodation. | Specialist cleaning and bio waste contractor appointed for houses.  Minimum to no cleaning provided if all areas closed.  Reduced refuse collections provided to occupied (non-isolating) accommodation. |
|  | Soft FM: reducing risks of contracting Covid-19 | Specialist cleaning and bio waster contractors in place for two north houses.  Minimum to no cleaning provided where areas are closed.  Reduced refuse collections provided to occupied (non-isolating) accommodation | Specialist cleaning and bio waster contractors in place for two north houses.  Minimum to no cleaning provided where areas are closed.  Reduced refuse collections provided to occupied (non-isolating) accommodation |
|  | **Accommodation** |  |  |
|  | Accommodation staffing arrangements | All staff work from home where possible.  Managers to review available staff numbers daily and consider which services can be reduced/cancelled if necessary.  All staff cc those persons who would cover in their absence in any important emails and update them regarding any other important information. | All staff work from home where possible.  Managers to review available staff numbers daily and consider which services can be reduced/cancelled if necessary.  All staff cc those persons who would cover in their absence in any important emails and update them regarding any other important information. |
|  | Accommodation services and supply chain | Relevant Manager ordering any product or service ensures our staff are available to receive them on site.  Prompt checking of what has been supplied vs order to identify any key items not delivered. | Relevant Manager ordering any product or service ensures our staff are available to receive them on site.  Prompt checking of what has been supplied vs order to identify any key items not delivered. |
|  | Accommodation: supporting wellbeing & reduced anxiety | Where either the Line Manager or staff member are working remotely, Line Manager ensures regular contact is maintained, including by phone. In the absence of any Line Manager, Covering Manager to ensure contact is maintained for absentee’s direct reports.  Management team communicate regular updates to front line operational staff. | Where either the Line Manager or staff member are working remotely, Line Manager ensures regular contact is maintained, including by phone. In the absence of any Line Manager, Covering Manager to ensure contact is maintained for absentee’s direct reports.  Management team communicate regular updates to front line operational staff. |
|  | Accommodation: self-isolation and reducing risks of contracting Covid-19 | Regular communication with OH and SWIS so new self-isolation cases are identified and quickly moved to alternative accommodation, where necessary.  Staff working from home are kept informed of developments and requirements by line manager | Regular communication with OH and SWIS so new self-isolation cases are identified and quickly moved to alternative accommodation, where necessary.  Staff working from home are kept informed of developments and requirements by line manager |
|  | Student Accommodation (external provision) | Liaising with all providers, advising them of University mitigations and of the need for comparable actions on their part | Liaising with all providers, advising them of University mitigations and of the need for comparable actions on their part |
|  | **Post Room and Central Stores** |  |  |
|  | Post Room and Central Stores: staffing | Enhanced cross-working between teams to provide service. Service may take longer to deliver. | For deliveries arriving for students in the residences, two members of staff would be available to sort mail for delivery into residences and to maintain a reduced hours counter service for parcel collections |
|  | Post Room and Central Stores: services and supply chain | Courier service reduced to one delivery a week if needed.  NB Departments to take responsibility for opening post, scanning/emailing to staff working from home where appropriate, and posting private or confidential items to individuals at their home addresses. | Courier service reduced to one delivery a week if needed |
|  | **Wivenhoe House Hotel** |  |  |
|  | Wivenhoe House Hotel (WHH) | Hotel continues to operate with reducing demand.  EHS students withdrawn from shifts from midnight 17 March.  Consideration given to maintaining skeleton staff, to service the existing levels of business.  Admin activities start to take place remotely.  No cash taken at tills from 18 March. | Hotel continues to operate with reduced demand.  Consideration given to maintaining skeleton staff, to service the existing levels of business.  Admin activities taking place remotely.  Consideration of closure by R and S.  A range of alternative learning activities will support the learning objectives for the Edge Hotel School students |
|  | WHH Accommodation | Reduced service, demand expected to be low.  Bedrooms to be serviced on departure only, limiting interaction between people.  Areas of hotel shut down to improve efficiency and save money. | Hotel continues to operate with reduced demand.  Consideration given to maintaining skeleton staff, to service the existing levels of business.  Admin activities taking place remotely.  Consideration of closure by R and S |
|  | WHH Restaurant & Afternoon Tea | Room service to be available to in house guests only.  Afternoon tea closed. | Room service to be available to in house guests only.  Afternoon tea closed.  Consideration of closure by R and S. |
|  | WHH Weddings | Continue on a risk assessed basis, all parties being contacted.  Social distancing employed. | Reduced service on a risk assessed basis.  Consider cancel, postpone, move to alternative venue.  Consideration of closure by R and S. |
|  | WHH Conferences | All conferences have been cancelled or postponed. | Consideration of closure by R and S |
|  | WHH Small meetings | All meetings have been cancelled or postponed. | Consideration of closure by R and S |
|  | WHH Private dining | Room service to be available to in house guests only. | Consideration of closure by R and S |
|  | WHH Events | WHH organised events over 50 guests to be cancelled / postponed.  Social distancing adopted | Consideration of closure by R and S.  Cancel / postpone events |
|  | **Grounds and sustainability** |  |  |
|  | Grounds | Snow and Ice works - 8 staff present unless any direct self-isolation, so work would take longer than normal so will start work earlier and take longer.  General works - Just H&S work taking place keeping external areas safe.  Monthly contracted routine H&S tree work wouldn’t take place.  New landscaping at South Courts would not be delivered for the start of AY20/21 | Snow and Ice works - 8 staff present unless any direct self-isolation, so work would take longer than normal so will start work earlier and take longer.  General works - Just H&S work taking place keeping external areas safe.  Monthly contracted routine H&S tree work wouldn’t take place.  New landscaping at South Courts would not be delivered for the start of AY20/21 |
|  | Travel and Transport | Staff working remotely.  Possible H&S improvements to roads and cycle ways may be delayed if contractors cannot work or be managed/permitted by UoE staff. | Staff working remotely.  Possible H&S improvements to roads and cycle ways may be delayed if contractors cannot work or be managed/permitted by UoE staff. |
|  | Sustainability and Energy | Staff working remotely. | Staff working remotely. |
|  | Event Essex staffing | All Event staff working remotely currently, unless a specific requirement is determined and approved.  Upcoming events cancelled on both campuses (one month ahead unless otherwise determined and approved).  No delivered catering service on either campus currently.  Annual leave may be cancelled. | All Event staff working remotely currently, unless a specific requirement is determined and approved.   Upcoming events cancelled on both campuses (one month ahead unless otherwise determined and approved).  No delivered catering service on either campus currently.  Annual leave may be cancelled. |
|  | Event Essex service delivery and continuity | No service provision at Colchester currently, unless a specific requirement is determined and approved.  In Southend service provided to student nurses to facilitate accommodation move-out / arrival, (admin key cutting etc.) This service is required approx. once a month.  Changes to events will be made following review of the events plan (review undertaken weekly). | No service provision at Colchester currently, unless a specific requirement is determined and approved.  In Southend service provided to student nurses to facilitate accommodation move-out / arrival, (admin key cutting etc.) This service is required approx. once a month. |
|  | Knowledge Gateway support | Work remotely, with maintenance undertaken on site | Work remotely, with prioritised maintenance undertaken on site. Soft FM services halted. |
|  | Southend Business Incubation Centre (BIC) | Work remotely, with prioritised maintenance undertaken on site. Soft FM services halted. | Work remotely, with prioritised maintenance undertaken on site. Soft FM services halted. |
|  | **Maintenance and Capital Development** |  |  |
|  | Lifts | Lifts not required to be in service to be parked and rendered safe. Advise staff to be vigilant with hygiene and take note of risk groups: Consider restricting 'at risk' individuals to areas of less risk. Contact contract company for guidance on how they want to continue | Assuming Contract company allow staff to remain (and they wish to remain) restrict workload to breakdowns only.  Lifts may be left out of service on breakdown.  Entrapments for the emergency services. Communicate lift issue campus wide due to issues with individual peeps. |
|  | Air Conditioning/Ventilation | Assuming Contract company allow staff to remain (and they wish to remain)  Remove from service non-essential provisions in non-operational/open areas and render safe.  Ensure vital services are checked and maintained frequently. Contact to be made with IT Services to look to park as many servers as possible to allow future recovery, ITS services to announce their business/crisis recovery plan. | Assuming Contract company allow staff to remain (and they wish to remain)  Remove from service non-essential provisions and render safe and secure.  Ensure vital services are checked and maintained frequently. Contact to be made with IT Services to look to park as many servers as possible to allow future recovery, ITS services to announce their business/crisis recovery plan. Remove from service AC/Vent for outlying/closed buildings, lecture theatres, mass congregation areas, sports halls etc. As per response map in estates office. Divert all mobile assets to server rooms at slightly higher set point than normal AC |
|  | Water Hygiene | Assuming Contract company allow staff to return (and they wish to return) all areas closed for service to be rendered safe/drained as appropriate.  Consider (subject to resource availability) enhanced flushing regime due to increase in “little used areas” or consider appropriateness of draining down.  Staff to respond to areas of increased concern (residential etc). | Assuming Contract company allow staff to return (and they wish to return) all closed areas to service to be rendered safe/drained as appropriate.  Staff to respond to areas of increased concern (residential etc) taking into account appropriate guidance regarding safe working practice, appropriate hazard PPE and equipment to be used in all High Risk areas. |
|  | Fire Alarms | Assuming Contract company allow staff to remain (and they wish to remain) restrict workload to breakdowns only.  Vacated buildings to be closed and rendered safe.  Items of critical equipment that are still required to run to be identified (IT services for example) and agreement reached regarding monitoring/maintenance regimes. | Assuming Contract company allow staff to remain (and they wish to remain) restrict workload to breakdowns only. Allow staff member to isolate to their vehicle if they wish.  A mixture of specialist teams, management and security have knowledge of resetting panels, take note of devices which go unserviceable, devise a plan for building watch should a whole system go down. Prioritise repairs as appropriate. |
|  | Gas Boilers | Continue as normal, advise staff to be vigilant with hygiene and take note of risk groups: Consider restricting 'at risk' individuals to areas of less risk. Contact contract company for guidance on how they want to continue.  For areas rendered closed, adjust/turn off heating systems as appropriate.  Consider need for enhanced PPMs etc. (resource dependent) to maintain operational status of essential equipment | Assuming Contract company allow staff to remain (and they wish to remain) turn off/render safe installations in vacated buildings.  Restrict workload to breakdowns only and focus priority on residential accommodation.  Redistribute staff resources to combine with contractors where appropriate in support to isolate gas supplies to appliances to make safe only  If necessary/possible, use an alternate supplier.  If this fails: Combination of all in house teams and management support who are available to isolate gas supplies to appliances to make safe only |
|  | Intruder alarms | Vacated, non-operational buildings to be secured and alarms set for remote monitoring with Security team. Consider restricting 'at risk' individuals to areas of less risk. Contact contract company for guidance on how they want to continue | In conjunction with Security Team secure and set intruder alarms as appropriate on all vacant buildings/building areas and set up monitoring regime as appropriate |
|  | Fire Extinguishers | Assuming Contract company allow staff to return (and they wish to return) Staff to respond to areas of Highest priority only. | Extinguishers in place are serviceable, therefore could still be used. Exhaust stores units for empties to be managed though security to limit misuse, then consider moving units from vacated areas. In agreement with Fire Officer strip extinguishers from non-critical areas to be managed again by Security.  Primary focus of service support on remaining occupied areas of residential and operational estate. |
|  | Smaller contracts | Assuming Contract company allow staff to return (and they wish to return) decide individually if 1: the job is necessary 2: the job will put the contractor at risk. | Continued operation of remaining occupied areas such as residential and operational areas of the estate. |
|  | HV Supplies | Assuming Contract company allow staff to remain (and they wish to remain) restrict workload to breakdowns only. Decide individually if 1: the job is necessary 2: the job will put the contractor at risk | Combination of all in house teams deploying generation if and where possible until HV can be restored and organising for diesel deliveries to campus to keep the Generation units operational. Potential redeployment of staff and students to key buildings to minimise generation (TRTC, &Bio Science is fed off main standby and emergency generator) |
|  | Auto Doors | Assuming Contract company allow staff to return (and they wish to return) decide individually if 1: the job is necessary 2: the job will put the contractor at risk.  Buildings to be suitably secured and auto doors adjusted turned off accordingly. | Management and security have knowledge of resetting door controls, take note of devices which go unserviceable, devise a plan for security watch should a set of doors go down. Prioritise repairs as appropriate. |
|  | Generators (fuel supply) | Assuming Contract company allow staff to return(and they wish to return) decide individually if 1: the job is necessary 2: the job will put the contractor at risk. | In house team to work with grounds maintenance to utilise the red diesel bowser.  Generator deployment to be in response to Business Continuity plans.  Emergency securing on non-essential services reducing power demands and fire/safety risks especially with reduced contractor and staff resource. |
|  | Drainage | Assuming Contract company allow staff to return (and they wish to return) decide individually if 1: the job is necessary 2: the job will put the contractor at risk.  Site inspections to be arranged to ensure traps/wastes do not dry out etc. | Remaining contractor resource to be focussed upon residential areas which may present increased demand especially if students are “confined to houses”. |
|  | Major Capital projects:-   * Eddington Tower refurbishment * North Causeway teaching centre (NTC2) | Projects on site will continue but may be subject to disruption.  Enhanced staff awareness and vigilance with hygiene and take note of risk groups: Consider restricting 'at risk' individuals to areas of less risk (site compound only). Contact contract company for guidance on how they want to continue and their ability to deliver against programme. | Assuming all development sites will close.  Secure Site. Liaise with contractor management regards contract continuation and mitigation measures to reduce costs.  Monitor UoE and keep contractors regularly updated in order to facilitate appropriate redeployment of contractor resource as soon as considered appropriate.  Closely monitor financial and operational costs of closure and advise senior management/Finance as appropriate. |
|  | Minor capital/revenue project work | Dynamic RA review of on-site projects and contractors resource/availability..  Identify any projects where delivery may be hampered by lack of staff or contractor resource and consider operational and financial impact of potential project halt. | Assume majority of projects will cease.  Ensure site areas are rendered safe and secure.  Monitor UoE and keep contractors regularly updated in order to facilitate appropriate redeployment of contractor resource as soon as considered appropriate. |
|  | **Day Nursery** |  |  |
|  | Nursery: customer implications | Nursery open only for key workers’ children. | Nursery expected to remain open for key workers’ children, should government advice in this area persist |
|  | Nursery: Infection Control | Guidance from PHE | Guidance from PHE |
|  | Nursery: Communication | Parents communicated via email and text | Communicate to staff via communication tree.  Communicate to parents and nursery users via email and text message.  Ring Ofsted to inform of closure.  Put up signage around front entrance with information regarding closure and contact details (email and phone).  Update website and social media with closure information |
|  | Nursery: Technical Resilience and Capability | Staff not available to work can undertake online training, update tapestry and conduct telephone supervision if well enough. | Staff undertake online training, update tapestry |
|  | Nursery: Supply and Services | Inform Professional Nursery Kitchen of reduction in service and make food amends as necessary | Inform Professional Nursery Kitchen of reduction in service and make food amends as necessary |
|  | Nursery: Key events and training | Review the necessity of cancellation of key extra events such as holiday club and the summer fair. | Full cancelation of events and training within the next 6 weeks. Continue to review. |
|  | **ECS Customer Services Section** |  |  |
|  | Management of contractor access and key distribution. | Those who are able to come onto campus do so. Minimum 2 x Contractor Management operatives (from a multi-skilled pool of 10) required on site. | Minimum 1 x Contractor Management operatives (from a multi-skilled pool of 10) required on site |
|  | Maintaining helpdesk Work Order management and customer liaison | Remote working possible (9 trained staff, 8 with VPN and necessary facilities to work from home) | Remote working possible (9 trained staff, 8 with VPN and necessary facilities to work from home) |
|  | Maintaining Operational Customer Communication activity. | Those who are able to come onto campus do so. Remote working possible for this activity. | Only undertake remote work activity. |
|  | Maintaining support for essential IT systems. | Those who are able to come onto campus do so. Remote working possible for this activity. | Only undertake remote work activity. |
|  | Maintaining Support and logistical planning for Core Activities. | Those who are able to come onto campus do so. Remote working possible for this activity. Project work offered as alternative if this activity is not required. | Only undertake remote work activity. Project work offered as alternative if this activity is not required. |
|  | Maintaining ECS H&S support. | Those who are able to come onto campus do so. Remote working possible for this activity. | Only undertake remote work activity. |
|  | UECS Compliance Monitoring. | Undertake remotely | Undertake remotely. |
|  | Event and works Authorisation. | Undertake remotely if required. | Undertake remotely if required. |
|  | Arrivals planning | Only undertake remote work activity. | Only undertake remote work activity. |
|  | Project work. | Completed remotely if feasible, can be deferred. | Completed remotely if feasible, can be deferred. |
|  | Risk Register review activity. | Undertake remotely | Undertake remotely |
|  | **Governance and management** |  |  |
|  | Governance functions (USG, Council) | Senior management representation on site at all times. Rota system for teams.  Council and USG meetings managed remotely. | Senior management representation on site at all times. Rota system for teams.  Council and USG meetings managed remotely. |
|  | VCRO Office | Rota system established, with two members of staff in the office and all others working remotely. | All working remotely. |
|  | Financial management | Staff working remotely where appropriate. | All working remotely. |
|  | Finance (cash) | Rota system established and in operation. | All cash services put on hold. |
|  | Planning | Staff working remotely where appropriate. | All working remotely. |
|  | People and Culture: ERR | Staff working remotely where appropriate.  Job interviews to be conducted by Zoom or other remote technology. | All working remotely.  Job interviews to be conducted by Zoom or other remote technology.Annual leave may be cancelled across teams.  Scope of work changed to reflect priorities |
|  | Running payroll | Staff working remotely where appropriate. | Undertake remotely.  Annual leave may be cancelled. |
|  | Organisational Development | Continue as normal, with reduced service offered remotely if necessary | All work undertaken remotely |
|  | Occupational Health | Continue as normal, prioritising cases | Work undertaken remotely or via alternative locations (e.g. for vaccinations).  Cases prioritised. |
|  | Health and Safety | Reduced service: responses made to incidents and fire assessments undertaken | Reduced service: responses made to incidents and fire assessments undertaken |