

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		
1.	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.
2.	Face to face seminars	From Monday 16 March, seminars delivered on site and captured through webinar or	There will be no in-person lectures/ seminars; all delivered and consumed remotely.

	Activity, service or function	Enhanced protection	Advanced protection
		similar technology. Students will log in to listen to seminars remotely.	
3.	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.
4.	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.
5.	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.
6.	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.
7.	In course assessment	In course assessments to be delivered remotely where possible.	Undertake remotely.
8.	Summative coursework assessment	Undertake remotely.	Undertake remotely.
9.	PGR vivas	Undertake remotely.	Undertake remotely.
10.	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.
11.	Course development and records	Undertake remotely.	Undertake remotely.

	Activity, service or function	Enhanced protection	Advanced protection
12.	End of Year 1	Undertake remotely.	Undertake remotely.
13.	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.
14.	Management of partnerships	Undertake remotely.	Undertake remotely.
Research Delivery and Knowledge Exchange			
15.	Delivery of funded research activities not requiring on site facilities	Undertake remotely.	Undertake remotely.
16.	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.
17.	REF environment statements	Undertake remotely.	Undertake remotely.
18.	REF Impact case studies	Undertake remotely.	Undertake remotely.
19.	REF governance and sign off	Undertake remotely.	Undertake remotely.
20.	REF institutional environment statement	Undertake remotely.	Undertake remotely.
21.	Research output production	Undertake remotely.	Undertake remotely.

	Activity, service or function	Enhanced protection	Advanced protection
22.	Management of and grant claims for existing awards	Undertake remotely.	Undertake remotely.
23.	KEF narrative	Undertake remotely.	Undertake remotely.
	Library		
24.	Loans and access to physical collections	<p>Albert Sloman Library automatic extended loan period implemented from 13 – 18 March with social distancing.</p> <p>From 8am, 18 March, Albert Sloman Library and Loughton library closed to visitors.</p> <p>From 11am, 18 March, the Forum Library in Southend closed to visitors. Study spaces available elsewhere.</p> <p>Loans automatically extended to 24th April and no fines will be charged. Students can return books through the automatic book sorter, as usual.</p>	<p>Albert Sloman Library and Loughton library closed for readers and visitors but telephone and on-line support provided.</p> <p>SBC Forum Library closure is subject to SBC decisions, but expected to remain closed to visitors. The Gateway Building closed.</p>
25.	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.
26.	Provision of study spaces	<p>From 8am, 18 March, Albert Sloman Library and Loughton library closed to visitors.</p> <p>From 11am, 18 March, the Forum Library in Southend closed to visitors. Students will continue to have access to study spaces, elsewhere.</p>	<p>Albert Sloman Library and Loughton library closed for readers and visitors but telephone and on-line support provided.</p> <p>SBC Forum Library closure is subject to SBC decisions, but expected to remain closed to visitors.</p>
27.	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.
28.	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.

	Activity, service or function	Enhanced protection	Advanced protection
	On site services and facilities (UoE): Catering		
29.	On campus Essex food outlets	<p>All catering outlets either closed or takeaway service only from midnight on 20 March.</p> <p>Ensured all cutlery and crockery is now single use and given by staff on request</p> <p>All jugs of water and glasses to be removed from all units</p> <p>All food covered</p> <p>Sanitiser units in all areas front and back of house</p> <p>Air-con not to be used</p> <p>Access to back of house areas restricted to essential staff only</p> <p>Regular monitoring of all these actions</p>	<p>As enhanced protection plus:</p> <p>Take-away services only.</p> <p>This will be in Canteen</p> <p>Cashless only to mitigate risk of cash handling</p> <p>Increased use of pre made foods purchased in light of reduced staffing.</p> <p>Reinforced social distancing messaging, guidance and implementation</p> <p>Monitor staff and student usage and review weekly, considering total closure if/when required.</p>
30.	Essex Food staffing	<p>Implement reduced on-site staffing levels reflecting agreed services. Other staff working remotely where possible.</p>	<p>Skeleton/essential staff to run units that are open, all others working remotely where possible.</p> <p>Shifts allotted to all available permanent staff on a rota basis</p> <p>Management rota introduced</p>

	Activity, service or function	Enhanced protection	Advanced protection
			All annual leave and lieu hours will be used by end of March Consider shutting if minimum staffing numbers are not achieved through Govt. recommendations on key workers
31.	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			
32.	Student Sports Clubs	All student sports club sessions cancelled	All student sports club sessions cancelled
33.	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
34.	Essex Sport Gym, Fitness Classes, Sport Courses, Leagues and Tournaments, Individual Hire of Facilities	All student sports club sessions cancelled	All student sports club sessions cancelled
35.	Children's Courses and Holiday Camps (incl. CHUMS)	All activities cancelled	All activities cancelled
36.	Large Scale Sporting Events (over 100 people), e.g. External Hire of Essex Sport Arena (Superleague Netball), Derby Day, Sports Awards Dinner	All children's activities cancelled	All children's activities cancelled
37.	Outreach and In-reach Activities (visits to/from schools, work experience)	All events cancelled	All events cancelled
38.	Meetings On/Off-Campus with External Organisations	All outreach/in-reach activities cancelled	All outreach/in-reach activities cancelled
39.	Site Visits from Contractors for Inspections/Maintenance (Sport)	All meetings with external organisations to be virtual	All meetings with external organisations to be virtual
On site services and facilities: SU			
40.	SU clubs and societies	All events and room bookings cancelled.	No events or room bookings.

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		Virtual society activity sustained as much as possible.	Virtual society activity sustained as much as possible.
41.	SU bars and catering outlets: SU Bar, SU Bar Food, Starbucks, Top Bar and MOA	<p>Heightened focus on hygiene of front and back of house.</p> <p>All uncovered food displays to be covered or removed.</p> <p>Porters, CAs and Stores staff to wear gloves</p> <p>Single use crockery and cutlery introduced</p> <p>Review queue management and ensure safe distance between customers</p> <p>Takeaway only service offered.</p> <p>Extend pre-order and collect service</p> <p>Air-con not to be used</p> <p>Access to back of house areas restricted to essential staff only.</p>	<p>As enhanced protection plus:</p> <p>Providing essential food availability for residents in accommodation.</p> <p>Limited outlets open for take-away services only</p> <p>Cashless service provision in light of limited cash/ change available on campus.</p> <p>Increased use of pre made foods purchased in light of reduced staffing</p>
42.	Sub Zero	Nightclub closed	Nightclub closed
43.	SU Shops; The Store, Extra Store, Mini Store, The Kitchen, everythingEssex and Post office	<p>Social distancing in all SU shops.</p> <p>The SU store serving only from the hatch. Implementation of an online ordering and halls delivery system.</p> <p>The mini store working on a one in one out basis.</p>	<p>The SU store serving only from the hatch. Online ordering and halls delivery system.</p> <p>The mini store working on a one in one out basis.</p>

	Activity, service or function	Enhanced protection	Advanced protection
44.	SU Advice	Service continues remotely through online/phone delivery	Service continues remotely through online/phone delivery
45.	SU Reception	Service continues remotely through online/phone delivery	Service continues remotely through online/phone delivery
46.	SU Education team	Service continues remotely through online/phone delivery	Service continues remotely through online/phone delivery
47.	Students' Union Societies	Maintain online communications links remotely with societies	Maintain online communications links remotely with societies
48.	SU Homes	Reduced service continues remotely through online/phone delivery	Reduced service continues remotely through online/phone delivery
49.	SU Lounge, Southend	Social distancing in Lounge.	Lounge closed until further notice.
50.	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 closed; all interactions are remote
51.	Corbett Theatre Café and bar, and Roding House Loughton	All closed	All closed
Pastoral and related provision for students			
52.	Health Centre provision	Operating in line with NHS guidance	Operating in line with NHS guidance
53.	SWIS support	Offer online service, with Skype/Zoom support	Offer online service, with Skype/Zoom support
54.	Student Hub	Phone and live chat service offered remotely	Phone and live chat service offered remotely
55.	Finance advice	Service offered remotely	Service offered remotely
56.	Hardship support	Offer online service, with Skype/Zoom support	Offer online service, with Skype/Zoom support
57.	Accommodation advice	Reduced service offered remotely	Reduced service offered remotely

	Activity, service or function	Enhanced protection	Advanced protection
58.	Immigration advice	Reduced service offered remotely	Reduced service offered remotely
59.	Residence Life	Continue as normal where possible, with remote support	A reduced service delivered remotely via telephone or email; flat programmes suspended but alternative options delivered via Social Media
60.	Study Abroad	All work remotely.	All work remotely.
61.	Critical incident helpline	Expanded SIT capacity, staffed by team and volunteers remotely.	Expanded SIT capacity, staffed by team and volunteers remotely.
62.	Faith Centre	Collective forms of worship not supported on campus.	Collective forms of worship not supported on campus.
Recruitment and Admissions			
63.	Admissions	All staff working from home	All staff working from home
64.	CAS issuing	All staff working from home	All staff working from home
65.	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.
66.	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.
67.	CRM	Work delivered by staff working from home.	Work delivered by staff working from home.
68.	Enquiry management and agent management	Work delivered by staff working from home.	Work delivered by staff working from home.
69.	Wider recruitment and conversion activity	Work delivered by staff working from home.	Work delivered by staff working from home.

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70.	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
71.	Market intelligence	Work delivered by staff working from home.	Work delivered by staff working from home.
Communications and events			
72.	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.
73.	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.
74.	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.
75.	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.
76.	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.
77.	Alumni engagement	Work delivered by staff working from home. Key staff to come on site.	Work delivered by staff working from home.

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78.	Events	<p>Short term planning etc. can be delivered by staff working from home.</p> <p>Review events scheduled for the expected period of Enhanced Protection and then cancel, postpone where necessary.</p> <p>Key staff to come on site.</p>	<p>Short term planning etc. can be delivered by staff working from home</p> <p>Cancel, postpone all events scheduled for the period of Advanced Protection.</p>
IT systems and communications			
79.	Provision of key IT services	Majority of staff remote working. Key staff to come on site.	<p>Majority of staff remote working. Key staff to come on site if necessary.</p> <p>Selected IT Labs to remain open with social distancing measures implemented.</p>
80.	IT Helpdesk	Reduced service provided remotely	Reduced service offered remotely
81.	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.
82.	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.
83.	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			
84.	Security and patrol officers staffing	<p>Continue as normal and monitor self-isolation requests. In fill with agency staff should minimal levels not be met by in house staff</p> <p>In Southend fully utilise agency security to infill any staff shortages with particular attention to night fire watch at Uni Sq. accommodation</p> <p>Annual leave may be cancelled.</p>	<p>Continue as normal and monitor self-isolation requests. In fill with agency staff should minimal levels not be met by in house staff</p> <p>In Southend fully utilise agency security to infill any staff shortages with particular attention to night fire watch at Uni Sq. accommodation</p> <p>Annual leave may be cancelled.</p>

	Activity, service or function	Enhanced protection	Advanced protection
85.	Security and patrol officers service delivery	<p>Emergency response only to self-isolation buildings.</p> <p>Lockdown of buildings not in use.</p> <p>Consideration for increased welfare support required</p>	<p>Emergency response only to self-isolation buildings.</p> <p>Rigorous implementation of social distancing protocol to be maintained and foot patrols to be aware and ensuring compliance.</p> <p>Lockdown of buildings not in use. This is essential to the safety of the campus given the limited security resource available.</p> <p>Messaging/Comms to all non-critical departmental staff and contractors to stay away from campus, and a list of staff deemed critical to be circulated.</p> <p>Consideration for increased welfare support required.</p>
Soft FM Services			
86.	Soft FM: staffing	<p>All non-front line staff work from home where possible.</p> <p>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.</p> <p>All staff cc those persons who would cover in their absence in any important emails and update them regarding any other important information.</p>	<p>All non-front line staff work from home where possible.</p> <p>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.</p> <p>All staff cc those persons who would cover in their absence in any important emails and update them regarding any other important information.</p> <p>Where either the Line Manager or staff members are working remotely, Line Manager</p>

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		<p>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.</p> <p>Management team communicate regular updates to front line operational staff.</p>	<p>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.</p> <p>Management team communicate regular updates to front line operational staff.</p>
87.	Soft FM: services and supply chain	<p>Relevant Manager ordering any product or service ensures our staff are available to receive them on site.</p> <p>Prompt checking of what has been supplied vs order to identify any key items not delivered.</p>	<p>Relevant Manager ordering any product or service ensures our staff are available to receive them on site.</p> <p>Prompt checking of what has been supplied vs order to identify any key items not delivered.</p>
88.	Soft FM: supporting wellbeing & reduced anxiety	<p>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.</p> <p>Management team communicate regular updates to front line operational staff.</p>	<p>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.</p> <p>Management team communicate regular updates to front line operational staff.</p>
89.	Soft FM: self-isolation	<p>Specialist cleaning and bio waste contractor appointed for houses.</p> <p>Minimum to no cleaning provided where areas are closed.</p> <p>Reduced refuse collections provided to occupied (non-isolating) accommodation.</p>	<p>Specialist cleaning and bio waste contractor appointed for houses.</p> <p>Minimum to no cleaning provided if all areas closed.</p> <p>Reduced refuse collections provided to occupied (non-isolating) accommodation.</p>

	Activity, service or function	Enhanced protection	Advanced protection
90.	Soft FM: reducing risks of contracting Covid-19	<p>Specialist cleaning and bio waster contractors in place for two north houses.</p> <p>Minimum to no cleaning provided where areas are closed.</p> <p>Reduced refuse collections provided to occupied (non-isolating) accommodation</p>	<p>Specialist cleaning and bio waster contractors in place for two north houses.</p> <p>Minimum to no cleaning provided where areas are closed.</p> <p>Reduced refuse collections provided to occupied (non-isolating) accommodation</p>
	Accommodation		
91.	Accommodation staffing arrangements	<p>All staff work from home where possible.</p> <p>Managers to review available staff numbers daily and consider which services can be reduced/cancelled if necessary.</p> <p>All staff CC those persons who would cover in their absence in any important emails and update them regarding any other important information.</p>	<p>All staff work from home where possible.</p> <p>Managers to review available staff numbers daily and consider which services can be reduced/cancelled if necessary.</p> <p>All staff CC those persons who would cover in their absence in any important emails and update them regarding any other important information.</p>
92.	Accommodation: supporting wellbeing & reduced anxiety	<p>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.</p> <p>Management team communicate regular updates to front line operational staff.</p>	<p>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.</p> <p>Management team communicate regular updates to front line operational staff.</p>
93.	Accommodation: self-isolation and reducing risks of contracting Covid-19	Shared access to SWIS information regarding new self-isolation cases .Information transferred to KX for Soft FM teams	Shared access to SWIS information regarding new self-isolation cases .Information transferred to KX for Soft FM teams

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		Staff working from home are kept informed of developments and requirements by line manager	Staff working from home are kept informed of developments and requirements by line manager
94.	Student Accommodation (external provision)	Along with Student Lets, update PBSA providers, advising them of University mitigations. Provide information to Derwent FM and Maltings for comparable actions on their part	Along with Student Lets, update PBSA providers, advising them of University mitigations. Provide information to Derwent FM and Maltings for comparable actions on their part
	Post Room and Central Stores		
95.	Post Room and Central Stores: staffing	Enhanced cross-working between teams to provide service. Service may take longer to deliver.	A minimum of two members of staff in the Post Room need to be available in order to process incoming and outgoing mail. A minimum of two members of staff in Central Stores need to be available to place orders for urgent parts not held in store, to fulfil requests for stock items and to manage the luggage storage for students.
96.	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 where needed. Students to collect mail and parcels from Post Room. Post runs will take place once a day to staffed areas. Where Departments and Services are working from home, Post Room will redirect mail where requested. Otherwise, deliveries will be held in Post Room for collection by appropriate Departmental / Section staff, who should update Post Room accordingly.
	Wivenhoe House Hotel		
97.	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.	Hotel closed. Consideration for alternative use to support Covid-19 activities (e.g. NHS) Admin activities taking place remotely.

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		No cash taken at tills from 18 March.	
98.	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.	As above.
99.	WHH Restaurant & Afternoon Tea	Social distancing employed in restaurant and lounges from 17 March. Restaurant and Aft. Tea closed from after service on 20 March Room Service breakfast only, until 23 March, no breakfast thereafter.	As above
100.	WHH Weddings	Last wedding went ahead on Saturday 21 March, 24 guests, adopting social distancing. All wedding cancelled/postpones up until the end of June 2020.	All events currently cancelled up to end of May
101.	WHH Conferences	All conferences have cancelled or postponed.	As above
102.	WHH Small meetings	All meetings have cancelled or postponed.	As above
103.	WHH Private dining	All cancelled/postponed until the end of June 2020.	As above
104.	WHH Events	WHH organised events over 50 guests to be cancelled / postponed. Social distancing adopted	As above
	Grounds and sustainability		

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105.	Grounds	<p>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.</p> <p>General works - Just H&S work taking place keeping external areas safe.</p> <p>Monthly contracted routine H&S tree work wouldn't take place.</p> <p>New landscaping at South Courts would not be delivered for the start of AY20/21</p>	<p>Snow and Ice works - 6 UoE staff from a normal 15 required can be present. Bolstered with additional 5 contracted unless any direct self-isolation. Work would take longer than normal.</p> <p>3 staff on site doing <u>just</u> H&S work keeping external areas safe. Can go to 6 if needed.</p> <p>Monthly contracted routine H&S tree work may not take place.</p>
106.	Travel and Transport	<p>Staff working remotely.</p> <p>Possible H&S improvements to roads and cycle ways may be delayed if contractors cannot work or be managed/permited by UoE staff.</p>	<p>Staff working remotely.</p> <p>Possible H&S improvements to roads and cycle ways may be delayed if contractors cannot work or be managed/permited by UoE staff.</p>
107.	Sustainability and Energy	Staff working remotely.	Staff working remotely.
Event Essex			
108.	Event Essex staffing	Staff working remotely.	Staff working remotely.
109.	Event Essex service delivery and continuity	<p>All Event staff working remotely currently, unless a specific requirement is determined and approved.</p> <p>Upcoming events cancelled on both campuses (one month ahead unless otherwise determined and approved).</p>	<p>All Event staff working remotely currently, unless a specific requirement is determined and approved.</p> <p>Upcoming events cancelled on both campuses (one month ahead unless otherwise determined and approved).</p>

	Activity, service or function	Enhanced protection	Advanced protection
		No delivered catering service on either campus currently. Annual leave may be cancelled.	No delivered catering service on either campus currently. Annual leave may be cancelled.
	Commercial Management: Knowledge Gateway		
110.	Management team	Staff to work from home. Relevant equipment provided.	Staff to work from home. Relevant equipment provided.
111.	Tenant occupation	Tenant decision for staff to continue to work at KG offices. Current trend is for staff to work from home, where possible.	Tenant decision for staff to continue to work at KG offices. Current trend is for staff to work from home, where possible. NB Innovation Centre accessible for critical and essential customer use only and un-staffed by the centre team. The central Oxford Innovation team will be managing any questions, information or further dissemination of government advice from the 1st of April. The ICKG centre team will not be able to respond to any matters from this point.
112.	Hard services	Maintenance and Capital Development continuity plan will apply	Maintenance and Capital Development continuity plan will apply
113.	Soft FM Services	Soft FM Services continuity plan will apply	Soft FM Services continuity plan will apply
114.	Compliance services	Maintenance and Capital Development continuity plan will apply	Maintenance and Capital Development continuity plan will apply
115.	Network and broadband support services	IT systems and communications continuity plan will apply	IT systems and communications continuity plan will apply
116.	Rent collection and finance support	Financial Management continuity plan will apply	Financial Management continuity plan will apply
117.	External communication support	CER remote working. Continue as normal	CER remote working. Continue as normal
118.	Meetings and appointments	Staff to avoid face to face meetings. Use remote conference call facilities And Zoom, where possible.	Staff to avoid face to face meetings. Use remote conference call facilities And Zoom, where possible.

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119.	Studio X	Studio X is closed to all except staff in general. The Studio was closed for 72 hours on 19 th March due to a member of staff potentially being exposed to the virus.	Studio X to close until virus contagion subsides.
	Commercial Management: Central Campus lessees		
120.	Management team	Staff to work from home. Relevant equipment provided.	All staff to work remotely from home. All staff has been provided the necessary equipment. Communicate to occupants' suspension of services and access to premises.
121.	Tenant occupation	Tenant decision for staff to continue to work at offices. Current trend is for staff to work from home, where possible. Waterstones, Talking Newspaper have closed their units for the foreseeable future.	Tenant decision for staff to continue to work at offices. Current trend is for staff to work from home, where possible. Waterstones, Talking Newspaper have closed their units for the foreseeable future.
122.	Hard services	Maintenance and Capital Development continuity plan will apply	Maintenance and Capital Development continuity plan will apply
123.	Soft FM Services	Soft FM Services continuity plan will apply	Soft FM Services continuity plan will apply
124.	Compliance services	Maintenance and Capital Development continuity plan will apply	Maintenance and Capital Development continuity plan will apply
125.	Network and broadband support services	IT systems and communications continuity plan will apply	IT systems and communications continuity plan will apply
126.	Rent collection and finance support	Financial Management continuity plan will apply	Financial Management continuity plan will apply
127.	External communication support	CER remote working. Continue as normal	CER remote working. Continue as normal
128.	Meetings and appointments	Staff to avoid face to face meetings. Use remote conference call facilities And Zoom, where possible.	Staff to avoid face to face meetings. Use remote conference call facilities And Zoom, where possible.
	Commercial Management – Business Incubation Centre		
129.	Management team	All staff to work remotely from home. All staff has been provided the necessary equipment.	All staff to work remotely from home. All staff has been provided the necessary equipment.

	Activity, service or function	Enhanced protection	Advanced protection
130.	Reception team	The last two tenants advised they would now be working from home and left the offices this morning (24/03/2020). All staff to work remotely from home. All staff has been provided the necessary equipment. Tenants have been notified.	All staff to work remotely from home. All staff has been provided the necessary equipment. Tenants have been notified.
131.	Tenant occupation	Tenant decision for staff to continue to work at BIC offices. Current trend is for staff to work from home, where possible. At this time 3 companies are still using the BIC.	Tenant decision for staff to continue to work at BIC offices. Current trend is for staff to work from home, where possible.
132.	Hard services	Maintenance and Capital Development continuity plan will apply	Maintenance and Capital Development continuity plan will apply
133.	Soft FM Services	Soft FM Services continuity plan will apply. Tenant office cleaning is being reviewed on a weekly basis. At this time tenants have advised cleaning of offices can be suspended. Common areas continue to be cleaned.	Soft FM Services continuity plan will apply
134.	Compliance services	Maintenance and Capital Development continuity plan will apply	Maintenance and Capital Development continuity plan will apply
135.	Network and broadband support services	IT systems and communications continuity plan will apply	IT systems and communications continuity plan will apply
136.	Rent collection and finance support	Financial Management continuity plan will apply All tenants pay by S/O	Financial Management continuity plan will apply All tenants pay by S/O
137.	External communications support	CER remote working. Continue as normal	CER remote working. Continue as normal
138.	Meetings and appointments	Staff to avoid face to face meetings. Use remote conference call facilities And Zoom, where possible.	Staff to avoid face to face meetings. Use remote conference call facilities And Zoom, where possible.
139.	Post management	Security reception contingency re Southend will apply. Building reception suspended until	Security reception contingency re Southend will apply.

	Activity, service or function	Enhanced protection	Advanced protection
		further notice. Security will deliver post twice per day to the BIC, where required.	Communicate to occupants' suspension of services and access to premises, where required.
140.	Visitor management	<p>Minimum 1 member of team required on site, if occupants continue to use BIC – remote working for remaining staff.</p> <p>Security reception contingency re Southend will apply.</p> <p>Building reception suspended until further notice. Tenants can continue to access the property by way of access control during core working hours. The property is closed from 17:30am and weekends until further notice. Tenants have been notified.</p> <p>Tenants have been advised not to have visitors to the building. If visitors are essential, tenants must notify security in advance and collect their visitors from the main entrance themselves.</p>	<p>Security reception contingency re Southend will apply</p> <p>Tenants can access floor via access control system.</p> <p>Communicate to occupants' suspension of services and access to premises.</p>
Maintenance and Capital Development			
141.	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	<p>Contractor is now working remotely with staff attending site as needed upon an emergency basis</p> <p>Entrapments - emergency services response. Communicate lift issue campus wide due to issues with individual peeps.</p>
142.	Air Conditioning/Ventilation	Assuming Contract company allow staff to remain (and they wish to remain)	Contractor is now working remotely with staff attending site as needed upon an emergency basis. Reduction in servicing due to staff

	Activity, service or function	Enhanced protection	Advanced protection
		<p>Remove from service non-essential provisions in non-operational/open areas and render safe.</p> <p>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.</p>	<p>shortages with emphasis upon maintenance of critical systems.</p> <p>Remove from service non-essential provisions and render safe and secure.</p> <p>Ensure vital services are checked and maintained frequently. Align with ITS re business 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</p>
143.	Water Hygiene	<p>Assuming Contract company allow staff to return (and they wish to return) all areas closed for service to be rendered safe/drained as appropriate.</p> <p>Consider (subject to resource availability) enhanced flushing regime due to increase in "little used areas" or consider appropriateness of draining down.</p> <p>Staff to respond to areas of increased concern (residential etc).</p>	<p>Assuming Contract company allow staff to return (and they wish to return) all closed areas to service to be rendered safe/drained as appropriate.</p> <p>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.</p>
144.	Fire Alarms	<p>Assuming Contract company allow staff to remain (and they wish to remain) restrict workload to breakdowns only.</p> <p>Vacated buildings to be closed and rendered safe.</p> <p>Items of critical equipment that are still required to run to be identified (IT services for</p>	<p>Contractor is now working remotely with staff attending site as needed upon an emergency basis</p> <p>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</p>

	Activity, service or function	Enhanced protection	Advanced protection
		example) and agreement reached regarding monitoring/maintenance regimes.	should a whole system go down. Prioritise repairs as appropriate.
145.	Gas Boilers	<p>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.</p> <p>For areas rendered closed, adjust/turn off heating systems as appropriate.</p> <p>Consider need for enhanced PPMs etc. (resource dependent) to maintain operational status of essential equipment</p>	<p>Current heating systems remain in operation until @ 01.04.20 (end of heating season). Water heating etc adjusted to coincide with closed buildings</p> <p>Restrict workload to breakdowns only and focus priority on residential accommodation.</p> <p>Redistribute staff resources to combine with contractors where appropriate in support to isolate gas supplies to appliances to make safe only</p> <p>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 <u>only</u></p>
146.	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
147.	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

	Activity, service or function	Enhanced protection	Advanced protection
			<p>Fire Officer strip extinguishers from non-critical areas to be managed again by Security.</p> <p>Primary focus of service support on remaining occupied areas of residential and operational estate.</p>
148.	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 Accommodation. Closed Buildings to be locked down and "Contractual Response" adjusted where possible.
149.	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)
150.	Auto Doors	<p>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.</p> <p>Buildings to be suitably secured and auto doors adjusted turned off accordingly.</p>	Empty buildings to be locked off as secure. 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.
151.	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.	<p>In house team to work with grounds maintenance to utilise the red diesel bowser.</p> <p>Generator deployment to be in response to Business Continuity plans.</p> <p>Emergency securing on non-essential services reducing power demands and fire/safety risks especially with reduced contractor and staff resource.</p>

	Activity, service or function	Enhanced protection	Advanced protection
152.	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”.
153.	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.	Eddington Tower refurbishment – Contractor closed site on 24.03.20 and will review operations in 3+ weeks. Site secure. NTC2 – Site remains operational however contractor is facing a reduced workforce. Contractors limit access to main campus. 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.
154.	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.	Majority of projects ceased. Other works:- 1. Fire Compartmentation University square – Contractor has withdrawn from site and will review in 3-4 weeks. 2. Fire Doors – Contractor has scaled down operation to 2 operatives. 3. Concrete surveys – Deferred for 3-4 weeks.

	Activity, service or function	Enhanced protection	Advanced protection
			<p>Double Growth Round/Minor works – Programme deferred subject to review in 3-4 weeks.</p> <p>Site areas rendered safe and secure.</p> <p>Monitor UoE and keep contractors regularly updated in order to facilitate appropriate redeployment of contractor resource as soon as considered appropriate.</p>
Day Nursery			
155.	Nursery: customer implications	Nursery open only for key workers' children.	<p>Nursery expected to remain open for key workers' children, should government advice in this area persist</p> <p>Operating hours will be reduced to build resilience and only meet essential demand.</p> <p><5 Essential staff required onsite per day to assist with operations</p>
156.	Nursery: Infection Control	Guidance from PHE	<p>Guidance from PHE</p> <p>Reduce operating hours to reduce number of communal meal times</p>
157.	Nursery: Communication	Parents communicated via email and text	<p>Communicate to staff via communication tree.</p> <p>Communicate to parents and nursery users via email and text message.</p> <p>Ring Ofsted to inform of partial closure.</p>

	Activity, service or function	Enhanced protection	Advanced protection
			Put up signage around front entrance with information regarding closure and contact details (email and phone). Update website and social media with closure information
158.	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
159.	Nursery: Supply and Services	Inform Professional Nursery Kitchen of reduction in service and make food amends as necessary	Inform Professional Nursery Kitchen to cancel food delivery
160.	Nursery: Key events and training	Review the necessity of cancellation of key extra events such as holiday club and the summer fair.	Full cancellation of events and training within the next 6 weeks. Continue to review.
ECS Customer Services Section			
161.	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. Enhanced Social distancing measures implemented – Closed door working with no face to face contact and communication via telephone and utilisation of the key drop box to transfer contractor keys. Enhanced cleaning protocol for transferred items.
162.	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)
163.	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.

	Activity, service or function	Enhanced protection	Advanced protection
164.	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.
165.	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.
166.	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.
167.	UECS Compliance Monitoring.	Undertake remotely	Undertake remotely.
168.	Event and works Authorisation.	Undertake remotely if required.	Undertake remotely if required.
169.	Arrivals planning	Only undertake remote work activity.	Only undertake remote work activity.
170.	Project work.	Completed remotely if feasible, can be deferred.	Completed remotely if feasible, can be deferred.
171.	Risk Register review activity.	Undertake remotely	Undertake remotely
	Governance and management		
172.	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.
173.	VCRO Office	Rota system established, with two members of staff in the office and all others working remotely.	All working remotely.
174.	Financial management	Staff working remotely where appropriate.	All working remotely.
175.	Finance (cash)	Rota system established and in operation.	All cash services put on hold.

	Activity, service or function	Enhanced protection	Advanced protection
176.	Planning	Staff working remotely where appropriate.	All working remotely.
177.	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
178.	Running payroll	Staff working remotely where appropriate.	Undertake remotely. Annual leave may be cancelled.
179.	Organisational Development	Continue as normal, with reduced service offered remotely if necessary	All work undertaken remotely
180.	Occupational Health	Continue as normal, prioritising cases	Work undertaken remotely or via alternative locations (e.g. for vaccinations). Cases prioritised.
181.	Health and Safety	Reduced service: responses made to incidents and fire assessments undertaken	Reduced service: responses made to incidents and fire assessments undertaken