

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 similar technology. Students will log in to	There will be no in-person lectures/ seminars; all delivered and consumed remotely.

	Activity, service or function	Enhanced protection	Advanced protection
		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. Students will continue to have access to the Learning Hub and Library areas, with social distancing in place.</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.</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 the Learning Hub and Library areas, with social distancing in place.</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.

	Activity, service or function	Enhanced protection	Advanced protection
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.
On site services and facilities (UoE): Catering			
29.	On campus Essex food outlets	<p>All restaurants/cafes with tables to reduce the number of tables (by removal) and have distanced remaining tables in line with government guidelines</p> <p>Implementation of clear indication (a mixture of poles and/or floor markings) to ensure safe distance in queues to encourage social distancing</p> <p>The smaller units (Crumbs and Cantina) to operate on a one in one out approach</p> <p>Customers will be advised to remain two metres apart and sit on individual tables where possible.</p> <p>Cleaning of tables after each use is in place</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>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>

	Activity, service or function	Enhanced protection	Advanced protection
		<p>All staff wearing gloves</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>	
30.	Essex Food staffing	Implement reduced on-site staffing levels reflecting agreed services. Other staff working remotely where possible.	<p>Skeleton/essential staff to run units that are open, all others working remotely where possible.</p> <p>Annual leave may be cancelled.</p>
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 activities cancelled	All activities cancelled
35.	Children's Courses and Holiday Camps (incl. CHUMS)	All children's activities cancelled	All children's 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 events cancelled	All events cancelled
37.	Outreach and In-reach Activities (visits to/from schools, work experience)	All outreach/in-reach activities cancelled	All outreach/in-reach activities cancelled
38.	Meetings On/Off-Campus with External Organisations	All meetings with external organisations to be virtual	All meetings with external organisations to be virtual

	Activity, service or function	Enhanced protection	Advanced protection
39.	Site Visits from Contractors for Inspections/Maintenance (Sport)	Continue as normal.	Dependent on contractors.
	On site services and facilities: SU		
40.	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.
41.	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 restaurant tables to be cleaned after every use All uncovered food displays to be covered or removed. Porters, CAs and Stores staff to wear gloves Ensure safe distance between tables (min. 2 metres) Single use crockery and cutlery introduced Review queue management and ensure safe distance between customers Offer more takeaway options to reduce gatherings Extend pre-order and collect service Air-con not to be used Access to back of house areas restricted to	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

	Activity, service or function	Enhanced protection	Advanced protection
		essential staff only.	
42.	Sub Zero	Nightclub closes	Nightclub closes
43.	SU Shops; The Store, Extra Store, Mini Store, The Kitchen, everythingEssex and Post office	Social distancing in all SU shops	Social distancing in all SU shops
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 closes 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 closes; 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

	Activity, service or function	Enhanced protection	Advanced protection
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
58.	Immigration advice	Reduced service offered remotely	Reduced service offered remotely
59.	Residence Life	Continue as normal where possible, with remote support	Continue as normal where possible, with remote support
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. Faith Centre support provided remotely, with signposting to other, external sources provided.	Collective forms of worship not supported on campus. Faith Centre support provided remotely, with signposting to other, external sources provided.
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.

	Activity, service or function	Enhanced protection	Advanced protection
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.
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.

	Activity, service or function	Enhanced protection	Advanced protection
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.
78.	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			
79.	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.
80.	IT Helpdesk	Reduced on-site service, with additional remote provision	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	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.

	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>Lockdown of buildings not in use.</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>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>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 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	Relevant Manager ordering any product or service ensures our staff are available to	Relevant Manager ordering any product or service ensures our staff are available to

	Activity, service or function	Enhanced protection	Advanced protection
		receive them on site. Prompt checking of what has been supplied vs order to identify any key items not delivered.	receive them on site. Prompt checking of what has been supplied vs order to identify any key items not delivered.
88.	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.
89.	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.
90.	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		
91.	Accommodation staffing arrangements	All staff work from home where possible. Managers to review available staff numbers daily and consider which services can be	All staff work from home where possible. Managers to review available staff numbers daily and consider which services can be

	Activity, service or function	Enhanced protection	Advanced protection
		<p>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>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 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>
93.	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>
94.	Accommodation: self-isolation and reducing risks of contracting Covid-19	<p>Regular communication with OH and SWIS so new self-isolation cases are identified and quickly moved to alternative accommodation, where necessary.</p> <p>Staff working from home are kept informed of developments and requirements by line manager</p>	<p>Regular communication with OH and SWIS so new self-isolation cases are identified and quickly moved to alternative accommodation, where necessary.</p> <p>Staff working from home are kept informed of developments and requirements by line manager</p>
95.	Student Accommodation (external provision)	<p>Liaising with all providers, advising them of University mitigations and of the need for comparable actions on their part</p>	<p>Liaising with all providers, advising them of University mitigations and of the need for comparable actions on their part</p>
	Post Room and Central Stores		

	Activity, service or function	Enhanced protection	Advanced protection
96.	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
97.	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			
98.	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
99.	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.

	Activity, service or function	Enhanced protection	Advanced protection
			Consideration of closure by R and S
100.	WHH Restaurant & Afternoon Tea	<p>Social distancing employed in restaurant and lounges from 17 March.</p> <p>Breakfast service as normal.</p> <p>Consideration given to closing weekday lunch service due to very low demand.</p> <p>Dinner service as normal.</p> <p>Afternoon tea service as normal whilst there is demand, but consideration being given to moving service to the brasserie.</p>	<p>Room service to be available to in house guests only.</p> <p>Afternoon tea closed.</p> <p>Consideration of closure by R and S.</p>
101.	WHH Weddings	<p>Continue on a risk assessed basis, all parties being contacted.</p> <p>Social distancing employed.</p>	<p>Reduced service on a risk assessed basis.</p> <p>Consider cancel, postpone, move to alternative venue.</p> <p>Consideration of closure by R and S.</p>
102.	WHH Conferences	All conferences have cancelled or postponed.	Consideration of closure by R and S
103.	WHH Small meetings	All meetings have cancelled or postponed.	Consideration of closure by R and S
104.	WHH Private dining	<p>Will go ahead if client requires, on a risk assessed basis.</p> <p>Social distancing adopted.</p>	Consideration of closure by R and S
105.	WHH Events	<p>WHH organised events over 50 guests to be cancelled / postponed.</p> <p>Social distancing adopted</p>	<p>Consideration of closure by R and S.</p> <p>Cancel / postpone events</p>
	Grounds and sustainability		

	Activity, service or function	Enhanced protection	Advanced protection
106.	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 - 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>
107.	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/permitted 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/permitted by UoE staff.</p>
108.	Sustainability and Energy	Staff working remotely.	Staff working remotely.
109.	Event Essex staffing	<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>No delivered catering service on either campus currently.</p> <p>Annual leave may be cancelled.</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> <p>No delivered catering service on either campus currently.</p> <p>Annual leave may be cancelled.</p>

	Activity, service or function	Enhanced protection	Advanced protection
110.	Event Essex service delivery and continuity	<p>No service provision at Colchester currently, unless a specific requirement is determined and approved.</p> <p>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.</p> <p>Changes to events will be made following review of the events plan (review undertaken weekly).</p>	<p>No service provision at Colchester currently, unless a specific requirement is determined and approved.</p> <p>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.</p>
111.	Knowledge Gateway support	Work remotely, with maintenance undertaken on site	Work remotely, with prioritised maintenance undertaken on site. Soft FM services halted.
112.	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			
113.	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>Assuming Contract company allow staff to remain (and they wish to remain) restrict workload to breakdowns only.</p> <p>Lifts may be left out of service on breakdown.</p> <p>Entrapments for the emergency services. Communicate lift issue campus wide due to issues with individual peeps.</p>
114.	Air Conditioning/Ventilation	<p>Assuming Contract company allow staff to remain (and they wish to remain)</p> <p>Remove from service non-essential provisions in non-operational/open areas and render safe.</p> <p>Ensure vital services are checked and</p>	<p>Assuming Contract company allow staff to remain (and they wish to remain)</p> <p>Remove from service non-essential provisions and render safe and secure.</p> <p>Ensure vital services are checked and maintained frequently. Contact to be made with</p>

	Activity, service or function	Enhanced protection	Advanced protection
		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.	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
115.	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>
116.	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 example) and agreement reached regarding monitoring/maintenance regimes.</p>	<p>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.</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 should a whole system go down. Prioritise repairs as appropriate.</p>
117.	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</p>	<p>Assuming Contract company allow staff to remain (and they wish to remain) turn off/render safe installations in vacated</p>

	Activity, service or function	Enhanced protection	Advanced protection
		<p>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>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>
118.	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
119.	Fire Extinguishers	Assuming Contract company allow staff to return (and they wish to return) Staff to respond to areas of Highest priority only.	<p>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.</p> <p>Primary focus of service support on remaining occupied areas of residential and operational estate.</p>

	Activity, service or function	Enhanced protection	Advanced protection
120.	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.
121.	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)
122.	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.
123.	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.
124.	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	Remaining contractor resource to be focussed upon residential areas which may present increased demand especially if students are "confined to houses".

	Activity, service or function	Enhanced protection	Advanced protection
		traps/wastes do not dry out etc.	
125.	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.
126.	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		
127.	Nursery: customer implications	Nursery expected to remain open for key workers' children	Nursery expected to remain open for key workers' children, should government advice in this area persist
128.	Nursery: Infection Control	Guidance from PHE	Guidance from PHE
129.	Nursery: Communication	Parents communicated via email and text	Communicate to staff via communication tree. Communicate to parents and nursery users via

	Activity, service or function	Enhanced protection	Advanced protection
			<p>email and text message.</p> <p>Ring Ofsted to inform of closure.</p> <p>Put up signage around front entrance with information regarding closure and contact details (email and phone).</p> <p>Update website and social media with closure information</p>
130.	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
131.	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
132.	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		
133.	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
134.	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)
135.	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
136.	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.
137.	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.
138.	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.
139.	UECS Compliance Monitoring.	Undertake remotely	Undertake remotely.
140.	Event and works Authorisation.	Undertake remotely if required.	Undertake remotely if required.
141.	Arrivals planning	Only undertake remote work activity.	Only undertake remote work activity.
142.	Project work.	Completed remotely if feasible, can be deferred.	Completed remotely if feasible, can be deferred.
143.	Risk Register review activity.	Undertake remotely	Undertake remotely
	Governance and management		
144.	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.
145.	VCRO Office	Rota system established, with two members of staff in the office and all others working remotely.	All working remotely.
146.	Financial management	Staff working remotely where appropriate.	All working remotely.

	Activity, service or function	Enhanced protection	Advanced protection
147.	Finance (cash)	Rota system established and in operation.	All cash services put on hold.
148.	Planning	Staff working remotely where appropriate.	All working remotely.
149.	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
150.	Running payroll	Staff working remotely where appropriate.	Undertake remotely. Annual leave may be cancelled.
151.	Organisational Development	Continue as normal, with reduced service offered remotely if necessary	All work undertaken remotely
152.	Occupational Health	Continue as normal, prioritising cases	Work undertaken remotely or via alternative locations (e.g. for vaccinations). Cases prioritised.
153.	Health and Safety	Reduced service: responses made to incidents and fire assessments undertaken	Reduced service: responses made to incidents and fire assessments undertaken