

# **RESTART YOUR BUSINESS WITH**



**BUREAU  
VERITAS**

## **Summary Report For Essex County Fire and Rescue Service**



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## Executive Summary

A voluntary, independent assessment of Essex County Fire and Rescue COVID-19 readiness to re-open business premises, with a statement of assurance issued on completion which can be displayed on your website and in properties. An independent assurance of individual sites where applicable.

## Summary of Scope of Works

### **Restart Your Business With BV.**

**Client:** Essex County Fire and Rescue Service

**Site Address:** Kelvedon Park, Rivenhall, Witham, Essex. CM8 3HB

**Contact:** Karl Edwards

The primary purpose of Restart Your Business with BV service was to provide an assessment of the processes and procedures, systems and controls Essex County Fire and Rescue have implemented in readiness to reopen their premises.

Reviewing processes, procedures, systems and controls in relation to:

- COVID-19 Policies, Procedures and their Communication
- Social Distancing Measures
- Hygiene, Disinfection and Prevention
- Personal Protective Equipment
- Employee Protection
- Supplier Management
- HVAC and Air Circulation
- Equipment Risk
- Water / Legionella Risk
- Psychosocial workload
- Remote Worker Risks

## Project Kick Off and Preparation Phase

A kick-off working session with lead consultant. Took place on the 19<sup>th</sup> January 2021, the kick-off working session covered the following:

- Determine whether an Assurance Statement is required
- Understanding the client measures in place for COVID-19
- Mapping the client portfolio of sites and priority areas
- Define sites to be potentially included and typology
- Agree on pilot assessment scope
- Determine, where an Assurance Statement is required which are the relevant mandatory elements in accordance with Local Law and Regulation
- Review conditions of project deliverables

The deliverables from the kick-off and preparation includes:

- Minutes of meeting of working session
- Draft assessment form
- List of documentation for client to begin preparing at management and site level

A copy of the Kick-off meeting minutes have been included within this document below.

## Kick-Off Meeting

<b>Lead Inspector</b>	Ari Sinai
<b>Date</b>	19 <sup>th</sup> January 2021
<b>Attendees</b>	<p><b>Essex Fire and Rescue Service:</b></p> <p>Rebecca Twin – Executive Assistant</p> <p>Jon Doherty – Head of Property</p> <p>Danny Bruin - Area Manager</p> <p>Thomas Rodwell – Internal Comms Manager</p> <p>Claire Sanders – Business Continuity Advisor</p> <p>Vince Lungley – Wellbeing &amp; Occupational Health Manager</p> <p>Natalie Quickenden – Assistant Director of HR</p> <p>James Palmer - Area Manager, Prevention and Protection</p> <p>Karl Edwards – Director of Corporate Services</p> <p>David Ferguson – Station Manager (Training Representative)</p> <p>Sheldon Dyer – Head of Procurement</p> <p><b>Bureau Veritas:</b></p> <p>Ari Sinai - Lead Auditor</p> <p>Gayle Alberti – Business Development Manager</p>
<b>Scope and Boundaries</b>	<p><b>Desktop review</b> – Documentation covering Essex Fire and Rescue Service as supplied by client in response to document request below.</p> <p><b>Site Inspections</b></p> <p>The meeting attendees agreed the sites for the site audits as follows:</p> <p>Essex County Fire &amp; Rescue Service Headquarters, Kelvedon Park, London Road, Rivenhall, Witham, Essex CM8 3HB.</p> <p>Service Workshops, Transport &amp; Stores – London Road, Lexden, Colchester, Essex CO3 9AA.</p> <p>Chelmsford Training Centre and Whole Time Fire Station – Rainsford Road, Chelmsford, Essex CM1 2QS.</p>

	<p>Service Training Centre and On - Call Fire Station – Hatfield Road, Witham, Essex CM8 1EW.</p> <p>South East Group Service Delivery Point and Whole Time Fire Station – 500 Rayleigh Road, Benfleet, Essex SS7 3TR.</p> <p>South West Group Service Delivery Point and Whole Time Fire Station – Broadmayne, Basildon, Essex SS14 1EH.</p> <p>Braintree On-Call Fire Station, Railway Street, Braintree, Essex CM7 4BN.</p> <p>Halstead On-Call Fire Station, Parsonage Street, Halstead, Essex CO9 1EZ.</p> <p>Ongar On-Call Fire Station, 67 High Street, Ongar, Essex CM5 9DT.</p> <p>Corringham On-Call Fire Station, 43 Fobbing Road, Corringham, Essex SS17 9BN.</p>
<p><b>Potential Dates for System and Site Assessments</b></p>	<p>Client populating Teams folder by Friday 26<sup>th</sup> February 2021. The Teams folder will be frozen on this date – Ari will download the documents from it at an agreed time. After this any additional documents will be sent by email to Ari at <a href="mailto:Ari.Sinai@bureauveritas.com">Ari.Sinai@bureauveritas.com</a>.</p> <p>System assessment to be arranged for early March 2021.</p> <p>Site assessments to be planned for 2<sup>nd</sup> half of March 2021, commencing on Monday 15<sup>th</sup> March.</p>

## Site Selection

Sites assessed with name of Inspector and date

<b>8<sup>th</sup> – 9<sup>th</sup> of March</b>	System Assessment with Ari Sinai 2 MD
<b>Site Assessment:</b>	
<b>17<sup>th</sup> of March</b>	<b>Ari Sinai</b> Braintree On-Call Fire Station, Railway Street, Braintree, Essex CM7 4BN
<b>22<sup>nd</sup> of March</b>	<b>Paula James</b> Service Workshops, Transport & Stores – London Road, Lexden, Colchester, Essex CO3 9AA.
<b>23<sup>rd</sup> of March</b>	<b>Paula James</b> Essex County Fire & Rescue Service Headquarters, Kelvedon Park, London Road, Rivenhall, Witham, Essex CM8 3HB
<b>24<sup>th</sup> of March</b>	<b>Paula James</b> Halstead On-Call Fire Station, Parsonage Street, Halstead, Essex CO9 1EZ
<b>25<sup>th</sup> of March</b>	<b>Paula James</b> Ongar On-Call Fire Station, 67 High Street, Ongar, Essex CM5 9DT.
<b>8<sup>th</sup> of April</b>	<b>Basilio Vieira</b> Chelmsford Training Centre and Whole Time Fire Station – Rainsford Road, Chelmsford, Essex CM1 2QS
<b>14<sup>th</sup> of April</b>	<b>Paula James</b> Service Training Centre and On - Call Fire Station – Hatfield Road, Witham, Essex CM8 1EW
<b>14<sup>th</sup> of April</b>	<b>Basilio Vieira</b> South East Group Service Delivery Point and Whole Time Fire Station – 500 Rayleigh Road, Benfleet, Essex SS7 3TR.
<b>15<sup>th</sup> of April</b>	<b>Basilio Vieira</b> Corringham On-Call Fire Station, 43 Fobbing Road, Corringham, Essex SS17 9BN
<b>19<sup>th</sup> of April</b>	<b>Basilio Vieira</b> Brentwood On-Call and Whole Time Fire Station Brentwood North Road, Brentwood, CM14 4UZ

## System Assessment

System Assessment was conducted on the 8th & 9th March 2021 with the lead consultant; through documentation review and an interview with management level personnel. A list of documentation was provided.

Completion of the System assessment proceeded. Assessment methodology was based on a qualitative questionnaire. The primary tool of assessment was an excel assessment form.

All documentation was reviewed and a list of questions; around the following:

### Themes –

- Facilities - controls in place related to the facility itself including equipment inspection and maintenance
- Hygiene - actions specific to maintaining good hygiene in premises.
- People - subjects specific to people's behavior such as social distancing, PPE and employee protection
- Process - policies and procedures developed to protect employees and maintain business continuity.

### Subjects

- Access
- Equipment
- Cleaning
- Personal Hygiene
- PPE
- Social Distancing
- Training
- Business Continuity
- Employee Protection

Each theme has multiple subjects that are related. Each line of the assessment form represents a specific assessment question to be answered with the client representative at management level or on site.

Each item assessed during the system assessment had an associated verification requirement based on international good practice. Each item was scored on a 3-point scale as:

- Non-compliance – the company has little or no elements in place to meet the requirement
- Partial compliance – the company has partial elements in place to meet the requirements
- Compliant – the company has all elements in place to meet the requirements

The assessment was focused on the measures, procedures and policies that have been defined by Essex County Fire and Rescue Services.





## Site Assessment Phase

The Site Assessment Phase and due to the nature of the business that site visits where announced.

The Site Assessment was conducted by a Bureau Veritas inspector who were locally based.

The inspectors were briefed in advance by the lead consultant who had completed the System Assessment. The assessment used a site-specific assessment form that evaluated the application of protocols and measures reviewed during the System Assessment phase.

The Site Assessment was conducted through documentation review on site, a visual inspection and an interview with local site personnel. Staff were made available to Bureau Veritas inspector during the inspection who could answer questions related to the points of assessment.

Each item assessed during the Site Assessment has an associated verification requirement based on international good practice or local legal requirements. Each item shall be scored as follows:

**If there was a legal requirement** in the country of assessment related to topic and question, it was noted in the appropriate column with details on the legal requirement. In such cases, the 'Verification Requirement' shall be the legally required obligation. The question shall be scored as conformance (green) / non-conformance (red).

**If there was NO legal requirement** in the country of assessment, this shall be noted and the good practice verification requirement, confirmed during the previous phase, shall apply. When this was the case, the question was scored as full compliance (green) / partial compliance (orange) / non-compliance (red).

There were mandatory requirements within the Site Assessment, associated to the system mandatory requirements. These requirements must be all be scored as Compliant and / or Conformance for Bureau Veritas to issue an Assurance Statement.

The Inspector explained their assessment to their host on each visit.



## Reporting Phase

On the completion of all the site assessments, Bureau Veritas began the Reporting Phase. For each point of assessment, the assessor determined a level of compliance as defined in the 'Site Assessment Phase' section.

In each item of the assessment, Bureau Veritas provided guidance or corrective actions to be taken to meet either legal compliance or good practices.

During the Reporting Phase, the Bureau Veritas lead consultant consolidate all findings of the site assessments.

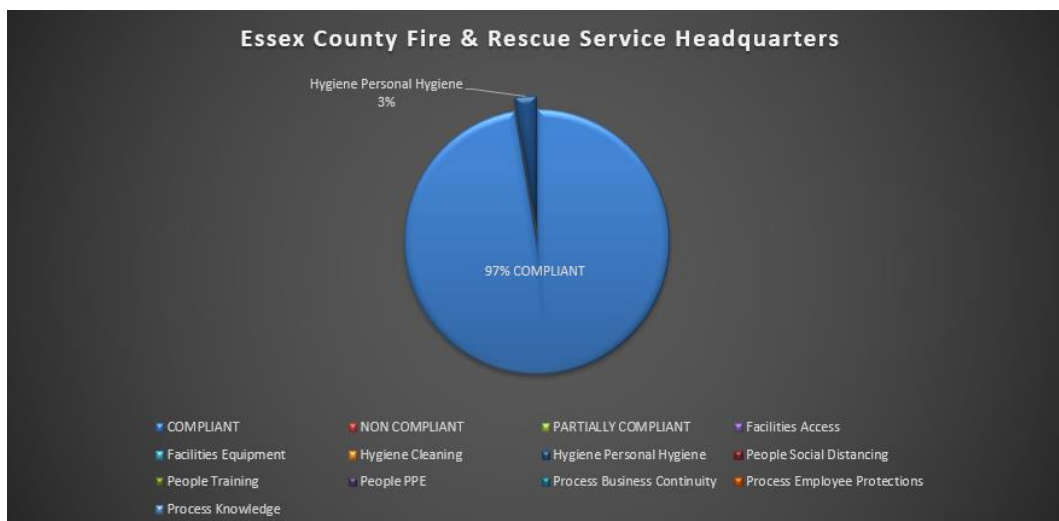
Trend analysis in the findings, have been completed for each site below.

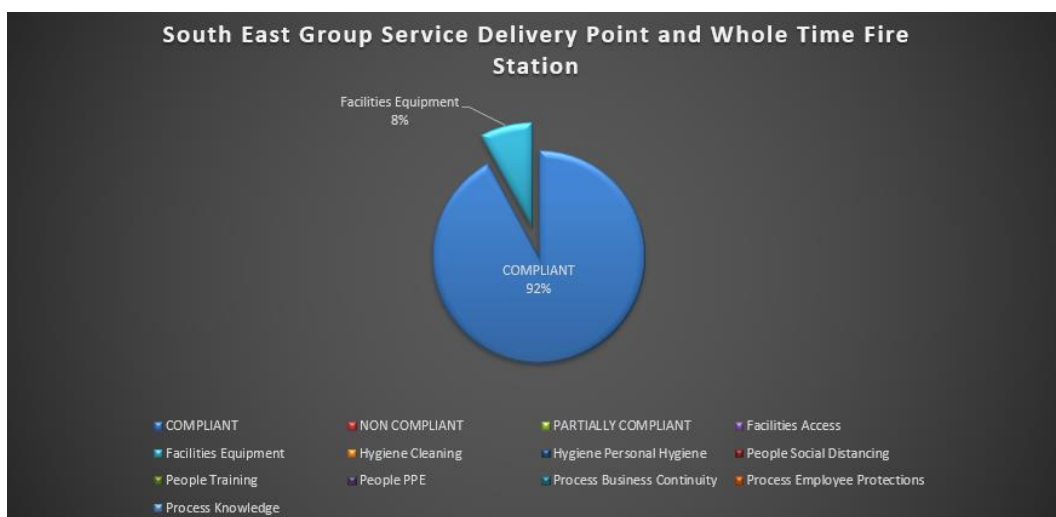
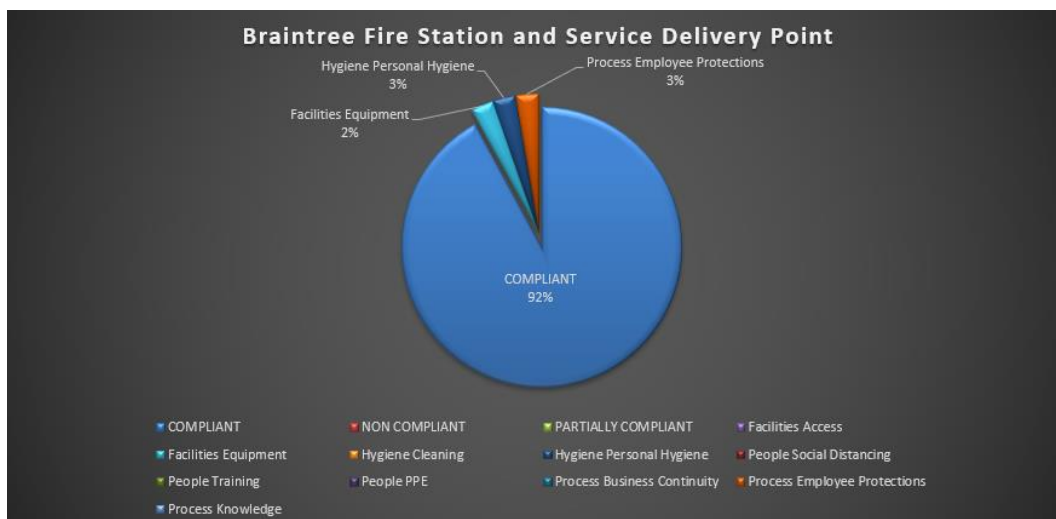
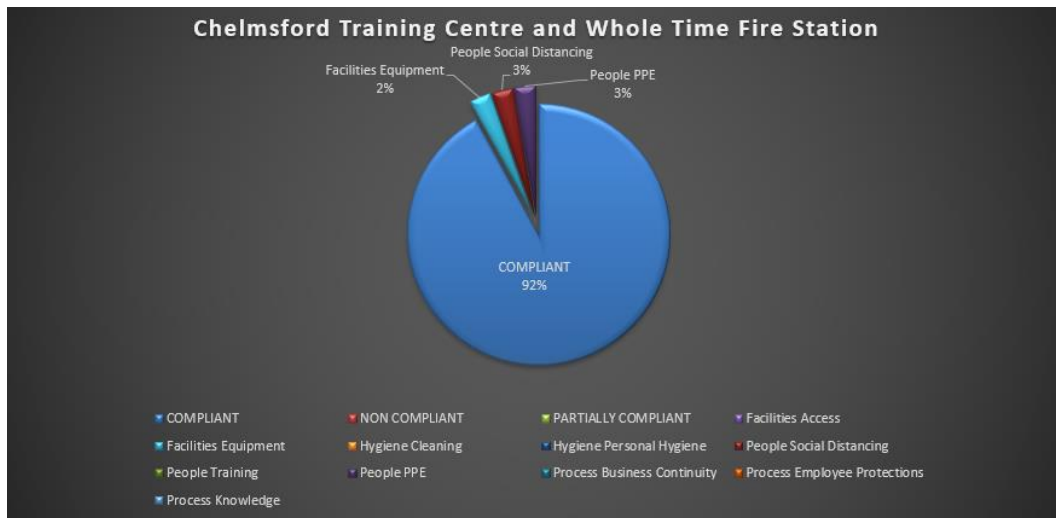
The diagrams for each site shows the theme and the subject area where either a non-conformance or a partially conformance had been found.

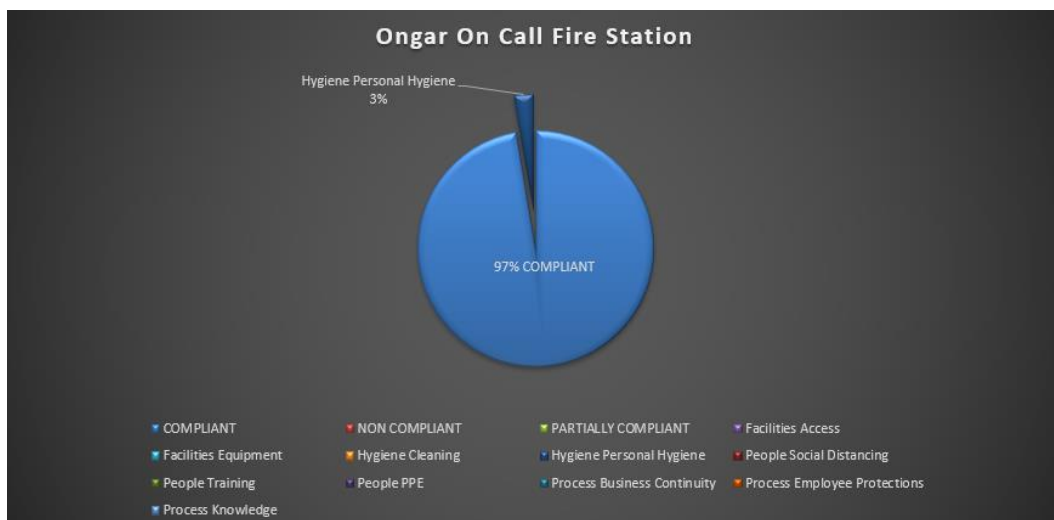
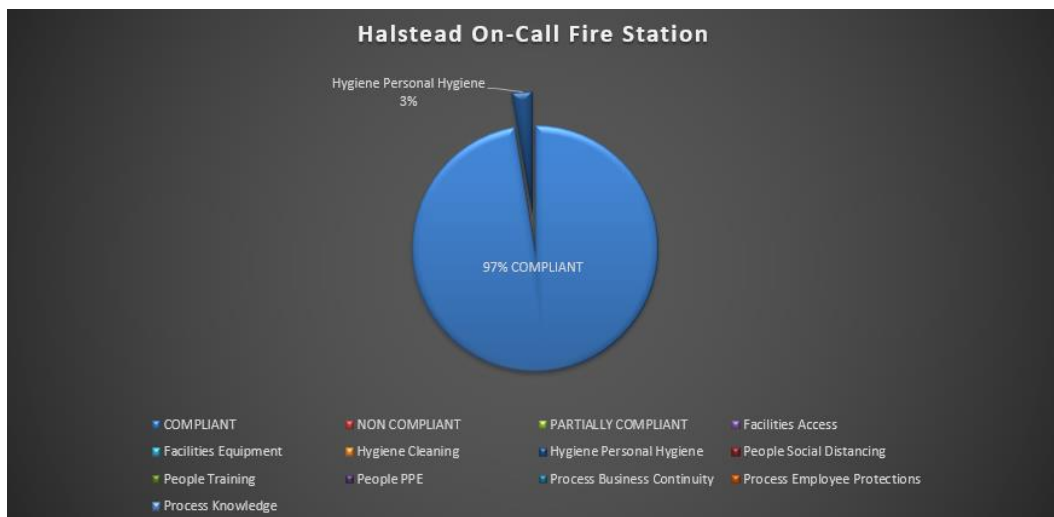
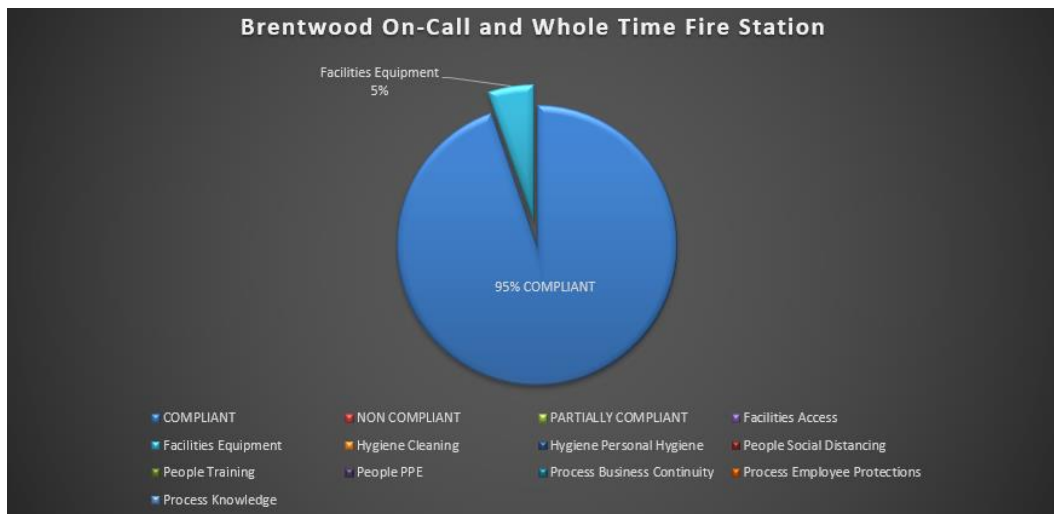
## Sites Assessed with Site Assessment Report Results

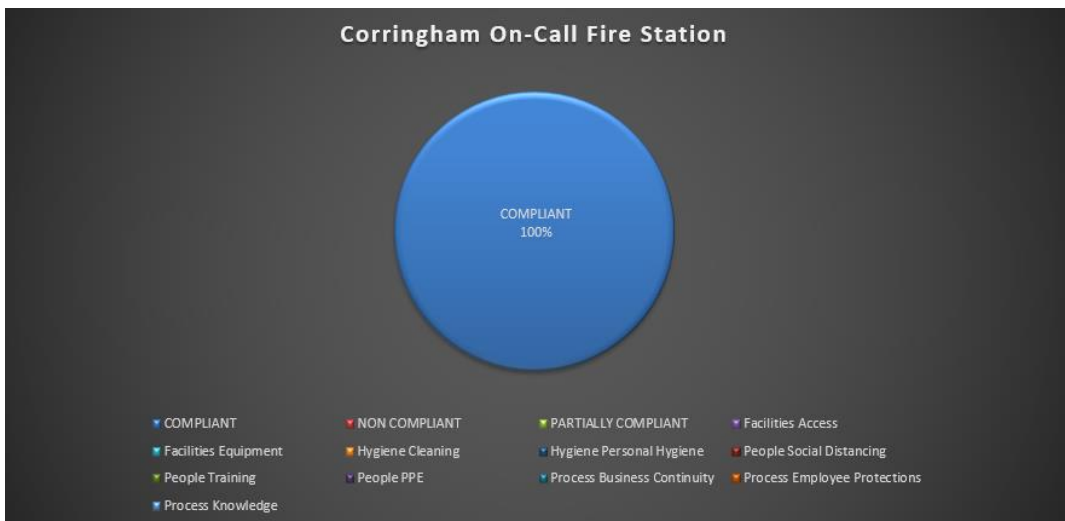
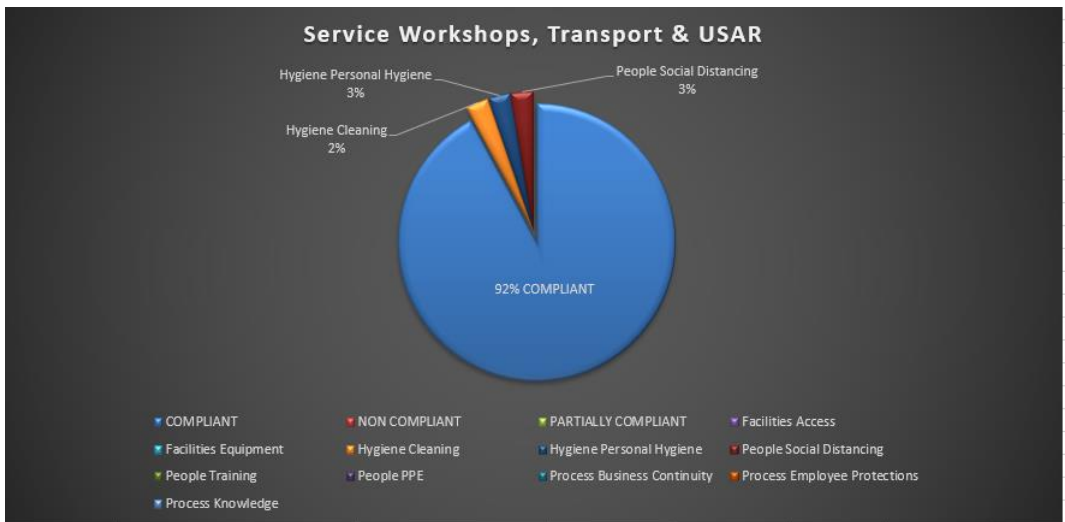
SITE Selection	Level of Conformance for Each Site			Theme and Subject area of Non - Conformance for Each Site									
	COMPLIANT	NON COMPLIANT	PARTIALLY COMPLIANT	Facilities Access	Facilities Equipment	Hygiene Cleaning	Hygiene Personal Hygiene	People Social Distancing	People Training	People PPE	Process Business Continuity	Process Employee Protections	Process Knowledge
Chelmsford Training Centre and Whole Time Fire	35	2	1		1			1		1			
Braintree Fire Station and Service Delivery Point	35	0	3		1		1					1	
South East Group Service Delivery Point and Whole Time Fire Station	35	1	2		3								
Brentwood On-Call and Whole Time Fire Station	36	2	0		2								
Halstead On-Call Fire Station	37	0	1				1						
Ongar On Call Fire Station	37	0	1				1						
Witham Service Training Centre and On-Call Fire	37	0	1				1						
Essex County Fire & Rescue Service Headquarters	37	0	1				1						
Service Workshops, Transport & USAR	35	0	3			1	1	1					
Corringham On-Call Fire Station	38	0	0										

## Summary of NCs for each site











## Summary Report

ECFRS employs 1,417 staff: 652 wholetime firefighters, 396 on-call firefighters, 38 control personnel and 331 support staff.

ECFRS provides prevention, protection and emergency response services from 50 fire stations staffed by wholetime and on-call firefighters. The organisation is administered from its Headquarters at Kelvedon Park in Kelvedon, where the Service also has a Control Centre which takes 999 calls.

There are 53 sites in total as follows - 50 stations, 1 x headquarters, 1 x Wethersfield Training centre (airbase) – other training centres are based at stations therefore not additional sites and 1 x Fleet workshops, stores & USAR (Urban Search & Rescue).

Of the 50 stations, 11 are whole time, 1 is whole time and on-call, 3 are day, 1 is day and on-call and 34 are on-call.

A sampling of sites for Essex County Fire and Rescue Service were visited over the period between March and April 2021.

All sites were found to be sufficiently following and adhering to government guidelines with regards to COVID-19 and their own internal COVID-19 measures, policies and procedures.

All sites had a dedicated risk assessment to their site, which was up-to-date and reviewed regularly.

Example of positives seen during the site visits

1. Reviewed entry and exit routes for visitors and contractors.
2. Communicating clearly, consistently and regularly any new government guidelines, training which showed an understanding and consistency in the ways of working especially within a front-line service.
3. Hand washing facilities and/or hand sanitiser were available.
4. Stagger break times to prevent overcrowding, so that staff can follow social distancing rules.
5. Floor markings clearly on the floor, to ensure social distancing is possible and Cleaning of high touch areas in place.
6. Make sure that staff who do not share a household never share food or drink or stationary items
7. Operational bulletins are sent out across all of Essex County Fire and Rescue Service.
8. PowerPoint training material - Covid-19 Infection Protection Control Training December 2020.

During the site assessments it was observed that Essex County Fire and Rescue duty of care to identify and manage risks to ensure that the workplace is sufficiently COVID-19 secure was noticed. It was also noted that their duty of care to the public whilst carrying out their emergency work as a front-line service had also been included through operational bulletins and training.

There had been reconfiguring of workspaces, meeting areas and common areas to allow appropriate social distancing, possible changes to working hours, and increased workplace cleaning and sanitation measures had also been put in place.

From the analysis it showed good working practices in the following areas

- Facilities - Access
- People - Training
- Process - Business continuity and Knowledge

All sample sites visited were over 90% Compliant against the site assessment criteria, there were a few NC's found area that was found to be mainly within Hygiene – Personal Hygiene where it was found that there was very little evidence to support respiratory adequate.

There were a total of 18 Nc's covering 9 out of the 10 sample sites.

For the Equipment to site(s) such as Ventilation records have been viewed for compliance with HVAC- ventilation requirement.

Water testing; formal flushing regime for low use outlets implemented including and legionella testing have been carried out and documentation is retained.

Bins that had no coverings now all have lids. Visual Aids - Posters for respiratory additional hand hygiene and clean before and after use have been placed in all sites.

Hand sanitiser stations throughout the sites have been evaluated which has led to the introduction of additional hand sanitiser stations being introduced.

Visual aids, such as posters for hand hygiene and respiratory adequate have been implemented.

Memo's and have been written and distributed with regards to Sharing of items.

It is evident that Covid-19 controls have been considered in depth and implemented. To achieve compliant status.

The close out of all NC's have been evidenced and verified as in place by the lead consultant.

Confirmation of awarding of full assurance certification to Essex County Fire & Rescue Service has therefore been given.