



Shaping a World of Trust

CERTIFICATE OF ASSURANCE

Essex County Fire and Rescue Service

Kelvedon Park, Rivenhall, Witham, Essex, CM8 3HB, United Kingdom

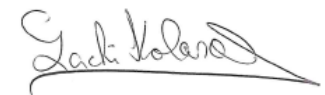
Essex County Fire and Rescue Service has, subject to the scope defined above, established appropriate measures, policies and procedures, in accordance with current good practice, in line with local and national guidelines and WHO guidance to reduce the risk of transmission of COVID-19 by the operation of their business

12-March-2021

Date of Issue

12-September-2021

Date of Expiry



Karolina Lachi Kolarova

Business Unit Director Certification



RETURN TO WORK ASSURANCE SERVICE

SYSTEM ASSESSMENT

Theme	Subject	Reference Number	System Question	System Verification Requirement <i>If there is a legal requirement, that is the checklist factor</i>	Scoring of Question If there is a legal requirement, options are red or green. If no legal requirement, options are red, orange or green.	Auditor Evidence and Notes (Reference Documents & Document Folders in Italics)	Recommendations / Corrective Actions
Facilities	Access	1.1.1	Does the company keep record of who has entered the workplace to aid contact tracing if necessary?	Company retains record of who has entered the workplace for contact tracing if necessary Policy is defined and communicated, required person registers or other means are distributed.	Compliant	Comprehensive track and trace system in place for employees (Managing Covid Symptoms Guidance and Flowchart Version 8 24 Feb 2021 and response to being identified as a close contact of a colleague displaying symptoms Version 1 23/12/2020). All persons (employees, visitors, contractors etc.) have to sign in and out (FW- BV Covid Assurance Audit - email from Rebecca Twin dated 08 Mar 2021).	
Facilities	Access	1.1.2	Does company policy dictate that workplace visitors such as suppliers or visitors are subject to company procedures?	Company has policy to ensure suppliers or visitors are subject to its policies Policy is defined and communicated	Compliant	All persons (employees, visitors, contractors etc.) have to sign in and out (FW- BV Covid Assurance Audit - email from Rebecca Twin dated 08 Mar 2021). Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021 includes on page 11 to request that companies who regularly attend ECFRS premises or those who work alongside ECFRS to provide their health and safety policy/arrangements / or RAMS (risk assessment and method statement) regarding COVID-19 and for ECFRS to work with supply chains to ensure they are adopting good practices to prevent the spread of Covid-19.	
Facilities	Access	1.1.3	Has the company defined procedures and access for suppliers to reduce physical contact with staff?	Company has policy to reduce physical contact with suppliers. Policy is defined and communicated	Compliant	Minimise number of visitors, stagger visitor / contractor etc. timings to minimise social interaction, restriction of access to visitors and contractors and using remote working tools where they are an option are all stipulated as control measures in the Covid 19 Risk Assessment (Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021).	
Facilities	Equipment	1.2.1	Has the company evaluated the installation of no-touch devices such as automatic soap dispensers, no touch wastebaskets etc.?	Company has evaluated installation no-touch devices Evidence of assessment done	Compliant	Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021. Each site has then completed an inspection risk checklist entitled ECFRS - Risk Assessing the Workplace Following Covid-19 Restrictions - Site Specific Risk Assessment Following Guidance in RA002847. Examples include keeping doors open via mag locks linked to fire detection system, provision of PBI lighting at some workplaces and consideration of foot operated bins.	
Facilities	Equipment	1.2.2	Has the company defined additional ventilation measures for workplaces, including additional natural ventilation measures?	Company has defined additional ventilation measures for workplaces Policy is defined and communicated	Compliant	Opening windows and doors to ventilate areas and provision of magnetic door release devices to assist with airflow are stipulated as control measures in risk assessments (Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021). There are only 2 full building HVAC systems in the building portfolio, operating 24/7 (FW_section 1 visitors log - email from Jon Doherty dated 08 Mar 2021).	
Facilities	Equipment	1.2.3	Has the company revised policies regarding air treatment?	Company has revised policies in regard to the HVAC and air circulation Policy is defined and communicated	Compliant	There are only 2 full building HVAC systems in the building portfolio, operating 24/7. Neither of the buildings have systems that utilise internal air recovery (FW_section 1 visitors log - email from Jon Doherty dated 08 Mar 2021).	
Facilities	Equipment	1.2.4	Has the company revised its policy regarding periodical change of air filters?	Company has revised the policy of changing air filters Policy is defined and communicated	Compliant	There are only 2 full building HVAC systems in the building portfolio, operating 24/7. Neither of the buildings have systems that utilise internal air recovery. Filtration of incoming air is below medical level although air testing has been, and will continue to be done (FW_section 1 visitors log - email from Jon Doherty dated 08 Mar 2021).	
Facilities	Equipment	1.2.5	Has the company evaluated risk related to their primary equipment in their workplaces (maintenance and safety inspections)?	Company has evaluated equipment risk as part of their re-opening Evaluation done and results communicated, particular focus on equipment which required checks are overdue since or which state after period of less frequent use could be impacted.	Compliant	All workplaces remained open. Only head office had reduced occupancy level. All critical maintenance continued as normal with mechanical elements serviced in line with SFG20 (FW_section 1 visitors log - email from Jon Doherty dated 08 Mar 2021 and telephone conversation with Jon Doherty on 08 Mar 2021).	
Facilities	Equipment	1.2.6	Has the company evaluated risk related to their legionella in their workplaces and instructed to a scheme of control or restart process?	Company has evaluated legionella risk as part of their re-opening Evaluation, taking into consideration preventive measures, applicable flow and temperatures are done and results communicated	Compliant	All workplaces remained open. Only head office had reduced occupancy level. All critical maintenance continued as normal, including legionella control. Head Office reduced occupancy impacts on legionella controls have been reviewed and amended (FW_section 1 visitors log - email from Jon Doherty dated 08 Mar 2021). A formal recorded system for regular flushing of water outlets at Kelvin Hall has been implemented due to reduced occupancy (RE_PRIORITY - Additional Legionella controls - email from Stuart Morris dated 09 Mar 2021).	
Hygiene	Cleaning	2.1.1	Have the cleaning and disinfecting protocols been revised since the COVID-19 pandemic?	Cleaning, disinfecting and hygiene protocols have been updated to meet the COVID-19 pandemic Policy is defined and communicated, local requirements are used as a reference and complied with.	Compliant	Increased frequencies of workplace cleaning routine by contractors and also, if required, by On Call personnel, are control measures stipulated on page 13 of Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021.	
Hygiene	Cleaning	2.1.2	Does the policy state that surfaces and objects must be wiped with disinfectant regularly?	Company policy is for surfaces and objects to be wiped with disinfectant regularly Policy is defined and communicated, frequency based on risk / usage intensity	Compliant	Frequent sanitising of objects and surfaces that are touched regularly, such as door handles and light switches is stipulated on page 13 of Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021. Safety Flash Essex-SF-12 Workplace Hygiene During Covid-19 dated 8th April 2020 requires consideration for disinfection wiping or washing before and after use of the listed high frequency touch points, and highlighted that the list is not exhaustive. The scope covers fire appliances and operational equipment, offices, gym and fitness equipment and kitchens.	
Hygiene	Personal Hygiene	2.2.1	Does policy state that hand sanitizers with rubbing alcohol must be present through the workplace?	Hand sanitizers with rubbing alcohol are present through the workplace Policy is defined and communicated, quantity and location are based on assessment	Compliant	Requirement stipulated throughout Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021.	
Hygiene	Personal Hygiene	2.2.2	Does policy state that hand sanitizers are regularly refilled?	Hand sanitizers are regularly refilled Policy is defined and communicated	Compliant	Refilling responsibilities are described as: At stations it is anyone, at SHQ it is Steve Kerridge H&S Risk Assessment Officer and Graham Young in Property (Replenish of sanitiser dispensers at all sites - email from Rebecca Twin dated 09 Mar 2021).	
Hygiene	Personal Hygiene	2.2.3	Is there a communication plan promoting good personal hygiene (handwashing, respiratory hygiene etc.)?	On site communication promoting good personal hygiene (handwashing, respiratory hygiene etc.) Communication Plan is defined and communicated, quantity and location are based on assessment	Compliant	Critical information sent by safety flash that includes handwashing guidance e.g. Safety Flash Essex-SF-10 Sanitizers and Hygiene Guidance Feb 2020. All risk assessments available on intranet and Covid Sharepoint page, weekly news circulated, Covid Group meetings held and fortnightly investment in place (FW- BV Covid Assurance Audit - email from Rebecca Twin dated 08 Mar 2021). Signs and posters of hand washing techniques required by Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021.	
Hygiene	Personal Hygiene	2.2.4	Are employees advised to communicate with visitors (incl. suppliers and customers) on prevention measures at various opportunities?	Communicate where possible with guidance on prevention measures Communication Plan is defined and communicated, periodicity and location are based on assessment. If relevant, standard means of communication (posters for instance) are distributed.	Compliant	Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021 includes on page 11 to request that companies who regularly attend ECFRS premises or those who work alongside ECFRS to provide their health and safety policy/arrangements / or RAMS (risk assessment and method statement) regarding COVID-19 and for ECFRS to work with supply chains to ensure they are adopting good practices to prevent the spread of Covid-19.	
People	PPE	3.1.1	Are procedures defined to provide PPE to staff in the workplace if legally required?	Facemasks and tissues are made available for workers in cases legally required Policy is defined and communicated	Compliant	Covid-19 Safety Guidance Handbook February 2021 includes PPE requirements, in particular Appendix U - Face Wear: What to Wear and When (Poster), Appendix H - Guidance for Wearing Covid Safe PPE and Appendix R - Covid-19 PPE Guidance Video.	
People	PPE	3.1.2	Has the company defined a contingency stock of preventative PPE to be maintained?	Company maintains stock for preventative PPE Policy is defined and communicated, the quantity is based on assessment of requirement and they are meeting local specification requirements	Compliant	Stock records kept that cover all safety including Covid-19 related consumables e.g. wipes, roll aprons, hand sanitiser (50ml and 500ml), disinfectant wipes, FFP3 masks, FFP2 masks, Type IIR Face Masks, antigen tests, nitrile gloves and clinical waste bags. The information includes the number of each item issued to each site from central stores (Week ending 12 Feb 2021 Stock Excel File). Scheduled orders placed to ensure regular supply. These are topped up with small supplemental orders from time to time to redress a stock deficiency - ECFRS have found these easier to source than a large amount (FW_PRIORITY - ACTION - BV System Assessment email from Rebecca Twin dated 09 Mar 2021).	
People	PPE	3.1.3	Are procedures defined to ensure potentially contaminated waste is disposed of safely?	Potentially contaminated materials are disposed of safely Policy is defined and communicated	Compliant	Safety Flash 11A Essex-SF-11A 22/05/2020 Covid-19 Operational Response includes PPE and PPE disposal requirements where Covid-19 is present or suspected, including for when entering a property where members of the public are self-isolating. Requirements include disposing of nitrile gloves by bagging and disposing as clinical waste, requirements to treat contaminated firefighting PPE as per service Decontamination Guidance, washing hard-surface items at scene with soap and water or chlorine solution in liaison with a HMEPA (Hazardous Materials and Environmental Protection Adviser) and decontamination procedure for Sundstrom half masks. General protocol for waste potentially contaminated with Covid-19, based on double bagging, securing for 72 hours then placing in normal waste, is provided in Covid Handbook Appendix W - Covid-19 Infection Protection Control Training December 2020.	
People	Social Distancing	3.2.1	Has the company defined the implementation of social distance measures throughout the workplace?	Social distance measures have been planned to keep employees a safe distance apart Assessment is done, policy has been defined and communicated. Distance measures meet local requirements. If none local requirements the minimum is to control number of occupants on premises and 1.5 mtr distance.	Compliant	Social distancing measures based on 2m stipulated throughout Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021 and in the Social Distancing Section of Covid Handbook Appendix W - Covid-19 Infection Protection Control Training December 2020. Protocols in place to cover activities where 2m SD may not be achieved, such as Safety Flash 11A Essex-SF-11A 22/05/2020 Covid-19 Operational Response.	
People	Training	3.3.1	Does the company offer training to employees on prevention measures and the use of PPE?	Company provides training to staff on prevention measures and the use of PPE Evidence of training or instruction	Compliant	Overview provided in Covid Handbook Appendix W - Covid-19 Infection Protection Control Training December 2020. Detail provided as required, for example Safety Flash 11A Essex-SF-11A 22/05/2020 Covid-19 Operational Response includes PPE and PPE disposal requirements where Covid-19 is present or suspected, including for when entering a property where members of the public are self-isolating. Covid-19 Safety Guidance Handbook February 2021 includes PPE requirements, in particular Appendix U - Face Wear: What to Wear and When (Poster), Appendix H - Guidance for Wearing Covid Safe PPE and Appendix R - Covid-19 PPE Guidance Video.	
Process	Business Continuity	4.1.1	Does the company have a business continuity plan in place in the event that a significant number of employees are affected by an outbreak?	A business continuity plan should be in place in case of an outbreak among employees Plan is defined and communicated	Compliant	Business continuity plan is detailed in Essex County Fire & Rescue Service Infectious Diseases Plan signed off by SLT (Strategic Leadership Team) on 9th June 2020. The plan locations are specified on the front page as ECFRS intranet and Business Continuity Sharepoint.	
Process	Business Continuity	4.1.2	Has the company identified potential alternative suppliers for services related to COVID-19 prevention (e.g. PPE suppliers, cleaning, etc.)?	Company has contingency plans for alternative suppliers for COVID-19 prevention related services Evidence of assessment done	Compliant	Regular orders are placed with Oxford Safety Ltd. ECFRS has other suppliers on its system including Arco, Buntl Supplies, Global Health Group, SP Services, Kays Medical and Medtree (FW_PRIORITY - ACTION - BV System Assessment email from Rebecca Twin dated 09 Mar 2021). For cleaning contractors 2 are in place which can attend the portfolio - Pinnacle and Monthind (RE_Contingency Plan for Cleaning Contractor - Question for Covid Assurance Assessment - email from Jon Doherty dated 09 Mar 2021).	
Process	Employee Protections	4.2.1	Are procedures in place limiting and discouraging business travel?	Business travel has been restricted appropriately Policy is defined and communicated, covering local governmental guidelines on travel	Compliant	Section 18 of the Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021 covers avoiding unnecessary work travel and keeping employees safe when they travel between locations.	
Process	Employee Protections	4.2.2	Are workers denied from coming to work if they display symptoms?	Any worker displaying symptoms such as cough or fever is denied access to the workplace Policy is defined and communicated, incl. company reporting policy	Compliant	Managing Covid Symptoms Guidance and Flowchart Version 8 24 Feb 2021 in place that covers starting to experience symptoms at home or at work, close contact tracing, getting tested and actions in the event of positive and negative test result. Separate flow chart provided for response to being identified as a close contact of a colleague displaying symptoms Version 1 23/12/2020. In both cases isolating at home is required (for close contact only if colleague's test result is positive).	The Organisation may wish to consider whether to put Do Not Enter with Covid-19 symptoms signage at building entrances.
Process	Employee Protections	4.2.3	Is there a preparedness plan in place to prevent infection in meetings (e.g. number of attendees, PPE, etc.)?	Preparedness plans are in place to prevent infection in meetings Policy is defined and communicated, minimum requirement are the WHO standards	Compliant	Section 5 of the Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021 covers reducing transmission due to face-to-face meetings including maintaining social distancing in meetings. The first control measure specified is to use remote working tools to avoid in-person meetings. Other controls include only holding absolutely essential meetings, minimising their duration, maintaining 2m SD, holding meetings outside or in well-ventilated rooms, avoiding sharing objects such as pens, avoiding mixing of teams and provision of hand sanitiser.	

Process	Employee Protections	4.2.4	Is there a response plan in place in case an employee becomes ill at work or tests positive? (isolated, transferred to care etc.)	A response plan is in place for someone who becomes ill at work or tests positive shortly after being in the workplace Policy is defined and communicated, measures include retraining / monitoring co-colleagues	Compliant	Managing Covid Symptoms Guidance and Flowchart Version 8 24 Feb 2021 in place that covers starting to experience symptoms at home or at work, close contact tracing, getting tested, actions in the event of positive and negative test result. Separate flow chart provided for response to being identified as a close contact of a colleague displaying symptoms Version 1 23/12/2020.
Process	Employee Protections	4.2.5	Does the company promote teleworking wherever possible?	Company actively promotes teleworking Policy is defined and communicated	Compliant	Section 8 of the Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021 includes using remote tools where possible for managing contractors, visitors and members of the public.
Process	Employee Protections	4.2.6	Is there a communicated policy in place to allow vulnerable people to work at home or to exempt them from work (older age, existing conditions, pregnancy etc.)?	Company considers vulnerable people for teleworking or exemption Policy is defined and communicated	Compliant	Section 1 of the Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021 covers protecting people who are at high risk. Clinically extremely vulnerable individuals are advised not to work outside home. Clinically vulnerable individuals are helped to work from home in current or alternative roles and if not possible to work from home are offered the option of the safest available on-site roles.
Process	Employee Protections	4.2.7	Has the company evaluated the impact of the pandemic on employee mental health and stress?	Company has considered mental health and stress of employees during pandemic Evidence of assessment, minimum by local legal means	Compliant	Section 1 of the Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021 includes mental health and wellbeing support in particular for clinically vulnerable, clinically extremely vulnerable and BAME employees. Section 17 of the Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021 includes monitoring of the mental health and wellbeing of employees and refers to the government having published guidance on the mental health and wellbeing aspects of Covid-19.
Process	Employee Protections	4.2.8	Has the company evaluated and / or implemented strategies to minimize employee exposure such as staggered work shifts, downsizing operations, delivering services remotely, and other exposure-reducing measures?	Company has evaluated strategic means to reduce employee exposure and risk of contagion such as staggered work shifts, downsizing operations, delivering services remotely Evidence of assessment	Compliant	Addressed throughout the Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021. For example Section 3 - consider maintaining SD when coming in to and leaving work by e.g. staggering arrival and departure times, increasing the number of entry points, one-way flows with signage at entry and exit points, staggering break times, staggering visitor/contractor timings and using remote working tools for meetings.
Process	Employee Protections	4.2.9	Does the company provide travel advisory for travellers going to, during, or returning from travel at locations with ongoing infection of COVID-19?	Company defines travel advisory for travellers going to, during or returning from locations with infection Evidence of advisory, including the requirement to report	Compliant	There is information about foreign travel, including a link to notify of foreign travel on the Intranet Coronavirus page (email from Rebecca Twin dated 09 Mar 2021).
Process	Knowledge	4.3.1	Is there a process in place to monitor government / authorities' COVID-19 regulations and how to communicate updates / changes to local sites through instructions and communication?	Company monitors and communicates government / authority pandemic guidelines + updates Process is defined and communicated, evidence of latest updates and how these were communicated are available.	Compliant	Ref. Government Guidelines - email from Rebecca Twin dated 09 Mar 2021: Government updates and guidelines are presented to the Strategic Coordination Group (SCG), this is a weekly meeting and at least one member of SLT (Strategic Leadership Team) attends, Public Health England also attends along with multiple agencies/partners. The information from this meeting works both ways, receive and give updates. Government communications are also received via National Fire Chief's Council (NFCC) to our SLT. Agenda of 11th March meeting observed. SLT forwards comms to appropriate departments with any necessary actions and/or via weekly Managers briefings, or the appropriate Covid group meetings.
Process	Knowledge	4.3.2	Has a company wide risk assessment been performed regarding COVID-19?	Risk Assessment has been done by company on pandemic risk to organization Evidence of assessment, all factors / subjects of this assessment are covered	Compliant	Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021. Each site has then completed an inspection risk checklist entitled ECFRS - Risk Assessing the Workplace Following Covid-19 Restrictions - Site Specific Risk Assessment Following Guidance in RA002847. Task specific risk assessments are also completed where appropriate for tasks (including those carried out away from the workplace) - includes, amongst others, Covid ULV Fogger Unit and Transfer of Covid Patients to and from Nightingale hospitals and Community Vaccination Support (Folder 8 - Service Risk Assessments).
Process	Knowledge	4.3.3	Has the company communicated the risk assessment results and advised local adaptation?	Risk Assessment results have been communicated across the organization Evidence of communication	Compliant	Good range of communication mechanisms in place such as weekly news, fortnightly recorded Live Stream, Intranet, Covid Sharepoint page & Covid group meetings (FW: BV Covid Assurance Audit - email from Rebecca Twin dated 08 Mar 2021). Formal training is also provided (Covid-19 Infection Protection Control Training December 2020) - mandatory for all operational service personnel and offered to all non-operational personnel via the Covid Handbook and Intranet (FW: Training - email from Rebecca Twin dated 09 Mar 2021).
Process	Knowledge	4.3.4	Does the company actively monitor the number of COVID-19 infections among staff?	Company actively monitors number of COVID-19 infections among staff Evidence of process	Compliant	Yes, and is compared to the rate amongst the general population in the county (Folder 11 - Absences due to COVID July 2020 to Feb 2021). An increase was apparent from December 2020 when lateral flow testing was introduced.
Process	Knowledge	4.3.5	Does the company make its policies easily available to employees, suppliers and customers?	Company makes its policies available to employees, customers and suppliers Evidence of distribution method	Compliant	Good range of communication mechanisms in place such as weekly news, fortnightly recorded Live Stream, Intranet, Covid Sharepoint page & Covid group meetings (FW: BV Covid Assurance Audit - email from Rebecca Twin dated 08 Mar 2021). Generic Risk Assessment - Workplace Assessment Following Covid-19 Restrictions RA002847/7 dated 02/02/2021 includes on page 11 to request that companies who regularly attend ECFRS premises or those who work alongside ECFRS to provide their health and safety policy/arrangements / or RAMS (risk assessment and method statement) regarding COVID-19 and for ECFRS to work with supply chains to ensure they are adopting good practices to prevent the spread of Covid-19.
Process	Knowledge	4.3.6	Does the company have a policy to identify a competent employee to whom medical questions can be asked?	Company has identified key employees or a 3rd party to serve as contact points for staff with questions Policy is defined and communicated, including contact details	Compliant	Occupational Health Department is available 24/7 - Referral to Occupational Health Intranet Page is used for referrals and managing attendance. Usual process is that, should an employee require medical advice or treatment then an occupational health referral form is to be completed by their manager (with approval from individual) and submitted to the Occupational Health Team (Occupational Health - email from Rebecca Twin dated 09 Mar 2021).
Process	Knowledge	4.3.7	Are roles and responsibilities defined for who is responsible across the company for implementation of policies and procedures?	Company has defined who is responsible for implementation and monitoring of policy implementation Policy is defined and communicated, including contact details	Compliant	Dave Bill, Director of Innovation, Risk & Future Development (dave.bill@essex-fire.gov.uk 07711 797167) is designated as responsible (0 - BV Document request - ECFRS Response).