

Business Resilience Planning Note

DEALING WITH THE COVID-19 PANDEMIC

Issue Date: 16th March 2020

Objective: *“Maintaining business continuity while being socially responsible and implementing appropriate / proportionate measures to protect staff”*

Perspective: Current advice indicates that most people will only suffer mild flu-like symptoms but for a small portion of the population identified as usually being in at-risk categories there can be severe consequences if they catch the virus. The period during which the pandemic will be active is unclear but current indications are up to approx. 4 months. At the same time the factors of production need to be maintained; incomes are required to pay the bills.

1. Follow government or other mandatory advice where provided.
2. In the absence of such advice or in addition to it:
 - 2.1. People in identified at-risk categories, or who live with such people, should:
 - 2.1.1. As matter of course whenever practicable work from home. Active measures, such as provision of IT equipment should be implemented to facilitate this.
 - 2.1.2. If people in this category do need to visit one of the BHA offices, or elsewhere, for business / work purposes then they should either use public transport outside of peak travel times or private transport.
 - 2.1.3. Follow the guidelines advised below in addition to the above.
 - 2.2. Other partners and staff should:
 - 2.2.1. London office: Arrange their workload to work from home and/or minimise travel whenever practicable.
 - 2.2.2. Bath office: It is currently anticipated that staff will work in the office unless they develop a temperature and persistent cough, in which case they should self-isolate by working from home (if well enough to do so).
 - 2.2.3. Minimise contact with people where alternatives exist. Audio or video conferencing should be used whenever feasible instead of face to face meetings. Shaking hands or other ‘flesh to flesh’ greetings should be avoided; elbow bumps now seem to be socially acceptable.
 - 2.2.4. Where a site visit, or to another location, is required (e.g. as part of a contractor payment review process) then either use public transport outside of peak travel times or private transport. While on site, or at another location, minimise people contact and do not engage in ad-hoc meetings etc. Stick to the purpose of the visit and leave at the earliest opportunity.
 - 2.2.5. Staff should check themselves for symptoms of the virus before leaving home for work. If they detect any signs then they should self-isolate immediately, follow then current guidance as to the isolation period and notify their office accordingly.

2.3. Office Arrangements:

- 2.3.1. The telephone main number 'first response' is being switched to the Bath office.
- 2.3.2. To avoid inter-office contamination Bath and London staff should not meet or visit each other's offices.
- 2.3.3. Surfaces in the offices that are regularly touched (eg door handles) are to be frequently rubbed down with disinfectant wipes.
- 2.3.4. Our support companies planning to deal with this situation is to be reviewed. IT support continuity to be kept under review.

2.4. Resilience Procedures:

- 2.4.1. Current key staff shadowing (back up) arrangements to be reviewed. Whenever practicable key staff should be shadowed / backed-up by staff from another office.
- 2.4.2. Everyone is reminded of the particular importance of frequent team updates / reports and maintaining electronic filing to ensure continuity in the case of a staff member's absence.

2.5. Project Related Considerations:

- 2.5.1. It is foreseeable that there will be COVID-19 related claims on various projects. These may be valid. Similarly they could be used as a cover for other failings for which a contractor may be liable. It is particularly important to have as comprehensive records as practical in order to consider such claims. These are those obtained as a matter of course or particularly required in order to consider such claims. The presence of a pandemic will not be a de facto EoT. As usual it will come down to cause and effect for which particularisation will be required.