

COVID19

General risk assessment

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Risk assessment subject:	Operating during the COVID19 pandemic			Location of Activities:	Across Aster Group properties and corporate premises
Name of Assessor:	Paul Browne	Position:	Health and Safety Director	Updated:	21/09/2020

Identified hazard/activity	Persons at risk	Risk Assessment	Control measures	Revised Risk Rating
Vulnerable colleagues	<ul style="list-style-type: none"> Colleagues who have been identified as vulnerable to COVID19 due to age or underlying health condition Colleagues who have been identified as extremely clinically vulnerable 	High	<ul style="list-style-type: none"> All colleagues involved in front-line activities or, who need to access corporate premises are being individually assessed for vulnerabilities due to age or underlying health conditions. Front-line duties will be allocated taking account of these assessments and additional controls will be in place as needed. In case of doubt, colleagues are referred to the occupational health provider to establish vulnerability to COVID19 and provide advice 	Low
Vulnerable customers	<ul style="list-style-type: none"> Customers who have been identified as vulnerable to COVID19 due to age or underlying health condition Customers who have been identified as extremely clinically vulnerable 	High	<ul style="list-style-type: none"> All appointments are triaged, and questions are asked about vulnerabilities prior to carrying out work in a customer's home Specific measures have been developed to protect vulnerable customers during works, including face coverings, social distancing and other measures Detailed guidance is provided to all colleagues involved in these activities 	Medium/low
Office use	Colleagues, customers and visitors	High	<ul style="list-style-type: none"> Offices are closed to customers until the risk reduces to an acceptable level Office-based colleagues are working from home until further notice The Andover, Devizes, Wareham, Oxford Court, Envoy House and wells offices are open for collection of post and printing, but attendance is very low and 2m social distancing measures can easily be observed Strict social distancing and hygiene measures in place for colleagues who have to visit offices (in line with COVID secure guidance) A group has been established to look at measures in place and additional controls which may be required when offices re-open Detailed risk assessments for use of specific offices are available to colleagues who need to visit corporate buildings 	Low

Identified hazard/activity	Persons at risk	Risk Assessment	Control measures	Revised Risk Rating
Lettings	Colleagues involved in the lettings process and prospective tenants. Maintenance colleagues.	High	<ul style="list-style-type: none"> • Viewings via video are available should the customer wish or their circumstances dictate • Document signing and key collection is being carried out remotely wherever possible • Strict social distancing and hygiene measures are in place for physical viewings (in line with government guidance). • A detailed risk assessment has been prepared which will be made available to colleagues involved in the activity 	Low
Maintenance activities	Maintenance colleagues and customers	High	<ul style="list-style-type: none"> • Detailed guidance has been developed to protect colleagues and customers during maintenance activities, this includes social distancing, face coverings and hygiene measures (in line with the government guidance) • The work being carried out is under constant review and activities may be restricted if our assessment and government guidance indicates this to be necessary • All activities are be subject to a detailed risk assessment and will be carried out in line with the government guidance • Colleagues involved in front-line activities are individually consulted, briefed and an assessment of their personal vulnerabilities will be carried out 	Medium/ Low
Compliance activities	Maintenance colleagues and customers	High	<ul style="list-style-type: none"> • Detailed guidance has been developed to protect colleagues and customers during compliance activities, this includes social distancing, face coverings and hygiene measures (in line with the government guidance) • All activities are be subject to a detailed risk assessment and will be carried out in line with the government guidance • Colleagues involved in front-line activities are individually consulted, briefed and an assessment of their personal vulnerabilities will be carried out 	Medium/ Low
Planned works	Maintenance colleagues and customers	High	<ul style="list-style-type: none"> • Detailed guidance has been developed to protect colleagues and customers during maintenance activities, this includes social distancing, face coverings and hygiene measures (in line with the government guidance) • The risk is under constant review and activities will be restricted if our risk assessment and government guidance indicate this is necessary • All activities are subject to a detailed risk assessment and will be carried out in line with the government guidance • Colleagues involved in front-line activities are individually consulted, briefed and an assessment of their personal vulnerabilities will be carried out 	Medium/ Low

Identified hazard/activity	Persons at risk	Risk Assessment	Control measures	Revised Risk Rating
Estate inspections	Housing colleagues and customers	Medium	<ul style="list-style-type: none"> • Estate inspection activities are be subject to a detailed risk assessment which will be made available to colleagues involved • Detailed guidance has been developed to protect colleagues and customers during front-line activities, this includes social distancing, face coverings and hygiene measures (in line with the government guidance) • Colleagues involved in front-line activities are individually consulted, briefed and an assessment of their personal vulnerabilities will be carried out 	Low
Independent Living Schemes	Housing colleagues and customers	High	<ul style="list-style-type: none"> • Scheme inspections are taking place on all Independent Living Schemes • Scheme inspections are subject to a detailed risk assessment which will be made available to colleagues involved • Detailed guidance has been developed to protect colleagues and customers during front-line activities, this includes social distancing, face coverings and hygiene measures (in line with the government guidance) • Colleagues involved in front-line activities are individually consulted, briefed and an assessment of their personal vulnerabilities will be carried out • Communal areas and guest rooms have been closed and limited access to laundry rooms 	Medium/Low
Customer support functions (safeguarding, financial responsibility etc)	Housing colleagues and customers	High	<ul style="list-style-type: none"> • Customers are being helped via telephone rather than face-to-face during the pandemic 	Low
Development activities	<ul style="list-style-type: none"> • Development colleagues involved in site visits and inspections • Consultants visiting sites on behalf of Aster • Contractors 	High	<ul style="list-style-type: none"> • Colleagues involved in front-line activities are individually consulted, briefed and an assessment of their personal vulnerabilities will be carried out • Assurance is sought from contractors that social distancing measures are in place prior to visits being conducted, • Detailed guidance has been developed to protect colleagues during site visits and this includes face coverings and hygiene measures (in line with government guidance) • Colleagues and consultants are required to follow any local site rules set by Principal Contractors when on site • All site meetings are being conducted on-line • Desktop review to be used as much as possible to reduce the need for physical presence on site 	Medium/Low

			<ul style="list-style-type: none"> • A detailed risk assessment for development activities has been conducted and will be made available to all colleagues and consultants involved. 	
Sales	<ul style="list-style-type: none"> • Sales colleagues involved in site visits, viewings, etc. • Agents visiting sites on behalf of Aster • Contractors • Customers 	High	<ul style="list-style-type: none"> • Virtual viewings are being made available to customers • Document signing and key collection is being carried out remotely • Strict social distancing and hygiene measures are in place for physical viewings (in line with government guidance). • A detailed risk assessment has been prepared which will be made available to colleagues involved in the activity 	Medium/ Low

Identified hazard/activity	Persons at risk	Risk Assessment	Control measures	Revised Risk Rating
Survey & inspection activities (including voids)	<ul style="list-style-type: none"> • Surveyors • Customers 	High	<ul style="list-style-type: none"> • Detailed guidance has been developed to protect colleagues and customers during survey activities, this includes social distancing, face coverings and hygiene measures (in line with the government guidance) • All activities are be subject to a detailed risk assessment and will be carried out in line with the government guidance, these assessments will be shared with colleagues involved in the activities • Colleagues involved in front-line activities are individually consulted, briefed and an assessment of their personal vulnerabilities will be carried out 	Low
Meetings & training	<ul style="list-style-type: none"> • Colleagues • Consultants • Others involved in meetings 	High	<ul style="list-style-type: none"> • All colleagues are advised to hold meetings via on-line platforms as the first preference • Face-to-face meetings are only permitted outside or in a COVID secure venue and for a maximum of six people. 	-
Large events & gatherings	<ul style="list-style-type: none"> • All colleagues involved in large events & gatherings 	High	<ul style="list-style-type: none"> • Large gatherings have been cancelled for the remainder of the calendar year • Where possible, events have been moved to on-line platforms 	-

Further Precautions/Arrangements:

- The COVID19 risk has been assessed as high although the situation is changing quickly and there is the potential for changes to Aster's approach.
- The RCG has been in place throughout the pandemic. This group is made up of subject matter experts and senior directors who have been tasked with monitoring the situation, making decisions necessary to protect customers and colleagues and reporting to the Executive Board.
- Service continuity plans have been under constant review by each relevant team to ensure essential services can be maintained whilst protecting colleagues and customers during the pandemic.
- Up-to-date guidance for colleagues is being maintained on our intranet
- Regular communications are being sent to stakeholders to keep them informed of the latest approach and guidance

