

# COVID-19 Response

## Corporate risk assessment for office locations

### Overview

**COVID-19 is a coronavirus that has had a significant impact on public health and the global and national economy.**

As part of the drive to get businesses operating safely again, there are general obligations on employers under the Health & Safety at Work Act 1974 to ensure the safety of their employees and those who can be impacted by their undertakings. As part of the safe remobilising of workplaces, it is important that risk assessments are completed to ensure appropriate control measures are in place to minimise risk to employees and those impacted by undertakings. Controlling the transmission and spread of COVID-19 is a key social and reputational risk item and it is important that appropriate measures are put in place to reduce the likelihood of spread.

This risk assessment is aligned with up-to-date guidance at the time of the assessment and fulfils the general obligation to assess risk under the Management of Health and Safety at Work Regulations 1999. It is a high level risk assessment and from it stems a premises by premises framework that needs to be completed for each location prior to re-occupation.

Whilst the requirements to risk assessment are key, they do not supersede other general and specific legal requirements relating to health and safety.

Crawford & Company® has 24 office locations across the UK all of which are different in design and layout. This assessment is the overarching document and outlines the corporate approach to reoccupying and returning to work at these locations. As a corporate body a framework has been created to ensure that each location will be assessed as an individual location, Crawford® will also ensure it consults with the landlord of each location to ensure the appropriate control measures are in place as per the Government guidance in regards to common areas of these offices. Each office location will be required to complete the framework in full and have this verified by the Ethics & Compliance Office before reoccupying their respective office location.

# Scope of the assessment

The assessment has been undertaken as a result of the UK Government providing guidance for working safely during the coronavirus (COVID-19).

Within this guidance are five steps to working safely. The first being, before restarting work, to ensure the safety of the workplace by carrying out a risk assessment in line with the HSE guidance as referenced above. The results of the risk assessments for each office will be communicated to the employees of each office and be subjected to the consultation process, currently in place via the UK Corporate Health and Safety Committee. The other four points of working safely, have been addressed in the assessment and the framework. These are outlined below and are part of the current guidance provided by the UK Government. On reopening your business safely during the coronavirus (COVID-19), additional legal requirements have also been provided within the framework with regards to air conditioning, where provided, within office for example:

These have been addressed in the assessment below as part of the current guidance provided by the UK Government.

Crawford & Company has undertaken a survey of all its employees with regards to homeworking and welfare during the COVID-19 crisis and part of this survey has been a deciding factor on who should return to its offices and the order in which offices should re-occupied.

The framework is available to view upon formal request to the Global Compliance Office at [EthicsandComplianceOffice@crawco.co.uk](mailto:EthicsandComplianceOffice@crawco.co.uk)



Develop cleaning, handwashing and hygiene procedures



Help people to work from home



Maintain 2m social distance, where possible



Where people cannot be 2m apart, manage transmission risk

# Outcomes of this assessment for directors, managers and employees

**The UK leadership for Crawford will assign a responsible person to each office location to ensure that the framework is implemented before re-occupation and that all control measures within the individual risk assessment of each office is in compliance at all times.**

The risk assessment for each office will be displayed at the office location after due diligence and consultation has taken place.

All employees, visitors and others that attend a Crawford & Company office will need to comply with the control measure put in place, failing to do so will result in the appropriate action being undertaken by the corporate body to protect the health, safety and welfare of employees and others affected by its undertaking.

What are the hazards?	Who might be harmed	Controls Required	Additional Controls	Action by who?	Action by when?
Spread of COVID-19 / the coronavirus within Crawford & Company offices	<p>Employees</p> <p>Visitors to your premises</p> <p>Cleaners</p> <p>Contractors</p> <p>Drivers</p> <p>Vulnerable groups – elderly, pregnant workers, those with existing underlying health conditions</p> <p>Anyone else who physically comes in contact with you in relation to your business</p>	<p>Crawford has developed a location re-occupation framework for our offices to address all areas of the COVID-19 risk. This framework will be followed, assessed and signed off in advance of any re-occupation of offices</p>	<p>Crawford has looked at various considerations including:</p> <ul style="list-style-type: none"> <li>• COVID-19 re-occupancy assessment of location specific planning considerations</li> <li>• Consideration of working from home suitability/requirements</li> <li>• Consideration of clinically vulnerable and clinically extremely vulnerable individuals</li> <li>• Consideration of social distancing – workplace arrival and departure, movement within the workplace, workstations, meetings &amp; shared/common workplace areas</li> <li>• Entrance and Exits to office in consultation with Landlords of the respective locations</li> <li>• Consideration and realign of emergency procedures</li> <li>• Consideration of how to manage business interaction</li> <li>• Provision of guidance and information to employees and visitors</li> <li>• Cleaning and hygiene protocols for: before opening, maintaining workplace cleanliness, handwashing, sanitation, facilities and toilets and handling goods and other items</li> <li>• Best safe practice for shift patterns and working groups</li> <li>• Developed protocols for work-related travel – public transport, cars etc.</li> <li>• Ensure effective communications and training for those returning to work alongside ongoing communications and signage</li> </ul>	Refer to the location Framework plan	Refer to the location Framework plan

What are the hazards?	Who might be harmed	Controls Required	Additional Controls	Action by who?	Action by when?
		An employee survey has been conducted in regards to all employees working from home and it's impact on their welfare	<ul style="list-style-type: none"> <li>Reasonable adjustments have been made for those working from home, the results of the survey have been reviewed by Human Resources and any issues have been followed up and addressed, where there are factors that require individuals to work in an office location due to welfare or physical restrictions these have been considered in the return to work of employees to an office</li> </ul>	Human Resources, Ethics & Compliance Office and UK Health and Safety Manager	July 2020
		Training has been developed to support all employees in understanding the process of re-occupancy and safe working practices	<ul style="list-style-type: none"> <li>A training package for all Lead Coordinators in assessing risks within individual locations has been created and will be trained out to all responsible employees before launch</li> <li>A training package for all employees to undertake before attending any offices has been created and will be mandatory via our internal computer based training platform</li> </ul>	Ethics & Compliance Office, UK Health & Safety Manager	August 2020
		Crawford has designed and communicated a process to ensure all visits to company premises while closed are pre-approved against a set of established criteria and overseen by the UK H&S Manager and his delegates	<ul style="list-style-type: none"> <li>All employees have to apply to visit a closed office in advance, answering a range of questions to confirm they are fit and well and the purpose and timing of their visit and meeting set standards of hygiene and social distancing</li> </ul>	Ethics & Compliance Office, UK Health & Safety Manager	April 2020

# About Crawford & Company®

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