

CNG COVID-19 RETURN TO WORK RISK ASSESSMENT

The Coronavirus lockdown in the UK enforced a temporary shut-down of non-essential businesses across the nation for several months, and mass home-working wherever possible for essential businesses such as CNG. As a result, CNG moved swiftly to a majority home-working model, but as they now begin to slowly return to office working, CNG has identified risk and put controls in place to manage these. The measures in which CNG has put in place are to provide assurances to customers for business continuity should there be a negative impact upon returning to the office and another outbreak.

The safety of employees, customers and partners is paramount. Outlined below is CNG's risk assessment for returning to office-working and the measures and controls to protect its people, mitigate risk and ensure business continuity.

This risk assessment is part of our wider risk management process and we will continue to review our risks on a regular basis and if government policy changes.

Risk	Who/What might be impacted?	Control
Failure of social distancing methods	<p>Who is impacted: CNG team members working in the office</p> <p>What is the impact:</p> <ul style="list-style-type: none"> ◆ Teams become ill, well-being and morale affected ◆ Key functions critical to CNG's operation unable to function as personnel are out of action ◆ CNG is subject to Legal or regulatory action 	<ul style="list-style-type: none"> ◆ Reduction of personnel working in the office ◆ Communal areas limited to one-in one-out ◆ Kitchen and gym closures ◆ Office deep clean ◆ Changes to office layout screens, introduction of one-way systems and signage ◆ No meetings face-to-face ◆ Enhanced personal hygiene products for individuals across the office ◆ Regular review and input from teams on return and measures

Risk	Who/What might be impacted?	Control
Coronavirus (COVID-19) outbreak in the office population or local area	<p>Who is impacted: CNG Team members, local area (Harrogate)</p> <p>What is the impact:</p> <ul style="list-style-type: none"> ♦ Evacuation of office resulting in impact on effectiveness and finances ♦ Teams become ill, well-being and morale affected ♦ Key functions/key personnel out of action ♦ Reputational damage, loss of public confidence 	<ul style="list-style-type: none"> ♦ Introduction of internal test and trace procedures with colleagues ♦ Implementation of Absence/Sickness training and communications ♦ Only personnel in office when remote working isn't possible ♦ Supervisory presence in the office ♦ Sign off required from Senior Leadership Team to enter the office ♦ Introduction of Business Continuity Plan
Legal claim from a CNG team member regarding exposure to COVID-19 in the office	<p>Who is impacted: CNG team member, CNG teams, Customer and Partners</p> <p>What is the impact:</p> <ul style="list-style-type: none"> ♦ Additional effort to manage claim resulting in financial impact ♦ CNG found liable resulting damage to trust, reputation and morale externally and internally 	<ul style="list-style-type: none"> ♦ Continual monitoring of communications from government and guiding bodies ♦ Conducting and maintaining risk assessment ♦ Sharing of plans internally and externally ♦ Regular consultation with CNG teams on plans and measures
Negative perception of CNG returning to in office working	<p>Who is impacted: Customers and Partners</p> <p>What is the impact:</p> <ul style="list-style-type: none"> ♦ Need for response to press, customers and partners ♦ Reputational damage and lack of trust with partners and customers 	<ul style="list-style-type: none"> ♦ Introduction of slow, phased plan to re-enter the office ♦ Following and monitoring of government and public health guidance ♦ Ongoing presence on social media and other public channels supporting CNG's customers and partners
IT systems impacted by a return to in office working or any unforeseen circumstances around mixed site working	<p>Who is impacted: CNG team members and Customers</p> <p>What is the impact:</p> <ul style="list-style-type: none"> ♦ Reduced business effectiveness and/or efficiency ♦ CNG teams become disengaged resulting in drop in performance and well-being affected 	<ul style="list-style-type: none"> ♦ Communication of incident reporting procedure ♦ Maintain Webex/Remote working communications and colleague engagement

Risk	Who/What might be impacted?	Control
Customer contracts virus from third party partner carrying out works not following guidance	<p>Who is impacted: CNG customers</p> <p>What is the impact:</p> <ul style="list-style-type: none"> ◆ Customer becomes ill ◆ Legal claims ◆ Reputational damage 	<ul style="list-style-type: none"> ◆ Third parties understand CNG's measures ◆ CNG to review third party measures ◆ Internal/External sharing of measures in place for third parties
Third party partner contracts virus from customer unaware of measure in place	<p>Who is impacted: Third party partner</p> <p>What is impacted:</p> <ul style="list-style-type: none"> ◆ Third party partner becomes ill ◆ Legal claims ◆ Reputational damage 	<ul style="list-style-type: none"> ◆ Communication to customers of measures in place prior to visit