

COVID-19 AUDIT QUESTIONNAIRE

Purpose

The purpose of this audit questionnaire is to:

- confirm that the appropriate management actions and Covid-19 secure guidelines have been effectively implemented
- identify strengths and weaknesses in the current management of Covid-19 including compliance with requirements
- provide feedback to the organisations internal and external stakeholders
- help with the application of changes required due to shortfalls identified or changes in UK Government requirements
- help ensure that resources committed are proportionate and effectively control risks.

This Audit Questionnaire is generic in nature and is based around the Plan-Do-Check-Act cycle. Organisations should refer back to the specific UK Government and Home Nation Covid-19 guidance that is relevant to their working environment. The following is a summary of links to the main guidance that is being published by the respective governments:

- [NHS](#)
- [England](#)
- [Scotland](#)
- [Wales](#)
- [Northern Ireland](#).

Additional information is also available from the:

- [Health and Safety Executive](#)
- [Health and Safety Executive for Northern Ireland](#)
- [British Standards Institution](#).

Audit number	<input type="text" value="100"/>	Area/Premises audited	<input type="text" value="2HEL"/>
Date of audit	<input type="text" value="16 November 2020"/>	Name of author	<input type="text" value="Mike Prince"/>

1. Plan	Requirement	Recommended action and comments	Met			Evidence
			Y	N	N/A	
1.1	The organisation has determined the internal and external issues that influence how it will work under Covid-19 conditions	The organisation has undertaken a study to identify the internal and external issues (eg a PESTLE, brain-storming session, etc)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Senior management have assessed all its internal and external operations

1.2	The organisation has identified the requirements of internal and external stakeholder expectations in respect of Covid-19 secure working	The organisation has completed a desk-top study; stakeholders will include employees, trades unions, enforcing authorities, suppliers, customers, shareholders, etc	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The Company has looked at all aspects of the business affected by the current pandemic
1.3	The organisation has developed and approved a Covid-19 policy	The organisation has a clear policy that describes the strategic and operational approach to managing Covid-19	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Excellent arrangements in place
1.4	The organisation has clear arrangements for the management of Covid-19	There are clear arrangements that describe roles, responsibilities, authorities and accountabilities for managing Covid-19	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All staff understand their role in contributing to a Covid secure workplace.
1.5	The organisation has shown clear leadership and commitment to managing Covid-19	A senior responsible officer has been appointed to manage Covid-19	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Excellent arrangements in place, the Company should be congratulated for their approach
1.6	The organisation has appropriate governance arrangements to manage Covid-19	There are appropriate forums and committees to enable the organisation to manage and monitor the implementation of Covid-19 guidelines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Active engagement with all team members
1.7	The organisation has means of consulting with the workforce on Covid-19 requirements	Employees or their representatives are consulted on, participate in and feedback on the decision making processes for Covid-19	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Induction in place and regular telephone calls
1.8	The organisation has means of communicating that promotes awareness, transparency, confidence, relationships, behaviour change, etc among internal and external stakeholders	The organisation has ongoing communication of: (a) general safety measures and controls (b) required ways of working (c) what is expected of stakeholders (d) what they can expect from the organisation (e) how to report concerns or safety incidents	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Risk assessment available to all staff

1.9	The organisation has ensured that there is appropriate competency in the organisation to manage and implement Covid-19 requirements	The organisation has identified and delivered the information, instruction and training necessary (eg online, posters, team meetings, toolbox talks, etc)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Induction in place and regular telephone calls
1.10	The organisation has developed risk assessment procedures to assess the risks associated with Covid-19	There are consistent risk assessment methodologies; those completing the risk assessment(s) are competent in the use of the methodology being used	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Risk assessment carried out by Tony Heywood
1.11	The organisation has completed risk assessments and identified the necessary risk control measures required	<ol style="list-style-type: none"> 1. Risk assessments have been scoped and completed for premises, services and individuals as necessary 2. Risk control hierarchies contained in official guidance have been followed 3. Findings of risk assessments have been shared with stakeholders 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The Company has followed to 5 steps
1.12	The organisation has identified the resources required to implement Covid-19 risk control measures	The financial resources and physical resources required have been identified and made available to implement the risk control measures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, significant investment in protecting the workforce
2. Do	Requirement	Recommended action and comments	Met			Evidence
			Y	N	N/A	
2.1	All premises and sites have been subject to a Covid-19 assessment to enable social distancing and application of risk mitigation measures	The organisations premises assessment has addressed: <ol style="list-style-type: none"> (a) access/egress (b) reception areas (c) internal movement (d) lifts (e) workstations (f) toilets/changing rooms/showers, etc 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Site tour, and clear signage, production area lends its self very well to social distancing due to layout of cells. Desks have screens fitted and numbers are limited in meeting rooms. Toilets are clean and adequate soap, hand gel is available

		<ul style="list-style-type: none"> (g) canteens/kitchens/tea points, etc (h) meetings/meeting rooms (i) goods in/out (j) goods handling (k) ventilation (l) public access <p>Sector specific guidelines should be referred to when auditing this particular element to ensure the appropriate social distancing and risk mitigation measures are being applied</p>				Risk-Covid-19 Risk Assessment
2.2	The organisation has reviewed and adapted its cleaning regime in line with Government guidance	<p>The organisation's cleaning regime has been reviewed and adapted to account for:</p> <ul style="list-style-type: none"> (a) touchpoints at premises access/ egress, travel routes, workstations and welfare facilities, etc identified that require increased/regular cleaning (b) cleaning of workstations and equipment between uses (c) reduction of clutter to assist cleaning (d) deep cleaning of premises prior to reopening (e) appropriate cleaning materials to reduce virus transmission (f) training of cleaners in new regime and use of any additional equipment (g) monitoring of cleaning regime (h) point of contact for occupiers to raise concerns 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Additional resource supplied to ensure all areas are kept as clean as possible. Management keep a watching brief.

		(i) response cleaning procedure in event of suspected/confirmed case of Covid-19 Further information can be found on the Government website				
2.3	The organisation has reviewed and implemented a good hygiene regime in line with Government guidance	A good hygiene regime has been implemented including: (a) additional handwashing facilities where feasible (b) hand sanitisers at appropriate locations (eg entrances, toilets, kitchens, vehicles and goods handling) (c) signage and posters to encourage and remind good hygiene practice (eg at dwelling points, toilets, etc) (d) a proactive campaign to promote good behaviour (e) monitoring that good behaviour is being followed (f) monitoring of supply of hand sanitisers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Every desk and work area is supplied with hand sanitiser, the Company has employed signage and introduced a one way system. The Company has a very good safety culture.
2.4	The organisation has undertaken all necessary maintenance and compliance inspections, tests and examinations prior to opening with ongoing maintenance/repairs undertaken with Covid-19 guidelines in place	The organisation has: (a) identified and completed all necessary compliance checks for plant and equipment prior to opening (b) considered undertaking reactive repairs and planned maintenance outside normal hours where practicable (c) completed risk assessment(s) and method statements for activities to take account of Covid-19 guidelines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Facilities management is well managed

		<p>(d) liaised with contractors undertaking repairs and maintenance in completion of assessment and method statements</p> <p>(e) considered using a Covid-19 Permit-to-Work scheme to enforce Covid-19 guidelines</p>				
2.5	The organisation has the necessary signage, markings and posters in place	<p>The organisation has:</p> <p>(a) marked/signposted access and egress points</p> <p>(b) marked one-way systems and rules for use of lifts, etc</p> <p>(c) displayed reminders for social distancing and markings to maintain social distancing (eg queues)</p> <p>(d) signed/marked social distance requirements at workstations</p> <p>(e) signposted handwashing/sanitiser points</p> <p>(f) signposted good hygiene practice and handwashing</p> <p>(g) rules on the use of welfare facilities, etc</p> <p>(h) signage when PPE/face coverings are required</p> <p>(i) displayed Covid-19 secure guidelines risk assessment poster</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The Company has the appropriate signage in place and have taken a proportionate response to the requirements of signage.
2.6	The organisation has identified where vehicles are used for work purposes and applied the necessary Covid-19 secure guidelines	<p>The organisation has:</p> <p>(a) avoided the use of multiple occupancy vehicles</p> <p>(b) reconfigured work activities to maintain social distancing in vehicles</p> <p>(c) reduced the sharing of vehicles</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The Company has a clear policy in place for field service team members.

		<p>(d) applied risk mitigation measures to vehicles</p> <p>(e) put in place a cleaning regime for vehicles</p> <p>(f) reviewed collection and delivery operations</p> <p>(g) put in arrangements for use of welfare facilities for drivers</p> <p>Where necessary a more detailed audit should be completed using the secure specific guidance available for use of vehicles</p>				
2.7	The organisation has developed and implemented procedures for peripatetic employees (eg working in domestic premises or other workplaces)	<p>The organisation has considered:</p> <p>(a) reducing the need to attend other premises (eg remote meetings)</p> <p>(b) the means of travel and transport for peripatetic workers</p> <p>(c) liaison and communication with occupiers of other premises before attendance</p> <p>(d) safe social distancing and risk mitigation measures as part of a safe system of work in other premises</p> <p>(e) hygiene and welfare requirements for peripatetic workers</p> <p>(f) having dedicated employees for specific other premises</p> <p>Where necessary a more detailed audit should be completed using the secure specific guidance available</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The Company has developed a clear plan for peripatetic team members. The Company request clients to send them their arrangements for creating a safe workplace. This is then reviewed by senior management. Field service staff policy in place.
2.8	The organisation has developed and implemented appropriate workforce management procedures	<p>The organisation has considered:</p> <p>(a) planning for a phased return to work</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Guidance provided to all staff, staff levels are managed via a diary system and two cohorts have been established.

		<ul style="list-style-type: none"> (b) staggered work times/shift patterns (c) travel to and from work (eg encourage cycling) (d) setting up of teams/shift patterns where close contact work required (e) keeping of records of close contacts/shift patterns at work (f) staggered breaks while at work (g) training and communication with employees 				
2.9	The organisation has developed and implemented appropriate working from home procedures	<p>The organisation has:</p> <ul style="list-style-type: none"> (a) identified the work activities that can be undertaken at home (b) completed the necessary assessments (eg DSE and homeworking) (c) consulted with employees to ensure the home environment is safe and suitable (d) provided employees with the appropriate equipment for homeworking (e) ensured managers maintain regular contact with employees working at home (f) identified how equipment will be maintained and tested 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All employees who are working from home have received guidance and have access to appropriate equipment. Regular telephone contact is maintained.
2.10	The organisation has developed and implemented appropriate procedures to manage employee psychological and wellbeing issues	<p>The organisation has:</p> <ul style="list-style-type: none"> (a) reviewed and adapted stress and wellbeing policies and support programmes (b) means for employees to report issues (c) occupational health support for employees requiring assistance 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All employees who are working from home have received guidance and have access to appropriate equipment. Regular telephone contact is maintained.

		<p>(d) proactively advertised the support available to employees</p> <p>(e) means of monitoring levels of psychological and wellbeing issues</p>				
2.11	The organisation has developed and implemented appropriate procedures in relation to clinically extremely vulnerable employees	<p>The organisation has:</p> <p>(a) identified employees who fall into the clinically extremely vulnerable group</p> <p>(b) determined whether employees can work from home</p> <p>(c) undertaken a risk assessment to determine if clinically extremely vulnerable employees can return to the workplace</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	This is dealt with on a case by case basis
2.12	The organisation has identified, risk assessed and put in place controls in relation to close contact activities	<p>The organisation has:</p> <p>(a) identified work activities that may involve close contact with members of the public</p> <p>(b) considered the risk control measures necessary in accordance with official guidelines</p> <p>Where necessary a more detailed audit should be completed using the secure specific guidance available</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The processes are step and repeat so generally no additional controls are required. No close contact with members of the public
2.13	The organisation has taken into consideration equality and inclusivity issues while applying Covid-19 guidelines	<p>The organisation has:</p> <p>(a) understood and taken account of persons with protected characteristics when applying the secure guidelines</p> <p>(b) considered the reasonable adjustments that may be necessary</p> <p>(c) communicated and included those with protected</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	This is dealt with on a case by case basis and control with GDPR in mind.

		<p>characteristics in the decision-making process</p> <p>(d) ensured the steps taken do not have an unjustifiable negative impact</p>				
2.14	The organisation has identified through risk assessing the need for the use of PPE/face coverings	<p>The organisation has:</p> <p>(a) identified the work activities that may have a high risk of virus transmission and where PPE is required</p> <p>(b) identified where first-aid trained employees may require PPE</p> <p>(c) identified where employees undertaking cleaning activities require PPE</p> <p>(d) a procedure for the identification and purchase of appropriate PPE</p> <p>(e) put in place the procedures to meet regulatory requirements on use, fit testing, training, storage, etc</p> <p>(f) a policy and procedures to support employees using face coverings</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Face coverings worn where social distancing guidelines can not be achieved.
2.15	The organisation has developed procedures for the management of visitors and customers	<p>The organisation has:</p> <p>(a) minimised the number of visitors or customers on site (eg remote meetings and services)</p> <p>(b) limited the number of visitors or customers</p> <p>(c) arranged for visitors or customers to follow social distancing (eg queuing)</p> <p>(d) provided an NHS QR code to be scanned to enable contact tracing</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Only visitors that are critical to the Company's operations are permitted on site. All visitors are required to complete a questionnaire before visiting. Thermal screening done at reception.

		<p>(e) ensured social distancing and risk mitigation measures are made known to visitors or customers (eg signage and posters)</p> <p>(f) encouraged visitors or customers to follow good hygiene</p> <p>(g) where practicable, kept records of visitors or customers</p>				
2.16	The organisation has developed procedures for the management of contractors	<p>The organisation has:</p> <p>(a) reviewed with the contractor risk assessments for contractor work activities</p> <p>(b) adapted risk control measures and method statements associated with contractors to take account of Covid-19 requirements</p> <p>(c) communicated with contractors host organisation Covid-19 risk control requirements</p> <p>(d) put in place arrangements for ongoing liaison and monitoring of contractors to ensure compliance with Covid-19 requirements</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	As per Site visitor policy
2.17	The organisation has reviewed its security requirements as a result of Covid-19	<p>The organisation has:</p> <p>(a) reviewed its security risk assessments and threat analysis to take account of Covid-19 issues at each phase of the pandemic</p> <p>(b) adapted security practices and requirements where necessary in relation to personnel, physical and cyber threats</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	.

		<p>(c) revised its security policy and procedures accordingly to take account of changes in security risk profile</p> <p>(d) communicated changes in security practices to all employees</p>				
2.18	The organisation has reviewed its fire safety requirements as a result of Covid-19	<p>The organisation has:</p> <p>(a) reviewed its fire risk assessment to take account of Covid-19 secure guidelines</p> <p>(b) identified those with a Personal Emergency Egress Plan and reviewed it to ensure actions can still be applied (eg sufficient staff)</p> <p>(c) reviewed the Fire Emergency Plan to take account of social distancing, changes in fire warden coverage, etc</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The Company understands that social distancing is secondary to safe evacuation.
2.19	The organisation has reviewed its first-aid requirements as a result of Covid-19	<p>The organisation has:</p> <p>(a) reviewed its first-aid needs assessment</p> <p>(b) taken steps to ensure appropriate first-aid coverage</p> <p>(c) provided first-aid trained staff with appropriate PPE</p> <p>(d) instructed first-aid trained staff in changes to first-aid treatment</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The Company follows the published guidance as per Remote working action and risk assessment.
2.20	The organisation has developed a procedure for managing any suspected cases of Covid-19 while employees are at work	<p>The organisation has a procedure to:</p> <p>(a) remind employees of self-isolation requirements if showing symptoms</p> <p>(b) manage a person with suspected Covid-19 in the workplace</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Suspected cases will be isolated in a meeting room before they are able to leave site. The Company will do an internal tracing exercise to see if any one has been in close contact</p> <p>Heads of department will be informed and a deep cleaning will be implemented</p>

		(c) identify and alert any close contacts (d) clean the workplace where necessary				
2.21	The organisation has developed a procedure for managing confirmed cases of Covid-19 among the workforce	The organisation has a procedure to manage an outbreak including contact with the local Health Protection Team, NHS Test and Trace, etc in line with Government guidance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The Company will follow published guidelines in this event.
2.22	The organisation is aware of the requirements for reporting cases to the HSE	The organisation has a procedure to review cases of Covid-19 among employees and determine if they are reportable under RIDDOR The HSE website has more details on what is reportable under RIDDOR	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The Company is aware of this
2.23	The organisation has procedures in place to liaise with landlords and/or other occupiers of premises	The organisation has: (a) identified who is responsible for applying Covid-19 secure guidelines for common parts (b) liaised with other occupiers and landlord on the application of secure guidelines	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
3. Check	Requirement	Recommended action and comments	Met			Evidence
			Y	N	N/A	
3.1	The organisation has a procedure for employees to report concerns, issues and incidents	The organisation has put in place a procedure that enables employees to report any matters in relation to the application of Covid-19 secure guidelines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The Company operates an open door policy and looks at all corners on a case-by-case basis
3.2	The organisation has a means of investigating any concerns, issues or incidents	The organisation has a formal procedure for the investigation of any concerns, issues or incidents	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The Company operates an open door policy and looks at all corners on a case-by-case basis

