



## Equality Impact Assessment Template

Before carrying out EqIA, you should familiarise yourself with the University's EqIA Policy Statement and Guidance and Checklist Notes, and undertake our online training on Equality and Diversity and EqIA. These, along with further information and resources, are available at [www.ed.ac.uk/schools-departments/equality-diversity/impact-assessment](http://www.ed.ac.uk/schools-departments/equality-diversity/impact-assessment)

EqIA covers policies, provisions, criteria, functions, practices and activities, including decisions and the delivery of services, but will be referred to as 'policy/practice' hereinafter.

<p><b>A.</b> Policy/Practice (name or brief description): Change in operations and implementation of processes to ensure staff; guests and building users of UOE hotel properties can follow social distancing requirements due to Covid-19 pandemic whilst providing key hotel services.</p>
<p><b>B.</b> Reason for Equality Impact Assessment (Mark <b>yes</b> against the applicable reason):</p> <ul style="list-style-type: none"><li>• Proposed new policy/practice - YES</li><li>• Proposed change to an existing policy/practice - YES</li><li>• Undertaking a review of an existing policy/practice - YES</li><li>• Other (please state):</li></ul>
<p><b>C.</b> Person responsible for the policy area or practice:</p> <p>Name: Robert Kitzinger</p> <p>Job title: Head of Hotel Operations &amp; Reception Services</p> <p>School/service/unit: ACE - BD</p>
<p><b>D.</b> An Impact Assessment should be carried out if any of the following apply to the policy/practice, if it:</p> <ul style="list-style-type: none"><li>• <b><u>affects primary or high level functions of the University</u></b></li><li>• <b><u>is relevant to the promotion of equality (in terms of the Public Sector Equality Duty 'needs' as set out in the Policy and Guidance)?</u></b></li><li>• <b><u>It is one which interested parties could reasonably expect the University to have carried out an EqIA?</u></b></li></ul>
<p><b>E.</b> Equality Groups</p> <p>To which equality groups is the policy/practice relevant and why? (add notes against the following applicable equality group/s)</p> <ul style="list-style-type: none"><li>• Age - YES</li><li>• Disability - YES</li><li>• race (including ethnicity and nationality) - YES</li><li>• religion or belief - NO</li><li>• sex - YES</li></ul>

- sexual orientation - YES
- gender reassignment - YES
- pregnancy and maternity - YES
- marriage or civil partnership<sup>1</sup> - NO

Add notes against the following applicable statements:

As part of the return to work of staff individual training sessions – mention here that there are subtitles in the H&S presentation as well as PowerPoint presentation as it assists those who has hearing and sight disabilities. will be conducted by managers to ensure the revised policies are understood, training is completed as well as the staff member is given an opportunity to raise any issues or if the change in policy would cause concern. Additionally a follow up meeting can be organised if required to gather additional feedback.

Guests will be made aware of change in procedures through our social media channels, website and booking confirmation (might be worth including a link in this) as well as signage in the buildings and verbal communication with staff member which is carried by practising social distancing guidelines set by the government.

Some of the changes implemented are:

- Reviewed cleaning SOPs and implementation of new chemicals
- Revised room service delivery and drop off
- Revised reception SOPs
- Signage across all our hotel properties highlighting Covid19 measures; nudging users towards certain behaviours and raising awareness
- Sanitizers in key locations

A risk assessment was carried out for ACE, see below:

<b>Hazard(s)</b>	<b>Present Risk Evaluation</b>  L/M/H	<b>Control Measures</b> (i.e., alternative work methods / mechanical aids / engineering controls, etc.)	<b>Risk Evaluation after control</b>  L/M/H
Spread of Infection and cross contamination to ALL within our workplaces which include office, residences & public areas of our buildings	H	Train all staff in Dynamic Risk Assessment, and issue a copy of how to apply this process as soon as staff return to work – <b>(see information link in the Return to work Safe Working guidelines)</b>	M/L
		Follow NHS & Health & Safety Guidelines  <a href="https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19">https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19</a>	M/L

<sup>1</sup> Note: only the duty to eliminate discrimination applies to marriage and civil partnership. There is no need to have regard to advancing equality or opportunity or fostering good relations in this respect.



<p><b>First aid assistance required within student community</b></p>		<p>take place. Work with Reslife colleagues to help manage and monitor this process if students do not comply</p>	
		<p>In hotels plan cleaning around guest schedule adopt flexible staff working patterns to accommodate guest needs</p>	L
		<p>Agree appropriate PPE for the task you are undertaking – see safe working guidelines for your area and the PPE Risk Assessment – <b>(see information link in the Return to work Safe Working guidelines)</b></p>	L
		<p>When entering and exiting building follow safe distancing rules and show respect in areas where 2 meters cant' apply easily i.e. corridors – speak to colleagues/students and adopt good passing etiquette</p>	L
		<p>Where possible introduce one way systems on entering and exiting buildings for all students &amp; staff</p>	L
		<p>Community Support to keep monitoring students in self-isolation and circulate information daily to operational/Estates/Reslife teams via email</p>	L
	H	<p>Staff using pool vehicles must ensure they clean the vehicle after use and use the hand sanitiser supplied in the vehicle. We should where possible allow only one person per vehicle, but on occasions such as night patrols a Max. of 2 people can share one vehicle, driver and one passenger who should sit in the rear of the vehicle on the passenger's side to follow SD guidance.</p>	L
	M		L

<p><b>PEEP's Assistance required by a person not part of household</b></p> <p><b>Evacuating buildings during a Fire alarm activation.</b></p>	<p>M</p> <p>M</p> <p>M</p> <p>M</p>	<p>Where possible First aider to attend keeping 2 metre social distancing – where possible give the student equipment to treat injury by self or with other people present who are part of the same household – guide on application of plasters/bandages etc.</p> <p>If injury is serious and will need medical attention give guidance &amp; reassurance until transport can be arranged to take the casualty to hospital by contract taxi</p> <p>If injury is serious and needs immediate medical attention call 999 and wait for the ambulance giving reassurance to the casualty until the ambulance arrives – send a student or colleague outside to assist ambulance crew to the correct location</p> <p>In view of current COVID19 measures, if a casualty was found unresponsive or not breathing, and it was not known how long the casualty had been in this state, we would not expect the First Aider to carry out CPR. If the casualty becomes unconscious whilst the First Aider was present</p> <p>Please watch the following video for more information:</p> <p><a href="https://www.ed.ac.uk/health-safety/training/first-aid">https://www.ed.ac.uk/health-safety/training/first-aid</a></p>	<p>L</p> <p>L</p> <p>L</p> <p>L</p>
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<p><b>Work Station Risk Assessments – at work &amp; home</b></p> <p><b>Residence Life</b></p> <p><b>Catering staff</b></p> <p><b>Domestic Staff</b></p> <p><b>Office Staff</b></p> <p><b>Reception/Front Line Staff</b></p> <p><b>CST/Maintenance staff attending to repairs in occupied buildings</b></p>	<p>M</p>	<p>When carrying out PEEP's operational teams must make sure all students can self-evacuate, if this is not possible the student/guest will need to be reallocated to a room/flat where this is possible</p> <p>All personnel to evacuate in an orderly manner using the fire escape closest to them (any one way systems will not be used during evacuation) keeping where possible 2 metre spacing and when outside and clear of the building adhere to social distancing guidance.</p> <p>ResLife to educate students during welcome briefings on the importance of carrying this out</p> <p>Community Support Officers/Security Teams to assist in policing this with Warden's &amp; RA's</p> <p>Please complete cardinuis work station assessments on your return to work, or if you are contuning to work from home please complete an assessment for both stations below:</p> <p><a href="https://www.ed.ac.uk/health-safety/training/e-learning/cardinus/users">https://www.ed.ac.uk/health-safety/training/e-learning/cardinus/users</a></p> <p>Safe working guidelines view <a href="#">here</a></p> <p>Safe working guidelines view <a href="#">here</a></p> <p>Safe working guidelines view <a href="#">here</a></p>	<p>L</p> <p>L</p> <p>L</p>
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		Safe working guidelines view <a href="#">here</a>	
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		Safe working guidelines view <a href="#">here</a>	

**AGE**

There is clear evidence that the susceptibility of individuals to Covid-19 increases with increasing age. Robust, consistent operating procedures will reduce this risk and provide reassurance to this group. A risk assessment has been carried out to mitigate the risk of Covid19; building signage implemented and various hand sanitizers installed in different key locations for all users.

Travel to and from work using public transport may be more difficult and risky for older individuals. Mitigated by reviewing hours of shift pattern to reduce peak use of public transport and encouragement to use other methods of transport when possible (e.g. walking, cycling, private car), providing facilities for parking of vehicles on the Pollock campus, and provision of shower facilities for cyclists. Due to shift patterns in housekeeping, reception and Catering the main peak hours of traffic are avoided however this will be consistently reviewed.

**DISABILITY**

The one-way circulation system implemented to maintain social distancing will create longer walking routes around building. This could impact negatively on those people with impaired mobility. We have confirmed that all lifts will be operational and that no areas of the building are inaccessible for individuals with reduced mobility. Mitigation: special measures and/or local management systems can be implemented to reduce longer walking routes when required.

There will be fewer toilets available in order to ensure social distancing, but the same number of disabled toilets will be available in unchanged locations.

Approved signage in the buildings has been produced in consultation with the University’s Disability Service and senior university management. The national body – Colour Blind Awareness – has reviewed the signage and approved the visual contrast that addresses all combinations of colour blindness. For those individuals who have other visual impairments, where known, this could be addressed through individual risk assessments and through revised PEEPs.

Individuals classed as **clinically extremely vulnerable** will not be able to access the buildings and will be required to continue working from home. Mitigation measures: Review of the type of job that is carried out as majority of tasks require on-site attendance and alternative work would have to be identified for them to be carried out.

In Catering initially the only option will be in-room dining which will increase the distance a staff member has to travel to the guest’s room as well as the frequency. This will be mitigated by various team members across all departments sharing the trips.

Operational teams will continue to follow standard processes when receiving enquiries from this group.

### **RACE (including ethnicity and nationality)**

There is clear evidence that BAME individuals are more susceptible to Covid-19 and experience higher mortality rates. Robust, consistent operating procedures will reduce this risk and provide reassurance to this group.

The signage is in English so guests or staff from other countries may find it difficult to understand. However, this the language of the University and Scotland. As part of the return to work, staff member will be given the opportunity of familiarization walks with management and signage also includes symbols that enhance the understanding of the required action.

Religion or belief is also a relevant characteristic. There is alcohol served on the premises within the Bistro and Lounge, however this is communicated on the website and consumers are aware that this is available.

### **SEX**

There is strong evidence to show that during the Covid-19 pandemic, women have taken on higher levels of caring responsibilities, e.g. childcare, home schooling, elderly care. As part of our Return to work process, all staff will have an interview by their Line Manager to understand their circumstance and identify potential issues with returning to work which will then be reviewed.

There will be fewer toilets available in order to ensure social distancing, and so this may result in unavoidable queuing for both male and female staff and guests however due to the reduced occupancy this is unlikely and an area for review.

### **SEXUAL ORIENTATION:**

Some LGBT+ people may be hiding aspects of their lives from people that they are living with. As the hotels become operational and they return to work, during period of lockdown they may have experienced feelings of isolation and mental health and wellbeing problems for LBGT+ people.

Mitigation: This will captured in the return to work process and an opportunity presented to discuss such circumstances.

### **PREGNANCY AND MATERNITY**

Pregnant women have been included in the list of people at moderate risk (clinically vulnerable) as a precaution. The School will comply with health and safety and absence leave requirements for pregnancy and maternity. A risk assessment will be undertaken for all pregnant workers and new mothers, regardless of how many weeks' gestation. The risk assessment will take into account: their job; any pre-existing health conditions; use of public transport; social-distancing guidance on minimising contact and maintaining a 2m distance.

### **On any available information about the needs of relevant equality groups**

All feedback from staff and guests will be gathered and analysed to note any potential unexpected positive or negative impacts that need to be addressed.

We have the Web Content Accessibility Guidelines version 2 AA as a standard.

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**Any gaps in evidence/insufficient information to properly assess the policy, and how this be will be addressed**

We have not engaged with feedback from UOE Disability office at this stage however UOE H&S were involved in the formulation of processes as well as Unions and a specifically set-up Mitigation group and we will continue to monitor any gaps.

**If application of this policy/practice leads to discrimination (direct or indirect), harassment, victimisation, less favourable treatment for particular equality groups:**

The implementation of this new practice has the potential to impact indirectly on equality. We believe these impacts are justified in achieving the aim of protecting staff and guests from Covid-19 illness and mitigating the spread of infection. However we will continue to monitor.

**If the policy/practice contributes to advancing equality of opportunity<sup>2</sup>**

The new practice should enable hotels to re-open and keep guests and staff safe within the buildings and workplace whilst taking into account equality.

**If there is an opportunity in applying this policy/practice to foster good relations**

Applying this practice and ensuring its good communication will provide reassurance to **all** staff and students that their health, safety, and well-being are being prioritised, and that issues of equality have been carefully considered.

**If the policy/practice create any barriers for any other groups?**

We see no barriers that will be created as a result of the implementation of this policy but will continue to review.

**How the communication of the policy/practice is made accessible to all groups, if relevant?**

We will ensure that all information on the policy will be available in alternative formats on request.

**How equality groups or communities are involved in the development, review and/or monitoring of the policy or practice?**

All feedback from staff will be gathered and analysed to note any potential unexpected positive or negative impacts that need to be addressed. As part of the return to work interviews all staff will be given a 121 meeting as well as a follow up if required. Guests have the opportunity to provide feedback either verbal or written.

**F. Equality Impact Assessment Outcome**

Select one of the four options below to indicate how the development/review of the policy/practice will be progressed and state the rationale for the decision

**Option 1: No change required – the assessment is that the policy/practice is/will be robust.**

**Option 2:** Adjust the policy or practice – this involves taking steps to remove any barriers, to better advance equality and/or to foster good relations.

**Option 3:** Continue the policy or practice despite the potential for adverse impact, and which can be mitigated/or justified

**Option 4:** Stop the policy or practice as there are adverse effects cannot be prevented/mitigated/or justified.

**G. Action and Monitoring**

1. Specify the actions required for implementing findings of this EqIA and how the policy or practice will be monitored in relation to its equality impact (or note where this is specified above).

- Notify the UIG of the completion of the EqIA

- Continue to monitor feedback from all customers and act accordingly
- Identify any issues as part of the return to work process
- Ensure all staff are aware of the change in procedures
- Make the risk assessment available for staff and guests to access which is promoted through posters

2. When will the policy/practice next be reviewed?

- In line with government guidelines

**H. Publication of EqIA**

Can this EqIA be published in full, now? Yes/No

If No – please specify when it may be published or indicate restrictions that apply:

**I. Sign-off**

EqIA undertaken by (name(s) and job title(s)):

Accepted by (name): Lyndsay Wilkie, Director Business Development.

[This will normally be the person responsible for the policy/practice named above. If not, specify job-title/role.]

Date:

Retain a copy of this form for your own records and send a copy to [equalitydiversity@ed.ac.uk](mailto:equalitydiversity@ed.ac.uk)