

1. Working Safely at St Helens Chamber during Covid 19

Please find attached V3 of our Risk Assessment. Each time the Risk Assessment is updated, changes will be highlighted in bold, and on the next version will revert to normal print. This should enable us all to easily see what has changed on each version.

This Risk Assessment has been produced to provide guidance to our staff and tenants on how to operate safely within our buildings at this time.

It has been produced following consultation with our Staff Council, key staff and tenants.

It is structured to address all the guidance set out by the Government in “Working safely during Covid19’ in offices and contact centres”. This document will be reviewed every two weeks by our Staff Council and updated accordingly. It will also be updated at points when Government guidance changes. This version addresses the changes to the Guidance, dated 24/6/20, which includes guidance on how to implement the recent changes to lockdown announced by the Government.

Feedback and comments are welcome from staff and tenants, and we will try to take into account all suggestions.

Kath Boullen
Chief Executive

2. Who Should Go to Work

Government Guidance	Chamber Actions	Lead Responsibility
<p>Staff should work from home if at all possible. Consider who is needed to be on-site; for example:</p> <ul style="list-style-type: none"> Workers in roles critical for business and operational continuity, safe facility management, or regulatory requirements and which cannot be performed remotely. Workers in critical roles which might be performed remotely, but who are unable to work remotely due to home circumstances or the unavailability of safe enabling equipment. 	<p>The majority of our staff are working at home for part of each week. As lockdown eases, we can gradually bring back increased numbers of staff to enable our business to operate more efficiently. It continues to be the case that any staff members or visitors experiencing any of the symptoms of COVID-19 should not attend the office. Please speak to your manager or HR and we can arrange a test. We are operating as 'Covid-19 Secure' workplace, and so staff are able to come into the building where necessary. Certain staff e.g. facilities team, receptionists, cannot work from home. Other support staff e.g. Management, IT, HR, Finance are available in the office on a rota basis in order to support other staff and business operations.</p> <p>Whilst many staff can perform much of their role from home, as lockdown eases and in response to this guidance we will gradually and within guidelines increase attendance at the office to enable us to sustain our business activities effectively.</p>	SMT
<p>Planning for the minimum number of people needed on site to operate safely and effectively.</p>	<p>Staff attendance at the office will be continuously monitored to ensure we don't have more staff on site at any one time than can be safely accommodated.</p> <p>Rotas have been introduced to allow us to monitor attendance and social distancing, and to ensure we have records required for 'Test and Trace'.</p> <p>Staff must not attend the office without logging it on the rota in advance</p>	SMT
<p>Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site</p>	<p>Zoom is being used frequently, with all staff being able to connect in. Regular team meetings and one-to-ones are being held, ensuring all staff have contact at least weekly with managers and colleagues.</p>	SMT HR Manager
<p>Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.</p>	<p>Regular emails are being sent to staff with tips on staying mentally and physically healthy during this time. Our safeguarding team and mental health first-aiders are also on hand to support staff.</p>	SMT HR Manager
<p>Providing equipment for people to work at home safely and effectively, for example, remote access to work systems.</p>	<p>All staff have been issued with a laptop and any other equipment they need. A home-working risk assessment has been issued to all staff. Our IT team has ensured all staff can access the systems and support they need.</p>	SMT Facilities Manager IT Manager

2.1 Protecting People who are at higher risk

Government Guidance	Chamber Actions	Lead Responsibility
Providing support for workers around mental health and wellbeing. This could include advice or telephone support.	Support is available from our HR team, our safeguarding team, and our trained mental health first aiders.	SMT HR Manager
See current guidance for advice on who is in the clinically extremely vulnerable and clinically vulnerable groups.	Completed.	SMT HR Manager

2.2 People who need to self-isolate

Government Guidance	Chamber Actions	Lead Responsibility
Enabling workers to work from home while self-isolating if appropriate.	All staff who are able to work from home have been provided with equipment to do so.	SMT IT Manager
See current guidance for employees and employers relating to statutory sick pay due to COVID-19.	In order to ensure staff do not feel under pressure to come into work if they or household members have symptoms, all staff will receive full pay for 7 or 14 days if they need to self-isolate. For the 'Clinically Extremely Vulnerable Group' SSP will be paid for as long as Government advice requires them not to attend work.	SMT HR Manager
See current guidance for people who have symptoms and those who live with others who have symptoms.	Staff must follow the Government guidance and self-isolate for 7 or 14 days as appropriate. This includes anyone who has been asked to self-isolate through 'test and trace' . We have registered on the Government portal to enable us to refer essential staff with symptoms for testing so any staff who develop symptoms should contact HR straightaway. Test are only available within the first 3 days of developing symptoms. Staff or visitors must not attend the office if they are experiencing any of the symptoms of COVID-19.	SMT HR Manager

2.3 Equality in the workplace

Government Guidance	Chamber Actions	Lead Responsibility
Understanding and taking into account the particular circumstances of those with different protected characteristics.	Our approach should ensure that the needs of all staff are met, but individual issues should be raised with managers or HR.	HR Manager
Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them.	Our Staff Council is consulted regularly on this risk assessment and is able to raise any individual issues with managers, and staff with concerns can also raise issues directly with HR or managers.	HR Manager
Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.	We believe this risk assessment meets all requirements and individual staff needs. It will be kept under review and issues can be raised with managers or HR.	HR Manager
Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.	We are aware of which staff are in the 'clinically extremely vulnerable group' and will ensure they continue to be supported. Our usual risk assessments will continue to take place for disabled workers and new or expectant mothers and will take full account of the additional issues contained within this risk assessment.	HR Manager Facilities Manager
Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.	Consultation has taken place to try to identify any potential issues. Individual issues can be raised with managers or the HR team.	HR Manager

3.1 Coming to work and leaving work

Government Guidance	Chamber Actions	Lead Responsibility
Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.	Our offices are spacious and during this time we have very few visitors. As our services gradually resume over the next few weeks we will keep this element of the risk assessment under review, especially as office attendance gradually increases.	SMT Facilities Manager
Providing additional parking or facilities such as bike-racks to help people walk, run, or cycle to work where possible.	Ample facilities are currently available.	Facilities Manager
Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.	No corporate vehicles will be in use until further notice.	Facilities Manager
Reducing congestion, for example, by having more entry points to the workplace.	We have one main entrance and congestion is not currently an issue. If it becomes busier, we will introduce floor markings and one-way flow if required, as it is not feasible to use the two fire exits as entry points.	Facilities Manager
Providing more storage for workers for clothes and bags.	This is not applicable in our working environment.	Facilities Manager
Using markings and introducing one-way flow at entry and exit points.	This will be considered if 2m distancing becomes an issue. Floor tape has been placed in reception so that on entering the building people are reminded of the 2m distance. Under current arrangements this is not arising.	Facilities Manager
Providing handwashing facilities, or hand sanitiser where not possible, at entry/exit points and not using touch-based security devices such as keypads.	Handwashing facilities and sanitiser are available throughout the building, including at reception. Most access is fob-based but touch points such as lift buttons and door handles are being frequently sanitised.	Facilities Manager
Maintaining use of security access devices, such as keypads or passes, and adjusting processes at entry/exit points to reduce risk of transmission. For example, cleaning pass readers regularly and asking staff to hold their passes next to pass readers rather than touching them.	Not applicable in our working environment	Facilities Manager

3.2 Moving around buildings and worksites

Government Guidance	Chamber Actions	Lead Responsibility
Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of radios or telephones or other electrical devices, where permitted, and cleaning them between use.	We have closed all sites apart from our main office. Risk assessments are currently being developed for our Construction Centre, Clickworks and Hair Academy with the aim of limited opening in late July.	Facilities Manager
Restricting access between different areas of a building or site.	Staff in head office who don't have their own desk are encouraged to use their own laptops and mobile phones when hot-desking. Cleaning timetables and schedules have been revised to allow for more frequent cleaning of higher-risk areas.	Facilities Manager
Reducing job and location rotation.	All sites are closed apart from our Head Office second floor. Section 3.3. addresses hot desking.	Facilities Manager
Introducing more one-way flow through buildings.	Our premises are modern and spacious and can accommodate social distancing. Notices remind staff to avoid crossing on the stairs and to 'keep left'.	Facilities Manager
Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.	Staff have been instructed to enter the lift one at a time. Lift controls are being cleaned frequently. Hand sanitiser is available on reception and throughout the building.	Facilities Manager
Making sure that people with disabilities are able to access lifts.	Our lift is available for people with disabilities.	Facilities Manager
Managing use of high traffic areas, including corridors, lifts turnstiles and walkways to maintain social distancing.	Currently we have no high traffic areas, but this will be kept under review as the level of attendance in the office increases. A notice has been placed on kitchen doors to ask staff to restrict numbers as attendance in the office increases.	Facilities Manager

3.3 Workplaces and Workstations

Chamber Guidance	Chamber Actions	Lead Responsibility
Review layouts and processes to allow people to work further apart from each other.	From 29th June we are likely to have 40-50% of staff in the office at once, with attendance monitored and by agreement with their managers. Staff will work from their own desk and hot-deskers will aim to select a desk to ensure they are not sitting directly opposite or next to each other. Whilst our desk spacings all provide a distance of over 1m in any direction, we will continue as far as possible with the current system of alternate desks during July. Most staff will continue to work from home for the remainder of the week. This approach will be closely monitored to ensure it is effective before any further increase in attendance is introduced.	SMT Facilities Manager
Using floor tape or paint to mark areas to help people comply with social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).	2m markers have been placed on each floor to remind staff of the space required.	Facilities Manager
Only where it is not possible to move workstations further apart, arranging people to work side by side or facing a way from each other rather than face-to-face.	This will not currently be necessary as we can maintain safe working distances.	Facilities Manager
Only where it is not possible to move workstations further apart, using screens to separate people from each other.	This will not be necessary at the moment as we can maintain safe working distances.	Facilities Manager
Managing occupancy levels to enable social distancing.	Rotas have been introduced to ensure numbers attending the office are managed and all staff can continue to observe social distancing recommendations	Facilities Manager
Avoiding use of hot desks and spaces and, where not possible, for example, call centres or training facilities, cleaning workstations between different occupants including shared equipment.	Staff should stick to using their own desk where they have one. Hot-desking areas must be kept clear so that the cleaning staff can regularly clean them. If hot-desking, please use your own laptop and mobile phone rather than the desk phone. Cleaning products will be placed around the building to enable staff to clean their own work area if they wish to.	

3.4 Meetings

Government Guidance	Chamber Action	Lead Responsibility
Using remote working tools to avoid in-person meetings.	Zoom is working effectively for the vast majority of meetings. We will shortly also be introducing Microsoft Teams. In-person meetings are only held one-to-one or with very small numbers, in rooms/spaces which allow at least 1m spacing, and 2m wherever possible .	SMT
Only absolutely necessary participants should physically attend meetings and should maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).	This will be maintained by ensuring larger meeting rooms are used.	SMT
Avoiding transmission during meetings, for example, avoiding sharing pens and other objects.	There should be no need for basic equipment to be shared. Staff should highlight any additional requirements.	SMT Facilities Manager IT Manager
Providing hand sanitiser in meeting rooms.	Hand sanitiser is available throughout the office and in meeting rooms.	Facilities Manager
Holding meetings outdoors or in well-ventilated rooms whenever possible.	Meeting room use should be kept to a minimum, with most meetings taking place on zoom. Windows can be opened if required.	Facilities Manager
For areas where regular meetings take place, using floor signage to help people maintain social distancing.	Floor signage has been installed throughout the building.	Facilities Manager

3.5 Common Areas

Government Guidance	Chamber Actions	Lead Responsibility
Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions and staircases.	This risk assessment has been shared with tenants and their feedback requested. All staff notices apply to tenants too. Floor markings and signage has been installed in the Enterprise Greenhouse.	Facilities Manager
Staggering break times to reduce pressure on the staff break rooms or places to eat and ensuring social distancing is maintained in staff break rooms.	Not applicable to our business – we do not have set break times. However we will monitor use of the kitchens to ensure 2m distance can be maintained. A notice has been placed on the ground floor kitchen door to stress ‘one at a time’ as this is a small room. Chairs have been removed from the second floor kitchen so that there is only 1 per table. Staff have been instructed not to share tables and to wait outside if more than 2 people are making drinks. Staff are able to use the 1 st floor café, again sitting one per table.	Facilities Manager
Using safe outside areas for breaks.	Staff are welcome to take breaks outside if they wish to.	Facilities Manager
Creating additional space by using other parts of the workplace or building that have been freed up by remote working.	Not currently required – we have ample space. As usage of the building increases we can adapt rooms on the 1 st floor for staff use if required.	Facilities Manager
Installing screens to protect staff in receptions or similar areas.	A barrier has been formed to stop staff and visitors approaching reception. Reception traffic is very limited at the moment but will be kept under review.	Facilities Manager
Providing packaged meals or similar to avoid fully opening staff canteens.	Staff are bringing their own food. The café will re-open on 6th July with a limited offer.	Facilities Manager
Encouraging workers to bring their own food.	Staff are bringing their own food. The café will re-open on 6th July with a limited offer.	Facilities Manager
Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.	Chairs have been removed from 2 nd floor kitchen and the café , leaving only one per table.	Facilities Manager
Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site.	Only one site is open, with most staff working from home. Very small numbers of visits to external sites are now beginning to take place, with staff briefed not to enter any external premises if they do not feel confident they are ‘Covid secure’.	Facilities Manager
Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage.	Not applicable in our business.	

Encouraging storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts.	There is limited need for staff to store personal items. Most staff have desk pedestals and/or lockers.	
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3.6 Accidents, security and other incidents

Government Guidance	Chamber Actions	Lead Responsibility
Reviewing your incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.	Incident and emergency procedures have been reviewed and policies updated. Equipment has been provided in line with HSE guidelines for the provision of First Aid. We have included additional equipment with our defibrillator. Fire procedures have been updated to ensure social distancing. All policies and procedures will continue to be reviewed in line with Government/HES guidelines.	
Considering the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new altered security risks which may need mitigations.	We have not identified any security implications.	
For organisations who conduct physical searches of people, considering how to ensure safety of those conducting searches while maintaining security standards.	Not applicable to our business.	

4.1 Manage Contacts

Government Guidance	Chamber Actions	Lead Responsibility
Encouraging visits via remote connection/working where this is an option.	Most external meetings are taking place via zoom and other remote means. Visitors are discouraged from attending the buildings, except where essential, in which case they are briefed on our social distancing measures. Over the next few weeks we envisage opening up to small numbers of visitors.	SMT
Limiting the number of visitors at any one time.	Only essential visitors are attending the office.	SMT Facilities Manager
Limiting visitor times to a specific time window and restricting access to required visitors only.	Not applicable as we have very limited visitors currently.	Facilities Manager
Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.	Very few contractor visits are required. These are being managed by the facilities team to avoid overlap.	Facilities Manager
Maintaining a record of all visitors, if this is practical.	Receptionists are maintaining a record including details likely to be required for 'Test and Trace'. Tenants have also been asked to keep records.	Facilities Manager
Encouraging visitors to use hand sanitiser or handwashing facilities as they enter the premises.	Signage encourages visitors to do this and sanitiser is available throughout the building.	Facilities Manager
Revising visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions.	Very few visitors are attending and those that do are being briefed. Receptionists are completing the signing in book on behalf of visitors.	Facilities Manager

4.2 Providing and explaining available guidance

Government Guidance	Chamber Actions	Lead Responsibility
<p>Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage, visual aids and before arrival, for example, by phone, on the website or by email. Consider the particular needs of those with protected characteristics, such as those who are hearing or visually impaired.</p>	<p>Signage and visual aids are being used. Information is also available on our website, including this Risk Assessment.</p>	<p>Facilities Manager</p>
<p>Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors.</p>	<p>Very few visitors are attending and they will be briefed by receptionists or the person they are seeing.</p>	<p>Facilities Manage</p>
<p>Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.</p>	<p>Very few visitors or contractors are attending and receptionists will ensure contact is minimised.</p>	<p>Facilities Manager</p>
<p>Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces.</p>	<p>Communications are maintained with all tenants and their feedback taken account of.</p>	<p>Chief Executive Facilities Manager</p>
<p>Informing visitors that they should be prepared to remove face coverings if asked to do so by police officers and staff for the purposes of identification.</p>	<p>This is not applicable to our business.</p>	
<p>Ensuring information provided to visitors, such as advice on the location or size of queues, does not compromise their safety.</p>	<p>Signage on our key operating principles during the pandemic are displayed throughout the office.</p>	

5.1 Before re-opening

Government Guidance	Chamber Actions	Lead Responsibility
Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.	Our system is fully automated and regularly serviced. We have contacted our service company who have confirmed that the design of our system means it is safe to use.	Facilities Manager
Most air conditioning systems do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.	Our system is fully automated and regularly serviced. We have contacted our service company who have confirmed that the design of our system means it is safe to use.	Facilities Manager

5.2 Keeping the workplace clean

Government Guidance	Chamber Actions	Lead Responsibility
Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.	Our premises are cleaned daily by our cleaning teams. Rotas and procedures have been reviewed to ensure more frequent cleaning throughout the day.	Facilities Manager
Frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements for cleaning products .	This has been built into cleaning schedules and will be monitored by our facilities manager.	Facilities Manager
Clearing workspaces and removing waste and belongings from the work area at the end of a shift.	This is being completed regularly throughout the day. Staff have been asked to keep all areas clean and tidy, particularly hot-desks, so that our facilities team can clean effectively.	Facilities Manager
Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards.	Whiteboards are generally not in use at the moment. Cleaning materials have been placed near printers.	Facilities Manager IT Manager
If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.	To be actioned if required. Copy of guidance is located on reception.	Facilities Manager

Maintaining good ventilation in the work environment. For example, opening windows and doors frequently, where possible	Staff are welcome to open windows. Our offices are well ventilated by an effective air conditioning system. In areas where it is not working effectively, windows should be opened.	Facilities Manager
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5.3 Hygiene – handwashing, sanitation facilities and toilets

Government Guidance	Chamber Actions	Lead Responsibility
Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.	Completed.	Facilities Manager
Providing regular reminders and signage to maintain personal hygiene standards.	Completed	Facilities Manager
Providing hand sanitiser in multiple locations in addition to washrooms.	Completed. Hand sanitiser is available on reception and at points throughout the building, both in bottles and wall-mounted dispensers.	Facilities Manager
Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible	Toilets are cleaned daily in accordance with usual cleaning schedules. A sign has been placed on 2 nd floor toilets to limit people to a maximum of ‘two at a time’.	Facilities Manager
Enhancing cleaning for busy areas.	Cleaning schedules and rotas have been updated to concentrate cleaning in our main building and enable more frequent cleaning throughout the day as opposed to a daily early morning clean.	Facilities Manager
Providing more waste facilities and more frequent rubbish collection.	Waste facilities and collection are already sufficient, especially in light of much reduced staff and visitor presence.	Facilities Manager
Providing hand drying facilities – either paper towels or electrical dryers.	Paper towels have been placed in all toilets.	Facilities Manager

5.4 Changing rooms and showers

Government Guidance	Chamber Actions	Lead Responsibility
Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible.	Not applicable to our business.	Facilities Manager
Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.	Completed. Rotas have been revised to enable more regular cleaning.	Facilities Manager

5.5 Handling goods, merchandise and other materials, and onsite vehicles

Government Guidance	Chamber Actions	Lead Responsibility
Cleaning procedures for goods and merchandise entering the site.	Very few goods enter the site. Notices remind staff to wash hands when handling deliveries.	Facilities Manager
Cleaning procedures for vehicles.	Not applicable to our business.	Facilities Manager
Introducing greater handwashing and handwashing facilities for workers handling goods and merchandise and providing hand sanitiser where this is not practical.	Completed	Facilities Manager
Regular cleaning of vehicles that workers may take home.	Not applicable to our business.	Facilities Manager
Restricting non-business deliveries, for example, personal deliveries to workers.	Staff have been reminded not to arrange personal deliveries to the office.	Facilities Manager

6. PPE & Face-Covering

Government Guidance	Chamber Actions	Lead Responsibility
PPE	The guidance indicates that we do not need to use any PPE beyond what we usually use. Additionally, we are asked not to encourage the precautionary use of extra PPE.	Facilities Manager
Face Coverings	The guidance indicates that other measures remain the best way of managing risk and therefore Government does not expect us to rely on use of face coverings to manage risk. If staff choose to wear face coverings they are welcome to do so, and can find guidance on how to make and use face coverings safely on Gov.UK.	Facilities Manager

7.1 Shift patterns and working groups

Government Guidance	Chamber Actions	Lead Responsibility
As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.	Not applicable to our business.	SMT
Identifying areas where people directly pass things to each other, for example office supplies, and finding ways to remove direct contact, such as using drop-off points or transfer zones.	Not a major issue in our business, but receptionists will be asked to consider this when issuing office supplies. The IT team are performing laptop 'fixes' remotely wherever possible	SMT
You should assist the Test and Trace service by keeping a temporary record of your staff shift patterns for 21 days and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks.	Our rotas will be kept for at least 21 days and can be used to provide Test and Trace information if requested. Visitor records will also be maintained.	HR Manager

7.2.1 Work-related travel - Cars, accommodation and visits

Government Guidance	Chamber Actions	Lead Responsibility
Avoiding using public transport, and aiming to walk, cycle, or drive instead. If using public transport is necessary, wearing a face covering is mandatory.	Very little business travel is taking place, and where it is, staff invariably use their own cars. Staff travelling to the office by public transport have been directed to Gov.UK for information on how to make a face covering.	SMT
Minimising the number of people outside of your household or support bubble travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.	Not applicable to our business.	SMT
Cleaning shared vehicles between shifts or on handover.	Not applicable to our business.	Facilities Manager
Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.	Not applicable to our business.	SMT

7.2.2 Work-related travel – deliveries to other sites

Government Guidance	Chamber Actions	Lead Responsibility
Putting in place procedures to minimise person-to-person contact during deliveries to other sites.	Not applicable to our business.	Facilities Manager
Maintaining consistent pairing where two-person deliveries are required.	Not applicable to our business.	Facilities Manager
Minimising contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents.	Most documentation is being dealt with electronically, with some examples where this is not possible. In these cases social distancing must be observed and all other guidance followed e.g. hand-washing.	SMT

7.3.1 Communications & Training – Returning to Work

Government Guidance	Chamber Actions	Lead Responsibility
Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.	Regular emails are being sent to all staff, especially when anything changes. Team meetings and one-to-ones are being held via zoom to keep staff updated and receive feedback. This Risk Assessment is available to all staff and regularly updated. Regular communications are undertaken with tenants and sharing of key documents and updates.	SMT
Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.	Staff Council consulted on Risk Assessment. Meetings scheduled every 2-3 weeks to discuss any updates required or any other issues arising.	Chief Executive HR Manager Facilities Manager
Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.	Briefings are sent to staff and tenants on any changes to procedures.	HR Manager Facilities Manager

7.3.2 Communication & Training – On-going communications and signage

Government Guidance	Chamber Actions	Lead Responsibility
Ongoing engagement with workers (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.	Regular meetings are being held with Staff Council to review effectiveness of procedures and discuss staff feedback.	Chief Executive HR Manager
Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19).	We are ensuring staff are aware of the support available, both within the Chamber and through external referrals.	SMT HR Manager
Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language and those with protected characteristics such as visual impairments.	Completed, but with on-going feedback from staff and Staff Council welcomed.	Chief Executive HR Manager Facilities Manager
Using visual communications, for example, whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.	Completed, with on-going updates.	Chief Executive HR Manager Facilities Manager
Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.	Regular communications issued to Chamber Members, learners and other contacts. Regular communication via British Chambers of Commerce and Association of Employment & Learning Providers to share good practice and feed in issues and concerns. This Risk Assessment is published on our website.	SMT

8. Inbound and out-bound goods

Government Guidance	Chamber Actions	Lead Responsibility
Revising pick-up and drop-off collection points, procedures, signage and markings.	Not applicable to our business.	Facilities Manager
Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.	Not applicable to our business.	Facilities Manager
Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.	Very few deliveries are received, with only essential items currently.	Facilities Manager
Where possible and safe, having single workers load or unload vehicles.	Not applicable to our business.	Facilities Manager
Where possible, using the same pairs of people for loads where more than one is needed.	Not applicable to our business.	Facilities Manager
Enabling drivers to access welfare facilities when required, consistent with other guidance.	Not applicable to our business.	Facilities Manager
Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.	Not applicable to our business.	Facilities Manager