

## 1. Working Safely at St Helens Chamber during Covid 19

Please find attached **V10** of our Risk Assessment.

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 as necessary by our Staff Council and updated accordingly. It will also be updated at points when Government guidance changes.

<https://www.gov.uk/guidance/working-safely-during-covid-19>

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

**Tracy Mawson**  
**Chief Executive**

## 2. Who Should Go to Work

Latest Government Guidance	Chamber Actions	Lead Responsibility
Considering the maximum number of people who can be safely accommodated on site.	Step 4 of the roadmap will commence Monday 19 <sup>th</sup> July 2021. The Government are no longer instructing people to work from home.	SMT
Planning for a phased return to work for people safely and effectively.	Staff attendance at the office is continuously monitored to ensure we do not have more staff on site at any one time than can be safely accommodated. Rotas have been introduced to allow us to monitor attendance and social distancing, and to ensure we have records required for 'Test and Trace'.	SMT
Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if most of their colleagues are on-site.	Zoom/Teams is being used frequently, with all staff being able to connect in. Regular team meetings and one-to-ones are being held. Staff can attend the office therefore the risks of staff feeling isolated are decreasing. However, we are aware of the risk of anxiety and concern increasing as restrictions are lifted. Managers have been reminded of the need and are offered training on techniques to maintain good contact and offer support to their staff. A mental health support offer is now in place.	SMT HR Manager
Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.	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 including a regular confidential session called Chamber Chat. Staff have completed home-working risk assessments.	SMT HR Manager
Providing equipment for people to work at home safely and effectively, for example, remote access to work systems.	All staff have been issued with a laptop and any other equipment they need. A home-working risk assessment has been completed by all staff. Our IT team has ensured all staff can access the systems and support they need.	SMT Facilities Manager IT Manager

## 2.1 Protecting people who are at higher risk

Latest Government Guidance	Chamber Actions	Lead responsibility
To support those who are at a higher risk of infection and/or an adverse outcome if infected.	Identify and consider needs of Chamber employees that are at higher risk and employees facing mental and physical health difficulties. The Government no longer advises that the clinically extremely vulnerable shield. We will continue to support these individuals by discussing with them their needs during KIT's and supporting them in taking any additional precautions advised by their clinicians.	SMT Team Managers/Leaders

## 2.2 People who need to self-isolate

Latest Government Guidance	Chamber Actions	Lead Responsibility
Enabling workers to work from home while self-isolating if appropriate.	All staff who can work from home have been provided with equipment to do so. Regular emails are sent to staff to ensure that if they are asked to self-isolate through contact with 'test and trace' they immediately inform their manager and HR and can self-isolate for the time period necessary.	SMT IT Manager
See current guidance for employees and employers relating to statutory sick pay due to COVID-19.	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 10 days if they need to self-isolate.	SMT HR Manager
Ensuring any workers who have symptoms of COVID-19 – a high temperature, new and persistent cough, or anosmia – however mild, should self-isolate for at least 10 days from when the symptoms started. Workers who have tested positive for COVID-19 should self-isolate for at	We have updated our risk assessment and regularly send guidance to staff to ensure that this guidance is clearly communicated and followed by staff.	SMT HR Manager

<p>least 10 days starting from the day the test was taken. Where a worker has tested positive while not experiencing symptoms but develops symptoms during the isolation period, they should restart the 10-day isolation period from the day the symptoms developed.</p> <p>When you need to keep self-isolating You still need to self-isolate for 10 full days if you get a negative test result and:</p> <ul style="list-style-type: none"> <li>• someone you live with has tested positive</li> <li>• someone you live with has symptoms and has not had a test</li> <li>• you have been told to self-isolate because you've been in close contact with someone who tested positive</li> <li>• you had a PCR test (a test that is sent to a lab) because you had a positive rapid lateral flow test, and there were more than 2 days between the tests (England only)</li> </ul> <p>If you are going into hospital, keep self-isolating until you go in.</p>		
<p>See current guidance for people who have symptoms and those who live with others who have symptoms.</p>	<p>Staff must follow the Government guidance and self-isolate for 10 days as appropriate. This includes anyone who has been asked to self-isolate through 'test and trace'. Staff or visitors must not attend the office if they are experiencing any of the symptoms of COVID-19.</p>	<p>SMT HR Manager</p>

### 2.3 Equality in the workplace

<p>Latest Government Guidance</p>	<p>Chamber Actions</p>	<p>Lead Responsibility</p>
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Understanding and considering the particular circumstances of those with protected characteristics.	We understand that it is breaking the law to discriminate, directly or indirectly, against anyone because of a protected characteristic such as age, sex, disability, race or ethnicity. 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 measures you are considering implementing inappropriate or challenging for them.	We involve all staff through Staff Council meetings and regular bulletins. Our HR manager is available to discuss with any staff member if they feel that they are exposed to a different degree of risk or are otherwise differently affected by our measures.	SMT 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.	SMT 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.	SMT HR 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.	SMT HR Manager

### 3. Ventilation

Latest Government Guidance	Chamber Actions	Lead Responsibility
Increasing the existing ventilation rate by adjusting the fan speed.	We have contacted our service company who have stated that our system is set to safe levels of ventilation.	Facilities Manager
Operating the ventilation system when there are people in the building.	The system always operates when the building is occupied.	Facilities Manager

Monitoring and managing filters in accordance to manufacturer instructions.	A service agreement is in place with a competent supplier and is kept fully up to date.	Facilities Manager
Keeping doors and windows open if possible.	Staff can open windows and wedge doors open. If it is a fire door it needs to remain closed.	Facilities Manager
Using ceiling fans or desk fans to improve air circulation, provided there is good ventilation.	The system is fully automatic and circulates air effectively. There are some additional fans available if required.	Facilities Manager

### 3.1 Identifying Poorly Ventilated Spaces

Latest Government Guidance	Chamber Actions	Lead Responsibility
Identify spaces that are poorly ventilated.	We have an excellent fresh air ventilation system that is always operational. Staff can open windows and wedge doors open. If it is a fire door it needs to remain closed.	SMT Facilities Manager
If you cannot improve ventilation in poorly ventilated spaces, you should consider whether its safe to restrict the time spent in these spaces and the number of people that access these spaces or stop using them.	All rooms are spacious and have adequate ventilation.	Facilities Manager

### 3.2 Using Carbon Dioxide (CO2) monitors

Latest Government Guidance	Chamber Actions	Lead Responsibility
Check levels in identified poorly ventilated rooms.	Identified potential issue with 2 <sup>nd</sup> floor glass meeting room, Chamber to install a monitor to accurately check levels.	Facilities Manager

### 4. Reducing contact for workers

Latest Government Guidance	Chamber actions	Lead Responsibility
From step 4 social distancing no longer applies and there are no limits on social contact between people from different households.	Review Chamber usage large test event to take place Tuesday 20 <sup>th</sup> July.	SMT Facilities Manager

#### 4.1 Workplaces and workstations

Latest Government Guidance	Chamber Actions	Lead Responsibility
Review layouts and processes to allow people to work further apart from each other.	Staff work from their own desk and hot-deskers will select a desk to ensure they are not sitting directly opposite or next to each other. Whilst our desk spacing's all provide over 1m in any direction, we will continue as far as possible with the current system of alternate desks. Given the new Government guidance staff will be returning to work.	SMT Facilities Manager
Workstations should be assigned to an individual if possible. If using Hot Desking areas, there should be ways to clean them between each use.	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 the work area.	

#### 5. Reducing risk for your customers, visitors, and contractors

##### 5.1 Providing and explaining available guidance

Latest Government Guidance	Chamber Actions	Lead Responsibility
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 needs of those with protected characteristics, such as those who are hearing or visually impaired.	Signage and visual aids are being used. Information is also available on our website, including this Risk Assessment.	Facilities Manager
Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors.	Visitors attending will be briefed by receptionists or the person they are seeing.	Facilities Manage
Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.	Very few visitors or contractors are attending, and receptionists will ensure contact is minimised.	Facilities Manager

Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces.	Communications are maintained with all tenants and their feedback taken account of.	Chief Executive Facilities Manager
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.	We have placed signs in reception and common areas to inform visitors of this requirement.	
Ensuring information provided to visitors, such as advice on the location or size of queues, does not compromise their safety.	Signage on our key operating principles during the pandemic are displayed throughout the office.	

## 5.2 Working in other people's homes

Latest Government Guidance	Chamber Actions	Lead Responsibility
Ask households to leave all internal doors open. Identify busy areas across the household where people travel to, from or through. Take breaks outside. Limit the number of workers within a confined space. Arrange methods of safely disposing of waste. Where possible same worker to visit each time.	N/A	

## 6. Cleaning the workplace

### 6.1 Before Reopening



Latest 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 systems 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

## 6.2 Keeping the workplace clean

Latest 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.	Cleaning materials have been placed near printers. Staff have been briefed on how to keep IT equipment clean now that training delivery has re-commenced.	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
Providing extra non recycling bins for workers and visitors to dispose of single use face coverings and PPE. You should refer to guidance for information on how to dispose of personal or business waste, including face coverings and PPE.	As recommended in the guidance, we are not encouraging the use of single use PPE. However a bin will be placed on each floor in case any individuals require it e.g. for face coverings they have used on public transport.	Facilities Manager

### 6.3 Hygiene – handwashing, sanitation facilities and toilets

Latest 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 <sup>nd</sup> 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 and hand dryers disabled.	Facilities Manager
Keeping the facilities well ventilated, for example by fixing doors open where appropriate.	Our premises are largely open plan. All doors have door stops to enable them to be held open. Maximum numbers notices have been put on all office doors, with a maximum of 1 person in smaller offices.	Facilities Manager

#### 6.4 Changing rooms and showers

Latest 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

#### 6.5 Handling goods, merchandise and other materials, and onsite vehicles

Latest 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
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## 7.PPE & Face-Covering

### 7.1PPE

Latest Government Guidance	Chamber Actions	Lead Responsibility
PPE	The guidance indicates we are asked not to encourage the precautionary use of extra PPE.	Facilities Manager

### 7.2 Face Coverings

Latest Government Guidance	Chamber Actions	Lead Responsibility
Face Coverings	<p>Face coverings are no longer required by Law. However, the Government expects and recommends that people continue to wear face coverings in crowded, enclosed spaces. To support this the Chamber will require all to wear a face covering in the public areas of the building.</p> <p>Please see below guidance on how to do that safely.</p> <ul style="list-style-type: none"> <li>• Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and before and after removing it.</li> <li>• When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.</li> <li>• Change your face covering if it becomes damp or it you've touched it.</li> <li>• Continue to wash your hands regularly.</li> <li>• Change and wash your face covering daily.</li> <li>• If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.</li> <li>• Practice social distancing wherever possible.</li> </ul>	Facilities Manager

## 8.Shift patterns and outbreaks

### 8.1. Shift patterns and outbreaks – Outbreaks in the workplace

Latest Government Guidance	Chamber Actions	Lead Responsibility
As part of the risk assessment, you should ensure you have an up-to-date plan in case there is a COVID-19 outbreak. This plan should nominate a single point of contact (SPOC) where possible who should lead on contacting local Public Health teams.	<p>In case of an outbreak, we will immediately send affected staff and their close contacts home with advice to self-isolate. We will book them a test to take place as soon as possible.</p> <p>Our SPOC is our Facilities Manager – Gillian Warburton, 01744 742062 or 07808 057089 / <a href="mailto:Gillian.warburton@sthelenschamber.com">Gillian.warburton@sthelenschamber.com</a>. If our SPOC is unavailable, Tracy Mawson will deputise – 01744 742020 or 07703 299996 / <a href="mailto:tracy.mawson@sthelenschamber.com">tracy.mawson@sthelenschamber.com</a></p> <p>If more than 1 individual tests positive we will contact <a href="mailto:testandtrace@sthelens.gov.uk">testandtrace@sthelens.gov.uk</a> and follow all instructions they issue.</p>	Facilities Manager CEX
If there is more than one case of COVID-19 associated with your workplace, you should contact your local PHE health protection team to report the suspected outbreak.	As per the plan to manage an outbreak, Test and Trace will be contacted if there is more than one case of Covid-19 associated with our workplace.	Facilities Manager CEX
If the local PHE health protection team declares an outbreak, you will be asked to record details of symptomatic staff and assist with identifying contacts. You should therefore ensure all employment records are up to date. You will be provided with information about the outbreak management process, which will help you to implement control measures, assist with communications to staff, and reinforce prevention messages.	If an outbreak is declared, all instructions issued by the Test and Trace team will be followed promptly. Our employment records are up to date and rotas are maintained daily to track staff attendance at our premises.	Facilities Manager HR Manager

## 8.2 Work-related travel - Cars, accommodation, and visits

Latest Government Guidance	Chamber Actions	Lead Responsibility
Walking or cycling where possible. When not possible, you can use public transport or drive. You must wear a face covering when using public transport.	Staff are encouraged to walk or cycle to work if possible. Very few staff travel to work by public transport.	SMT
Minimising the number of people outside of your household or support bubble travelling together in any one vehicle, using fixed travel partners,	Not applicable to our business.	SMT

increasing ventilation when possible and avoiding sitting face-to-face.		
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

### 8.3 Communication and training

Latest 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. The Risk Assessment is updated regularly and each version is discussed with our Staff Council. 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

#### 8.3.1 Communication & Training – On-going communications and signage

Latest Government Guidance	Chamber Actions	Lead Responsibility
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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

## 9. Tests and vaccinations

### 9.1

Latest Government Guidance	Chamber Actions	Lead Responsibility
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Employees who do not have symptoms of COVID-19 can access testing(Lateral Flow) free of charge at home or at a test site.	St Mary's Market Testing Centre and free home kits available.	
Anyone with Coronavirus symptoms can get a free NHS test	Contact ( <a href="https://www.gov.uk/get-coronavirus-test">https://www.gov.uk/get-coronavirus-test</a> ).	