1. Working Safely at Staffordshire Chambers during Covid 19

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

It has been produced following consultation with our team leaders, senior managers and the Audit and Governance Committee.

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 the QEST Group and updated accordingly. It will also be updated at points when Government guidance changes.

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

Sara Williams
Chief Executive

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2. Who Should Go to Work

Government Guidance	Chamber Actions	Lead Responsibility
Staff should work from home if at all possible. Consider who is needed to be on-site; for example: • 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.	The majority of our staff have been instructed to work at home for the majority of their time. Commerce House is closed to the public until possibly 1 August. From 01 June it is 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. Staff are asked to come into the office on a rota basis e.g. Management, Marketing, Events, Growth Hub, Membership, Finance and International Trade are available in the office on a rota basis in order to support other staff and business operations. The Stafford office and the Leek office remain closed until decisions have been made as to their availability with the landlords.	SMT
Planning for the minimum number of people needed on site to operate safely and effectively.	A rota has been agreed and only staff listed above are attending the office frequently. All other staff are attending infrequently on a rotational basis if needed for the business functions and this will be continuously monitored to ensure we don't have more staff on site at any one time than can be safely accommodated.	SMT
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	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. Regular calls with staff from SMT and team leaders. Staff also contact each other, to talk over issues/health and wellbeing.	SMT Team Leaders
Keeping in touch with off-site workers on their working arrangements including their welfare,	The Wellbeing Group are available to discuss any issues that staff have and the leader of this (our HR advisor) has provided support when requested.	SMT Wellbeing Group (HR lead advisor)

mental and physical health and personal security.	Staff are keeping in touch with those that may struggle. Weekly e-shots on hints and tips about staying healthy. Quest and Westfield (staff benefits) providing online support if required. We are instigating a buddy system	
Providing equipment for people to work at home safely and effectively, for example, remote access to work systems.	All staff have been issued with the equipment needed. A home-working risk assessment has been issued to all staff. Our IT support partner has ensured all staff can access the systems and support they need.	SMT Team Leaders M&M Tech

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.	We have identified those who are at higher risk and continue to be in touch with them regularly	SMT Team Leaders
See current guidance for advice on who is in the clinically extremely vulnerable and clinically vulnerable groups.	Government guidance has been noted and we will continue to check and reassess as necessary or when the guidance changes	SMT

2.2 People who need to self-isolate

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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 Team Leaders
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. Sickness policy pays full pay for up to 4 weeks sickness in a 12 month rolling period for staff with over 12 months service. For those staff with less service, SSP will be paid for non Covid-19 sickness.	SMT Team Leaders
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. 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 their team leader straightaway. However, we are still waiting for confirmation. Test are only available within the first 3 days of developing symptoms.	SMT Team Leaders

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.	SMT Team Leaders
Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk,	Consultation with any member of staff with protected characteristic to ensure they are not faced with an increased level of risk.	SMT Team Leaders

or might make any steps you are thinking about inappropriate or challenging for them.	We talk to each member of staff to ensure that reasonable adjustments are made as circumstances change.	
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 SMT.	SMT
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 Team Leaders
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.	Team Leaders

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 no visitors. At the point our services resume we will have to review this element of the risk assessment. Currently there are no times when crowding is an issue as most staff are working from home. Again this will be reviewed when attendance at the office increases. A handheld thermometer will be available for staff to check their temperature on arrival. As the number of people attending the office increases in June – July we will revise the rota for staggered arrival and departure times when appropriate or deemed necessary.	SMT
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.	SMT
Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.	We do not have any corporate vehicles	
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.	Head of Corporate
Providing more storage for workers for clothes and bags.	This is not applicable in our working environment.	
Using markings and introducing one-way flow at entry and exit points.	This will be introduced at a point when 2m distancing becomes an issue. Under current arrangements this is not arising.	Head of Corporate
Providing handwashing facilities, or hand sanitiser where not possible, at entry/exit points	Handwashing facilities and sanitiser are available throughout the building, including at reception.	All Staff

and not using touch-based security devices such as keypads.	We are moving to a fob-based access and will be removing some access touch points. All handles and other touch points will be frequently sanitised.	
Defining process alternatives for entry/exit points where appropriate, for example, deactivating turnstiles requiring pass checks in favour of showing a pass to security personnel at a distance.	Not applicable in our work environment	

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, where permitted, and cleaning them between use.	We have closed all sites apart from our main office.	Head of Corporate
Restricting access between different areas of abuilding or site.	Staff are encouraged to use their own laptops and mobile phones when hot-desking or sharing desks. However, the rota in place will make sure that wherever possible there is little sharing of desks and minimal hot desking. Cleaning timetables and schedules have been revised to allow for more frequent cleaning of higher-risk areas.	Head of Corporate
Reducing job and location rotation.	All sites are closed apart from Commerce House	SMT Team Leaders
Introducing more one-way flow through buildings.	Our premises are spacious and can accommodate social distancing. Notices remind staff to avoid crossing on the stairs and to 'keep left'.	Head of Corporate

Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.	No lift in the building	
Making sure that people with disabilities are able to access lifts.	N/a	
Regulating 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. Areas such as the kitchens and toilets and foyer will follow the guidelines in this risk assessment under the specific sections.	SMT

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.	There is plenty of space for staff to spread out through the office as we will only have around 40% of staff on-site at any one time. As time progresses and more staff can safely attend the office, team leaders will be asked to organise rotas within teams so that no more than 50% of desks are occupied, until restrictions are lifted. As advice on restrictions changes, we can make use of our other floors and spaces and buildings to ensure staff are not working in proximity.	SMT Team Leaders
Using floor tape or paint to mark areas to help workers keep to a 2m distance.	The initial rota would indicate that there is enough space and allocated desks for this not to be necessary. It will be reviewed on a fortnightly basis. .	Head of Corporate
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 be necessary as we can maintain safe working distances.	Team Leaders
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.	Team Leaders

Managing occupancy levels to enable social distancing.	As the office gets busier further rotas will be introduced to ensure all staff can continue to observe social distancing recommendations	Team Leaders and SMT
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. If there are any desks that are shared, the areas must be kept clear so that the cleaning staff can regularly clean them. Hot-desking will only happen for whole days not parts of the days and staff will use their 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. A double cleaning process will be adopted i.e. cleaned by the person when finished at the workstation and again by the next person before they start to use it	All staff and team leaders

3.4 Meetings

Government Guidance	Chamber Action	Lead Responsibility
Using remote working tools to avoid in-person meetings.	Zoom and Teams are working effectively for most meetings. In-person meetings will only be one-to-one or with very small numbers, in rooms/spaces which allow at least 2m spacing.	SMT
Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.	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 Team Leaders
Providing hand sanitiser in meeting rooms.	Hand sanitiser is available throughout the office and can be taken into meeting rooms when in use.	Events Team
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 or teams. Windows can be opened if required.	Facilities Manager
For areas where regular meetings take place, using floor signage to help people maintain social distancing.	There are no regular meetings planned for the foreseeable future that are not via Zoom or MS Teams. This will be reviewed as operations change and/or from 1 July.	

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.	Not applicable	
Staggering break times to reduce pressure on break rooms or canteens.	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 that only two people can be in the room at any one time and a "one at a time' notice in the second-floor kitchen, as this is a small room.	Head of Corporate
Using safe outside areas for breaks.	Staff are welcome to take breaks outside if they wish to.	Team Leaders
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 for staff use if required.	Head of Corporate
Installing screens to protect staff in receptions or similar areas.	A perspex screen will be installed when the building is more open to the public. Reception traffic is limited to staff at the moment.	Head of Corporate
Providing packaged meals or similar to avoid fully opening staff canteens.	Staff are bringing their own food	All staff
Encouraging workers to bring their own food.	Staff are bringing their own food.	All staff
Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.	Kitchen is sufficient to maintain social distancing with limited people allowed in the room.	SMT
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. No meetings not by Zoom or MS Teams will be allowed until 1 July review.	Team Leaders
Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage.	Not applicable in our business.	

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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.	

4.1 Manage Contacts

Government Guidance	Chamber Actions	Lead Responsibility
Encouraging visits via remote connection/working where this is an option.	All 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.	SMT
Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival.	All visitors are briefed on arrival on the measures we have implemented to ensure social distancing.	SMT
Limiting the number of visitors at any one time.	Only essential visitors are to attend the office.	SMT
Limiting visitor times to a specific time window and restricting access to required visitors only.	Not applicable as we have very limited visitors currently.	
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 Head of Corporate to avoid overlaps	Head of Corporate
Maintaining a record of all visitors, if this is practical.	Receptionists will maintain a record. We are looking at an electronic and wipeable system to provide links to health and safety- for staff and visitors.	Head of Business Services
Revising visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions.	We have no visitors at present and those that do will shall be briefed. Staff will complete the signing in book on behalf of visitors.	Head of Business Services

4.2 Providing and explaining available guidance

Government Guidance	Chamber Actions	Lead Responsibility
Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage or visual aids and before arrival, for example, by phone, on the website or by email.	Signage and visual aids are being used following the guidelines and government suggestions. Information is also available on our website, including this Risk Assessment.	Head of Corporate Head of Business Services
Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors.	Very few visitors are attending and they will be briefed by receptionists or the person they are seeing.	Team Leaders
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. This will be reviewed after 1 July.	Head of Corporate
Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces.	Not relevant to our business	

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.	Head of Corporate
Most air conditioning system 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.	Head of Corporate
Opening windows and doors frequently to encourage ventilation, 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.	All staff

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. Rota's and procedures are being reviewed to ensure more frequent cleaning throughout the day.	Head of Corporate
Frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements.	This has been built into cleaning schedules and will be monitored by staff.	Head of Corporate
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.	Head of Corporate
Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards.	Whiteboards are not in use. Cleaning materials have been placed hear printers and touch screens, projectors and screens	Head of Corporate
If you are cleaning after a known or suspected case ofCOVID-19 then you should refer to the specific guidance.	To be actioned if required. Copy of guidance is located on reception.	Head of Business Services

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.	On return to work, basic information will be available printed from the government website – proper signage is on order.	Head of Business Services
Providing regular reminders and signage to maintain personal hygiene standards.	On return to work, basic information will be available printed from the government website – proper signage is on order.	Head of Business Services
Providing hand sanitiser in multiple locations in addition to washrooms.	Completed. Hand sanitiser is available on reception and at points throughout the building.	Head of Corporate
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 the toilets to limit people to 'one at a time'. Sensor lights will indicate whether the toilets are occupied and the timing system is being reviewed.	Head of Corporate
Enhancing cleaning for busy areas.	At the moment and for the foreseeable future there will be no busy areas. As the office becomes busier this will be reviewed	SMT
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.	Head of Corporate
Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities .	Paper towels are provided in the toilets and kitchens.	Head of Corporate

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.	The showers will be not used.	All Staff
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.	Head of Corporate

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.	Head of Corporate
Cleaning procedures for vehicles.	Not applicable to our business.	
Introducing greater handwashing and handwashing facilities for workers handling goods and merchandise and providing hand sanitiser where this is not practical.	Completed	
Regular cleaning of vehicles that workers may take home.	Not applicable to our business.	
Restricting non-business deliveries, for example, personal deliveries to workers.	Staff have been reminded not to arrange personal deliveries to the office.	Team Leaders

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.	SMT
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 and there some provided.	Team Leaders SMT

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 staff will be asked to consider this when issuing office supplies.	SMT

7.2.1 Work-related travel - Cars, accommodation and visits

Government Guidance	Chamber Actions	Lead Responsibility
Minimising non-essential travel – consider remote options first	Almost all business travel has ceased. Meetings and training are taking place remotely.	SMT
Minimising the number of people 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.	
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.	
Maintaining consistent pairing where two-person deliveries are required.	Not applicable to our business.	
Minimising contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents.	We do not have a physical PDQ machine – all payments are taken online.	SMT esp. Head of International Trade

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.	Chief Executive SMT Team Leaders
Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.	All staff through fortnightly meetings, increased number of staff engagement meetings and QEST group will all be engaged in reviewing the risk assessment.	Chief Executive
Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.	Briefings will be sent to staff on any changes to procedures.	Head of Business Services and Head of Corporate

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.	Fortnightly meetings will be held with team leaders and staff representatives to review effectiveness of procedures and discuss staff feedback.	Chief Executive
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).	Ensuring staff are aware of the support available, both within the Chamber and through external referrals we will make Government advice available to staff.	SMT Team Leaders Wellbeing Group
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.	Completed with on-going feedback from staff welcomed.	Head of Corporate and Marketing 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	Head of Corporate and Marketing 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 to share good practice and feed in issues and concerns.	Chief Executive 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.	
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.	
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.	
Where possible and safe, having single workers load or unload vehicles.	Not applicable to our business.	
Where possible, using the same pairs of people for loads where more than one is needed.	Not applicable to our business.	
Enabling drivers to access welfare facilities when required, consistent with other guidance.	Not applicable to our business.	
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.	