

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” **and in line with HSE guidance**. This document will be reviewed every **month** 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.

The risk assessment has been updated on 20 July 2020 to take into account changes in government guidance and working practices. This document has been revised on 1 September 2020, 10 November 2020 and 5 January 2021. This risk assessment is version controlled with the date of amendment and next version number, amendments to this version are colour coded **green**.

Sara Williams
Chief Executive

2. Who Should Go to Work

Government Guidance and potential hazards	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
<p>Staff should work from home if at all possible to reduce the risk of getting or spreading coronavirus. 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 staff have been instructed to work at home for the majority of their time.</p> <p>The Chamber continues to work within the revised guidelines to a recent local lockdown and subsequent national lockdown from 5 November 2020 and 4 January 2021.</p> <p>Certain staff e.g. facilities team, receptionists, cannot work from home and have been furloughed where necessary.</p> <p>The Chamber is 'Covid-19 Secure' workplace, and so staff are able to come into the building where necessary.</p> <p>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, where they cannot work from home effectively.</p> <p>The Stafford office is closed as moving to new premises and there is no longer a permanent Leek office.</p>	SLT	
<p>Planning for the minimum number of people needed on site to operate safely and effectively to reduce the risk of getting or spreading coronavirus by not social distancing.</p>	<p>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.</p>	SLT	<p>Complete accurate weekly rota's and monitor numbers in the building</p> <p>Reception/SLT 29/03/2021</p>
<p>Mental health and wellbeing affected through isolation or anxiety about coronavirus of people who are working from home and helping them stay connected to the rest of the workforce,</p>	<p>Zoom is being used frequently, with all staff being able to connect in.</p> <p>Regular team meetings and one-to-ones are being held, ensuring all staff have contact at least weekly with managers and colleagues.</p>	SLT, Heads of, Managers and Team Leaders	<p>Regular emails/snapshots Wellbeing Team 01/04/2021</p>

<p>especially if the majority of their colleagues are on-site</p>	<p>Regular calls with staff from SMT and team leaders. Staff also contact each other, to talk over issues/health and wellbeing.</p> <p>Weekly Chamber Virtual Arms mtg on Thursdays for chats, quiz's etc. Staff are involved in completing risk assessments and kept up to date on what is happening. Discuss importance of taking regular breaks, annual leave, not working too long hours.</p>		
<p>Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health, isolation or anxiety about coronavirus and personal security.</p>	<p>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.</p> <p>Staff are keeping in touch with those that may struggle.</p> <p>Quest and Westfield (staff benefits) providing online support if required. We have instigated a buddy system</p> <p>Monthly wellbeing newsletter on tips to stay healthy.</p> <p>Weekly Chamber Virtual Arms mtg on Thursdays for chats, quiz's etc. Staff are involved in completing risk assessments and are kept updated on what is happening. Discuss importance of taking regular breaks, annual leave, not working too long hours.</p>	<p>SLT Wellbeing Group (HR lead advisor)</p>	<p>Regular emails/snapshots Wellbeing Team 01/04/2021</p>
<p>Providing equipment for people to work at home safely and effectively, for example, remote access to work systems.</p> <p>Musculoskeletal disorders as a result of using DSE at home for a long period of time.</p>	<p>All staff have been issued with the equipment needed. A home-working risk assessment has been issued to all staff including how to set up and protect themselves eg taking regular breaks, stretching exercises.</p> <p>Our IT support partner has ensured all staff can access the systems and support they need.</p>	<p>SLT, Heads of, Managers and Team Leaders M&M Tech</p>	<p>Regular emails/snapshots Wellbeing Team 01/04/2021</p>

2.1 Protecting People who are at higher risk

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
<p>Providing support for workers around mental health and wellbeing which could be affected through isolation or anxiety about coronavirus. This could include advice or telephone support.</p>	<p>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.</p> <p>Staff are keeping in touch with those that may struggle.</p> <p>Quest and Westfield (staff benefits) providing online support if required. We have instigating a buddy system</p> <p>Monthly wellbeing newsletter on tips to stay healthy.</p> <p>Weekly Chamber Virtual Arms mtg on Thursdays for chats, quiz's etc. Staff are involved in completing risk assessments and are kept updated on what is happening.</p> <p>Discuss importance of taking regular breaks, annual leave, not working too long hours.</p>	SLT, Heads of, Managers and Team Leaders	Regular emails/snapshots Wellbeing Team 01/04/2021
<p>See current guidance for advice on who is in the clinically extremely vulnerable and clinically vulnerable groups as these have an increased risk of infection and complications</p>	<p>Government guidance has been noted and we will continue to check and reassess as necessary or when the guidance changes. Staff identified in these groups have been advised to stay at home, with support being given</p>	SLT	<p>Put a system in place that staff notify SLT when their circumstances change and they fall into one of these categories.</p> <p>SLT 01/04/2021</p>

2.2 People who need to self-isolate

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date

Enabling workers to work from home while self-isolating if appropriate to reduce the risk of spreading coronavirus.	All staff who are able to work from home have been provided with equipment to do so.	SLT, Heads of, Managers and 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.	SLT, Heads of, Managers and Team Leaders	
See current guidance for people who have symptoms and those who live with others who have symptoms to reduce the risk of spreading coronavirus.	Staff must follow the Government guidance and self-isolate for 7 or 14 days as appropriate. Testing is now widely available and staff are encouraged to take regular tests. Relevant policies and procedures in place and staff told to self isolate and take tests where necessary.	SLT, Heads of, Managers and Team Leaders	Encourage use of home lateral tests. Look to take part in work testing SLT – 01/04/21 and June 2021 for work testing

2.3 Equality in the workplace

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
Understanding and taking into account the particular circumstances of those with different protected characteristics as these may have an increased risk of infection and complications	Our approach should ensure that the needs of all staff are met, but individual issues should be raised with managers.	SLT, Heads of, Managers and Team Leaders	Put a system in place that staff notify SLT if they fall into one of these categories. SLT 01/04/2021
Involving and communicating appropriately with workers whose protected characteristics	Consultation with any member of staff with protected characteristic to ensure they are not faced with an increased level of risk.	SLT, Heads of, Managers and	Put a system in place that staff

might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them as these may have an increased risk of infection and complications	We talk to each member of staff to ensure that reasonable adjustments are made as circumstances change.	Team Leaders	notify SLT if they fall into one of these categories. SLT 01/04/2021
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 as these may have an increased risk of infection and complications.	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.	SLT, Heads of, Managers and 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.	SLT, Heads of, Managers and Team Leaders	

3.1 Coming to work and leaving work

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
Staggering arrival and departure times at work to reduce crowding into and out of the workplace in high traffic areas taking account	Our offices are spacious. 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.	SMT	xxx

of the impact on those with protected characteristics, to reduce the risk of getting or spreading coronavirus.	A limited number of staff are in building who cannot work from home effectively. This will be reviewed when attendance at the office increases. A handheld thermometer and a fixed thermal thermometer are available for staff to check their temperature on arrival.		
Providing additional parking or facilities such as bike-racks to help people walk, run, or cycle to work where possible to reduce the risk of getting or spreading coronavirus	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, to reduce the risk of getting or spreading coronavirus.	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. A limited number of staff are in building who cannot work from home effectively.	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 . to reduce the risk of getting or spreading coronavirus	This will be introduced at a point when 2m distancing becomes an issue. Under current arrangements this is not arising as a limited number of staff are in building who cannot work from home effectively.	Head of Corporate	
Providing handwashing facilities, or hand sanitiser where not possible, at entry/exit points and not using touch-based security devices such as keypads to reduce the risk of getting or spreading coronavirus.	Handwashing facilities and sanitiser are available throughout the building, including at reception. Signs are displayed on how to wash hands properly. We are moving to a fob-based access and will be removing some access touch points. All handles and other touch points are frequently sanitised.	All Staff	Put in place monitoring and supervision to make sure staff are following procedures

			Make sure staff are checking their skin for dryness/cracking and who to report to if there is a problem. SLT 01/04/2021
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 and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
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 a building or site to reduce the risk of getting or spreading coronavirus	A limited number of staff are in building who cannot work from home effectively. Staff are encouraged to use their own laptops and mobile phones. 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.	SLT, Heads of, Managers and 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' and not currently an issue as only a limited number of staff are in building who cannot work from home effectively.	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 and reduce the risk of getting or spreading coronavirus.	<p>Currently we have no high traffic areas, as a limited number of staff are in building who cannot work from home effectively. This will be kept under review as and when 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. Visible signs have been put up in the kitchens and toilets limiting the number of people in those areas.</p> <p>Masks are to be worn when moving about the building and in common areas.</p>	SMT	<p>Put in place monitoring and supervision to make sure staff are following procedures</p> <p>Introduce near miss reporting to help identify where controls cannot be followed or people are not doing what they should.</p> <p>SLT 01/04/2021</p>

3.3 Workplaces and Workstations

Chamber Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
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<p>Review layouts and processes to allow people to work further apart from each other.</p> <p>Good ventilation to reduce risk of coronavirus spreading.</p>	<p>There is plenty of space for staff to spread out through the office as only a limited number of staff are in building who cannot work from home effectively.</p> <p>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.</p> <p>The upstairs office has been redesigned by staff to allow more space between workstations, with a clean desk policy with all belongings being packed up and put into boxes each night. The downstairs office has also been redesigned to allow more space.</p> <p>Staff do not sit facing one another unless the distance is more than 2 metres apart.</p> <p>Windows opened to enable fresh air to circulate.</p>	<p>SLT, Heads of, Managers and Team Leaders</p>	<p>Use fans/air con if necessary ensuring pat testing and maintenance done Ongoing</p>
<p>Using floor tape or paint to mark areas to help workers keep to a 2m distance.</p>	<p>As a limited number of staff are in building who cannot work from home effectively, this is not deemed necessary.</p> <p>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.</p>	<p>Head of Corporate</p>	
<p>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 to reduce the risk of getting or spreading coronavirus by not social distancing.</p>	<p>This will not be necessary as we can maintain safe working distances and a limited number of staff are in building who cannot work from home effectively.</p> <p>Staff do not sit facing one another unless the distance is more than 2 metres apart.</p>	<p>Team Leaders</p>	
<p>Only where it is not possible to move workstations further apart, using screens to separate people from each other.</p>	<p>This will not be necessary at the moment as we can maintain safe working distances.</p>	<p>Team Leaders</p>	
<p>Managing occupancy levels to enable social distancing to reduce the risk of getting or spreading coronavirus</p>	<p>A limited number of staff are in building who cannot work from home effectively.</p>	<p>SLT, Heads of, Managers and Team Leaders</p>	

	As the office gets busier further rotas will be introduced to ensure all staff can continue to observe social distancing recommendations		
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 to reduce the risk of getting and spreading coronavirus.	A limited number of staff are in building who cannot work from home effectively. 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. In future desk sharing 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 are placed around the building to enable staff to clean their own work area. A double cleaning is 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	Put in place monitoring and supervision to make sure staff are following procedures Introduce near miss reporting to help identify where controls cannot be followed or people are not doing what they should. SLT 01/04/2021

3.4 Meetings

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
Using remote working tools to avoid in-person meetings to reduce the risk of getting or spreading coronavirus	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. DIT training is now done via zoom.	SMT	
Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout to reduce the risk of getting or spreading coronavirus	This will be maintained by ensuring larger meeting rooms are used.	SMT	
Avoiding transmission during meetings, for example, avoiding sharing pens and other	There should be no need for basic equipment to be shared. Staff should highlight any additional requirements.	SLT, Heads of, Managers and	

objects to reduce the risk of getting or spreading coronavirus		Team Leaders	
Providing hand sanitiser in meeting rooms to reduce the risk of getting or spreading coronavirus .	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 to reduce the risk of getting or spreading coronavirus	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.		

3.5 Common Areas

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
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 to reduce the risk of getting or spreading coronavirus	Not applicable to our business – we do not have set break times. There are only a limited number of staff in building who cannot work from home effectively. However we will monitor use of the kitchens to ensure 2m distance is maintained. A notice has been placed on the ground floor kitchen door to stress that only four 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 and when 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 to reduce the risk of getting or spreading coronavirus by not social distancing.	A perspex screen is installed on the reception desk. Reception traffic is limited to staff at the moment.	Head of Corporate	
Providing packaged meals or similar to avoid fully opening staff canteens to reduce the risk of getting or spreading coronavirus	Staff are bringing their own food There are now two outside mobile catering vans, allowing further distancing attending the site to allow staff to purchase food. Staff have been given instructions on sanitising and safe distancing.	All staff	
Encouraging workers to bring their own food to reduce the risk of getting or spreading coronavirus	Staff are bringing their own food. The outside mobile catering vans are now attending the site to allow staff to purchase food. Staff have been given instructions on sanitising and safe distancing. One of the microwaves has been moved to the members lounge kitchen.	All staff	
Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions to reduce the risk of getting or spreading coronavirus by not social distancing	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 to reduce the risk of getting or spreading coronavirus	Only one site is open, with most staff working from home. Questionnaire/list of requirements is available for staff visiting other sites when permitted.	Team Leaders	
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 to reduce the risk of getting or spreading coronavirus	There is limited need for staff to store personal items. For the upstairs floor staff have individual boxes to clear away any belongings and work items at the end of each day.		

4.1 Manage Contacts

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
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	SMT	

	where essential, in which case they are briefed on our social distancing measures. External meetings are not currently permitted.		
Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival to reduce the risk of getting or spreading coronavirus by not social distancing	All visitors will receive a checklist prior to arrival and are briefed and on arrival on the measures we have implemented to ensure social distancing.	SMT	
Limiting the number of visitors at any one time to reduce the risk of getting or spreading coronavirus	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 to reduce the risk of getting or spreading coronavirus	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 to reduce the risk of getting or spreading coronavirus	Staff 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 to reduce the risk of getting or spreading coronavirus	We have minimum visitors at present and those that do receive a briefing checklist of what the Chambers safety measures are and what they are required to do and visitors are briefed on site. 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 and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
Providing clear guidance on social distancing and hygiene to people on arrival, for example,	Signage and visual aids are being used following the guidelines and government suggestions.	Head of Corporate	

signage or visual aids and before arrival, for example, by phone, on the website or by email to reduce the risk of getting or spreading coronavirus	Information is also available on our website, including this Risk Assessment. A visitor code of conduct is also on the website and in reception.	Head of Business Services	
Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors to reduce the risk of getting or spreading coronavirus	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 to reduce the risk of getting or spreading coronavirus	Very few visitors or contractors will be attending and staff will ensure contact is minimised. This will be constantly reviewed .	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 and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
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 to reduce the risk of getting or spreading coronavirus	Our system is fully automated and regularly serviced.	Head of Corporate	

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 to reduce the risk of getting or spreading coronavirus	Our system is fully automated and regularly serviced.	Head of Corporate	
Opening windows and doors frequently to encourage ventilation, where possible to reduce the risk of getting or spreading coronavirus	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 and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
Frequent cleaning of work areas and equipment between uses, using your usual cleaning products to reduce the risk of getting or spreading coronavirus	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 to reduce the risk of getting or spreading coronavirus	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	This is being completed regularly throughout the day.	Head of Corporate	

shift to reduce the risk of getting or spreading coronavirus			
Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards to reduce the risk of getting or spreading coronavirus	Whiteboards are not in use. Cleaning materials have been placed near printers and touch screens, projectors and screens	Head of Corporate	
If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance to reduce the risk of getting or spreading coronavirus	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 and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
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 to reduce the risk of getting or spreading coronavirus	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 to reduce the risk of getting or spreading coronavirus	On return to work, basic information will be available printed from the government website – proper signage is on order. Regular emails sent to staff and mentioned at all staff meetings.	Head of Business Services	
Providing hand sanitiser in multiple locations in addition to washrooms to reduce the risk of getting or spreading coronavirus	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 to reduce the risk of getting or spreading coronavirus	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.	Head of Corporate	
Enhancing cleaning for busy areas to reduce the risk of getting or spreading coronavirus	At the moment and for the foreseeable future there will be no busy areas as only a limited number of staff are in building who cannot work from home effectively. As and when the office becomes busier this will be reviewed.	SMT	
Providing more waste facilities and more frequent rubbish collection to reduce the risk of getting or spreading coronavirus	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 to reduce the risk of getting or spreading coronavirus	Paper towels are provided in the toilets and kitchens.	Head of Corporate	

5.4 Changing rooms and showers

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
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.	Since the new government restrictions from 5 November 2020, no staff will be using the showers.	All Staff	
Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day to reduce the risk of getting or spreading coronavirus	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 and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
Cleaning procedures for goods and merchandise entering the site to reduce the risk of getting or spreading coronavirus	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 to reduce the risk of getting or spreading coronavirus	Completed. Sufficient hand washing water facilities, plus hand sanitisers located at all relevant points including lobby, reception, toilets, stairs and tables.		
Regular cleaning of vehicles that workers may take home.	Not applicable to our business.		
Restricting non-business deliveries, for example, personal deliveries to workers to reduce the risk of getting or spreading coronavirus	Staff have been reminded not to arrange personal deliveries to the office.	Team Leaders	

6. PPE & Face-Covering

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
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 to reduce the risk of getting or spreading coronavirus	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	SLT, Heads of, Managers and Team Leaders	

	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. Staff have been told to wear masks when moving through the building.		
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7.1 Shift patterns and working groups

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
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 to reduce the risk of getting or spreading coronavirus due to not social distancing.	Not a major issue in our business as only a limited number of staff are in building who cannot work from home effectively. 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 and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
Minimising non-essential travel – consider remote options first to reduce the risk of getting or spreading coronavirus	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 and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
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 and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
Providing clear, consistent and regular communication to improve understanding and consistency of ways of working to reduce the risk of getting or spreading coronavirus	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 SLT, Heads of, Managers and Team Leaders	
Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements to reduce the risk of getting or spreading coronavirus	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 to reduce the risk of getting or spreading coronavirus	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 and Controls in Place	Lead Responsibility	Further Action needed, by whom and date

Ongoing engagement with workers (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments to reduce the risk of getting or spreading coronavirus	Fortnightly meetings will be held with team leaders and staff representatives to review effectiveness of procedures and discuss staff feedback.	Chief Executive	
Mental health and wellbeing affected through isolation or anxiety about coronavirus 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.	SLT, Heads of, Managers and 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 to reduce the risk of getting or spreading coronavirus	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 to reduce the risk of getting or spreading coronavirus	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 to reduce the risk of getting or spreading coronavirus	Regular communications issued to Chamber Members, learners and other contacts. Regular communication via British Chambers of Commerce to share good practice and feed in issues and concerns.	Chief Executive SMT	

8. Inbound and out-bound goods

SW 25/03/2021

V6

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
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 to reduce the risk of getting or spreading coronavirus	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.		