

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 Heads of Departments, 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 regularly by the SLT/Heads of Departments/Staff Engagement and QEST Group as necessary and updated accordingly. It will also be updated at points when Government guidance changes.

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

The risk assessment was 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 5 January 2021, 25th March 2021, **17th December 2021**.

The latest changes made follow on from the governments advice given on **14th December 2021**. Most of the restrictions have been lifted but the Chamber is committed to maintain high standards with procedures in place to protect our staff and visitors.

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

1.1. 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>The government is advising continuous thought to reduced social contact where possible to reduce the risk of getting or spreading coronavirus to reduce the risk of getting or spreading coronavirus</p>	<p>The Chamber is 'Covid-19 Secure' workplace, and so staff are able to come into the building.</p> <p>Staff are being encouraged to work from home where possible depending on job role, in order maintain reduced contact, but to come into the office depending on business needs and be able to support other staff and business operations. We are working with staff to ensure they have a good home life balance and considering their concerns over Covid-19. This is in consultation between individuals and their line manager. External meetings are encouraged to be scheduled via Zoom/Teams where possible.</p>	SLT	
<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>	SLT, Heads of, Managers and Team Leaders M&M Tech	Continue with regular emails/snapshots Wellbeing Team

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>	SLT, Heads of, Managers and Team Leaders	Continue with regular emails/snapshots

	<p>Quest and Westfield (staff benefits) providing online support if required. We have instigating a buddy system</p> <p>Quarterly wellbeing newsletter on tips to stay healthy.</p> <p>Staff are kept updated on what is happening Discuss importance of taking regular breaks, annual leave, not working too long hours.</p> <p>Teams meetings are 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> <p>Regular calls with staff from SLT and team leaders. Staff also contact each other, to talk over issues/health and wellbeing.</p> <p>Discuss importance of taking regular breaks, annual leave, not working too long hours.</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	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 follow government advice. Staff to notify line manager/SLT.	SLT	

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 have symptoms, all staff will receive full pay for the time they need to self-isolate. For the 'Clinically Extremely Vulnerable Group' SSP will	SLT, Heads of, Managers and Team Leaders	

	<p>be paid for as long as Government advice requires them not to attend work.</p> <p>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.</p>		
<p>See current guidance for people who have symptoms, those who live with others who have symptoms or have been contacted by NHS track and trace to reduce the risk of spreading coronavirus.</p>	<p>Staff must follow the Government guidance and self-isolate for 10 days or 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. Small supply of lateral flow tests available in the office.</p> <p>Staff or visitors will not be allowed on the premises if they have a high temperature, a new continuous cough, or a loss or change to their sense of smell or taste. They will be told to leave and to self isolate.</p>	<p>SLT, Heads of, Managers and Team Leaders</p>	<p>Continue to encourage use of home lateral tests</p>

2.3 Equality in the workplace

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
<p>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</p>	<p>Our approach should ensure that the needs of all staff are met, but individual issues should be raised with managers.</p>	<p>SLT, Heads of, Managers and Team Leaders</p>	
<p>Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them as these may have an increased risk of infection and complications</p>	<p>Consultation with any member of staff with protected characteristic to ensure they are not faced with an increased level of risk.</p> <p>We talk to each member of staff to ensure that reasonable adjustments are made as circumstances change.</p>	<p>SLT, Heads of, Managers and Team Leaders</p>	

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 SLT.	SLT	
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 Identifying poorly ventilated spaces

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
Opening windows and doors frequently to encourage ventilation, where possible to reduce the risk of getting or spreading coronavirus	Staff are advised 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	
Reduce crowding into and out of the workplace in high traffic areas taking account of the		SLT	ongoing

<p>impact on those with protected characteristics, to reduce the risk of getting or spreading coronavirus.</p>	<p>Our offices are spacious. Currently there are no times when crowding is an issue as some staff are working from home and visitors are limited.</p> <p>The reception door can be left open to provide more ventilation. Offices, rooms, members lounge and toilets all have windows that can be opened and air conditioning is available in the main rooms and offices.</p>		
<p>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.</p>	<p>Handwashing facilities and sanitiser are available throughout the building, including at reception. Signs are displayed on how to wash hands properly. All handles and other touch points are frequently sanitised and have an anti bacterial film cover.</p>	<p>All Staff</p>	<p>Put in place monitoring and supervision to make sure staff are following procedures</p> <p>Make sure staff are checking their skin for dryness/cracking and who to report to if there is a problem.</p> <p>SLT ongoing</p>

3.2 Using carbon dioxide (CO2) monitors

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
<p>People exhale CO2 when they breathe out. Use a CO2 monitor to help to identify poorly ventilated areas and to reduce the risk of getting or spreading coronavirus.</p>	<p>Our offices and rooms are spacious and well ventilated. CO2 monitors may not provide accurate readings depending on number of people in the room, activity and time in the room. Building is not fully occupied.</p>	<p>Director of Finance & Corporate Services</p>	<p>Assess viability of CO2 monitors. DofF&CS 31/01/2022</p>

4.1 Workplaces and Workstations

Chamber Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
<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 not all staff are in the building at the same time.</p> <p>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>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</p> <p>Ongoing</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, using screens or barriers, to reduce the risk of getting or spreading coronavirus by not social distancing.</p>	<p>Staff do not sit facing one another unless the distance is more than 1 metre apart. The reception desk has a screen barrier.</p>	<p>Team Leaders</p>	
<p>Managing occupancy levels to enable reasonable distancing to reduce the risk of getting or spreading coronavirus</p>	<p>A limited number of staff and visitors are in building.</p> <p>As the office gets busier rotas may be introduced to ensure all staff can continue to observe social distancing recommendations.</p>	<p>SLT, Heads of, Managers and Team Leaders</p>	
<p>Workstations should be assigned to an individual if possible to reduce the risk of getting and spreading coronavirus. If they need to be shared, there should be ways to clean them between each user.</p>	<p>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.</p> <p>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.</p>	<p>All staff and team leaders</p>	<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</p>

	Double cleaning has been adopted i.e. cleaned by the person when finished at the workstation and again by the next person before they start to use it		cannot be followed or people are not doing what they should. SLT 31/01/2022
Take account of those with protected characteristics and discuss with disabled workers what reasonable adjustments can be made to the workplace so they can work safely.	Line managers will discuss with individuals how they will work and any issues they have. Adjustments will be made as necessary.	Line Managers	
Using remote working tools to reduce 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 spacing.	SLT	
Avoiding transmission during meetings, for example, avoiding sharing pens and other objects to reduce the risk of getting or spreading coronavirus	There should be no need for basic equipment to be shared. Staff should highlight any additional requirements.	SLT, Heads of, Managers and 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	
Using safe outside areas for breaks.	Staff are welcome to take breaks outside if they wish to.	Team Leaders	
Encouraging workers to bring their own food to work being responsible for cleaning up after themselves 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. Staff are reminded to clean up after themselves.	All staff	

Encouraging staff to remain on-site reduce the number of people each person has contact with by using “fixed teams or partnering” and, when not possible, maintaining social distancing while off-site to reduce the risk of getting or spreading coronavirus	Staff are encouraged to work from home. Questionnaire/list of requirements is available for staff visiting other sites when permitted. Those who are on site are mainly in the same “fixed teams”.	Team Leaders	
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.		
Maintaining a record of all visitors, if this is practical to reduce the risk of getting or spreading coronavirus Enable people to check into the premises by displaying the NHS QR code poster.	Staff will maintain a record. We have a new electronic booking in system which has an antibacterial film which is located in reception that staff and visitors use when entering and leaving the premises. An NHS QR code poster is located by the reception desk. Visitors to the members lounge or room hire have to pre book through the website.	Dir of Membership & Business Services	

5.1 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 how to reduce the risk of spreading COVID-19 to people when they arrive, for example, 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, ensuring the information given does not compromise their safety.	Signage and visual aids are being used following the guidelines and government suggestions. All visitors will receive a checklist prior to arrival. Information is also available on our website, including this Risk Assessment. A visitor code of conduct is also on the website and in reception. All advice given is in line with government and HSE guidelines.	Dir of Finance & Corp Services Dir of Membership & 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	Visitors will be briefed by receptionists or the person they are seeing. There is a booking system for Members' Lounge with restricted numbers of visitors.	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 attending at present and staff will ensure contact is minimised. This will be constantly reviewed.	Dir of Finance & Corp Services	
Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces.	Not relevant to our business		
Tell visitors they should be prepared to remove face coverings if asked to do so by the police officers or staff for identification.	Visitors will be briefed by receptionists or the person they are seeing.	Team Leaders	

5.2 Working in other people's homes

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
To work safely in other people's homes.	Not relevant to our business.		

6.1 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.	Dir of Finance & Corporate Services	

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.	Dir of Finance & Corporate Services	
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6.2 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. procedures are being reviewed to ensure more frequent cleaning throughout the day.	Dir of Finance & Corporate Services	
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. Anti-bacterial door handles wraps are in place.	Dir of Finance & Corporate Services	
Clearing workspaces and removing waste and belongings from the work area at the end of a shift to reduce the risk of getting or spreading coronavirus	This is being completed regularly throughout the day.	Dir of Finance & Corporate Services	
Limiting or restricting use of high-touch items and equipment, for example, printers to reduce the risk of getting or spreading coronavirus	Cleaning materials have been placed near printers and touch screens, projectors and screens. Staff clean before and after use.	Dir of Finance & Corporate Services	
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.	Dir of Membership & Business Services	

Providing extra non recycling bins for workers and visitors to dispose of single use face coverings and PPE.	Bins provided. Will provide extra bins specific for disposal for when more staff and visitors are due in the building.	Dir of Finance & Corporate Services	Provide extra bins and guidance when required. Review regularly, from 01/08/2021 DofF&CS

6.3 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	Information printed from the government website, around the building.	Dir of Membership & Business Services	
Providing regular reminders and signage to maintain personal hygiene standards to reduce the risk of getting or spreading coronavirus	Information is available printed from the government website –Regular emails sent to staff and mentioned at all staff meetings.	Dir of Membership & Business Services	
Providing hand sanitiser in multiple locations in addition to washrooms to reduce the risk of getting or spreading coronavirus, considering the needs of people with disabilities.	Hand sanitiser is available on reception and at points throughout the building, including fixed and portable sanitisers.	Dir of Finance & Corporate Services	
Setting clear use and cleaning guidance for toilets to ensure they are kept clean to reduce the risk of getting or spreading coronavirus	Toilets are cleaned daily in accordance with usual cleaning schedules. Sensor lights indicate whether the toilets are occupied.	Dir of Finance & Corporate Services	
Enhancing cleaning for busy areas to reduce the risk of getting or spreading coronavirus	At the moment there will be no busy areas as only a limited number of staff are in building. As and when the office becomes busier this will be reviewed.	SLT	

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. Will review as and when the premises become busier.	Dir of Finance & Corporate Services	
Providing hand drying facilities - paper towels, continuous roller or electrical dryers to reduce the risk of getting or spreading coronavirus	Electrical hand dryers are located in the toilets. Paper towels are provided in the disabled toilets and kitchens.	Dir of Finance & Corporate Services	
Keeping the facilities well ventilated.	Windows in all rooms, well ventilated.	Dir of Finance & Corporate Services	

6.4 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.	There are no changing rooms. Showers are used occasionally first thing in the morning before most staff arrive. Staff clean showers before and after use and no personal belongings are kept in there. Instructions for use and safety are located on the wall.	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	Staff clean showers before and after use with normal cleaning products. Cleaners clean at the end of the day.	Dir of Finance & Corporate Services	
Keeping well ventilated and making hand sanitiser available on entry and exit.	Electric fan in operation and the door is left open for ventilation after shower has been used. Hand sanitiser located at the entrance to the facilities.	All Staff	

6.5 Handling goods, merchandise and other materials, and onsite vehicles (now 6.5)

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, not sharing the same pen etc. Hand sanitisers located around the building.	Dir of Finance & Corporate Services	
Cleaning procedures for vehicles, pallet trucks and forklift trucks.	Not applicable to our business.		
Encourage people to wash their hands more often, Put in place more 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	Sufficient hand washing water facilities, plus hand sanitisers located at all relevant points including lobby, reception, toilets, stairs and tables.	Dir of Finance & Corporate Services	
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	
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	Dir of Finance & Corporate Services	

7.1 PPE

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.	SLT	

7.2 Face Coverings

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
<p>Wearing face coverings in indoor spaces and events and large venues is compulsory as advised by government guidelines and the law.</p> <p>This is to reduce the risk of getting or spreading coronavirus.</p>	<p>The Government guidance indicates that these measures remain the best way of managing risk and therefore the Government does expect us to rely on use of face coverings to manage risk.</p> <p>Staff and visitors are expected to wear face masks when moving around the building and in communal areas.</p>	SLT, Heads of, Managers and Team Leaders	
<p>If your workers choose to wear a face covering at all times, you should support them in using face coverings safely.</p>	<p>Posters and information is available around the building and on SharePoint.</p>	Dir of Finance & Corporate Services	

8.1 Outbreaks in the workplace

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
<p>Make sure your risk assessment includes 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. The SPOC should lead on contacting local Public Health Teams.</p>	<p>Risk assessment, business continuity and site security plans regularly reviewed and are up to date. SPOC is currently Director of Finance & of Corporate Services named in these documents and would contact local Public Health Teams.</p>	Dir of Finance & Corporate Services	
<p>If made aware of any positive cases of COVID-19 in the workplace, inform the Local Authority</p>	<p>Director of Finance and Corporate Services is responsible for recording cases of COVID-19 and reporting to the public health team.</p>	Dir of Finance & Corporate Services	

public health team and keep a record of details of cases.			
Immediately identify any close workplace contacts and ask them to self-isolate.	Staff inform their line manager who in turn informs the SPOC. All staff in direct contact identified and asked to self-isolate as required. Records kept of all instances and contacts.	All	
Ensure all employment records are up to date.	Line Managers and staff regularly asked to check contact details on Quest and HR files.	All	

8.2 Work-related travel

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
Although Government guidelines do not restrict travel, minimising non-essential travel where possible– consider remote options first to reduce the risk of getting or spreading coronavirus	Meetings and training are taking place remotely where possible and will be encouraged to continue to do so to reduce our carbon footprint. Business travel is permitted as and when required. Responsibility should be taken for own safety when travelling and please consider following company guidelines when entering other businesses.	SLT	
If people travel together in any one vehicle, encourage them to use fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.	Not applicable to our business.	SLT	
Cleaning shared vehicles between shifts or on handover.	Not applicable to our business.		

8.3.1 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 mainly 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 regular 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.	Director of Membership & Business Services and Director of Finance & Corporate Services	

8.3.2 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	Regular 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 COVID-19 Awareness and focus on importance of mental health at times of uncertainty. The government has published guidance on mental health and wellbeing aspects.	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.	Director of Finance & Corporate Services and Head of Marketing	
Using visual communications, 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	Director of Finance & Corporate Services and Head of Marketing	
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 SLT	

9.1 Accessing Testing

Government Guidance	Chamber Actions and Controls in Place	Lead Responsibility	Further Action needed, by whom and date
If providing workplace testing onsite, ensure it is carried out in a safe manner and in an appropriate setting where control measures are in place to manage the risk of COVID-19 transmission during the testing process.	Not applicable as not undertaken.		

Encourage staff to regularly test for COVID-19 which is available free of charge at a home or test site.	Staff are reminded to test regularly, emails sent round of testing and availability sites. A small amount of lateral flow testing kits is available from Corporate Services and reception .	Dir of Finance & Corporate Services	
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