

# RETURNING TO WORK

## OFFICE RISK ASSESSMENT



## **Working Safely at Edinburgh Chamber of Commerce during Covid 19**

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

*It is structured to address all the guidance set out by the Government in “Working safely during Covid19’ in offices and contact centres”. This document will be reviewed every two weeks by our head of operations 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.*

**Liz McAreavey**

**Chief Executive** *(This version has been updated and published Tuesday 07th September 2021)*

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## 2. Who Should Go to Work

Government Guidance	Chamber Actions	Lead Responsibility
<p>Staff should work from home if at all possible. Consider who is needed to be on-site; for example:</p> <ul style="list-style-type: none"> <li>Workers in roles critical for business and operational continuity, safe facility management, or regulatory requirements and which cannot be performed remotely.</li> <li>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.</li> </ul>	<p>Our staff have been instructed to work at home for the majority of their time until 13.09.21. The building remains open, operating as 'Covid-19 Secure' workplace, and so staff are able to come into the building where necessary.</p> <p>For DWY and School based staff, Government and school guidelines should be followed. In-school working is the preferred option for school based staff, if permitted.</p> <p>All staff have the equipment to be able to work from home remotely. As we move towards the various stages of the easing of lockdown restrictions in Scotland we will look towards bringing staff back into the office environment on a carefully planned rota / hybrid basis.</p> <p>We want to be flexible in our approach to support both the needs of the business and our staff. Some colleagues prefer to work from home, whilst others prefer to work from the office. We will work closely with all staff to ensure we best accommodate their individual wishes.</p>	<p>JOC / HR/ Eve Grant and Laura Reilly</p>
<p>Planning for the minimum number of people needed on site to operate safely and effectively.</p>	<p>As we return to office working the office based staff have indicated what their preferred working from office days are in line with our hybrid model. We will trial this w/c 13.09 and review as necessary or if there are changes in restrictions. .</p>	<p>JOC / Eve Grant / Laura Reilly</p>
<p>Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site</p>	<p>Zoom and Teams is being used frequently, with all staff being able to connect in. Regular team meetings and one-to-ones are being held, ensuring all staff have contact at least weekly with managers and colleagues.</p>	<p>JOC / LMCA / Eve Grant</p>
<p>Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.</p>	<p>We currently have a small team of colleagues in Livingston, our international documentation and certification team. These individuals are currently all working on a hybrid model of office and home working, however it's mainly office based working and our CEO is in regular contact with this team.</p>	<p>LMCA / Alexia Haramis for Customs Staff</p>
<p>Providing equipment for people to work at home safely and effectively, for example, remote access to work systems.</p>	<p>All staff have been issued with a laptop and any other equipment they need. A home-working risk assessment needs to be issued to staff. Our IT contractor has ensured all staff can access the systems and support they need.</p>	<p>JOC Billy Coad</p>

## 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.	Employees wishing to access support for mental health and wellbeing issues will be supported by HR who will provide information and signposting to several free support services available for e.g the funded support via DWP provided by REMPLOY – Laura Reilly currently reviewing policy regarding Mental Health and Wellbeing with support from Quest our HR support function	HR / Eve Grant & Laura Reilly / Quest Support
See current guidance for advice on who is in the clinically extremely vulnerable and clinically vulnerable groups.	We will follow the published guidance from NHS Scotland. Employees classed as extremely and or clinically vulnerable are currently asked to shield at home and work from there. There are no plans to change this presently.	HR / Eve Grant and Laura Reilly with Quest Support

## 2.2 People who need to self-isolate

Government Guidance	Chamber Actions	Lead Responsibility
Enabling workers to work from home while self-isolating if appropriate.	All staff who are able to work from home have been provided with equipment to do so.	Billy Coad / JOC
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 advise requires them not to attend work.	HR Manager / Eve Grant and Quest
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. Scottish Government guidance changes frequently so please refer to their up to date guidance. Differing rules may be in place regarding self-isolation for individuals that are double vaccinated.	HR / Eve Grant / Quest

## 2.3 Equality in the workplace

Government Guidance	Chamber Actions	Lead Responsibility
Understanding and taking into account the particular circumstances of those with different protected characteristics.	Our approach should ensure that the needs of all staff are met, but individual issues should be raised with managers or HR.	HR / Eve Grant and Quest

<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.</p>	<p>Employees will be consulted on this draft risk assessment and will be able to raise any individual issues with managers, and staff with concerns can also raise issues directly with HR or managers.</p>	<p>HR / Eve Grant and Quest &amp; JOC</p>
<p>Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.</p>	<p>We believe this risk assessment meets all requirements and individual staff needs. It will be kept under review and issues can be raised with managers or HR.</p>	<p>HR / Eve Grant and Quest / Laura Reilly</p>
<p>Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.</p>	<p>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.</p>	<p>HR / Eve Grant and Quest, Laura Reilly and JOC</p>
<p>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.</p>	<p>Consultation will take place to try to identify any potential issues. Individual issues can be raised with managers or the HR team.</p>	<p>HR / Eve Grant and Quest</p>

### 3.1 Coming to work and leaving work

Government Guidance	Chamber Actions	Lead Responsibility
Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.	Our offices are spacious and during this time we have very few visitors. 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. It has been agreed that we will be flexible and offer staggered start times and employees will agree these with their line manager. Staggered start / finish times 08.00 – 10.00 am and 16.00 – 18.00 – Please note that these staggered start times are applicable only to Ardmore House and Geddes House in Livingston. DYW employees including school co-ordinators should consult with their line managers on agreed start and finish times in line with their contractual obligations (school timetables / term time etc.)	JOC / Eve Grant and Laura Reilly / Susie Higgins.
Providing additional parking or facilities such as bike-racks to help people walk, run, or cycle to work where possible.	Parking is limited in that we have one space in the basement car park. This will be available when the CEO is not in the office. A calendar will be made available and HR will manage this. Staff wishing to use the space will need to book in advance. Ample space for bicycle parking is available in the area	JOC
Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.	N/A no corporate vehicles exist	n/a
Reducing congestion, for example, by having more entry points to the workplace.	We have two entrances and congestion is not currently an issue. If it becomes busier, we will introduce floor markings and one-way flow if required. It is not feasible to use the fire exits as entry points.	JOC
Providing more storage for workers for clothes and bags.	All staff have access to a pedestal set of drawers at their desks. Sufficient storage is therefore available	JOC
Using markings and introducing one-way flow at entry and exit points.	For Ardmore House and Geddes House in Livingston appropriate signage and / or one-way flow systems are in place. Building managers for the respective premises manage this in line with current guidelines and restrictions. Customers and visitors are no longer allowed into the office in Livingston and a table is across the entrance blocking access. DYW school co-ordinators should follow the appropriate and designated guidelines for each of the schools they are visiting.	JOC
Providing handwashing facilities, or hand sanitiser where not possible, at entry/exit points and not using touch-based security devices such as keypads.	Handwashing facilities and sanitiser are available throughout the building, including at reception. Most access is key-pad based but touch points such as lift buttons and door handles are being frequently sanitised. Common area cleaners and office cleaners will be instructed to deep clean touch points on a regular basis. Staff will be able to sanitise their hands after touching key-pads	JOC

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	n/a
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### 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 are one open plan office so no need for use of radios / telephones etc	JOC
Restricting access between different areas of abuilding or site.	Each staff member has their own desk space and phone. A maximum 2 people allowed in the kitchen at any one time to allow for social distancing purposes.	JOC
Reducing job and location rotation.	N/A we are a one site operational business	JOC
Introducing more one-way flow through buildings.	Our premises are spacious and corridors and stairs are sufficiently wide. Notices to remind staff to avoid crossing on the stairs and to 'keep left' will be put in place with the agreement of the landlords	JOC/Yvonne Hay of Galbraith
Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.	Staff will be been instructed to enter the lift one at a time. Lift controls are being cleaned frequently Hand sanitiser is available at the office doors and throughout the building.	JOC/Yvonne Hay of Galbraith
Making sure that people with disabilities are able to access lifts.	Our lift is available for people with disabilities.	JOC/Yvonne Hay of Galbraith
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.	JOC/Yvonne Hay of Galbraith

### 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.	Currently all employees have home working facilities and are doing so. As lockdown restrictions ease there will be strict limitations on total numbers of employees allowed on the premises at any one time. Team managers will work with HR to put a rota in place to allow each employee to work from the office on designated hours / days.	JOC HR
Using floor tape or paint to mark areas to help workers keep to a 2m distance.	2m markers are in place on each floor (Ardmore House communal areas). Current regulations from government are 1m + distance is to be encouraged	JOC
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 and will have a rota in place to ensure that social distancing is maintained	JOC
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.	JOC
Managing occupancy levels to enable social distancing.	As the office gets busier rotas will be introduced (if required) to ensure all staff can continue to observe social distancing recommendations	JOC HR
Avoiding use of hot desks and spaces and, where not possible, for example, call centres or training facilities, cleaning workstations between different occupants including shared equipment.	Staff should stick to using their own desk where they have one. Hot-desking areas must be kept clear so that the cleaning staff can regularly clean them. If hot-desking, please use your own laptop and mobile phone rather than the desk phone.	JOC / HR

### 3.4 Meetings

Government Guidance	Chamber Action	Lead Responsibility
Using remote working tools to avoid in-person meetings.	Zoom is working effectively for the vast majority of meetings. In-person meetings are only held one-to-one or with very small numbers, in rooms/spaces which allow at least 1m spacing.	JOC HR
Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.	Since 9th August we are beyond level 0 so no legal requirement now for social distance. Recommended at least 1m separation and we aim to meet this recommendation.	JOC
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 highlighted any additional requirements.	Billy Coad JOC
Providing hand sanitiser in meeting rooms.	Hand sanitiser is available throughout the office and can be taken into meeting rooms when in use.	JOC
Holding meetings outdoors or in well-ventilated rooms whenever possible.	Meeting room use should be kept to a minimum, with most meetings taking place on zoom. Windows can be opened if required.	JOC
For areas where regular meetings take place, using floor signage to help people maintain social distancing.	Floor signage will be installed in the meeting rooms.	JOC

### 3.5 Common Areas

Government Guidance	Chamber Actions	Lead Responsibility
Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions and staircases.	This risk assessment has been shared with tenants and their feedback requested. All staff notices apply to tenants too. ECC is working in collaboration with Galbraith to ensure standards and regulations are adhered to.	JOC
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 a distance can be maintained. A notice has been placed on the kitchen door to stress ‘two at a time’ as this is a small room.	JOC
Using safe outside areas for breaks.	Staff are welcome to take breaks outside if they wish to.	JOC
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.	JOC
Installing screens to protect staff in receptions or similar areas.	N/A we do not have a defined reception area	JOC
Providing packaged meals or similar to avoid fully opening staff canteens.	There is no staff canteen. Staff provide their own food and refreshments.	JOC
Encouraging workers to bring their own food.	Staff are bringing their own food.	JOC
Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.	Chairs will be removed and furniture re-arranged in kitchen to ensure a social distance is maintained	JOC
Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site.	Staff mainly work from home and when in the offices clear signage will be on display to remind individuals of social distancing guidelines. All meetings will be encouraged to take place via Zoom or Teams	JOC
Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage.	Shower facilities in the gents toilets are available for use. Please follow the appropriate signage on display in the washroom	JOC
Encouraging storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts.	All staff have pedestal drawers at their desks and will be encouraged to only use these when storing personal items	JOC

### 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 prohibited from attending the buildings, except where essential, in which case they are briefed on our Covid safe measures and guidelines.	JOC

Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival.	All essential visitors are briefed on arrival on the measures we have implemented to ensure safety for everyone.	JOC
Limiting the number of visitors at any one time.	Only essential visitors are attending the office.	JOC
Limiting visitor times to a specific time window and restricting access to required visitors only.	ECC policy is to only permit ECC staff in all office locations. Essential and Emergency visitors only.	JOC
Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.	Very few contractor visits are required. These are being managed by the facilities team of the landlords to avoid overlap. Cleaning contractors operate during twilight hours	JOC
Maintaining a record of all visitors, if this is practical.	A visitors book will be available at the front door where all visitors will be required to check in on arrival with contact details should track and trace need to be activated.	JOC/ Laura Reilly
Revising visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions.	Very few visitors are attending and those that do are being briefed. Staff are completing the signing in book on behalf of visitors.	JOC

#### 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. Information is also available on our website via our Covid-19 Hub. This risk assessment will be included on our website.	JOC / Emma Reid & James O'Hare
Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors.	Only essential visitors are attending and they will be briefed by the person they are seeing.	JOC
Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.	Very few visitors or contractors are attending and staff will ensure contact is minimised.	JOC
Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces.	Communications are maintained with all tenants and their feedback taken account of.	Chief Executive JOC / Yvonne Hay of Galbraith

## 5.1 Before re-opening

Government Guidance	Chamber Actions	Lead Responsibility
<p>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.</p>	<p>Our system is fully automated and regularly serviced.</p>	<p>Galbraith (Landlord)</p>
<p>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.</p>	<p>Our system is fully automated and regularly serviced.</p>	<p>Galbraith</p>
<p>Opening windows and doors frequently to encourage ventilation, where possible.</p>	<p>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.</p>	<p>JOC</p>

## 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.	JOC
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 our operations manager.	JOC
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.	JOC
Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards.	Antibacterial wipes and hand sanitiser will be available next to all high touch items. Signage to remind staff to regularly wash hands will be installed	JOC
If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.	Our cleaning contractors "Spotless" and Landlords "Galbraith" will be informed in the event of a case of COVID-19 to initiate a deep clean in line with government guidance and best practices	JOC

### 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.	In progress	JOC / Laura Reilly
Providing regular reminders and signage to maintain personal hygiene standards.	In progress	JOC/ Laura Reilly
Providing hand sanitiser in multiple locations in addition to washrooms.	Completed. Hand sanitiser is available on reception and at points throughout the building.	JOC / Laura Reilly
Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible	Toilets are cleaned daily in accordance with usual cleaning schedules. A sign has been placed on 2 <sup>nd</sup> floor toilets to limit people to 'one at a time'. Galbraith are responsible for toilet cleaning and they have increased the frequency of cleaning. Wipes, spray etc. will be available for staff to use when visiting the facilities.	JOC / Laura Reilly & Galbraith
Enhancing cleaning for busy areas.	Cleaning schedules and rotas have been updated to concentrate cleaning in our main building and enable more frequent cleaning throughout the day as opposed to a daily early morning clean.	Galbraith and JOC and Spotless Cleaners
Providing more waste facilities and more frequent rubbish collection.	Waste facilities and collection are already sufficient, .	JOC
Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities	Paper towels and blue roll are used in the business as standard	JOC

#### 5.4 Changing rooms and showers

Government Guidance	Chamber Actions	Lead Responsibility
<p>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.</p>	<p>Shower facilities in gents toilets are available for use. Signage needs to be installed in relation to usage and removal of all personal items after use.</p>	<p>JOC / Laura Reilly</p>
<p>Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.</p>	<p>Discussions with Spotless our internal office cleaners have taken place and liaison with Galbraith regarding cleaning of communal areas has also taken place. A deep clean of the main office has been scheduled for w/c 06.09</p>	<p>JOC</p>

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

## 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.	JOC
Face Coverings	The use of a face covering is a legal requirement and the guidance issued by the Scottish Government is that staff should use a face covering when in a public enclosed place or where a social distance is difficult to achieve outside. Within the office a face covering should be worn at all times when moving about the office – attending kitchen, going to speak to colleagues, visiting the bathroom etc. When working at their desk a face covering does not have to be worn. We have a distance of 1m separating staff and also screens are installed between desks for extra protection.	JOC

### 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.	JOC
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.	JOC / Laura Reilly

### 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. A note to be sent around to all staff reminding them to keep business travel to a minimum and then only essential travel if required.	JOC / Laura Reilly
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.	Staff should only travel in their own vehicles if business travel is absolutely necessary. All meetings are encouraged via Zoom or Teams or equivalent. If staff must travel together then a face covering and increased ventilation is encouraged. A note to be sent to all staff.	JOC / Laura Reilly
Cleaning shared vehicles between shifts or on handover.	Not applicable to our business.	JOC
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.	JOC

**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.	JOC
Maintaining consistent pairing where two-person deliveries are required.	Not applicable to our business.	JOC
Minimising contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents.	Most documentation is being dealt with electronically, with some examples where this is not possible. In these cases social distancing should be observed for personal safety and of colleagues	JOC

### 7.3.1 Communications & Training – Returning to Work

Government Guidance	Chamber Actions	Lead Responsibility
<p>Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.</p>	<p>Regular emails are being sent to all staff, especially when anything changes. Team meetings and one-to-ones are being held via zoom to keep staff updated and receive feedback. This Risk Assessment is available to all staff and regularly updated. Regular communications are undertaken with tenants and sharing of key documents and updates.</p>	<p>JOC / Laura Reilly</p>
<p>Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.</p>	<p>Senior Exec team consulted on Risk Assessment. Meetings scheduled every Thursday and any required updates or issues arising will be discussed and deal with at these meetings.</p>	<p>Chief Executive HR JOC</p>
<p>Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.</p>	<p>Briefings will be sent to staff and tenants on any changes to procedures. This risk assessment and a covering statement will be disseminated</p>	<p>HR Manager JOC/ Laura Reilly</p>

### 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.	Weekly meetings are being held with exec team to review effectiveness of procedures and discuss staff feedback.	Chief Executive HR JOC
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. Laura is currently reviewing the support on mental health and what is available	JOC HR / Laura Reilly
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, but with on-going feedback from staff and exec welcomed.	Chief Executive HR JOC
Using visual communications, for example, whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.	Completed, with on-going updates and reviews	JOC / Laura Reilly
Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.	Regular communications issued to Chamber Members, learners and other contacts. Regular communication via British Chambers of Commerce and Association of Employment & Learning Providers to share good practice and feed in issues and concerns.	JOC JD (Jo Davidson)

## 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.	JOC
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.	JOC
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.	JOC
Where possible and safe, having single workers load or unload vehicles.	Not applicable to our business.	JOC
Where possible, using the same pairs of people for loads where more than one is needed.	Not applicable to our business.	JOC
Enabling drivers to access welfare facilities when required, consistent with other guidance.	Not applicable to our business.	JOC
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.	JOC