



1. Working Safely at the British Chambers of Commerce during Covid 19

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

It has been produced following consultation with our Executive Team and staff.

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 regularly and updated accordingly. It will also be updated at points when Government guidance changes.

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

Adam Marshall
Director General



2. Who Should Go to Work

Government Guidance	British Chambers of Commerce 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"> 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 our staff have been instructed to work at home for the majority of their time. The building remains open, operating as 'Covid-19 Secure' workplace, and so staff are able to come into the building where necessary.</p>	<p>Executive Team</p>
<p>Planning for the minimum number of people needed on site to operate safely and effectively.</p>	<p>Only one member of staff is attending the office frequently. All other staff are attending infrequently and this will be monitored to ensure we don't have more staff on site at any one time than can be safely accommodated.</p>	<p>Executive Team</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 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>Executive Team Office Manager</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>Regular emails are being sent to staff with tips on staying mentally and physically healthy during this time.</p>	<p>Executive Team Office Manager</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.</p>	<p>Executive Team Office Manager</p>



2.1 Protecting People who are at higher risk

Government Guidance	British Chambers of Commerce Actions	Lead Responsibility
Providing support for workers around mental health and wellbeing. This could include advice or telephone support.	Support is available from managers and also the Employee Assistance Programme.	Executive Team Office Manager
See current guidance for advice on who is in the clinically extremely vulnerable and clinically vulnerable groups.	Completed.	Executive Team Office Manager

2.2 People who need to self-isolate

Government Guidance	British Chambers of Commerce 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.	Executive Team Office Manager
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.	Executive Team Office Manager



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.	Executive Team Office Manager
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2.3 Equality in the workplace

Government Guidance	British Chambers of Commerce 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.	Office Manager
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.	Staff have been consulted on this draft risk assessment and are able to raise any individual issues with managers, and staff with concerns can also raise issues directly with HR or managers.	Office Manager
Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.	We believe this risk assessment meets all requirements and individual staff needs. It will be kept under review and issues can be raised with managers or HR.	Office Manager
Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.	We are aware of which staff are in the 'clinically extremely vulnerable group' and will ensure they continue to be supported. Our usual risk assessments will continue to take place for disabled workers and new or expectant mothers and will take full account of the additional issues contained within this risk assessment.	Office Manager



<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 has taken place to try to identify any potential issues. Individual issues can be raised with managers or the HR team.</p>	<p>Office Manager</p>
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3.1 Coming to work and leaving work

Government Guidance	British Chambers of Commerce 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.	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.	Executive Team Office Manager
Providing additional parking or facilities such as bike-racks to help people walk, run, or cycle to work where possible.	Ample facilities are currently available.	Office Manager
Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.	Not applicable in our work environment	Office Manager
Reducing congestion, for example, by having more entry points to the workplace.	We have one main entrance and congestion is not currently an issue. If it becomes busier, we will introduce floor markings and one-way flow if required, as it is not feasible to use the two fire exits as entry points.	Office Manager
Providing more storage for workers for clothes and bags.	This is not applicable in our working environment.	Office Manager
Using markings and introducing one-way flow at entry and exit points.	This will be introduced at a point when 2m distancing becomes an issue. Floor tape will be used in reception so that on entering the building people are reminded of the 2m distance. Under currently arrangements this is not arising.	Office Manager
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. Staff are advised to avoid using the lift.	Office Manager
Defining process alternatives for entry/exit points where appropriate, for example, deactivating turnstiles requiring pass checks in favour of	Not applicable in our work environment	Office Manager



showing a pass to security personnel at a distance.		
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3.2 Moving around buildings and worksites

Government Guidance	British Chambers of Commerce 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 only have one office. Travel to Chambers, partners or suppliers is discouraged and restricted – with any essential journeys requiring approval from a member of the Executive Team.	Office Manager Executive Team
Restricting access between different areas of a building or site.	We only have one office.	Office Manager
Reducing job and location rotation.	Not applicable – only one office location. Section 3.3. addresses hot desking.	Office Manager
Introducing more one-way flow through buildings.	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.	Office Manager
Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.	Staff have been instructed to enter the lift one at a time.	Office Manager
Making sure that people with disabilities are able to access lifts.	Our lift is available for people with disabilities.	Office Manager
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.	Office Manager

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3.3 Workplaces and Workstations

Government Guidance	British Chambers of Commerce Actions	Lead Responsibility
Review layouts and processes to allow people to work further apart from each other.	There is no current issue but we will review when necessary and limit the number of members of staff allowed into the office to maintain appropriate social distancing at all times.	Executive Team Office Manager
Using floor tape or paint to mark areas to help workers keep to a 2m distance.	We will install if more people return to the office and this becomes necessary.	Office Manager
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.	Office Manager
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.	Office Manager
Managing occupancy levels to enable social distancing.	As the office gets busier rotas will be introduced to ensure all staff can continue to observe social distancing recommendations	Office Manager
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 a single, marked desk when in the office. 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.	Office Manager



3.4 Meetings

Government Guidance	British Chambers of Commerce Action	Lead Responsibility
Using remote working tools to avoid in-person meetings.	Zoom and Microsoft Teams are working effectively for the vast majority of meetings. In future, if essential, in-person meetings will only be held one-to-one or with very small numbers, in rooms/spaces which allow at least 2m spacing.	Executive Team
Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.	This will be maintained by ensuring larger meeting rooms are used.	Executive Team
Avoiding transmission during meetings, for example, avoiding sharing pens and other objects.	There should be no need for basic equipment to be shared. Staff should highlight any additional requirements.	Executive Team Office Manager
Providing hand sanitiser in meeting rooms.	Hand sanitiser is available throughout the office and can be taken into meeting rooms when in use.	Office Manager
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/Teams. Windows can be opened if required.	Office Manager
For areas where regular meetings take place, using floor signage to help people maintain social distancing.	As when the rooms are used signage will be installed as necessary.	Office Manager



3.5 Common Areas

Government Guidance	British Chambers of Commerce 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.	Guidance from the landlord is being prepared and will be shared when received.	Office Manager
Staggering break times to reduce pressure on break rooms or canteens.	Not applicable to our business – we do not have set break times. However we will monitor use of the kitchens to ensure 2m distance can be maintained.	Office Manager
Using safe outside areas for breaks.	Staff are welcome to take breaks outside if they wish to.	Office Manager
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.	Office Manager
Installing screens to protect staff in receptions or similar areas.	Reception traffic is very limited at the moment and the person there can be at 2m distance from those entering the premises. Protective barriers as required will be installed at reception.	Office Manager
Providing packaged meals or similar to avoid fully opening staff canteens.	Staff are bringing their own food.	Office Manager
Encouraging workers to bring their own food.	Staff are bringing their own food.	Office Manager
Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.	Social distancing will be maintained when eating,	Office Manager
Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site.	Only one site is open, with most staff working from home.	Office Manager
Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage.	The communal shower facility in the basement of the building has been taken out of use by the landlord and will only be opened again if this can be done while maintaining safety for users	Office Manager



Encouraging storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts.	All staff have lockers.	Office Manager
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4.1 Manage Contacts

Government Guidance	British Chambers of Commerce Actions	Lead Responsibility
Encouraging visits via remote connection/working where this is an option.	All external meetings are taking place via Zoom/Teams and other remote means. Visitors are discouraged from attending the buildings, except where essential, in which case they are briefed on our social distancing measures.	Executive Team
Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival.	All visitors are briefed on arrival on the measures we have implemented to ensure social distancing.	Executive Team Office Manager
Limiting the number of visitors at any one time.	Only essential visitors are attending the office.	Executive Team Office Manager
Limiting visitor times to a specific time window and restricting access to required visitors only.	Not applicable as we have very limited visitors currently.	Office Manager
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 to avoid overlap.	Office Manager
Maintaining a record of all visitors, if this is practical.	Will be done as necessary.	Office Manager
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.	Office Manager



4.2 Providing and explaining available guidance

Government Guidance	British Chambers of Commerce 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, including this Risk Assessment.	Office Manager
Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors.	Very few visitors are attending and they will be briefed as necessary.	Office Manager
Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.	Very few visitors or contractors are attending and we will ensure contact is minimised.	Office Manager
Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces.	Communication is ongoing with the landlord.	Director General Finance Director Office Manager



5.1 Before re-opening

Government Guidance	British Chambers of Commerce Actions	Lead Responsibility
Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.	Our system is fully automated and regularly serviced.	Office Manager
Most air conditioning system do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.	Our system is fully automated and regularly serviced.	Office Manager
Opening windows and doors frequently to encourage ventilation, where possible.	Staff are welcome to open windows. Our offices are well ventilated by an effective air conditioning system. In areas where it is not working effectively, windows should be opened.	Office Manager



5.2 Keeping the workplace clean

Government Guidance	British Chambers of Commerce Actions	Lead Responsibility
Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.	Our premises are usually cleaned at the end of every working day. Procedures are being reviewed to ensure more frequent cleaning if necessary.	Office Manager
Frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements.	This has been built into cleaning schedules and will be monitored by our facilities manager.	Office Manager
Clearing workspaces and removing waste and belongings from the work area at the end of a shift.	This is being completed as required.	Office Manager
Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards.	Very limited use at present.	Office Manager
If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.	To be actioned if required.	Office Manager



5.3 Hygiene – handwashing, sanitation facilities and toilets

Government Guidance	British Chambers of Commerce Actions	Lead Responsibility
Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.	Completed.	Office Manager
Providing regular reminders and signage to maintain personal hygiene standards.	Completed	Office Manager
Providing hand sanitiser in multiple locations in addition to washrooms.	Completed.	Office Manager
Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible	Toilets are cleaned daily in accordance with usual cleaning schedules. The landlord will be implementing extra measures with additional signage installed,	Office Manager
Enhancing cleaning for busy areas.	To be actioned as necessary.	Office Manager
Providing more waste facilities and more frequent rubbish collection.	Waste facilities and collection are already sufficient, especially in light of much reduced staff and visitor presence.	Office Manager
Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities	We will investigate availability of paper towels and disposal facilities.	Office Manager

5.4 Changing rooms and showers

Government Guidance	British Chambers of Commerce Actions	Lead Responsibility
Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible.	The communal shower facility in the basement of the building has been taken out of use by the landlord and will only be opened again if this can be done while maintaining safety for users.	Office Manager
Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.	Completed.	Office Manager



5.5 Handling goods, merchandise and other materials, and onsite vehicles

Government Guidance	British Chamber of Commerce Actions	Lead Responsibility
Cleaning procedures for goods and merchandise entering the site.	Very few goods enter the site. Staff have been reminded to wash hands when handling deliveries.	Office Manager
Cleaning procedures for vehicles.	Not applicable to our business.	Office Manager
Introducing greater handwashing and handwashing facilities for workers handling goods and merchandise and providing hand sanitiser where this is not practical.	Completed	Office Manager
Regular cleaning of vehicles that workers may take home.	Not applicable to our business.	Office Manager
Restricting non-business deliveries, for example, personal deliveries to workers.	Staff have been reminded to avoid personal deliveries to the office wherever possible.	Office Manager



6. PPE & Face-Covering

Government Guidance	British Chambers of Commerce 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.	Office Manager
Face Coverings	The guidance indicates that other measures remain the best way of managing risk and therefore Government does not expect us to rely on use of face coverings to manage risk. If staff choose to wear face coverings they are welcome to do so, and can find guidance on how to make and use face coverings safely on Gov.UK.	Office Manager

7.1 Shift patterns and working groups

Government Guidance	British Chambers of Commerce Actions	Lead Responsibility
<p>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.</p>	<p>For the foreseeable future, only a limited number of staff will be allowed in the office at any one time.</p>	<p>Executive Team</p>
<p>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.</p>	<p>Not a major issue in our business, but staff will be asked to consider this when issuing office supplies. Items received at reception should then be sanitised.</p>	<p>Executive Team</p>



7.2.1 Work-related travel - Cars, accommodation and visits

Government Guidance	British Chambers of Commerce Actions	Lead Responsibility
Minimising non-essential travel – consider remote options first	Almost all business travel has ceased. Only essential travel is permitted and requires approval by a member of the Executive Team. All meetings and training are taking place remotely.	Executive Team
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.	Executive Team
Cleaning shared vehicles between shifts or on handover.	Not applicable to our business.	Office Manager
Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.	Not applicable to our business.	Executive Team



7.2.2 Work-related travel – deliveries to other sites

Government Guidance	British Chambers of Commerce Actions	Lead Responsibility
Putting in place procedures to minimise person-to-person contact during deliveries to other sites.	Not applicable to our business.	Office Manager
Maintaining consistent pairing where two-person deliveries are required.	Not applicable to our business.	Office Manager
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 must be observed.	Executive Team



7.3.1 Communications & Training – Returning to Work

Government Guidance	British Chambers of Commerce Actions	Lead Responsibility
Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.	Regular emails are being sent to all staff, especially when anything changes. Team meetings and one-to-ones are being held via Zoom/Teams to keep staff updated and receive feedback. This Risk Assessment is available to all staff and regularly updated.	Executive Team
Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.	Staff consulted on Risk Assessment.	Director General Office Manager
Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.	Briefings will be sent to staff on any changes to procedures.	Office Manager



7.3.2 Communication & Training – On-going communications and signage

Government Guidance	British Chambers of Commerce 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.	Regular online meetings are being held with staff to review effectiveness of procedures and discuss staff feedback. Staff survey on home working undertaken.	Director General Office Manager
Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19).	Ensuring staff are aware of the support available, both within the BCC and through external referrals we will make Government and third sector advice available to staff.	Executive Team Office Manager
Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.	Completed, but with on-going feedback from staff welcomed.	Director General Office Manager
Using visual communications, for example, whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.	Completed, with on-going updates.	Director General Office Manager
Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.	Updates to be provided as necessary,	Executive Team

8. Inbound and out-bound goods

Government Guidance	British Chambers of Commerce Actions	Lead Responsibility
Revising pick-up and drop-off collection points, procedures, signage and markings.	Not applicable to our business.	Office Manager
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.	Office Manager
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.	Office Manager
Where possible and safe, having single workers load or unload vehicles.	Not applicable to our business.	Office Manager
Where possible, using the same pairs of people for loads where more than one is needed.	Not applicable to our business.	Office Manager
Enabling drivers to access welfare facilities when required, consistent with other guidance.	Not applicable to our business.	Office Manager
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.	Office Manager

Version	Date
1	1 June 2020