WORKPLACE GUIDANCE FOR MICRO AND SMALL BUSINESSES

Risk Assessments, Helpful Tips & Templates

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SUPPORTING AYRSHIRE BUSINESSES

This short guidance provides practical advice for micro (less than 10 employees) and small (less than 50 employees) companies as they plan to re-open their businesses.

This guidance is for businesses where there is no sector-specific guidance published, so if your business is in a sector for which **specific guidance has been published**, then you should follow this.

There are further links available throughout this guide and other support documents available from Ayrshire Chamber of Commerce and Industry on our website.

ASSESS THE RISK

— Before re-opening, business owners should assess the risks to themselves, employees, suppliers and customers.

ASSESSMENTS

- All employers are by law required to carry out risk assessments before re-opening;
- Given the current risk to public health from Covid-19, self-employed persons should also carry out a risk assessment;
- Businesses must fully engage its employees in the process;
- Protecting the health of employees is fundamental to establishing shared confidence around the safety of returning to places of work.

HELPFUL TIPS

- Businesses must think about where it works, where its customers are and assess each risk identied;
- Businessses must identify risks associated with handling machinery or equipment where possible contamination may occur;
- Some members of a workforce may be disproportionately at risk and may need extra support to return to work;
- Safe travel to work arrangements must be considered as part of a risk assessment.

ADDITIONAL SUPPORT

- Health and safety experts and advisors from the business community are available on a voluntary basis to support the development of workplace risk assessments. Contact:

businesssupport@scottishchambers.org.uk

Travelling To Work And While Working

Consult with your employees to identify further controls and to decide on their implementation. These are some suggested control measures:

Travel to Work

Congestion on public transport increases the risk of spreading and exposing employees to COVID-19. Availability of public transport might be an issue for your employees to get to work. You can:

- Stagger work start and end times to reduce congestion at peak times on public transport. You should consult with staff to ensure this is achievable (for example whether there is public transport available at new times).
- Encourage employees to travel to the workplace alone, using their own transport, including cycling and walking.
- Consider the need for additional parking spaces for employees and increase areas for safe storing of bicycles.

If workers have no option but to share transport you can encourage employees to:

- Share their vehicle with the same individuals and with the minimum number of people at any one time.
- Wherever possible maintain two metres apart and avoid touching their own face, consider the use of face covering.
- Maintain good ventilation (i.e. keeping the windows open) and face away from each other during the journey.
- Wash their hands for 20 seconds using soap and water, or hand sanitiser if soap and water are not available, before entering and exiting the vehicle.
- Regularly clean the vehicle using gloves and standard cleaning products, with emphasis on handles and other surfaces which may be touched during the journey.

Using public transport

For those employees that need to use public transport to get to work, you should remind them to:

- Not travel if they feel unwell.
- Consider alternative journey routes that would reduce exposure.
- Maintain physical distancing and respiratory hygiene measures.
- Consider the use of face covering as per Scottish Government advice.
- Load up travel card before travelling or use contactless card.
- Travel off peak or outside the busiest travel times if possible.
- Be aware whenever they touch handrails, poles, seats, stair banisters and so on to wash hands or use hand sanitiser and avoid contacting face.
- Do not eat or drink while travelling.

Driving at Work

When travelling to and from work or between workplace locations, workers should travel alone. If workers have no option but to share a vehicle, then they should:

- Allocate specific vehicles to drivers or small teams.
- Share vehicles with the same individuals and with the minimum number of people at any one time.
- Wherever possible maintain two metres apart and avoid touching their face.
- Maintain good ventilation (i.e. keeping the windows open) and face away from each other during the journey.
- Wash their hands for 20 seconds using soap and water, or hand sanitiser if soap and water are not available, before entering and after getting out of the vehicle.
- Regularly clean the vehicle using gloves and standard cleaning products, with an emphasis on handles and other surfaces which may be touched during the journey.
- Remind employees of the importance of adhering to speed limits and other road safety and vehicle rules.

Example risk assessment for travelling to work and while working

Remember to follow a set process for risk assessing the transmission of COVID-19 in the workplace.

Eliminating the risk should be your first option (for example by allowing home working) if this is not possible you need to reduce the risk (for example by reducing the time and frequency of tasks). You should redesign work to ensure that staff can maintain physical distancing.

What are the Hazards	Who might be harmed	Current controls	Additional controls required	Action by whom	Action by when	Done
Spread of COVID-19 Virus	Staff, contractors.	None	You will need additional control measures, for examples see above.			

DISCLAIMER: The materials in this guidance are provided for general information purposes and do not constitute legal or other professional advice. While the information is considered to be true and correct at the date of publication, changes in circumstances may impact the accuracy and validity of the information. You should consult a professional adviser for legal or other advice where appropriate.

Toilet Facilities, Locker Rooms, Changing Facilities, Showers, Kitchens, Canteens and Rest Areas

Consult with your employees to identify further controls and to decide on their implementation. These are some suggested control measures:

Toilet Facilities, Locker Rooms, Changing Facilities and Showers

The risk of transmission between individuals is high within these areas, for example if employees are queuing and using facilities. The risk of infection via contact is high while using, doors, lockers, toilets, flush and so on.

- Identify the maximum number of users at any one time and display capacity at entry points. Make signage and floor markings available to ensure 2 metre distance and one-way systems when queuing.
- Consider how you would restrict the number of people in the facilities.
- Consider the provision of additional, temporary, or new, toilet facilities.
- Remind staff to wash or sanitise hands before and after using the facilities.
- Stagger breaks start and finish times to allow effective social distances in these areas.
- Increased frequency for cleaning toilets, particularly door handles, locks and flush and make toilet seat wipes available.
- Place additional lockers in other areas to help social distancing.
- Make sufficient bins available for towels and ensure they are regularly emptied and disposed of.
- Consider how doors can be opened and closed, or explore whether this can be automated, for example using a foot opening system.
- Include accessible toilets in your planning as these will still be needed.
- Consider how water, soap and cream can be dispensed without the need for contact.
- Regularly supervise compliance.

Kitchens, Canteens and Rest Areas

The risk of transmission to individuals could be high within these areas, for example when employees are queuing, eating at tables or sitting if space is constraint. The risk of infection via contact is high while using doors, kitchen utensils, tables, seats and so on.

- Staff can use canteen facilities if social distancing can be maintained.
- Canteen staff must also follow social distancing and hygiene standards.
- Consider the need to close kitchens and canteens if social distancing cannot be maintained.
- Consider expanding the size of kitchen and rest areas to facilitate social distancing.
- Explore the possibility of providing more than one facility for eat and rest to allow for social distancing.
- Consider that canteens provide only a takeaway service with pre-prepared and wrapped food only.
- Stagger breaks to reduce congestion and physical contact.
- Identify the maximum number of people that can use the canteen and rest areas and display it at the entry to each facility, you can also reduce the number of seats available.
- Provide signage and floor markings to ensure physical distancing is followed when queuing.
- Try to introduce a one-way system.
- Provide hand cleaning at the entrance/exit and encourage workers to use it when entering and leaving the area.
- Frequently clean surfaces that are touched regularly such as kettles, refrigerators, microwaves, tables, chairs and so on, using standard cleaning products.
- Encourage workers to bring their own food where possible, in their own cool bags (to avoid using fridges) and remove own packaging.
- Discourage staff from using local shops during the working day.
- If drinking water is provided, ensure the tap mechanism is cleaned regularly and consider introducing non-touch dispensers.
- Encourage staff to wipe down and clean up after themselves and to put their rubbish straight in the bin.
- Crockery, eating utensils, cups and so on, should not be used unless they are disposable or are washed and dried between use.
- Canteen staff should wash their hands often with soap and water for before and after handling food.
- Payments should be contactless wherever possible.
- Make sure you engage staff and regularly monitor effectiveness of your arrangements and regularly supervise compliance in serveries, queues and at tables.

Example Risk Assessment for Toilet Facilities, Locker Rooms, Changing Facilities, Showers, Kitchens, Canteens and Rest Areas

Remember to follow a set process for risk assessing the transmission of COVID-19 in the workplace.

Eliminating the risk should be your first option (for example by allowing home working), if this is not possible you need to reduce the risk (for example by reducing the time and frequency of tasks). You should redesign work to ensure that staff can maintain physical distancing.

What are the Hazards	Who might be harmed	Current controls	Additional controls required	Action by whom	Action by when	Done
Spread and exposure to COVID-19	Staff, visitors, contractors, service users	Cleaning - routine workplace cleaning in place	You will need additional control measures, for examples see above.			

First Aid and Emergencies

Consult with your employees to identify further controls and to decide on their implementation. These are some suggested control measures:

If a Worker Becomes Ill at Work

You should have a procedure in place explaining what to do in the case of a worker developing the symptoms of COVID-19 while at work. You should also ensure you have accurate and up to date emergency contacts for all employees.

For example, they should:

- Ensure their manager or supervisor is informed.
- Avoid touching anything.
- Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough, and sneeze into the crook of their elbow.
- Move into an area which is at least 2 metres away from other people. Ideally in a room with ventilation and behind a closed door.
- The employee should use their mobile to contact NHS 111.
- If they need to go to the bathroom whilst waiting for medical assistance, they should use a separate bathroom if available.
- They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed.

First Aid

It is important that you provide adequate first aid facilities and personnel for your organisation, this is a legal requirement. You need to offer adequate help, support, and resources for those involved in first aid.

- Brief first aiders on how to manage suspected cases of Covid-19.
- Ensure that you have enough first aid cover to deal with the staff and activities that you carry out, you will need to carry out a first aid need assessment to ensure this.
- Consider alternative options, such as sharing first aid cover with neighbouring businesses.
- Make sure that emergency plans including contact details are kept up to date, you should review them regularly to account for any absence or holiday.
- Make sure that first aiders follow infection control procedures during assessment and treatment of patients.
- Attempt to assess and treat patients quickly and early, to reduce the need for close contact.
- Increased cleaning of first aid rooms, including after each time the room has been used.
- Make sure that all clinical waste is disposed of accordingly.
- Be aware of potential delays in emergency services response due to the current pressure on resources for example by rescheduling high-risk work or providing additional competent first aid or trauma resources.
- You can apply for a 3-month extension for first aid certificates. Find out more at the **HSE website.**
- Find out more about first aid, including CPR on the **St Andrew's Ambulance website**.

Fire Training

You will need to review your current fire risk assessment and make any identified adjustments. Discuss how you will undertake fire and evacuation training with your staff. Include fire training at inductions for new staff, those returning and all staff if your processes have changed. You may need to do this training differently to allow social distancing.

- Keep your systems and changes as simple as possible
- Make sure all your staff are aware of and understand any new procedures
- Fire procedures should be explained on the first day of work
- You may update staff on a 1 to 1 basis to adhere to social distancing guidelines
- Use online meeting facilities to update groups (such as Zoom or Microsoft Teams)
- Carry out a question and answer training session, this could be done on a 1 to 1 basis or through online meeting facilities
- Use fire training videos or online training packages if available (remember you still need to explain your local arrangements).
- Carry out desktop drills (simulate an emergency in your workplace and ask employees to simulate an evacuation avoiding the emergency location).
  - Ask your employees how would you evacuate the building?
  - Do they know where the nearest fire exit is?
  - Do they know where the assembly point is?
  - Do they know how to raise the fire alarm?

Drills and Evacuations

- If the fire alarm goes off evacuate the building, use social distancing if possible.
- Consider who is responsible for contacting the fire service in an emergency and whether this process is still available.
- Establish the numbers of staff on site and the impacts on number of fire wardens needed for cover, think about absences, new shift patterns and support for any vulnerable staff.
- Consider whether changes to the way you work might affect evacuation routes and number of people using them.
- Check new and existing fire routes regularly, making sure that all are still available, for example if they are within an adjoining building.
- Plan fire drills and emergencies procedures with your neighbours, especially if you share premises.
- Observe social distancing during any planned fire drills.
- Plan your evacuation process to include social distancing.
- If social distancing cannot be maintained during evacuations then encourage face covering and good respiratory hygiene during the evacuation.
- Provide temporary hand sanitisation at assembly points and ensure it is available at all entry points for returning to the building.
- Increase the number of assembly points to allow for social distancing.
- Small teams who work together should assemble and maintain social distancing from other groups.
- Consider re-arranging fire wardens into small teams.
- Make sure that you can maintain social distancing from emergency services.
- Enhance cleaning on stairs, doors ways, alarm points and other touch points after the evacuation has finished.
- For more information go to **Scottish Fire and Rescue.**

Example: Risk Assessment for First Aid and Emergencies

Remember to follow a set process for risk assessing the transmission of COVID-19 in the workplace.

Eliminating the risk should be your first option (for example by allowing home working) if this is not possible you need to reduce the risk (for example by reducing the time and frequency of tasks). You should redesign work to ensure that staff can maintain physical distancing.

What are the Hazards	Who might be harmed	Current controls	Additional controls required	Action by whom	Action by when	Done
Spread of COVID-19 Virus.	Staff, visitors, contractors, service users.	**Workplace Hygiene** - Normal hand washing, welfare and sanitary facilities provided. **Cleaning -** routine workplace cleaning in place. Existing **evacuation** processes and **first aid** provision in place.	You will need additional control measures. For examples, see above.			

Working In Other People's Homes

Consult with your workers to identify further controls and to decide on their implementation. These are some suggested control measures:

Before the Visit

Only essential services should be provided, and remote working should be your first option, for example try to resolve any potential issues on a phone call to minimise the time spent at the home if a visit is required.

Prior to the visit you should contact client to:

- Identify whether anyone is in their household has been diagnosed with COVID-19, **have symptoms**, is **shielding** or they are vulnerable, and if so, only work that is required to protect the immediate safety of the household should be carried out, following strict hygiene and social distance measures.
- Clearly explain the work that you are going to carry out and when your worker plans to arrive.
- Explain measures that workers will take to reduce the risk of transmission, allowing for social distancing and general hygiene, make sure that the client is happy to follow them as well.
- Explain that workers will leave the property if they do not feel safe.
- Make sure that this information is explained again with the client on arrival.

Driving to The Premises

Encourage workers to travel to the workplace alone, using company transport or their own vehicle. In this case the worker is required to ensure that their insurance covers the use of the vehicle not just for 'social, domestic and pleasure purposes', but also in connection with their work and that the vehicles are maintained in a road worthy condition.

If workers have no option but to share transport you should encourage workers to:

- Share their vehicle with the same individuals and with the minimum number of people at any one time.
- Wherever possible maintain two metres distance and avoid touching their own face, consider the use of face covering.
- Maintain good ventilation (i.e. keeping the windows open) and face away from each other during the journey.
- Wash their hands for 20 seconds using soap and water, or hand sanitiser if soap and water are not available, before entering and after exiting the vehicle.
- Regularly clean the vehicle using gloves and standard cleaning products, with an emphasis on handles and other surfaces which may be touched during the journey.
- Remind workers of the importance of adhering to speed limits and other road safety and vehicle rules.

On Arrival

Successfully reducing the transmission risk relies on everyone taking responsibility for their actions and changing behaviours. Make sure that workers are aware of their responsibilities and take precautions to reduce the risk, also ensure that the client is aware of these precautions and they have agreed to follow them. These are some controls measures that you can implement:

- Make sure that the client knows the time the worker is arriving, and they are ready for their visit, for example text or call the client when arriving at the house.
- Ask the client to leave internal doors open to minimise the need of contact door handles.
- Make sure at arrival that the worker clearly explains what they are going to do and how, reminding the client to maintain the two-meter distance, and hygiene measures that they are going to take.
- Make sure the client is aware that they should keep their pets away from the working area.
- Provide hand sanitiser to the worker and encourage them to use before entering the house, also as they leave the house and regularly whilst carrying out the work.

Carrying Out the Work

Workers should disinfect surfaces within the area that they are about to work on, make sure that you provide them with cleaning products to do this.

- Encourage workers to regularly wash hands and follow respiratory hygiene for coughing and sneezing.
- Ideally one worker should carry out the task. If this is not possible then:
    - Minimise the time that they need to be at the house.
    - Use fixed teams, so workers always work with the same colleagues.
    - Allow for social distancing between workers, and use 'back to back' or 'side by side' working techniques to reduce exposure.
    - Try to remove the need for direct contact, for example, by using drop-off points where workers can pass materials while keeping 2 meters apart.
    - Encourage workers to increase hand washing, surface cleaning and respiratory hygiene.
- If more than one visit is required make sure that is allocated to the same workers.
- Encourage workers to bring their own food and drinks, take breaks away from the house, and not to accept offerings from the client (such as teas and coffees).
- Make sure that workers disinfect the working area before they leave, and they take any waste materials.

Materials and Equipment

- Make sure that workers do not share tools, appliances, materials, or any equipment with colleagues. If this is required they should be cleaned before and after each use and only shared among the same group of colleagues.
- Remind workers to not use the client's tools or any other equipment.
- Remind workers to keep tools or equipment away from surfaces, if this is not possible then they should be cleaned before putting them back in the toolbox.
- Encourage workers to prepare for the visit and to bring everything they need in one trip if possible. If they need to get back to the vehicle they should wash hands after leaving and re-entering the house again. Provide a handling aid to help with this.
- Make sure that workers use personal protective equipment (PPE) required for the task and specified in the risk assessment and consider the use of face covering as per Scottish Government advice.

Dynamic Risk Assessment

While risk assessment is a vital part of the process, workers can still be faced with situations which may not have been expected, or that they are unaware of. A dynamic risk assessment is the continuous process of identifying hazards, assessing risks, taking action to eliminate or reduce risk while carrying out associated tasks. To achieve this the worker needs to be prepared to recognise potential dangers and remove themselves from the situation. To help in achieving this you should:

- Make sure that workers have a good understanding of the health and safety implications of their job and the risk of transmission of COVID-19 while carrying out their tasks.
- Ensure that they are aware of their responsibilities to manage these risks.
- Reinforce the need for being vigilant and plan their response if anything happens.
- Ensure that workers are supported to remove themselves from the situation if they feel the risk cannot be managed.

Lone Working

It is very likely that workers are carrying out these tasks without close supervision, which is called lone working. You should be vigilant and make sure that workers are safe while working on their own.

While assessing lone working risks you should consider the geographical location, client/customers interactions, late or early work, travel, welfare facilities, how to deal with any physical or mechanical hazards. You also need to be aware of how to deal with an emergency, including if a worker goes missing. To help you with this make sure that:

- Arrangements are in place to stay in touch with the lone worker throughout the shift.
- There is a process in place for escalation if communication fails.
- Everyone keeps and has access to an up to date work diary so you can contact service users throughout their diary.
- There are arrangements in place for a senior manager to collate the diary, visit details and lone worker details for implementing your emergency plans and contacting police if necessary.

Find out more about managing lone working risks in the Health and Safety Executive **website**.

Example risk assessment for working in other people's homes

Remember to follow a set process for risk assessing the transmission of COVID-19 in the workplace.

This example risk assessment doesn't cover the provision of health care, for guidance around social and community care visit **Health Protection Scotland**.

Eliminating the risk should be your first option, if this is not possible you need to reduce the risk (for example by reducing the time and frequency of tasks). You should redesign work to ensure that workers can maintain physical distancing.

What are the Hazards	Who might be harmed	Current controls	Additional controls required	Action by whom	Action by when	Done
Spread of Covid-19 Virus.	Workers, clients, members of the public.	None	You will need additional control measures. Examples above.			

INFECTION CONTROL

— Before re-opening, all businesses must put in place infection and control measures.

TAKE MEASURES

- It is essential that physical distancing continues to be practiced, along with other good hygiene practice amongst employees, customers and those on business premises;
- Ensure physical distancing between employees, customers and suppliers is maintained, currently set at 2 metres in Scotland;
- Adapt work activity to be done in a different way so that a distance can be maintained;
- Limit the number of employees or customers on business premises.

HELPFUL TIPS

- Consider changes in working practice, such as staggering start/finish and break times and reducing the number of people each person has contact with;
- Put in place good hygiene practices for all employees, customers and visitors to premises;
- Ensure adequate facilities are available for hand hygiene, including hand wash facilities or alcohol-based hand rub at key areas like entry points;
- If not possible, businesses must take equivalent preventative measures to provide protection which may include using Personal Protective Equipment.

ADDITIONAL SUPPORT

- Health and safety experts and advisors from the business community are also available on a voluntary basis to support the development of workplace risk assessments. Contact:

businesssupport@scottishchambers.org.uk.

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Contact and Hand Hygiene - Additional Control Measures

Consult with your employees to identify further controls and to decide on their implementation. These are some suggested control measures:

Access and Egress Points

Implement strict measures at entrance and exit points. The risk of transmission between individuals is high within these areas, for example if employees are queuing or interacting with reception staff. The risk of infection via contact is also high because of the number of people using entry systems, doors, and banisters and so on.

- Stagger start and finish times and provide enough time between shifts to ensure that there is not physical contact.
- Consider whether handover between shifts can be done remotely or at safe distance.
- Provide signage and floor markings to ensure physical distancing is followed when queuing.
- Provide hand cleaning facilities at entrances and exits.
- Make sure that non-essential visitors are not allowed.
- Consider changing entry/exit systems that require skin contact, such as touch pads and keypads.
- All common contact surfaces in reception should be regularly cleaned (access control and delivery areas, scanners, turnstiles, screens, telephone handsets and desks).
- Reduce the number of attendees at workplace inductions and consider if this could be done remotely or outside.
- In shared premises you should cooperate and coordinate these activities with other employers to reduce the risk of infection.

Workplace Hand Hygiene

Successfully reducing the transmission risk relies on everyone taking responsibility for their actions and changing behaviours.

- Deliver regular briefings to staff members on hand hygiene measures, consider using these videos on how to wash hands: **alcohol-based rub** and **soap and water.**
- Update staff on COVID-19 guidance from Health Protection Scotland and NHS Inform.
- Display public health posters on **COVID-19 infection control** in all areas of business premises.
- Provide hand cleaning facilities at entrances and exits and additional facilities throughout the workplace (such as pop ups). Soap and water should be used wherever possible, or hand sanitiser if soap and water is not available, non-touch dispensers are a better option.
- Encourage staff to take regular breaks to wash their hands.
- Make sure that hand sanitiser (alcohol-based) is issued to staff who may have difficulty accessing hand washing facilities.
- Make sure that hand creams are available alongside washing facilities to reduce skin related risks. Non-touch dispensers are a better option.
- Check that hand washing facilities are regularly cleaned and topped up.
- Paper towels are a better option than hand dryers. You should not use fabric towels unless they are single use and are then laundered or disposed of.
- Ensure that sufficient rubbish bins are available for towels and other waste, and they are regularly removed and disposed.

Routine Cleaning

COVID-19 can be transmitted by contact with surface that acts as a vessel for the virus. For this reason, it is important to enhance your routine cleaning measures to control the risk.

- Encourage staff to improve workplace cleaning and hygiene standards and take responsibility for minimising and binning their waste.
- Increase waste collection and storage points, making sure that they are emptied regularly.
- Increase frequency of cleaning procedures and make sure that areas that need special attention are cleaned more often, such as in communal areas and at touch points (taps and washing facilities, toilets flush and seats, door handles and push plates, handrails, lifts and hoist controls, machinery and equipment controls, areas used for eating and resting, telephone equipment, keyboard, photocopiers and so on).
- Remind employees of the responsibly to minimise surface contact and waste generation with weekly reminders and signage.
- Ensure that cleaning staff are suitably trained and provided with the correct equipment to carry out their functions.
- Provide cleaning staff with the PPE required for the cleaning products they are using.
- Implement regular checks to ensure compliance with this arrangement.

Example Risk Assessment for Contact and Hand Hygiene

Remember to follow a set process for risk assessing the transmission of COVID-19 in the workplace.

Eliminating the risk should be your first option (for example by allowing home working) if this is not possible you need to reduce the risk (for example by reducing the time and frequency of tasks). You should redesign work to ensure that staff can maintain physical distancing.

What are the Hazards	Who might be harmed	Current controls	Additional controls required	Action by whom	Action by when	Done
Spread of COVID-19 Virus	Staff, visitors, contractors, service users, anyone who might be in physical contact with the business	**Workplace Hygiene** - Normal hand washing, welfare and sanitary facilities provided **Cleaning** - routine workplace cleaning in place **Access and egress points** – routine cleaning in place	You will need additional control measures, see examples above.			

CONSULT WITH EMPLOYEES

— Before re-opening, all businesses should consult with its employees to share key messages and information.

SPEAK WITH EMPLOYEES

- Businesses should discuss how they can safely reopen with its employees or employee representatives as appropriate;
- It is important everyone understands the measures being taken to establish the safe working environment;
- Discussions should include arrangements for those working from home and adopting new or alternative working patterns;
- Arrangements should be made for staff who are shielding, ill or have caring responsibilities.

HELPFUL TIPS

- Businesses should take every possible step to facilitate employees working from home where this is practical and appropriate;
- This may include providing suitable IT and equipment to allow employees to do this;
- Companies should make arrangements to ensure staff are not disadvantaged due to medical advice;
- Travel to work and childcare considerations for individual employees should be taken into account.

ADDITIONAL SUPPORT

- Health and safety experts and advisors from the business community are also available on a voluntary basis to support the development of workplace risk assessments. Contact:

businesssupport@scottishchambers.org.uk.

Guidance Notes for Employers

The below is support for businesses returning to the workplace.

- An email should be sent to all staff, contractors, and visitors prior to entering the workplace during the coronavirus pandemic.

- This should be sent by email to all staff, contractors, and visitors before they are due to attend the workplace and completed and returned beforehand

- Each staff member, contractor and visitor must confirm on the date of their intended attendance that all 7 statements are true and apply on the relevant day.

- Staff can confirm this by adding their full name into the dated Declaration and emailing it back to your office.

- The list of all confirmed Declarations should then be collated each week by the responsible person and entered into the Covid-19 Daily Health Check Declaration and Attendance Record.

- **No Staff, Contractors or Visitors can be admitted to the workplace unless you are in receipt of their confirmed Declaration email.**

- **An example email template is provided below.**

Company Name:

Email Template

Subject: Staff – COVID-19 Daily Health Check Declaration For (employee) (date)

Dear Employee,

Please add your full name to the attached Declaration, check that the date is the date that you will be attending the workplace and send your confirmed Declaration back to us by return email.

If you are unable to sign the Declaration because not all of the statements apply to you then you will not be able to enter the workplace and you should let us know this immediately by separate email.

You will not be admitted to the workplace unless you have sent us a confirmed Declaration. All staff are required to declare any changes to their health status before attending/entering (detail your workplace details).
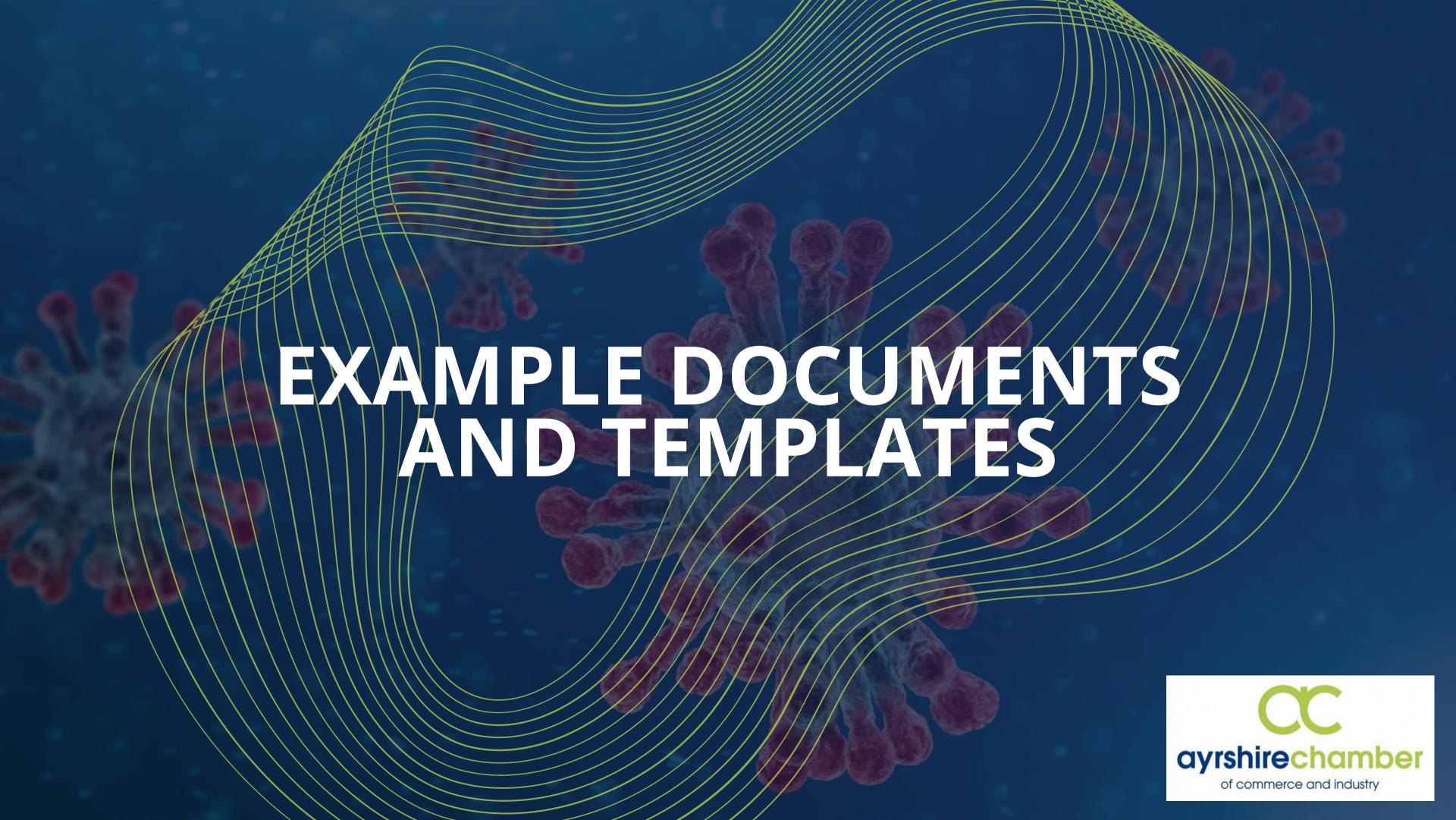
DECLARATION
<<add in date of intended attendance>> . I <<add in your full name here>> declare and confirm that to the best of my knowledge and belief on the above date:

1. **I do not have a new continuous cough.**
2. **I do not have a temperature.**
3. **I have not lost my sense of taste or smell.**
4. **I do not feel generally unwell.**
5. **I do not share a home with anyone who is self-isolating.**
6. **I have not come into contact with anyone who is now confirmed or suspected to be positive for Covid-19; and**
7. **I have been complying with all of the Government's social distancing rules at all times.**

The 7 statements above are true and apply to me on (today's date). Personal Details will be stored in individual Personnel Files as per the Data Privacy (GDPR) Regulations.

Name of Staff Member:
Date:

EXAMPLE DOCUMENTS AND TEMPLATES

COVID-19 Daily Health Check Declaration and Attendance Record

Declaration Initiated by:		Position:	
Location:		Date:	

Employee Name	Declaration Received	Attendance Confirmed

Completed by:		Checked by:	
Signature:		Signature:	
Date:		Date:	

COVID-19 Return to Office Preferences

We have worked with the relevant guidance and put together a plan to get our organisation back into the office.

Various measures have been put in place to make our office as safe as we can including a deep clean and fogging. Everyone entering our office will be asked to complete this, and PPE will be available should you choose to wear it.

There will be restricted access to desks and facilities during the first phase of our return, detailed in the externally validated return to office plan.

To assess capacity and plan for a phased return to work, the criteria below set out the various options for you to consider.

Please indicate below which option applies to you and return to **your line manager.**

NHS Guidance

People at high risk from coronavirus include people who:	People at moderate risk from coronavirus include people who:
have had an organ transplant	are 70 or older
are having chemotherapy or antibody treatment for cancer, including immunotherapy	are pregnant
are having an intense course of radiotherapy (radical radiotherapy) for lung cancer	have a lung condition that is not severe (such as asthma, COPD, emphysema or bronchitis)
are having targeted cancer treatments that can affect the immune system (such as protein kinase inhibitors or PARP inhibitors)	have heart disease (such as heart failure)
have blood or bone marrow cancer (such as leukaemia, lymphoma or myeloma)	have diabetes
have had a bone marrow or stem cell transplant in the past 6 months, or are still taking immunosuppressant medicine	have chronic kidney disease

have been told by a doctor they have a severe lung condition (such as cystic fibrosis, severe asthma or severe COPD)	have liver disease (such as hepatitis)
have a condition that means they have a very high risk of getting infections (such as SCID or sickle cell)	have a condition affecting the brain or nerves (such as Parkinson's disease, motor neurone disease, multiple sclerosis, or cerebral palsy)
are taking medicine that makes them much more likely to get infections (such as high doses of steroids or immunosuppressant medicine)	have a condition that means they have a high risk of getting infections
have a serious heart condition and are pregnant	are taking medicine that can affect the immune system (such as low doses of steroids)
	are very obese (a BMI of 40 or above)

I would like to volunteer to return to office working from   ……………………..   ☐

I would prefer to continue working from home currently   ☐

I have one of the conditions listed above and cannot return to office working   ☐

I am shielding someone who has one of the conditions listed above and cannot
return to office working   ☐

Name: _____

Signature: _____   Date: _____

<< Company B>> COVID-19 Return to Work - Shop Example Risk Assessment

Assessor	**Job Title**	**Assessment Date**	**Review Dates**
A N Other	Shop Manager		

Assessment Location	
Persons at Risk	Retail Staff, Admin Staff**,** Customers, Delivery Personnel

The risk assessment and controls/measures below have been put in place to evaluate the risk to staff, customers and delivery personnel in respect of the Coronavirus and to eliminate/reduce the potential for infected persons entering the premises, contamination of surfaces, and to maintain social distancing practices according to both the premises and tasks undertaken by staff and delivery personnel, and customers as they enter and move through the shop.

Factors Causing Spread of Virus	**Existing Controls**	**Further Measures**
Contact with infected persons	All staff must provide each day before entering the premises/location their confirmation of the COVID-19 Health Check Declaration.	The Assessor will check each staff member has completed the Declaration before they enter the premises and keep records of arrivals.
Overcrowding and congestion	Number of customers will be limited to [??] to provide for 2m social distancing throughout the store (and outdoor selling areas)	The maximum number of customers shopping together that can be admitted to the store is [2]. For further details see Workplace Premises below.
Proximity of Customers to Staff and other Customers	Social distancing measures of 2m should be maintained in all parts of the shop wherever possible.	Information, signs and markings will be distributed where practical at the entrance and throughout the premises/location to promote social distancing and hygiene. A one-way flow has been set up with floor markings and signs to manage customer traffic through the store. Queue management measures have been established for those parts of the store that are likely to get congested. For further details see Workplace Premises below.
Proximity of Staff to other Staff	Social distancing measures of 2m should be maintained in all parts of the shop and the workplace wherever possible.	Staff rotas agreed to ensure staffing levels are sufficient to manage customer traffic and enabling safe distancing for staff.

Factors Causing Spread of Virus	Existing Controls	Further Measures
		Further details of measures for working in the shop, backroom office, and storeroom are below in Workplace Premises and Workplace Tasks.
Contaminated and potential contaminated surfaces	The premises have been deep cleaned on xx June applying approved sanitisation and disinfectant products.	The premises will continue to be cleaned daily.

Specific parts of the shop and office may need further cleaning during working hours – please see below. |
| Contamination and potential contamination of surfaces | Hand sanitiser will be placed at various suitable locations in the workplace, as well as at the entrance. | At intervals during the working day the availability of hand sanitiser will be checked and replenished. Staff should report any shortage of hand sanitisers to the Assessor. |

Action Required	Actioned By	Date
All measures to be reviewed in x weeks to ensure that staffing levels and social distance controls have been sufficient to manage customer numbers and customer flow through the shop, particularly in respect of congestion points.	The Assessor	

Workplace Premises	Controls	Further Measures
Entrance - Staff	Staff should arrive in 15 minute intervals and will be admitted individually to the Premises by the Assessor.	The Assessor will control entry whilst checking staff have completed the COVID-19 Health Check Declaration.

Hand sanitisers are available by the entrance. |
| Entrance/Exit - Customers | A single staff member will set-up the external waiting boundary and check the floor-pavement social distance markings before shop opening.

A staff member will be responsible for managing the flow of customers into the shop per the maximum [??] above.

Queue management must provide for disabled shoppers. | Gloves should be used when handling the boundary props.

Customers should be encouraged to shop alone and to use the hand sanitisers made available at the entrance.

Once the maximum number of customers have entered the shop at 2m intervals a new customer(s) will only be admitted once a departing customer(s) has exited the premises by at least 2m. |

Workplace Premises	Controls	Further Measures
	Agreement with neighbouring shops to prevent overlapping of outside queues.	Sanitised shopping baskets should be available at the entrance and marked as "clean".
Shop walk through	Customers should be encouraged to maintain/keep to the one-way walk through for the shop, and to avoid handling products	A staff member will be available to reminder customers of social distancing and keeping to the marked pathway as customers move through the shop.
Shop counter	A separate queuing area should be designated and maintaining for payment and check-out which does not conflict with the one-way walk path marked through the shop. A screen separates the customer from the check-out staff.	Only one member of staff will carry out the payment and check out service at the counter. All payment will be by debit/credit card. Counter will be cleaned at regular intervals throughout the working day. Gloves and face masks are available to staff working at the counter (and elsewhere in the shop as required by the staff) Used shopping baskets will be left at the counter to be removed and sanitised before returned to the entrance as "clean".
Backroom Office	A maximum of only two people can use the backroom office at any one time to maintain social distancing. Preference is only one person. A screen(s) has been set up between the desks/workstations to ensure social distancing.	Staff should not congregate around any desks. There will be no sharing of desks/workstations, equipment or phones. Communal equipment such as copiers will be cleaned immediately after use by the user. Hand sanitisers are available by the door.
Storeroom	With limited open space in the storeroom access should restricted to only one member of staff at any one time unless for safety and manual handling considerations a second member of staff is required.	Where 2 staff members are necessary, they should try to work side by side rather than face on, and consistent work partnerships should be established for any shared tasks. See Deliveries below.

COVID-19 Return to Work - Shop Example Risk Assessment Form.

Workplace Premises	Controls	Further Measures
Kitchen	Only one person can use the kitchen at any one time. Kitchen surfaces to be cleaned regularly during use. A rota will be agreed to ensure this procedure.	Tea/coffee and lunch breaks will be staggered to avoid possible overcrowding. Staff should wash and clear away all utensils they use when they have finished with these. Kettle handle and top, fridge and cupboard handles will be wiped clean immediately after use.
Toilets	No more than one person can use the toilet facilities at any one time. Anyone waiting should stay 2m from the toilet facilities doors. Toilet facilities surfaces including door and flush handles to be cleaned regularly.	All staff must maintain hygiene standards per government guidelines in hand washing. Hand dryers or disposable hand towels to be available, as well as hand sanitisers.
Corridor and access to rooms	Movement in the corridor should be restricted to one person, including if someone is waiting for the toilet.	

Action Required		Actioned By	Date
Congestion points, particularly the entrance and counter queue areas be to constantly reviewed.		The Assessor	

Workplace Tasks	Controls	Further Measures
Deliveries to Shop	Deliveries will not be signed for (unless required for legal continuity) and will only be delivered to the Entrance. 2m social distancing should be maintained as far as practical.	If delivery must be signed for the signor should use their own pen and wear gloves when handling the signature sheet. Gloves are available for handling deliveries if requested by staff. If more than one member of staff is required to move the delivery to the storeroom, gloves & masks must be used by both staff members. This pair of staff should also continue to work together for any tasks

COVID-19 Return to Work - Shop Example Risk Assessment Form.

Workplace Tasks	Controls	Further Measures
		that require more than one person in the storeroom. Any lifting or carrying equipment such as a trolley must be cleaned at the start and end of every day, as well as after use.
Processing purchases	Counter/till staff will wear gloves and masks when handling and processing purchases.	
Packing purchases	Customer services for wrapping purchases will not be offered to customers.	
Stocking shelves and racks	As far as practical re-stocking should be carried out without working in pairs/teams.	Any lifting or carrying equipment such as a trolley must be cleaned at the start and end of every day, as well as after use.
Regular cleaning duties	Parts of the premises will be cleaned regularly throughout the day; counter, kitchen, toilets.	A daily rota will be put in place so that this responsibility is shared by all staff.
Accidents, security and other incidents	Incident and emergency procedures have been reviewed to ensure where practical social distancing principles can be maintained.	
No other tasks which involve necessary sharing and/or proximity have been identified.	Staff are requested to bring to the Assessor's attention any such tasks they consider should be included in this risk assessment.	

Action Required	Actioned By	Date

Assessor's Signature		Date	
Approved by		Approver's Job Title	
Approver's Signature:		Date:	

	<<Company A>> COVID-19 Return to Work Office Risk Assessment		:

Assessor	Job Title	Assessment Date	Review Dates
A N Other	Office Manager		

Assessment Location	
Persons at Risk	Office Staff **[**including 1 x Vulnerable Person**]**

The risk assessment and controls/measures below have been put in place to evaluate the risk to staff/contractors and visitors in respect of the Coronavirus and to eliminate/reduce the potential for infected persons entering the premises, contamination of surfaces, and to maintain social distancing practices according to both the premises and tasks undertaken by staff and contractors.

Factors Causing Spread of Virus	Existing Controls	Further Measures
Contact with infected persons	All staff/Contractors/Visitors must provide each day before entering the premises/location their confirmation of the COVID-19 Health Check Declaration.	The Assessor will check each staff member/contractor/visitor has completed the Declaration before they enter the premises/location and keep records of arrivals.
Proximity to other staff	Social distancing measures of 2m should be maintained in all parts of the workplace wherever possible.	Information, signs and markings will be distributed where practical throughout the premises/location.
Contaminated and potential contaminated surfaces	The premises have been deep cleaned on xx May applying approved sanitisation and disinfectant products.	The premises will continue to be cleaned daily.

Specific parts of the building may need further cleaning during working hours – please see below. |
| Contamination and potential contamination of surfaces | Hand sanitiser will be placed at various suitable locations in the workplace, as well as at the entrance. | At intervals during the working day the availability of hand sanitiser will be checked and replenished. Staff should report any shortage of hand sanitisers to the Assessor. |
| Overcrowding | The number of staff on the premises will be limited at any one time to 50% of the relevant staff for the Department.

Staff rotas have been agreed to stagger working days and hours to maintain the limitation number of staff on the premises at any one time. | No contractors or visitors will be permitted on the premises. This will be reviewed in 2 weeks dependent on Government guidelines and relaxation of lockdown.
These rotas will be reviewed in 2 weeks following consultation with staff and any changes to Government guidelines. |

COVID-19 Return to Work - Shop Example Risk Assessment Form.

Action Required	Actioned By	Date
2 week review by (insert date)to manage/vary staff rotas and the possibility of admitting contractors to the Premises.	HR Manager and Assessor	

Workplace Premises	Controls	Further Measures
Entrance	Key Pad entry will be suspended. Staff will be admitted individually to the Premises by the Assessor and will wait outside maintaining 2m social distancing until admitted entrance. Staff should proceed to their Workplace immediately with no waiting in the reception area/hall.	The Assessor will control entry whilst checking staff have completed the COVID-19 Health Check Declaration. Hand sanitisers are available by the entrance.
Staircase	Users should remain 2m apart and avoid using the handrails.	n/a
Lift	Maximum of two person should use the lift at any one time due to the size of lift to maintain 2m social distancing.	Do not use bare skin/hands to press buttons.
Open Office	Desks/workstations have been arranged to maintain 2m social distancing, and where this has not been practical screens such as desks that are face-to-face have been provided with screens. Gaps between desks/workstations have created to ensure social distancing. [If a staff member is deemed at high risk (vulnerable) a rear screen maybe required to protect that person from passers-by.]	Staggered work rotas will help to reasonable spacing is maintained while staff are at their desks/workstations. Staff should not congregate around any desks. There will be no sharing of desks/workstations, equipment or phones. Communal equipment such as copiers will be cleaned immediately after use by the user. Hand sanitisers are available by the entrance.
Manager's Office	No more than 3 people can occupy the manager's office at any one time as this is the maximum number given the size of the office and 2m social distancing requirements.	Seating to be arranged to ensure 2m social distancing. Desk and table surfaces to be cleaned following any meeting in this office.
Kitchen	A maximum of only two people can use the kitchen at any one time to maintain social distancing. Preference is only one person. Kitchen surfaces to be cleaned regularly during use. A rota will be agreed to ensure this procedure. The kitchen door to be left open	Tea/coffee and lunch breaks will be staggered to avoid possible overcrowding. Staff should wash and clear away all utensils they use when they have finished with these.

COVID-19 Return to Work - Shop Example Risk Assessment Form.

Workplace Premises	Controls	Further Measures
	at all times.	Kettle handle and top, fridge and cupboard handles will be wiped clean immediately after use.
Toilets	No more than one person can use each of the toilet facilities at any one time. Anyone waiting should stay 2m from the toilet facilities doors. Toilet facilities surfaces including door and flush handles to be cleaned regularly.	All staff must maintain hygiene standards per government guidelines in hand washing. Hand dryers or disposable hand towels to be available, as well as hand sanitisers.
Meeting Room	A maximum of 4 people can use the meeting room at anyone time. Chairs will be distributed to maintain 2m social distancing. [If a vulnerable person is attending the meeting all attendees should wear face masks]	A one-way system will be applied on a clockwise basis and participants should enter the room in the correct order to ensure no crossing over. Immediately after use the meeting table, arms to the meeting chairs and any meeting equipment will be wiped clean.

Action Required		Actioned By	Date
Hot air hand dryers are due to be delivered on xx June		The Assessor and Office Manager	

Workplace Tasks	Controls	Further Measures
Deliveries to Office	Deliveries will not be signed for (unless required for legal continuity) and will only be delivered to the Entrance. 2m social distancing should be maintained as far as practical.	If delivery must be signed for the signor should use their own pen and where gloves when handling the signature sheet. Gloves are available for handing deliveries if requested by staff. If more than one member of staff is required to move the delivery, gloves & masks must be used by both staff members.
No other tasks which involve necessary sharing and proximity have been identified.	Staff are requested to bring to the Assessor's attention any such tasks they consider should be included in this risk assessment.	

Action Required		Actioned By	Date

COVID-19 Return to Work - Shop Example Risk Assessment Form.

Assessor's Signature		Date	
Approved by		Approver's Job Title	
Approver's Signature:		Date:	

COVID-19 Return to Work Risk Assessment – Company:

:

Assessor	Job Title	Assessment Date	Review Dates	

Assessment Location	
Persons at Risk	

The risk assessment and controls/measures below have been put in place to evaluate the risk to staff/contractors and visitors in respect of the Coronavirus and to eliminate/reduce the potential for infected persons entering the premises, contamination of surfaces, and to maintain social distancing practices according to both the premises and tasks undertaken by staff and contractors.

This risk assessment has been completed in accordance with the government's guidance on managing the risk of COVID-19. Copies of the signed COVID-19 Secure Notice are on display at selected parts of the Location.

Factors Causing Spread of Virus	Existing Controls	Further Measures

Action Required	Actioned By	Date

COVID-19 Return to Work Blank Risk Assessment Form.
DISCLAIMER: The material is provided for general information purpose and guidance and does not constitute legal or other professional advice. You should consult a professional adviser for legal or other advice where appropriate**.**

Workplace Premises	Controls	Further Measures

Action Required	Actioned By	Date

Workplace Tasks	Controls	Further Measures

Action Required	Actioned By	Date

COVID-19 Return to Work Blank Risk Assessment Form.

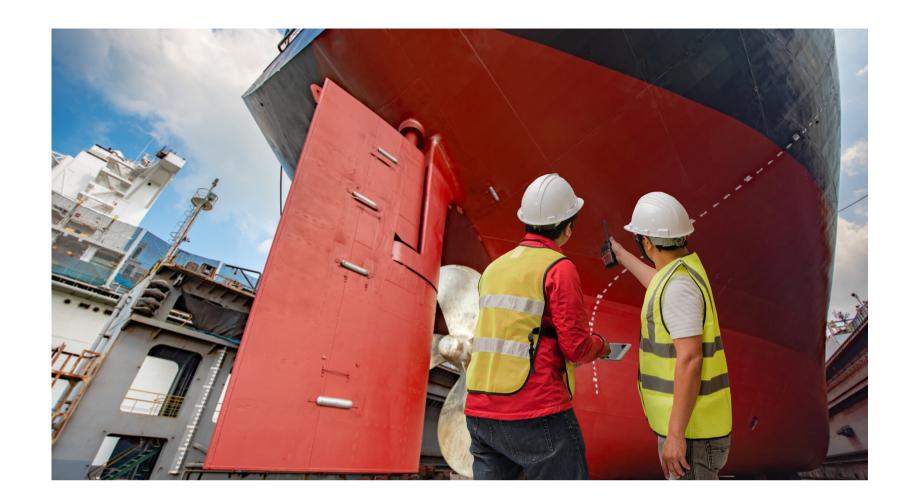| Assessor's Signature		Date	
Approved by		Approver's Job Title	
Approver's Signature:		Date:	

FURTHER INFORMATION

- Check that what you're doing is in line with the <u>latest public health guidance</u>;

- If an employee becomes ill at work with Covid symptoms you should follow the <u>Test and Protect guidance</u>;

- The <u>Health & Safety Executive</u> also provides more information on managing risk, risk assessments and other workplace health and safety issues.

HELPFUL LINKS

- Businesses can find specific guidance on the <u>Healthy Working Lives</u> website;

- For information for businesses, including packages of support, go to <u>FindBusinessSupport.gov.scot</u>;

- You can also find additional help and advice for businesses through <u>Ayrshire Chamber of Commerce and Industry</u>;

- All of the the Scottish Government's guidance on COVID-19 can be found <u>here</u>;

- Businesses can also find information on working safely during COVID-19 in different workplaces through the <u>UK Government guidance</u>.

KEEP REVIEWING

— Businesses should regularly review its risk assessment to make sure that all actions put in place are working well and continue to engage with its employees for feedback.

CONTACT AYRSHIRE CHAMBER OF COMMERCE AND INDUSTRY FOR ENQUIRIES

The Mezzanine, Glasgow Prestwick Airport, Prestwick, Ayrshire, KA9 2PL

enquiries@ayrshire-chamber.org

www.ayrshire-chamber.org

01292 678 666