

1. Working Safely at WNY Chamber during the Covid 19 pandemic

This Risk Assessment has been produced to provide guidance to our staff and tenants on how to operate safely within our buildings during the Covid-19 pandemic whilst recognising that the risk from Covid-19 cannot be eliminated entirely.

It has been produced following consultation with our key staff and will be co-ordinated with tenants.

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 the Property Director and 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, which we will incorporate into this Risk Assessment if appropriate.

Sandy Needham
Chief Executive

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"> 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>All Chamber sites have re-opened and been prepared in accordance with Covid-19 secure government guidelines.</p> <p>Since 1st September 2020 there is a phased return to working in the office, and work rotas will be reviewed in line with government guidance.</p> <p>In the meantime a booking system is in place and staff are allocated to 1 office and must not travel between offices</p>	SMT
<p>Planning for the minimum number of people needed on site to operate safely and effectively.</p>	<p>Only a limited number of staff are attending sites infrequently and this monitored by Emma Sutton, HR Administrator</p>	Emma Sutton
<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>Staff are returning to the office with a combination of office and home working. Managers will continue to hold regular team meetings and one-to-ones.</p>	SMT
<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. Staff are being signposted to the Company Employee Support Program.</p>	SMT HR Manager
<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 DSE home-working risk assessment has been issued to all staff.</p>	SMT Operations

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.	Support is available from our HR team. Staff have access to Employee Assistance Program.	SMT HR Manager
See current guidance for advice on who is in the clinically extremely vulnerable and clinically vulnerable groups.	All vulnerable groups have been identified and current guidance being followed.	SMT HR Manager

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.	Government guidance for “clinically extremely vulnerable group” is followed. All staff who are able to work from home have been provided with equipment to do so.	SMT
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 eligible staff will receive sick 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.	SMT HR 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 the amount of time advised to do so by a medical professional. Absence reporting procedures MUST be followed.	SMT HR Manager
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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 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 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. Heightened risk assessments for those anxious or vulnerable.	HR 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.	HR 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.	HR Manager

Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.	Consultation has taken place to try to identify any potential issues. Individual issues can be raised with managers or the HR team.	HR Manager
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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.	A booking system is in place with significantly reduced attendance limiting numbers and nonetheless staff know to adhere to social distancing at all times. The booking system is due to be replaced with a rota and times will be reviewed then also.	SMT Emma Sutton
Providing additional parking or facilities such as bike-racks to help people walk, run, or cycle to work where possible.	Sufficient facilities are currently available.	Property
Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.	Not applicable to our business.	N/A
Reducing congestion, for example, by having more entry points to the workplace.	We have one main entrance and congestion is not currently an issue. Floor markings have been introduced and if necessary, we will introduce one-way flow where possible It is not feasible to use fire exits as entry points.	Property Operations
Providing more storage for workers for clothes and bags.	This is not applicable in our working environment.	N/A
Using markings and introducing one-way flow at entry and exit points.	Floor tape has been used in receptions so that on entering the building people are reminded of the 2m distance.	Property

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 will be available throughout the buildings, including at reception. Some access is fob-based but touch points such as lift buttons and door handles will be sanitised. Consideration will be given to increasing use of fob access.	Property
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

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.	Guidance on social distancing, new signage throughout buildings, sanitiser points and cleaning products on each floor. Restricted use of kitchen and toilet facilities. Staff not permitted to travel between offices. Frequent office clean throughout the day.	SMT
Restricting access between different areas of a building or site.	Staff in head office are encouraged to use their own laptops and mobile phones rather than PCs and handsets where possible. Cleaning timetables and schedules have been revised to allow for more frequent cleaning of higher-risk areas.	SMT
Reducing job and location rotation.	To allow for restricted number of colleagues in the office, staff will work in 1 location and a mixture of working from home and office base	SMT
Introducing more one-way flow through buildings.	To be reviewed. Notices remind staff to maintain social distancing	Property

Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.	Staff will be instructed to enter the lift one at a time. Lift controls are cleaned frequently. Hand sanitiser is available on reception and throughout the building.	Property Operations
Making sure that people with disabilities are able to access lifts.	All sites are DDA compliant.	Property
Regulating use of high traffic areas including corridors, lifts turnstiles and walkways to maintain social distancing.	This will be kept under review as the level of attendance increases.	Property

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.	Current attendance allows adequate social distancing. When the rota is introduced with increased attendance we can consider making use of the first floor at Devere House and possibly meeting rooms at other buildings to ensure staff are not working in close proximity.	SMT Property
Using floor tape or paint to mark areas to help workers keep to a 2m distance.	2m markers have been placed on as appropriate to remind staff of the space required.	Property
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.	Not currently an issue. When the rota is introduced with increased attendance this will be revised.	N/A

Only where it is not possible to move workstations further apart, using screens to separate people from each other.	This will not be necessary as we can maintain safe working distances with limited numbers. Screens have been installed in main reception areas	N/A
Managing occupancy levels to enable social distancing.	Booking system is in place and will be replaced by a rota, both allow/ will allow social distancing. Reviewed regularly	SMT
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.	Hot desks will not be used until restrictions relax further and then will only be used in line with Government advice.	SMT

3.4 Meetings

Government Guidance	Chamber Action	Lead Responsibility
Using remote working tools to avoid in-person meetings.	Zoom and Teams are working effectively for the vast majority of meetings. Face to face meetings will be kept to an absolute minimum and will only take place in rooms/spaces which allow at least 2m spacing.	SMT
Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.	This will be maintained by ensuring larger meeting rooms are used and removing some of the chairs from meeting rooms.	SMT
Avoiding transmission during meetings, for example, avoiding sharing pens and other objects.	There should be no need for basic equipment to be shared.	SMT
Providing hand sanitiser in meeting rooms.	Hand sanitiser is available and can be taken into meeting rooms when in use. Sanitise hands signage should be utilised in each meeting room.	Property
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 and Teams. Windows can be opened if required.	SMT

For areas where regular meetings take place, using floor signage to help people maintain social distancing.	Floor tape has been installed where appropriate to aid social distancing.	Property
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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. Remains under regular review.	Property
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.	SMT Property
Using safe outside areas for breaks.	Staff are welcome to take breaks outside if they wish to but will be encouraged to maintain social distancing.	SMT
Creating additional space by using other parts of the workplace or building that have been freed up by remote working.	As usage of the buildings increases we can adapt meeting rooms for staff use if required.	Property
Installing screens to protect staff in receptions or similar areas.	Screens have been installed at all receptions.	Property
Providing packaged meals or similar to avoid fully opening staff canteens.	Staff will bring their own food.	SMT
Encouraging workers to bring their own food.	Staff will bring their own food.	SMT
Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.	There is no staff canteen.	Property
Encouraging staff to remain on-site and, when not possible, maintaining social distancing while offsite.	This will be encouraged.	SMT

Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage.	Not applicable in our business.	N/A
Encouraging storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts.	All staff have access to a lockable drawer/cabinet at their workstation	Line Manager

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 will be discouraged from attending the buildings, except where essential, in which case they will be briefed on our social distancing measures.	SMT
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.	SMT Property Operations
Limiting the number of visitors at any one time.	Only essential visitors will attend the office.	SMT Property Operations
Limiting visitor times to a specific time window and restricting access to required visitors only.	To be reviewed as the buildings become busier.	Property Operations
Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.	To be managed by the Property team to minimise overlap.	Property
Maintaining a record of all visitors, if this is practical.	Receptionists will maintain a record. Visitors will not be asked to use a reception tablet or pen.	Property Operations
Revising visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions.	Receptionists will complete the signing in book on behalf of visitors.	Property Operations

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 have been used. Information is also available on our website, including this Risk Assessment.	Property Operations
Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors.	Visitors will be briefed by receptionists or the person they are seeing.	SMT
Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.	Receptionists will ensure contact is minimised.	Property Operations
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.	Property

5.1 Before re-opening

Government Guidance	Chamber 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.	The Chamber's air conditioning contractor has checked the air conditioning systems, where installed in our buildings before re-opening the sites. Where the Chamber's landlord is responsible, confirmation that the system is working properly and service schedules have been adhered has been obtained	Property
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.	The Chamber's air conditioning contractor has checked the air conditioning systems, where installed in our buildings before re-opening the sites. Where the Chamber's landlord is responsible, confirmation that the system is working properly and service schedules have been adhered has been obtained	Property
Opening windows and doors frequently to encourage ventilation, where possible.	Staff are welcome to open windows.	SMT

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.	The Chamber's cleaning contractors have provided enhanced cleaning schedules which will be monitored for effectiveness.	Property Operations

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, the high touch points are cleaned at a separate time to the regular cleaning	Property Operations
Clearing workspaces and removing waste and belongings from the work area at the end of a shift.	This will be completed regularly.	SMT
Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards.	Guidance and cleaning products are located next to/near to each high-touch item.	SMT
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.	Property Operations

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.	Guidance and signage available. Hand Sanitiser and tissues available in all work areas.	Property
Providing regular reminders and signage to maintain personal hygiene standards.	Guidance and signage installed in each location	Property
Providing hand sanitiser in multiple locations in addition to washrooms.	Hand sanitiser in each location.	Property

Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible	The Chamber's cleaning contractors have provided enhanced cleaning schedules which will be monitored for effectiveness. Signage will be used to limit toilet use to one person at a time.	Property Operations
Enhancing cleaning for busy areas.	The Chamber's cleaning contractors have provided enhanced cleaning schedules which will be monitored for effectiveness.	Property Operations
Providing more waste facilities and more frequent rubbish collection.	Waste facilities and collection are sufficient, but will be reviewed on an ongoing basis.	Property
Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities	Paper towel facilities have been provided at most locations	Property

5.4 Changing rooms and showers

Government Guidance	Chamber 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 Chamber's cleaning contractors have provided enhanced cleaning schedules which will be monitored for effectiveness. Use of the shower at the sites which have one will be strictly controlled.	Property Operations
Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.	The Chamber's cleaning contractors have provided enhanced cleaning schedules which will be monitored for effectiveness.	Property Operations

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 HQ site but deliveries are taken in for tenants at the let sites. Notices will remind staff to wash hands when handling deliveries.	Property
Cleaning procedures for vehicles.	Not applicable to our business.	N/A
Introducing greater handwashing and handwashing facilities for workers handling goods and merchandise and providing hand sanitiser where this is not practical.	Hand sanitiser and disinfectant wipes have been provided at all sites	Property
Regular cleaning of vehicles that workers may take home.	Not applicable to our business.	N/A
Restricting non-business deliveries, for example, personal deliveries to workers.	Staff have been instructed not to arrange personal deliveries to the office.	SMT

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.	SMT HR
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. From 15 June it has been compulsory to wear face coverings on public transport.	SMT HR

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.	Staff have chosen one specific work location under the booking system.	SMT
Identifying areas where people directly pass things to each other, for example office supplies, and finding ways to remove direct contact, such as using drop-off points or transfer zones.	Not a major issue in our business, but receptionists will be asked to consider this when issuing office supplies.	SMT

7.2.1 Work-related travel - Cars, accommodation and visits

Government Guidance	Chamber Actions	Lead Responsibility
Minimising non-essential travel – consider remote options first	Almost all business travel has ceased. Meetings and training are taking place remotely.	SMT

Minimising the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.	Almost all business travel and visits have been-suspended for the time being.	SMT
Cleaning shared vehicles between shifts or on handover.	Not applicable to our business.	N/A
Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.	Overnight stays have been-suspended for the time being.	SMT

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.	N/A
Maintaining consistent pairing where two-person deliveries are required.	Not applicable to our business.	N/A
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.	SMT

7.3.1 Communications & Training – Returning to Work

Government Guidance	Chamber 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 and Teams 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.	SMT
Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.	Continual review and assessment updating in line with changing circumstances.	Chief Executive SMT
Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.	Briefings are sent to staff and tenants on any changes to procedures.	HR Manager Property

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.	Line managers are asked to consult with their teams every 2 weeks to review effectiveness of procedures and discuss staff feedback.	SMT/ HR 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 Chamber and through external referrals we will make Government advice available to staff.	SMT HR 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.	HR Manager SMT
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.	HR Manager Property SMT
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.	SMT

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.	N/A
Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, noncontact deliveries where the nature of the product allows for use of electronic pre-booking.	Not applicable to our business.	N/A

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.	Property Operations
Where possible and safe, having single workers load or unload vehicles.	Not applicable to our business.	N/A
Where possible, using the same pairs of people for loads where more than one is needed.	Not applicable to our business.	N/A
Enabling drivers to access welfare facilities when required, consistent with other guidance.	Delivery drivers for tenants will not be allowed access to toilets for social distancing and reducing contact reasons.	Property
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.	N/A

9. Other issues – consequential H&S, returning staff

Issue	Chamber Actions	Lead Responsibility
Safety of plant and equipment	Ensure lift servicing is up to date.	Property
Fire alarms and emergency lighting	Ensure fire alarms and emergency lighting is serviced and working	Property
First aiders and fire marshals.	Review number of first aiders and fire marshals	Property Operations
Fire escapes	Ensure all routes are not obstructed and that all fire doors are operating properly.	Property
Legionella	Run showers before use, check with air conditioning contractors whether sanitising systems required – sanitising is not required	Property

RIDDOR	Covid-19 reportable	SMT
Co-ordination with tenants – particularly where there are shared facilities.	Regular communication required and obtain tenants' Covid-19 risk assessments where areas shared.	Property
Returning staff	Refresher training? Update on what's changed – Covid-19 risks and mitigation measures put in place	HR SMT
Pest control	Review and ensure all traps etc are baited and working	Property
Covid-19 Secure certificate	The government Covid-19 Secure certificate is displayed at all locations.	Property Operations