

The Safe to Trade Scheme (STTS) Getting Started Guide



Contents

1.	Introduction	3
2.	Where to go for help	4
3.	Your username and password	5
4.	Logging in to Compliance Centre	6
5.	Downloading the COVID-19 Risk Assessment	7
6.	Completing the COVID-19 Risk Assessment	8
7.	Downloading the Reopening Checklist	10
8.	Completing the Reopening Checklist	11
9.	Uploading completed documents to Compliance Centre	12
10.	Installing the Riskproof App	14
11.	Logging in to the Riskproof App	15
12.	Completing the Self-assessment checks in the Riskproof App	16
13.	Logging into eLearning	20
14.	Completing your eLearning course	21
15.	Viewing your audit report	25
16.	Closing actions on your audit report	27
17.	I don't agree with my audit report, how do I challenge it?	32
18.	Completing the Daily STTS Checks in the Riskproof App	33
19.	Completing the Monthly STTS Checks in the Riskproof App	34
20.	Temporary Closures	35

1.Introduction

	•	kforce feedback onitoring -19 advice line	•		
What you get	Business receives welcome email containing self-assessment, FAQ, access to e-Learning	Assessor reviews your self assessment		Businoss receivos audit roport Pass or Improvements required	Business receives media pack containing window sticker, certificate, web pack
What you do	Business completes the self assessment containing COVID-19 risk assessment, self assessment checklist, health declaration & re-opening checks		Business attends remoute audit with SSG auditor	Business closes any non- conformances verified by auditor	
Safe to trade register status	Awaiting <i>I</i>	Assessment ——	•	App Improvements required	roved ———•

An overview of the Safe to Trade process is shown below:

In order to be awarded the 'Approved' Safe to Trade status, there are a number of actions you need to complete:

- Completion of the COVID-19 Risk Assessment
- Completion of the Self Assessement checklist
- Completion of health declarations for vulnerable people *if working and anyone returning to work after COVID-19 symptoms*
- Upload your completed documents to Compliance Centre Documents module and then email <u>safetotrade@shieldsafety.co.uk</u> to let us know you are ready for your remote COVID-19 audit to take place.
- Attend the remote COVID-19 audit
- Close any non-conformances raised from the COVID-19 audit

This guide is designed to provide you with step-by-step instructions on how to complete these tasks.

2. Where to go for help

There are a number of experts waiting to help you on your Safe-to-Trade journey:

- Helpline Team <u>helpline@shieldsafety.co.uk</u> 020 3740 3744 (option 3)
- Safe-to-Trade Team <u>safetotrade@shieldsafety.co.uk</u> 020 3740 3744 (option 3)
- Software Issues Customer Success Team support@compliancecentre.co.uk 020 3740 3744 (option 1)

If you are unsure which team to call, don't worry any of the above Teams will be able to help or redirect you depending on your query.

3. Your username and password

Once your access has been setup, you will receive emails notifying you of the Compliance Centre login page address, your usename and your password.

Your username and password will work with Compliance Centre and the Riskproof App.

The emails will be sent from:

Compliance Centre <noreply@compliancecentre.co.uk>

User setup confirmation email

Hi
Congratulations, your user account is now active and you can access Compliance Centre!
Your username is:
You will require a password which will follow in a separate email.
Once you have received your password, you will be able to log into the System at the following address:
https://client.compliancecentre.co.uk
We recommend that you save this address in your favourites in your web browser, so that you will then be able to access the logon page with just one click.
Once logged in the Compliance Centre App, you will be taken to your dashboard where you can access and manage all of your modules.
Best regards,
The Shield Safety Group Limited Team

Password confirmation

Your new password is:

You can change your password to a more memorable one next time you log into Compliance Centre. You can do this by clicking on "My Account" which is in the top right hand corner of every page.

Please note that this feature is not available to all users. If you cannot see the "My Account" button please ensure that you keep this password safe and secure.

Best regards,

The Shield Safety Group Limited Team

If you are unable to find the emails in your inbox, please check they have not been moved into your 'junk' folder.

4. Logging in to Compliance Centre

Go to https://client.compliancecentre.co.uk •

COMPLIANCE CENTRE		
	SIGN IN	
	Username Password SIGN IN	B
	Forgotten username or password?	
	COMPLIANCE CENTRE O Dynamic Risk Indicator Ltd. Al rights reserved. <u>Privacy Polog</u>	

Enter your username and password and then click 'SIGN IN'. • Your username will be your email address, your password was sent to you by email during the setup process.

The username and password works with Compliance Centre and the Riskproof App.

If you have lost or forgotten your password you can use the 'Forgotten • <u>username or password?</u>' link on the login page, to generate a new password and send it to your email address.

PASS	WORD RECOVERY
Please p we'll ser	provide the email address that you use to login and nd over instructions on how to reset the password.
Your l	ogin email address
	REQUEST PASSWORD RESET

5.Downloading the COVID-19 Risk Assessment

Once you have logged in to Compliance Centre:

• Click on the 'DOCUMENTS' option in the left-hand menu.

COMPLIANCE CENTRE			To-dos Alerts Help Settings SSG User ♥
C DASHBOARD			FILTER LOCATIONS SHOW LIST O
AUDITS			
HELPLINE	\bigcirc	Overall status	View user activity
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		0 open high priority actions	O open actions are overdue
	Audit		
		0 % of checklists completed in the last	t 30 days
	×	O overdue defects	O checklists due today
	Monitoring	0 open defects	O checklists due tomorrow
	Monitoring	View monitoring reports	
		0 open cases	O cases are over 60 days old
		0 PIRBAR	

• In the Documents module locate the latest version of the 'STTS Risk Assessment' in the document list, then click on the options button, and select 'Download' from the menu options.

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HELPLINE							
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	٩						
					+ ADD DC	DCUMENT	Feedback
	STTS01 - STTS Risk Assessment						
	STTS02 - STTS Reopening Checklist			_	ACTIONS	<u> </u>	
	STTS03 - STTS Audit Appeal Form			ء ہ ہ	idit Change File Delete		
	Documents App help video			Stop sh	owing the h	elp videos	

• Depending on how you have your browser setup, the file will either automatically download into your 'downloads' folder, or ask you where you want to save it. Some browsers will also automatically open the downloaded file for you to view.

6.Completing the COVID-19 Risk Assessment

Once you have downloaded the COVID-19 Risk Assessment you can open and complete it interactively, as the fields allow you to select and type on screen.



There is no need to print and manually write on it, but you can do this is you prefer.

Once complete, save it locally then upload a copy to the Compliance Centre Documents module so our Safe-to-Trade team can review it.

Don't worry if you're not able to see your documents once you've uploaded them in Compliance Centre. If you need to check anything, your site admin will able to see them. And we will go through them with you when we complete your audit.

When you upload the document please rename as:

COVID-19RiskAssessment_Company_Site_Date_Version

7. Downloading the Reopening Checklist

Once you have logged in to Compliance Centre:

• Click on the 'DOCUMENTS' option in the left-hand menu.

COMPLIANCE CENTRE			To-dos Alerts Help Settings SSG User ♥
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AUDITS			
O HELPLINE		Overall status	➔ View user activity
MONITORING		How is this calculated?	View all announcements
	121	0 open critical priority actions	O open medium priority actions
		O open high priority actions	O open actions are overdue
	Audit		
		0 % of checklists completed in the last	O characteristic data to data
		0 open defects	O checklists due tomorrow
	Monitoring	View monitoring reports	
		0 open cases	O cases are over 60 days old

• In the Documents module locate the 'STTS Reopening Checklist' in the document list, then click on the options button, and select 'Download' from the menu options.

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	STT501 - STTS Risk Assessment				+ ADD D		Feed
	STTS02 - STTS Reopening Checklist					:=	
	STTS03 - STTS Audit Appeal Form			4	ACTIONS Download Edit		
	Documents App help video			Stop s	Change File Delete Kowing the P	ieip videos	

• Depending on how you have your browser setup, the file will either automatically download into your 'downloads' folder, or ask you where you want to save it. Some browsers will also automatically open the downloaded file for you to view.

8. Completing the Reopening Checklist

Once you have downloaded the Reopening Checklist you can open and complete it interactively, as the fields allow you to select and type on screen.



There is no need to print and manually write on it, but you can do this is you prefer.

Once complete, save it locally then upload a copy to the Compliance Centre Documents module so our Safe-to-Trade team can review it. Your completed COVID-19 Risk Assessment and Reopening Checks should be uploaded to the Compliance Centre Documents module so our Safe-to-Trade team can review them.

Once you have logged in to Compliance Centre:

• Click on the 'DOCUMENTS' option in the left-hand menu.



• In the Documents module screen click `+Add document' button.

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HELPLINE						
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	۹					
					+ ADD D	OCUMENT
	STTS01 - STTS Risk Assessment					:=
	STTS02 - STTS Reopening Checklist					:=
	STTS03 - STTS Audit Appeal Form					:=
	Documents App help video			Stop sh	owing the l	nelp videos

• In the document upload screen, provide a friendly name for the document you are uploading, select the Category = SAFE-TO-TRADE and then click 'Upload File' to select the file you want to upload.

C OMPLIANCE C ENTRE		∨ To-dos	Alorts	? Help	Settings SSG User	•
C DASHBOARD	Documents					
AUDITS	View					
O HELPLINE	Add document				Back to documents	
MONITORING						
	Document code (optional)					
						edback
	Document name					
	Completed Reopening Checks					
	Category				Add category +	
	SAFE-TO-TRADE				•	
	Document/File					
	Upload File					
	 Assign to all locations 					
	$_{\mbox{\scriptsize O}}$ Only locations at the following divisions					
					Add	

• Once you have selected your file the upload will begin, it will then display the filename under the 'Uploaded File' title. Click the 'Add' button to submit the form and complete the process.

COMPLIANCE CENTRE		√ To-dos	 Alerts	? Help	÷ Settings	
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AUDITS	VIEW					
O HELPLINE	Add document				+ Back to	o documents
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	Completed Reopening Checks					
	Category				Add	category +
	SAFE-TO-TRADE					\$
	Document/File					
	Upload File COMPLETED_reopening-checklist.pdf Delete					
	 Assign to all locations 					
	$_{\odot}$ Only locations at the following divisions					
						Add

• Your newly uploaded file will then appear in the document list along with the original documents.

	+ ADD DOCUMENT
- Completed Reopening Checks	:=
STTS01 - STTS Risk Assessment	:=
STTS02 - STTS Reopening Checklist	:=
STTS03 - STTS Audit Appeal Form	:=

10. Installing the Riskproof App

The Riskproof app is available for Android and Apple devices.

• Search for 'Riskproof' in Google Playstore or Apple Appstore.



• Download and install the Riskproof App on to your device.

11. Logging in to the Riskproof App

• Run the Riskproof App by tapping on the icon on your device



• Enter your username and password and then click 'SIGN IN'.

riskoroof	Username
	SIGN IN
	Dynamic Risk Indicator 2019

Your username will be your email address, your password was sent to you by email during the setup process.

The username and password works with Compliance Centre and the Riskproof App.

12. Completing the Self-assessment checks in the Riskproof App.

Once you have logged in to the Risk Proof App you will be presented with the 'STTS – Self Assessment' checklist.

Tap on the `STTS – Self Assessment' checklist to start recording your responses

:00	I 🗢 🔳	23:00	
SCHEDULED CHECKLIST	s 🛊	<	STTS - Self Assessment Closes In 6 Days
	OW CLOSED	1. Social D	Distancing
1 OPEN BUT NOT DUE TODA	Y	2. Health	of Employees
Self Assessment		3. Handwa	ashing
ONCE		4. Cleanin	g
		5. Manage	ement and Documentation
LAST REFRESHED 22:59, MON 8	NUL	6. Persona	al Protective Equipment (PPE)

• Tap on one of the sections to reveal the associated checks. All checks are mandatory, every question in each section must be answered.

23:00		
<	STTS - Self Assessment Closes in 6 Days	
1. Social Di	stancing	—
2. Health of 3. Handwas	Employees	
4. Cleaning 5. Managen	nent and Documentation	_
o, versonal	Protective Equipment (PPE)	
0% MANDATORY	CHECKS	K COMPLETE

• You can work through sections and checks in order, or collapse and expand sections to respond to checks in any order.

23.00		23.00	111 Y
STTS - Self As Closes In 6	ssessment _{Days}	< STTS - Self A Closes In	Assessment 6 Days
. Social Distancing		1. Social Distancing	
Health of Employees		2. Health of Employees	-
Mark in the property of the		3. Handwashing	-
displays symptoms of CC	VID-19?	4. Cleaning	_
lease explain the procedure mployee is displaying symp	you would take if an itoms.	[
		What cleaning and disin products do you use on contact surfaces?	fection process and food and body
		Please explain the process contact times of chemicals please explain the product	of cleaning. Consider cloths used. In addition
		presse express to the execution	
What do you do when ar	employee/customer		
lease explain action you wil our procedure. Consider cle	II take expanding upon eaning; notification to		
ne relevant autionities, trac	ng nawaaas.	Have you uploaded to t	he Documents Modul
		the safety data sheets f	or the disinfection
		Please upload the safety da disinfection chemicals.	ata sheets for all
łow do you ensure empl o work?	oyees are fit	×	~
Name describe the oregoing			
	MARK COMPLETE	W MANUATORY CHECKS	

 If you answer No (x) to a Yes/No check, you will be presented with an additional action screen, you will be expected to provide a reason and select a due date for which you should complete the action by, then tap the Tick icon to save the action. It will then be logged against the check

23:01		all 🗢 💷	23:02		∻ ■)	23:07	
ACT	ON REQUIRED	×.	× ACT	ION REQUIRED	~	< STTS -	Self Assessment Coses In 6 Days
Have you Documents data sheets chemio	uploaded to Module the s for the disinf cals you use?	the safety ection	Have you Documents data sheets chemi	uploaded to th Module the sat for the disinfec cals you use?	ne fety ction	Have you uploade the safety data sh chemicals you use Please upload the sa disinfection chemica	d to the Documents Me eets for the disinfection ? fety data sheets for all Is.
nswer given		No	Answer given		No	×	~
eason for answer Enter Text		200	Reason for answer	ata sheets tomorrow	165	Due to upload t	omorrow
						Have you uploade Module, a copy of schedule? Please upload a cop cleaning schedule	d to the Documents your COVID-19 cleanir y of your current COVID-1
ue date	Tue 9	Jun 2020	Due date	Tue 9 Ju	un 2020	×	· ·
1 DAY 3 DA	rs 7 DAYS	CUSTOM	1 DAY 3 DA	YS 7 DAYS CU	STOM	5. Management and D	locumentation

• Once you have responded to all checks in all sections (with or without actions), the 'Mark Complete' button will appear. Tap this button to save all your responses and submit the Self Assessment.

23:07 al 🕈 🗈
Closes In 6 Days
Have you uploaded to the Documents Module the safety data sheets for the disinfection chemicals you use? Piease upload the safety data sheets for all disinfection chemicals.
× ✓
Due to upload tomorrow
VIEW ACTION DETAILS
Have you uploaded to the Documents Module, a copy of your COVID-19 cleaning schedule?
Please upload a copy of your current COVID-19 cleaning schedule
×
5. Management and Documentation
6. Personal Protective Equipment (PPE)
100% MANDATORY CHECKS

• You will then be returned to the main screen, which will no longer show the 'STTS Self Assessment' checklist as it has been completed. You can however toggle the view to show/hide closed checklists to double check it has registered as being complete and submitted.

23:07 🖈 🔳	23:07 .nil 🕈 🗈	23:07 .iii 🕈 💷
SCHEDULED CHECKLISTS Manchester	SCHEDULED CHECKLISTS Manchester	SCHEDULED CHECKLISTS Manchester
← 8 JUN 2020 → SHOW CLOSED	← 8 JUN 2020 → HIDE CLOSED	← ^{MONDAY} → SHOW CLOSED
LAST REFRESHED 23:02, MON 8 JUN	1 OPEN BUT NOT DUE TODAY	LAST REFRESHED 23:02, MON 8 JUN
	STTS - Self Assessment	
	COMPLETED ONCE SSG User	
	LAST REFRESHED 23:02, MON 8 JUN	
Checklists	Charklists	✓ Checklists → Actions
Checkists Actions		

 Although the STTS Self Assessment has been completed and submitted, you still need to review and close off any actions you created. To view actions, tap on the actions button, you will then see a list of corrective actions created against your completed STTS Self Assessment.

23:	07		.⊪ ≎ ∎)
٩	SCHEDU	JLED CHECKL Manchester	.ISTS 🗄
÷ ۽	MONDAY 3 JUN 2020		SHOW CLOSED
	LAST REFRE	SHED 23:02, MC	NUL 8 NC
	Checklists		🖌 Actions
	_		

 Tap on an action in order to view the detail, enter a comment in the 'action taken' box and then 'mark as closed'. The action will be updated against the STTS Self Assessment and will no longer show in the Corrective Actions list. Once all actions have been completed, the 'No open corrective actions' message will be displayed.

23:	07 .₁∥ � ■)	23:0	8	.ıll 🕈 💷
)	CORRECTIVE ACTIONS Manchester	<	OPEN ACTI	ION
	OPEN CLOSED	C	Due to upload	tomorrow
	1 OPEN ACTIONS • 1 OVERDUE	Raised	by user	SSG User
2	to upload tomorrow			
s - :	Self Assessment DUE TODAY	Due da	te overdue	Mon 8 Jun 2020
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		From a	uestion	
		Have yo safety o you use	ou uploaded to the D data sheets for the d a?	ocuments Module the isinfection chemicals
		Within	checklist	
		STTS -	Self Assessment	
		Action	taken	167
		Now	uploaded to Compl	iance Centre
				_
	Checklists		MARK AS CL	.OSED

13. Logging into eLearning

Once your access has been setup, you will receive emails notifying you of CPL login page address, your username and your password.

• Go to https://account.cplonline.co.uk/



• Enter your username and password and then click 'SIGN IN'. You will have three usernames sent to you per location, your password was sent to you by email during the setup process.

14. Completing your eLearning course

Once you have logged in to the CPL Learning system, you will be able to launch the 'Ready to serve' module, which is the COVID-19 awareness level training provided as part of Safe to Trade.

The course contains the following sections:

- Risk assessment
- Team safety and protection
- Developing the offer
- Welcoming guests
- Conflict and communication
- Cleaning and hygiene
- Building and equipment management
- Operational planning
- To start the 'Ready to Serve' course, select 'START' from the initial screen.



• Work through each section using the < > arrows at the bottom of the screen.



• Some screens contain buttons that you may need to click in order to move forward. A good example of this is the initial page of each new section.



• If you are unable to complete the course in a single session, you can exit and your progress will be saved.



• You can return to the course and use the 'resume' button to continue.



• The indicator at the bottom left of the screen will show your progress.



• You can click on the progress indicator to show all sections and pick a different section to jump to.



• Once you have completed all sections you will be able to download your completion certificate.



• At the end of the course you will be asked to provide optional feedback, you can submit feedback and click 'Submit & Exit' or simply click on the exit button bottom right, to leave without submitting feedback.

6 64	Than You have now con	k You! npleted the course	A	3	
Rate the overall experie	ence	Would	d you recommend this o	ourse?	
****		Yes	No	м	laybe
How relevant to your role is the c	ourse content?	or	ther comments? (Option	nal)	
Not at all Somewhere relevant in-between	Very relevant	Enter your commen	ts here (optional)		
O. A. M. R.	Submi	t & Exit			
90 11 2 \$	<	>		23 Ø	a B

15. Viewing your audit report

Your Safe to Trade audit report will be published to the Compliance Centre Audit module.

Once you have logged in to Compliance Centre:

• Click on the 'AUDITS' option in the left-hand menu.



• In the Audits screen click the 'Round 1 - Safe to Trade' Audit name.

COMPLIANCE CENTRE			₩ To-dos	Alerts	Pelp Se	SSG User	•
C DASHBOARD	Audite						
	View audits Track Reports						
HELPLINE							
MONITORING	Round 1 - Safe to Trade				Tues	Date of audit	
DOCUMENTS							
		COMPLIANCE CEN 8 Dynamic Riek Indicator Ltd. All rights rese	T R E red. Privace Police				

• The audit report will display on screen and provide a summary of your score, Score band ('approved' or 'improvement required'), number of critical actions and number of high actions. You will also see a

detailed breakdown of all areas requiring action.

COMPLIANCE CENTRE	To-dos Alets H	o 💠 elo Settings	
C DASHBOARD	Audits		
HELPLINE	View audits Track Reports		
MONITORING	Safe to Trade 9 Jun 2020 at 09:00 Auditor Matthew Crouchley	mload PDF Bac	k to audits
	Score 48% Score band: Improvement Required Solution Solu		
	Detailed report		
	Executive summary		
	At the time of the audit the Auditor was accomparied by Kays Newton, Office Manager. The site has completed the initial assessment and both were discussed and analysed throughout the audit. All controls measures were observed to be in place however there was norm for in training of employees as a number were still to carry out COVID-19 training. In addition the fire risk assessment required a review due to the the building.	risk assessment a mprovement in th e change in layou	and ne ut of
	1 Management and Documentation		
	Training		
	Employees been not been trained on COVID-19 requirements PriveRp: High Updated: 9 Jun 2020	Not Actioned	Change

• You are able to download a copy of the full audit report by clicking the 'Download PDF' link

COMPLIANCE CEN			∠ To-dos	Alerts Help Settings SSG Use	
C DASHBOARD					
	Audits				
HELPLINE	View audits Track Reports				
MONITORING	Safe to Trade 9 Jun 2020) at 09.00		Download PDF Back to audits	5
	Auditor Matthew Crouchley				
-	Score 48%	o pen critical actions			
	Score band: Improvement Required	13 open high actions			
	Expand for full audit score inf	ormation			
	Detailed report				
	Executive summary				
	At the time of the audit the Audito both were discussed and analysed	or was accompanied by Kaye Newton, Office Manager. I throughout the audit. All controls measures were obs	The site has completed the initial erved to be in place however the	assessment and risk assessment and re was room for improvement in the	
	training of employees as a number the building.	r were still to carry out COVID-19 training. In addition t	he fire risk assessment required a	review due to the change in layout of	
	Management and D				
	Training	Jocumentation			
	Employees been not been tra	ined on COVID-19 requirements		Not Actioned Change	
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Audit - Safe to Tra anchester	de so movement Required Audit Type Solution 2020 at 9:000 m movement Audit Type at a solution at a solution of the solution of englisyees as a number were still to care the fire first as assessment required a review due to the solution of englisyees as a number were still to care the fire first as assessment required a review due to the solution of the sol	Name e Addited Remaining Contents Executive Summary A Scores by Section Plan C	verents Who Boy South S	Last Action Ket actioned	

If your audit report shows open actions, then you will be assigned the 'Improvement required' Safe to Trade until you address and close all open actions – we will then award the 'Approved' Safe to Trade status.

Once you have logged in to Compliance Centre:

• Click on the 'AUDITS' option in the left-hand menu.

COMPLIANCE CENTRE			To-dos Alerts Help Settings 550 Use	~ *
C DASHBOARD			FILTER LOCATIONS SHOW LIST 0	
AUDITS				
O HELPLINE	\bigcirc	Overall status	View user activity	
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	Audit			
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	Monitoring	➔ View monitoring reports		
		0 open cases	O cases are over 60 days old	
		O cases are RIDDOR		
	Helpline			

• In the Audits screen click the 'Round 1 - Safe to Trade' Audit name to view your Audit report detail.

¢	Compliance Centre	To-day Alerta Help Settings
(D DASHBOARD	Audits
1		View audits Track Reports
(HELPLINE	
1	MONITORING	Add new Date of the State of th
1	DOCUMENTS	
		COMPLIANCE CENTRE © Dynamic Rika Industri List. Af refer searched. <u>Branz Paler</u>

• The audit report will display on screen and provide a summary and a detailed breakdown of all areas requiring action.



The executive summary is the Auditor's overall summary. It may include some positive feedback if areas of high performance have been achieved. The executive summary is not scored, but may reference points in the scored sections of the audit report.

The 'Detailed report' section of the audit lists any non-conformances recorded during the audit. These non-conformances are the actions you need to address and close in order to be awarded the 'approved' Safe to Trade status.

To address and close an action:

• Click on either the non-conformance name or the 'Change' link

C OMPLIANCE C ENTRE	Torden Alers Hells Set Une V
C DASHBOARD	Detailed report
	Executive summary
C HELPLINE	At the time of the audit the Auditor was accompanied by Kaye Newton. Office Manager. The site has completed the initial assessment and risk assessment and both were discusted and analysed throughout the audit. All controls measures were observed to be in place however there was soon for improvement in the training of employees as a number were still to carry out COVID-9 training in addition the fire risk assessment encylered are view due to the change in layout of
MONITORING	the building.
DOCUMENTS	Management and Documentation Taining Employees been not been trained on COVID-19 requirements Net Actions Thing: Tsp Update 9 Jun 200
	Documentation Fire fisk assessment not reviewed and updated considering any COVID 19 changes Not Actioned Charge Priving: right Updated 9 Jun 2003
	Social Distancing Procedures Adopted Measures Employees start /break/ finish times have not been staggered Not Actioned Charge Ninty: Iray Update 9 Jun 2000
	Structure & Distancing Signage No social distancing markers on the floor that are clear and in good condition Net Actived Charge

 Additional guidance will then appear, along with the ability to record notes to explain what you did to address the non-conformance and the ability to change the status from 'Not Actioned' to 'In progress' or 'Complete'.

COMPLIANCE CENTRE	Tadan Aura Help Statue 🗸
C DASHBOARD	Detailed report
	At the time of the audit the Auditor was accompanied by Kaye Newton. Office Manager. The site has completed the initial assessment and isk assessment and both were discussed and analysed throughout the audit. All controls measures were observed to be in place however there was noon for improvement in the training of employees as a number were still to carry out COVID-19 training. In addition the fire risk assessment required a review due to the change in layout of the building.
DOCUMENTS	Management and Documentation Training Employees been not been trained on COVID-19 requirements Metry: the fudded = 3 == 200 Pror to commencement divers, all employees should have received COVID-19 Avarantees: Training comprising of basic information on the COVID-19 Avara and the controls which we in place within their workplace. They should also be reminded of the symptoms.
	Not actioned • Uplaced file Show status history Wenne over
	Documentation Fire risk assessment not reviewed and updated considering any COVID 19 changes Not Actioned Change Polety: High Modeled 9 Jun 2020

• Once you have provided a full explanation of what you have done address the non-conformance, change the status to 'Complete' and click the 'Update status' button.

COMPLIANCE CENTRE	Toola Alera Heg Storum V
C DASHBOARD	Detailed report
	Executive summary
C HELPLINE	At the time of the audit the Auditor was accompanied by Kaye Newton, Office Manager. The site has completed the initial assessment and risk assessment and both were discussed and analysed throughout the audit. All controls measures were observed to be in place however three was room for improvement in the training of employees as a number were still to carry out COVID-19 training. In addition the firer inix assessment required a review due to the change in Jayut of
MONITORING	the building.
DOCUMENTS	Management and Documentation Training Employees been not been trained on COVID-19 requirements Net Actioned Cancel Priving: High Madrie 8 Jan 2020
	In the committee the contract of work at employed block have received a contract of the contract of the contract of the contract when any such symptome.
	Upload file Show status histor
	Documentation Fire risk assessment not reviewed and updated considering any COVID 19 changes Net Actioned Charge Privity: High Budded: 9 Jan 2020

• Some non-conformances may require a few steps before you can close them. The system helps you keep track of these steps by allowing you to add a comment, but instead of selecting 'Closed' as the status, you can select 'In progress'.

COMPLIANCE CENTRE	Constant of the second se	Alerts Help Settings	SSG User 🗸
C DASHBOARD AUDITS HELPLINE MONITORING	Social Distancing Procedures Adopted Measures Employees start / break/ finish times have not been staggered Minter, init Water 3 Jan 200 It is advised that you stagger start and end times of shifts to reduce the number of people in break/staff norms at once. Look to send emp disc. Provide subable external break areas where possible.	Not Actioned C	ancel
DOCUMENTS	We have enforced staggered start/break/finish with all staff on current shift. Night manager needs to do the same when he is on duty]	Ie Show status histor	¢
	Structure & Distancing Signage No social distancing markers on the floor that are clear and in good condition Primer High Mediate 8 an 2000	Not Actioned Ch	ange
	COVID Specific Cleaning There is no additional cleaning schedules in place relating to COVID-19 specifically Planter Hol Muther 9 Jun 2000	Not Actioned Ch	ange

• This builds a history of entries as you work towards closing the action.

COMPLIANCE CENTRE	1 Torian A	Alerts I	? telp	¢ Settings	SSG User	•
C DASHBOARD	(2) Social Distancing Procedures				_	
	Adopted Measures					
C HELPLINE	Employees start /break/ finish times have not been staggered Priefly: High Updated: 9 Jun 2020			in Progress	Cancel	
MONITORING	It is advised that you stagger start and end times of shifts to reduce the number of people in break/staff rooms at once. Look to send emp also, Provide suitable external break areas where possible.	ployees on b	reaks at c	different tim	ies	
DOCUMENTS	In progress				٥	
					fr	Feedback
	Status history	THE HIDE STA		Update	stetus	
	We have enforced staggered start/break/finish with all staff on current shift. Night manager needs to do the same when he is on duty. By Sta User on 0.4n 2000 at 0200					
	Structure & Distancing Signage No social distancing markers on the floor that are clear and in good condition Printly: Hijn Update 9 Jun 2000		Not	t Actioned	Change	
	COVID Specific Cleaning There is no additional cleaning schedules in place relating to COVID-19 specifically		Not	t Actioned	Change	

• You are able to view the status history of any non-conformance using the 'Show status history' link, and hide it again clicking a second time.

COMPLIANCE CENTRE	Tudas Aletta	P 🔅 SSG User 🔹
C DASHBOARD	Social Distancing Procedures	
AUDITS	Adopted Measures	
C HELPLINE	Employees start /break/ finish times have not been staggered Privity: High Updated: 9 Jan 2020	Closed
MONITORING	It is advised that you stagger start and end times of shifts to reduce the number of people in break/staff rooms at once. Look to send employees on also. Provide suitable external break areas where possible.	breaks at different times
DOCUMENTS	Status history Night manager has now also enforced same staggers times for all night shift workers By 500 User en 10. An 2020 at 02:02 We have enforced staggered start/break/finish with all staff on current shift. Night manager needs to do the same when he is on duty. By 500 User en 10. An 2020 at 02:02	Hide status history
	(3) Structure & Distancing Signage No social distancing markers on the floor that are clear and in good condition Private: Not Optimized a 2000	Not Actioned Change
	COVID Specific Cleaning There is no additional cleaning schedules in place relating to COVID-19 specifically Misright High Update 9 Jun 2020	Not Actioned Change
	Offices Social Distancing Procedures	

- You must work through your audit report and close all nonconformances, providing explanations for each one.
- Once you have closed all non-conformances please notify the Safe to Trade team by emailing <u>safetotrade@shieldsafety.co.uk</u>

We will then fully review your audit report to check all actions are closed and that the supporting evidence is appropriate.

- If the team are happy with their findings, you will be awarded the 'Approved' Safe to Trade status
- If the team determine that there are still open actions or they do not feel the explanation provided for a closed action is suitable, we will contact you directly to provide further guidance.

17. I don't agree with my audit report, how do I challenge it?

An audit appeal can be raised by completing the audit appeals form located in the Compliance Centre Documents module and emailing it to <u>audits@shieldsafety.co.uk</u>

Audit Appeal Form Compute the all sections of term and send it the cubitogeneric section of the appeal Compute the all sections of term and send it the cubitogeneric section of the appeal Company Name Ele Name	Audit Appeal Form For Head Office use only: Outcome of Appeal O Approved O Approved Appeal reviewed by
Date at Audit: Did / MM / YYYY Date of Appendit: Did / MM / YYYY Nome of Audits: Audit point detail	For Shield Safety Group internal use only:
Grounds of appeal Madmum 200 words	T DRAFT DR
	UKAFI UKAFI
Detail of supporting evidence (if applicable)	T DRAFT DRAFT
Detail of supporting evidence (if applicable) Press attach any supporting evidence to the small	DRAFT DRAFT T DRAFT DR DRAFT DRAFT

An appeal must be submitted within seven days of the audit date.

Once received, the Safe to Trade Manager will review the appeal detail and respond with a decision within seven working days.

18. Completing the Daily STTS Checks in the Riskproof App

Once you have been awarded the 'Approved' Safe-to-Trade status, the 'Daily STTS Checks' will be enabled.

This checklist should be completed *daily* in the Riskproof app.

You should interact with this checklist in exactly the same way as described in section <u>Completing the Self-assessment checks in the</u> <u>Riskproof App</u>, but there are 2 key differences:

- (1) The checklist name is different, so you should tap on 'Daily STTS Checks' to record against it.
- (2) As the name suggests it is a daily checklist, which means you are expected to complete it once a day, every day, so it will be available each day in the Riskproof App for completion.

SCHEDULED CHECKLISTS Macheeler Macheeler <th>LISTS</th>	LISTS
	TODAY
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Daily STTS Checks Daily STTS Checks 0000 4 22559 Mot Yet Open 1 OPEN BUT NOT DUE 1 OPEN BUT NOT DUE	
00:00 49 23:59 Not Vet Open 1 OPEN BUT NOT DUE 1 OPEN BUT NOT DUE	
1 OPEN BUT NOT DUE	Not Yet Opi
	JE
STTS - Self Assessment	
COMPLETED ONCE SSG User COMPLETED ONCE	

19. Completing the Monthly STTS Checks in the Riskproof App

Once you have been awarded the 'Approved' Safe-to-Trade status, the 'Monthly STTS Checks' will be enabled.

It is important that this checklist is completed *every month* in the Riskproof app. Not completing the monthly checklist leaves your premises at risk of being placed at improvement required on the public register:

- After a maximum of three consecutive missed monthly checks the performance of your premise will be reviewed. The Governance Board will decide if the status of your premise shall be downgraded to 'Improvement Required'.
- Corrective action will be identified. If corrective action is not implemented by the due date required the premise will be removed from the STTS register and will not be allowed to use STTS media.
- Please note timescales may be shortened if customer or other feedback indicates that there are insufficient COVID-19 control measures in place.

If your site is temporarily closed please notify the Safe to Trade team by emailing safetotrade@shieldsafety.co.uk

20. Temporary Closures

If your site is temporarily closed please inform us along with your estimated re-opening date as soon as possible to avoid triggering intervention due to missed monitoring checks.

When you re-open please ensure you:

- complete the re-opening checks
- review your risk assessment

You only need to upload new supporting documentation if it has changed.

When you have re-openned and completed the above please please notify the Safe to Trade team by emailing <u>safetotrade@shieldsafety.co.uk</u>.

Failure to complete the above leaves your premises at risk of being downgraded to the status of 'Improvement Required' on the public register

INDEPENDENTLY VERIFIED 🔗

