The Safe to Trade Scheme (STTS)

Getting Started Guide
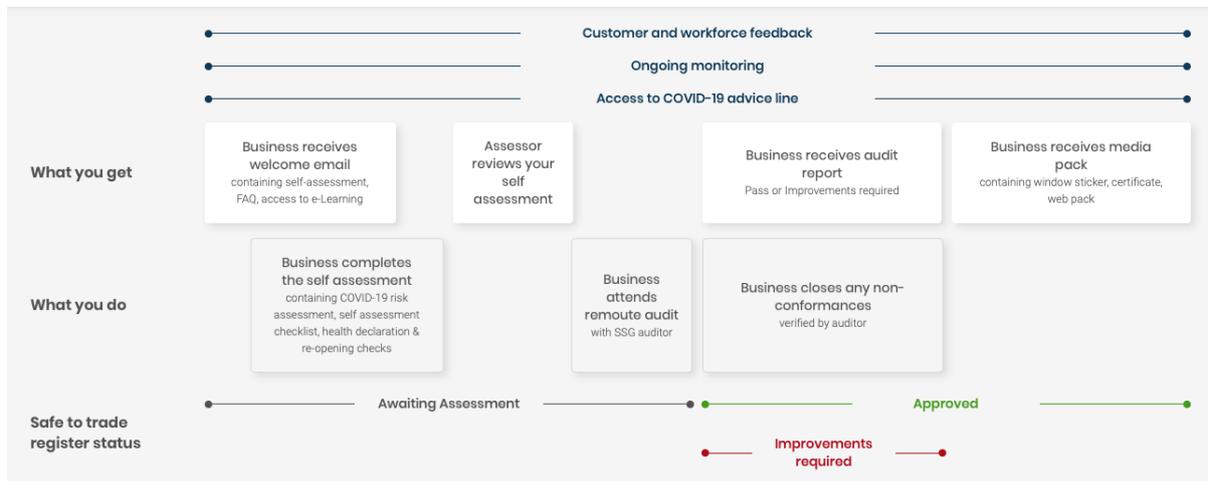
SAFE
TO
TRADE

Contents

Strictly private and confidential.
This document must not be reproduced without written authorisation from Shield Safety Group

Page **2** of **36**

1.Introduction

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 safetotrade@shieldsafety.co.uk 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
  helpline@shieldsafety.co.uk
  020 3740 3744 *(option 3)*

- Safe-to-Trade Team
  safetotrade@shieldsafety.co.uk
  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.

Strictly private and confidential.
This document must not be reproduced without written authorisation from Shield Safety Group
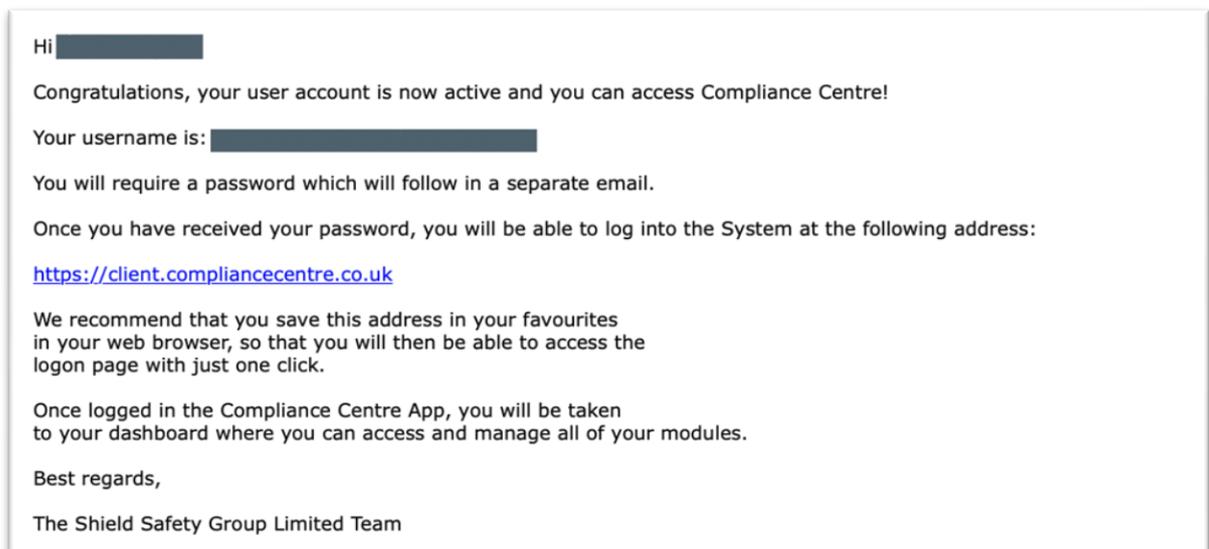
Page **4** of **36**

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.

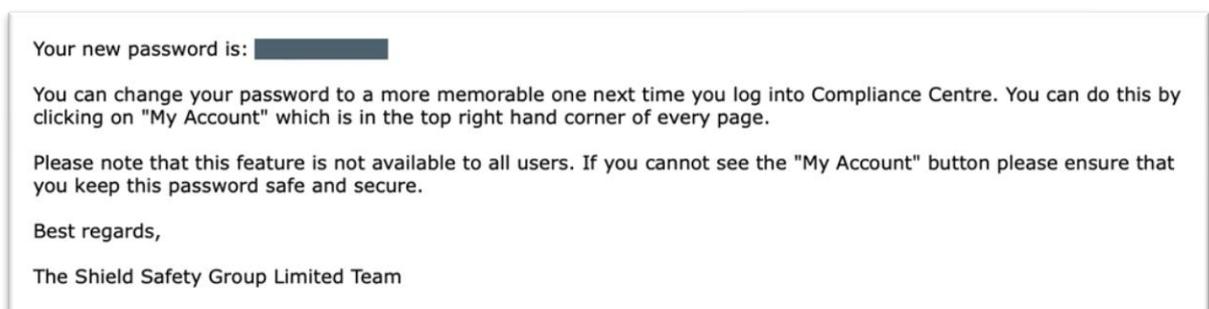Your username and password will work with Compliance Centre and the Riskproof App.

The emails will be sent from:

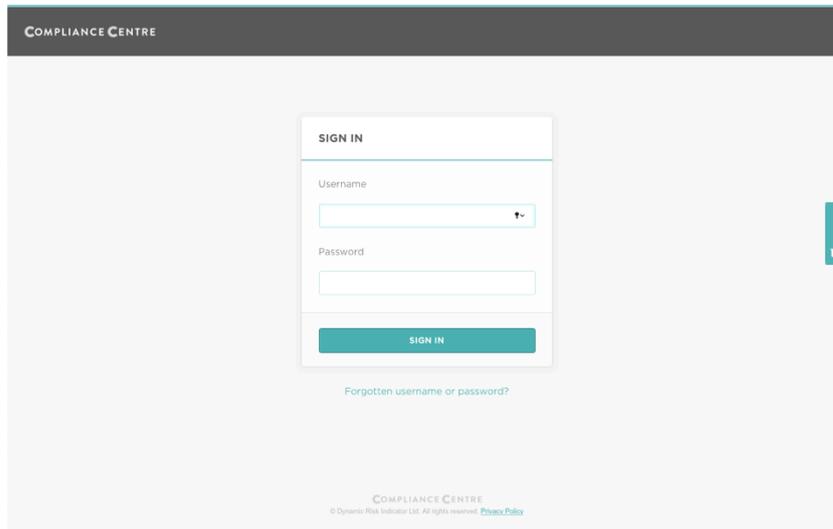Compliance Centre <noreply@compliancecentre.co.uk>

- 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.

Strictly private and confidential.
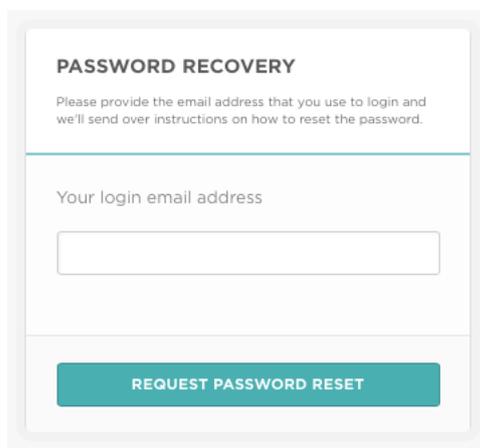This document must not be reproduced without written authorisation from Shield Safety Group

Page **5** of **36**

4. Logging in to Compliance Centre

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

- 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 username or password?' link on the login page, to generate a new password and send it to your email address.

Strictly private and confidential.
This document must not be reproduced without written authorisation from Shield Safety Group
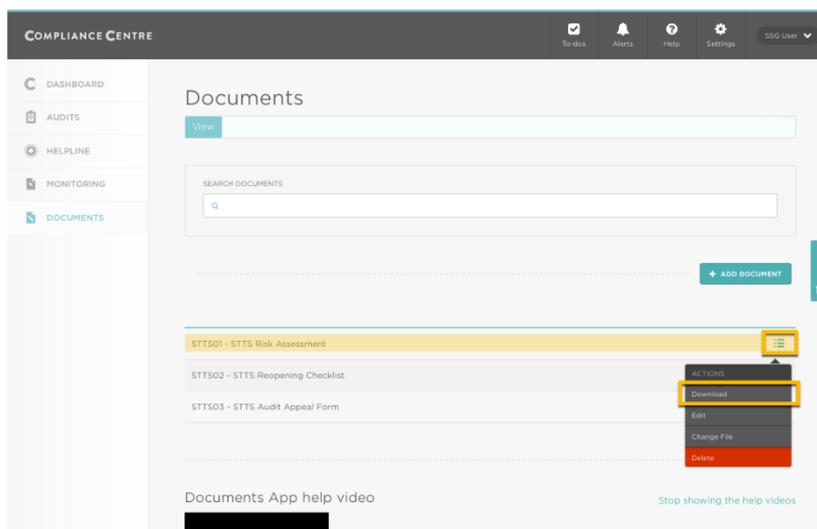
Page **6** of **36**

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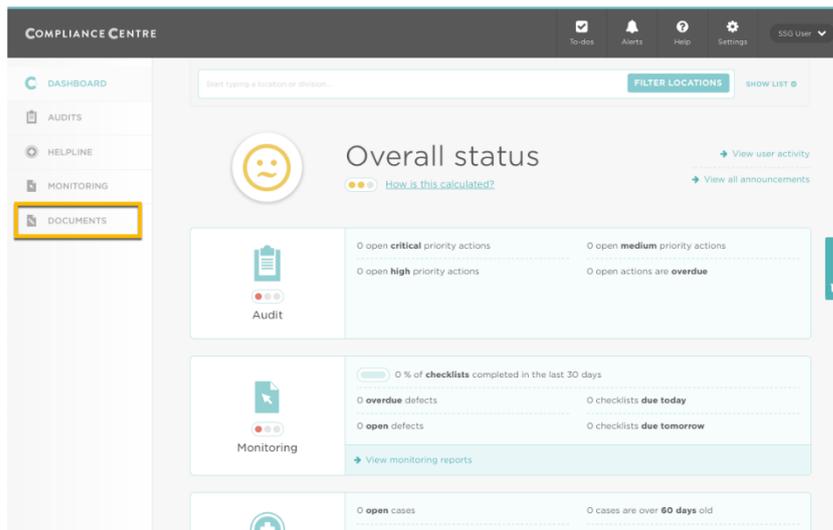
- In the Documents module locate the latest version of the 'STTS Risk Assessment' in the document list, then click on the options button, and select 'Download' from the menu options.

- 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:

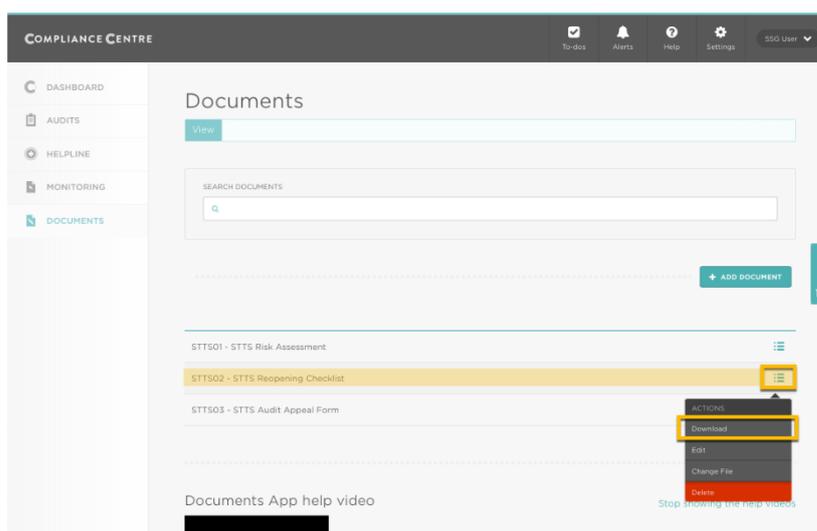**COVID-19RiskAssessment_Company_Site_Date_Version**

7.Downloading the Reopening Checklist

Once you have logged in to Compliance Centre:

- Click on the 'DOCUMENTS' option in the left-hand menu.
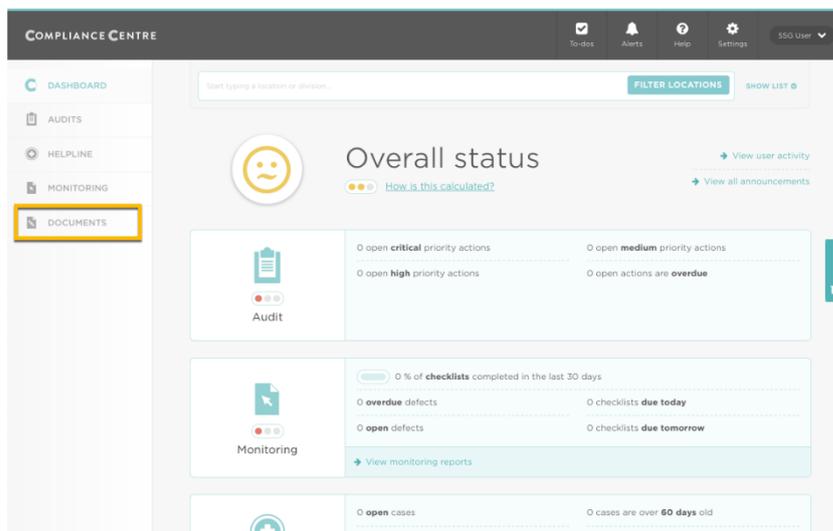
- In the Documents module locate the 'STTS Reopening Checklist' in the document list, then click on the options button, and select 'Download' from the menu options.

- 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.

Strictly private and confidential.
This document must not be reproduced without written authorisation from Shield Safety Group

Page **10** of **36**

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.

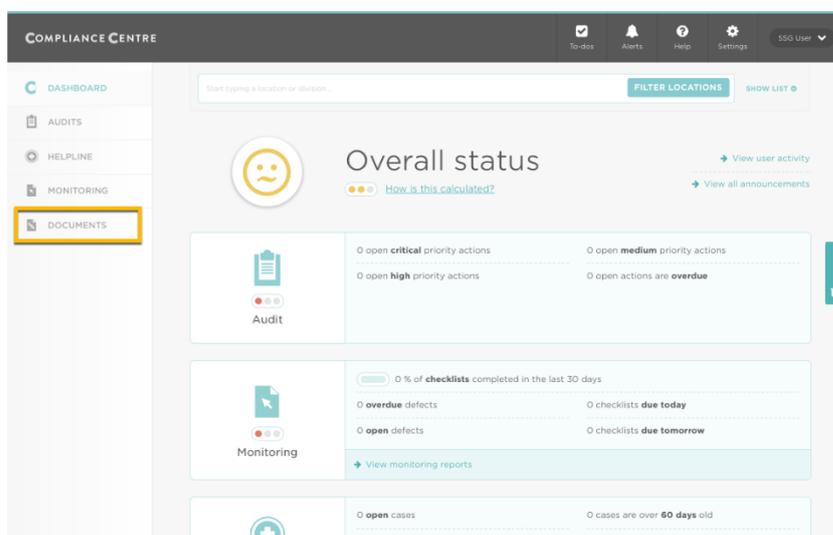There is no need to print and manually write on it, but you can do this is you prefer.

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

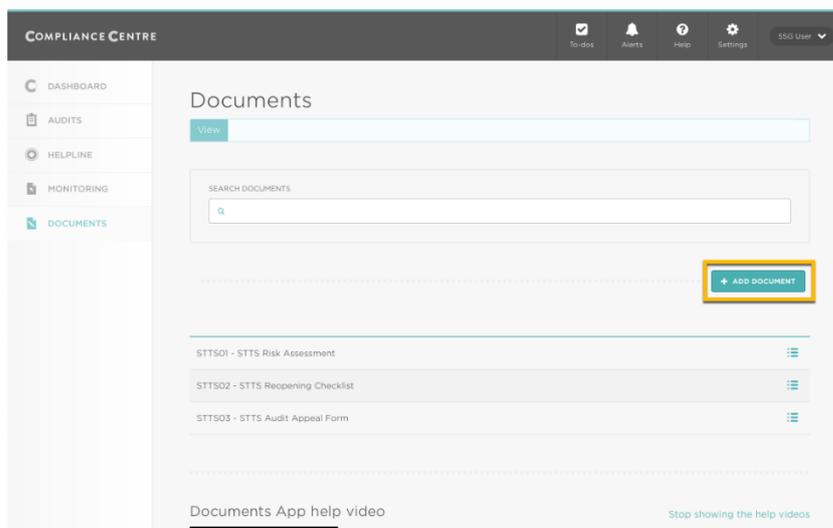# 9. Uploading completed documents to Compliance Centre

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.

Strictly private and confidential.
This document must not be reproduced without written authorisation from Shield Safety Group

Page **12** of **36**

- 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.

- 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.
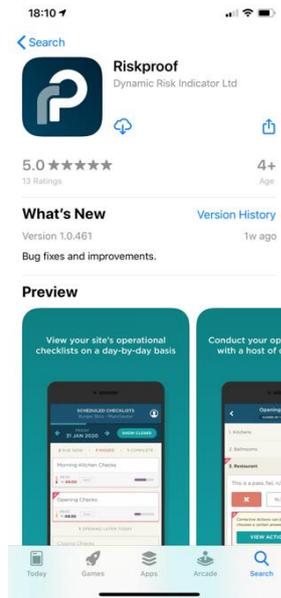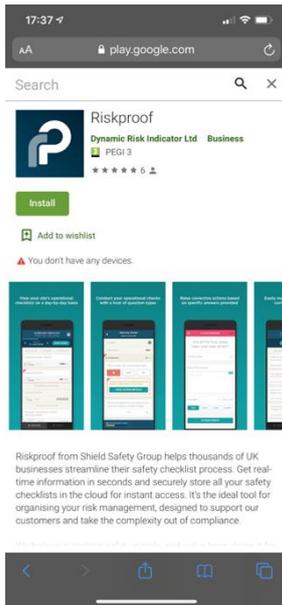

- Your newly uploaded file will then appear in the document list along with the original documents.

10. Installing the Riskproof App

The Riskproof app is available for Android and Apple devices.

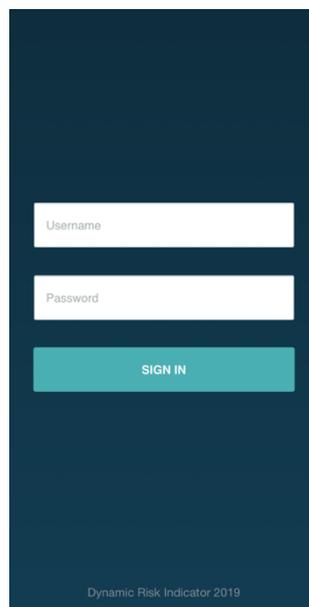- Search for 'Riskproof' in Google Playstore or Apple Appstore.

- 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'.

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.

Strictly private and confidential.
This document must not be reproduced without written authorisation from Shield Safety Group
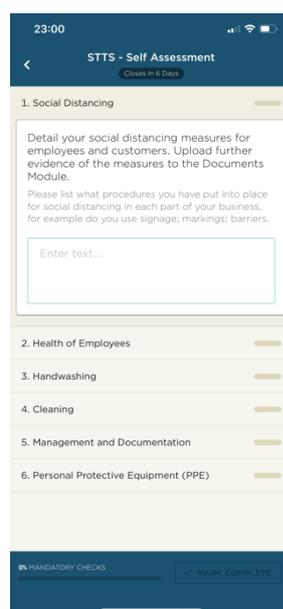
Page **15** of **36**

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
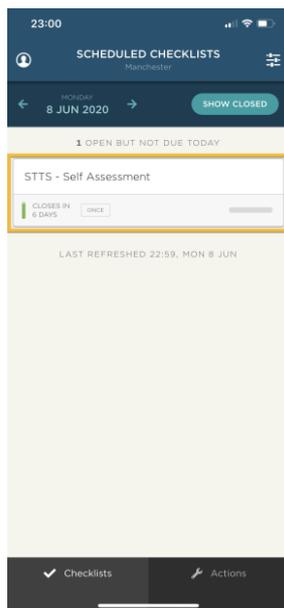

- Tap on one of the sections to reveal the associated checks.
  All checks are mandatory, every question in each section must be answered.

Strictly private and confidential.
This document must not be reproduced without written authorisation from Shield Safety Group

Page **16** of **36**

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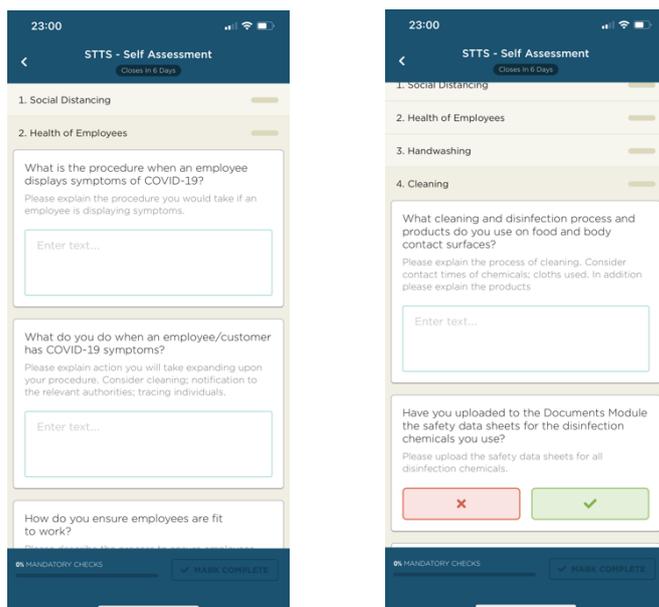

- If you answer No (x) to a Yes/No check, you will be presented with an additional action screen, you will be expected to provide a reason and select a due date for which you should complete the action by, then tap the Tick icon to save the action. It will then be logged against the check
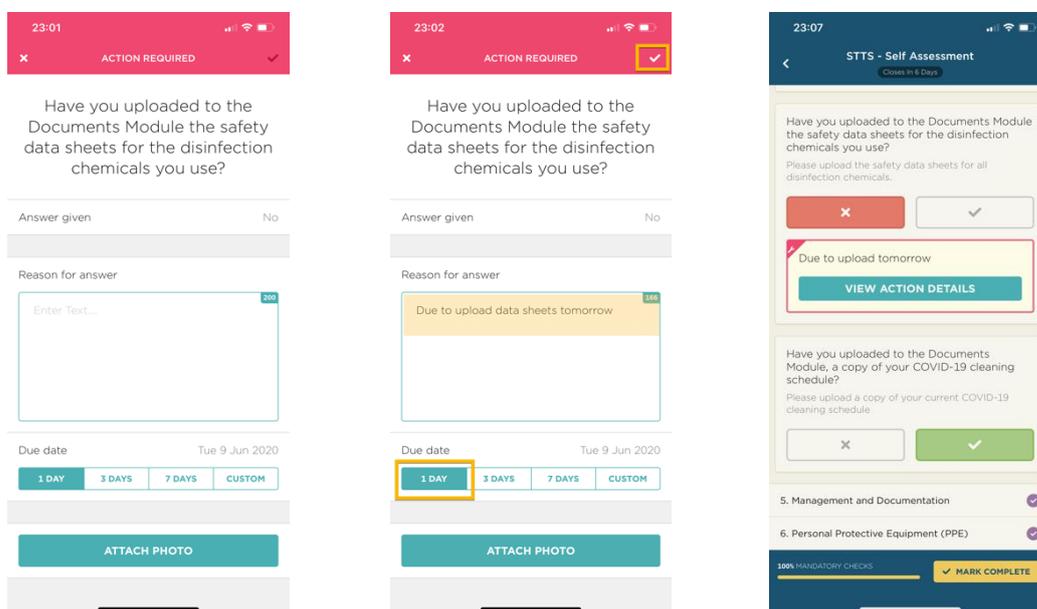

- Once you have responded to all checks in all sections (with or without actions), the 'Mark Complete' button will appear. Tap this button to save all your responses and submit the Self Assessment.
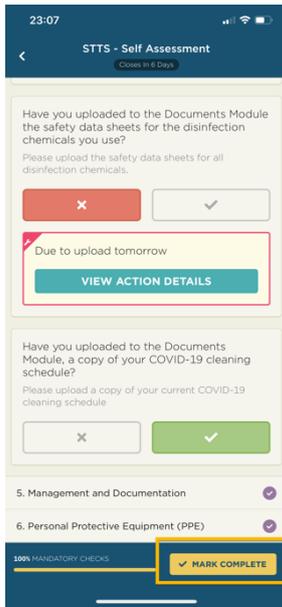
- You will then be returned to the main screen, which will no longer show the 'STTS Self Assessment' checklist as it has been completed. You can however toggle the view to show/hide closed checklists to double check it has registered as being complete and submitted.
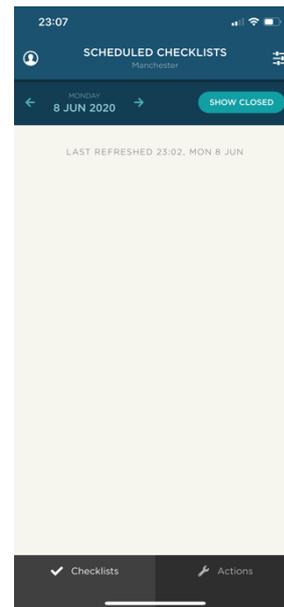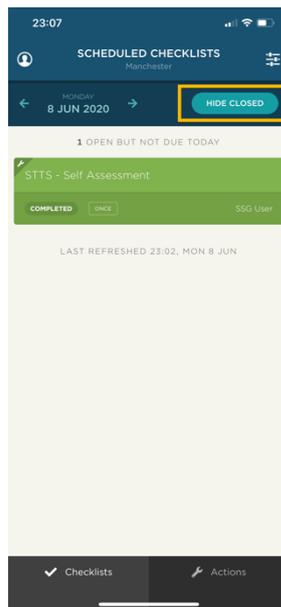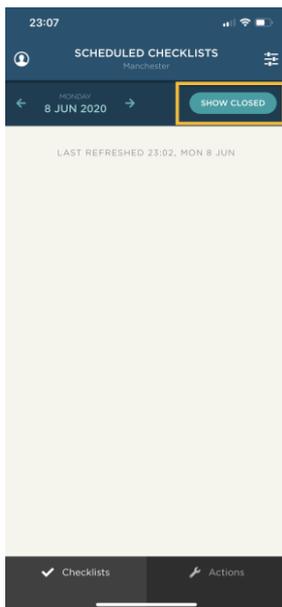
- Although the STTS Self Assessment has been completed and submitted, you still need to review and close off any actions you created. To view actions, tap on the actions button, you will then see a list of corrective actions created against your completed STTS Self Assessment.
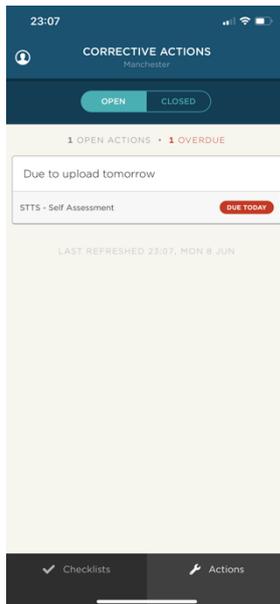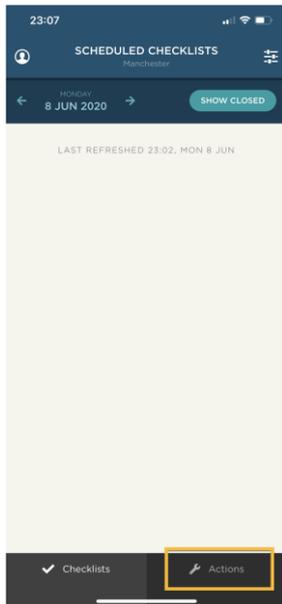
- Tap on an action in order to view the detail, enter a comment in the 'action taken' box and then 'mark as closed'. The action will be updated against the STTS Self Assessment and will no longer show in the Corrective Actions list. Once all actions have been completed, the 'No open corrective actions' message will be displayed.
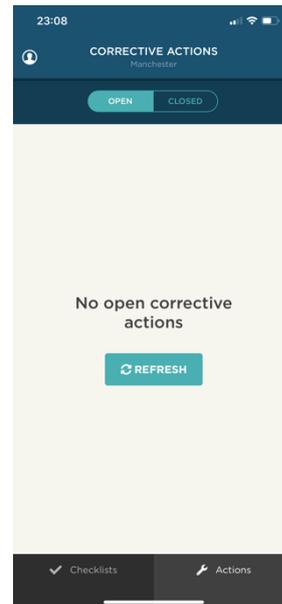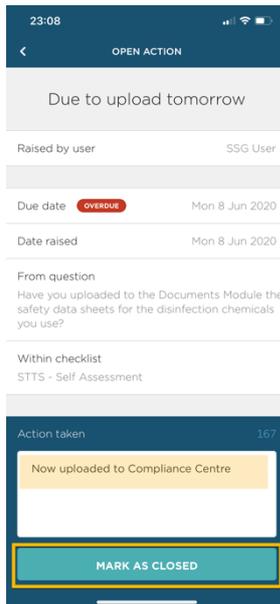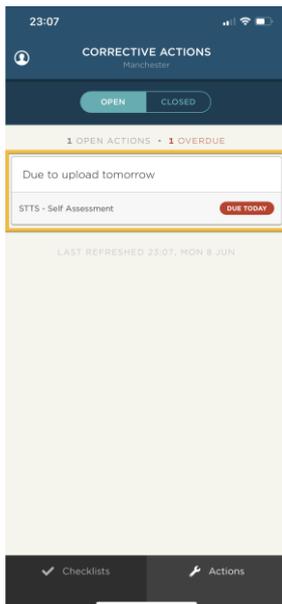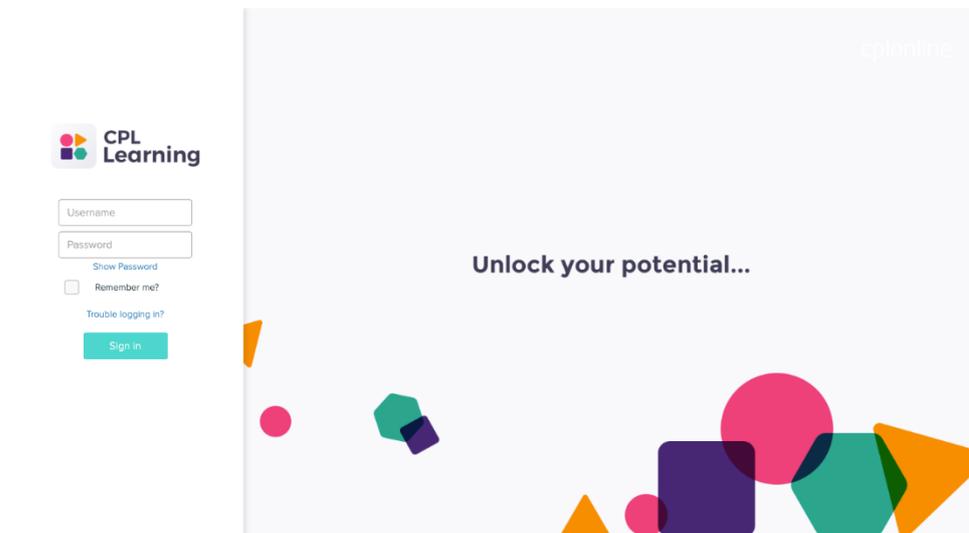
13. Logging into eLearning

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.

Strictly private and confidential.
This document must not be reproduced without written authorisation from Shield Safety Group

Page **20** of **36**
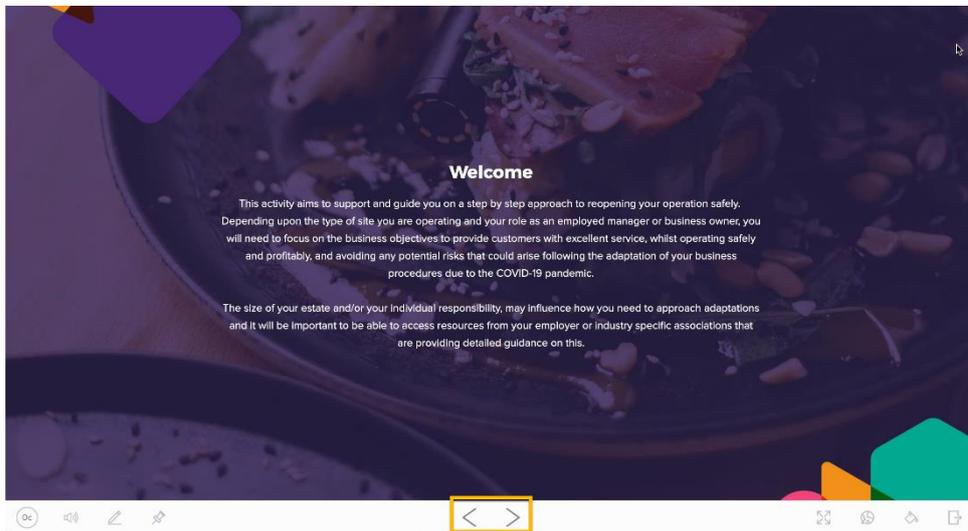
14. Completing your eLearning course

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.

Strictly private and confidential.
This document must not be reproduced without written authorisation from Shield Safety Group
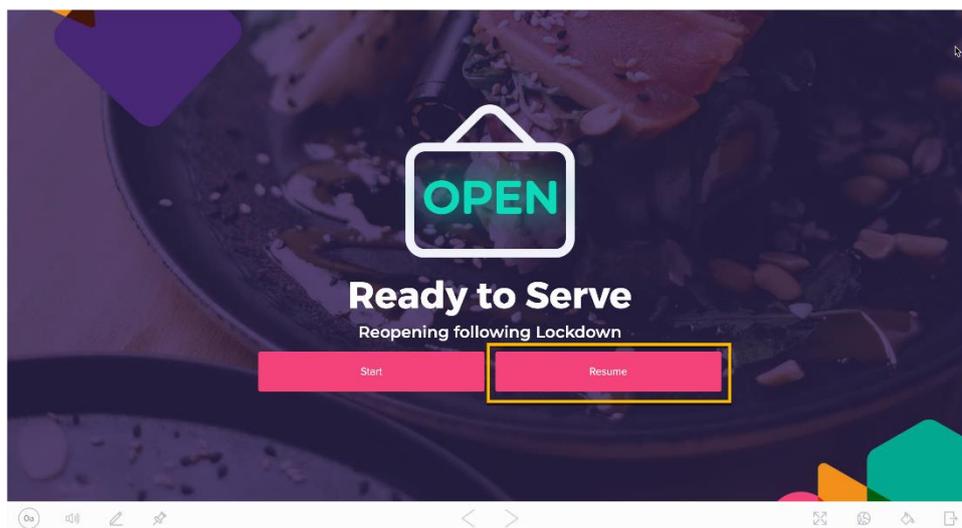
Page **21** of **36**

- 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.
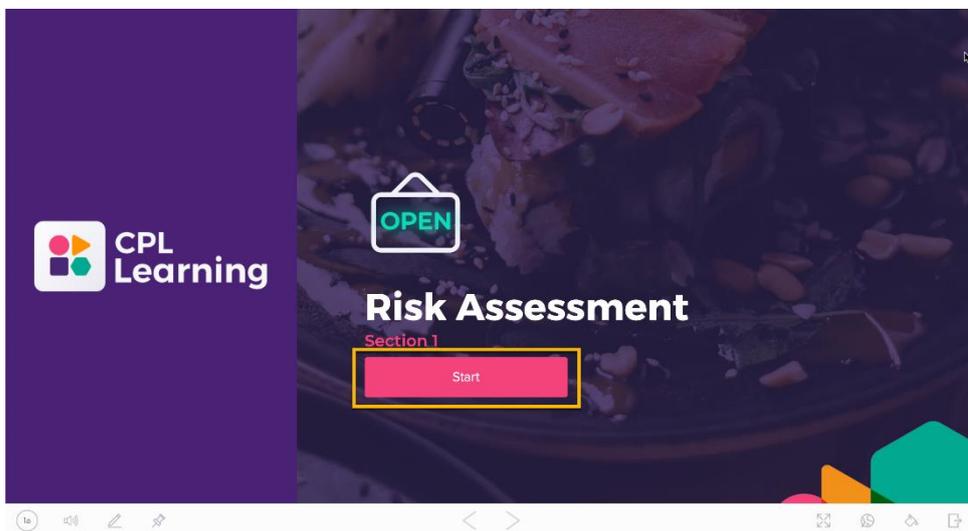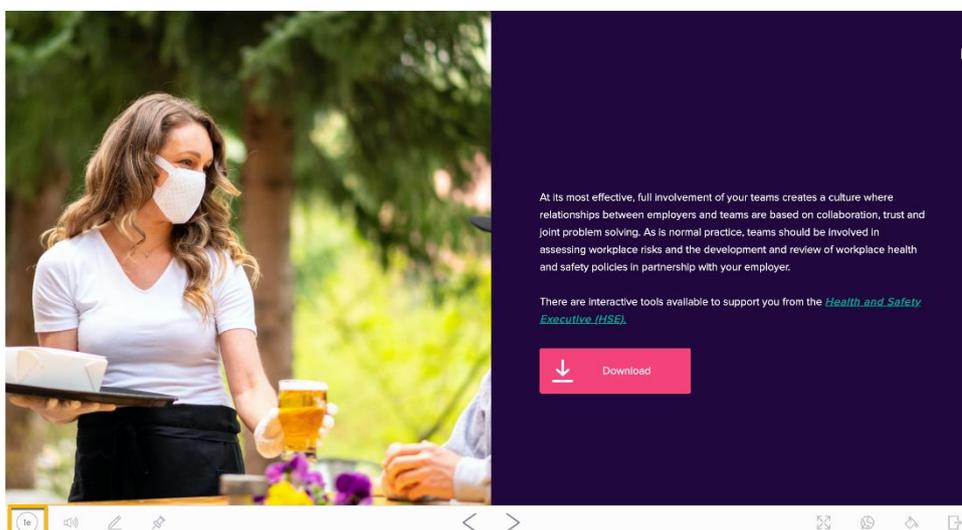

- If you are unable to complete the course in a single session, you can exit and your progress will be saved.
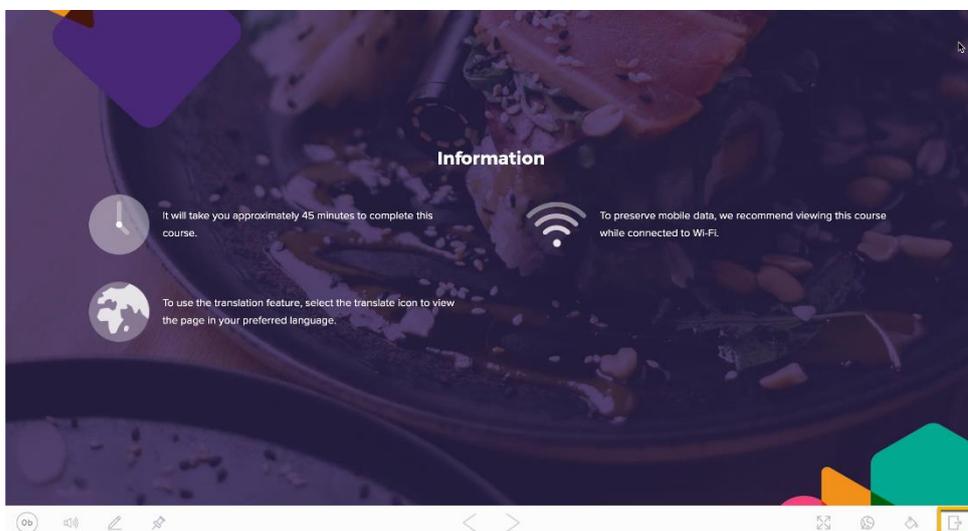
- You can return to the course and use the 'resume' button to continue.

- 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.
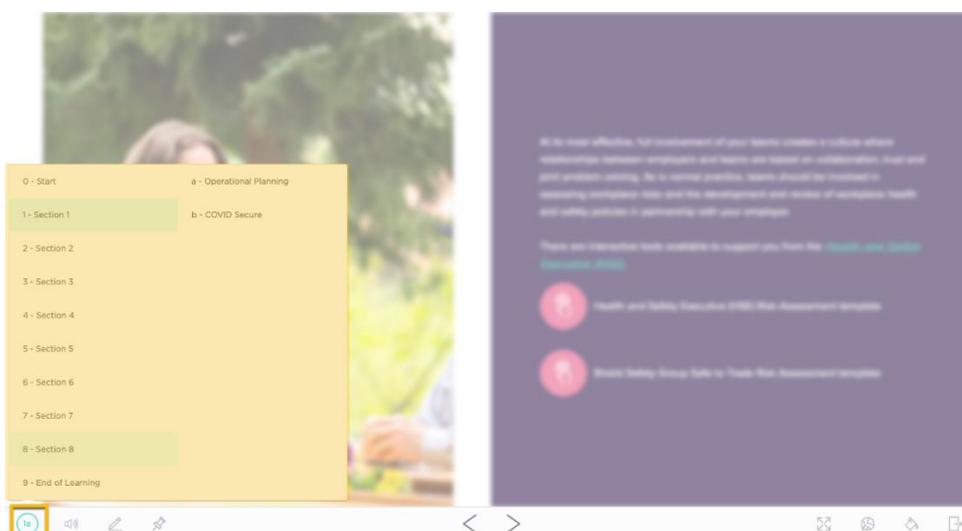
- Once you have completed all sections you will be able to download your completion certificate.
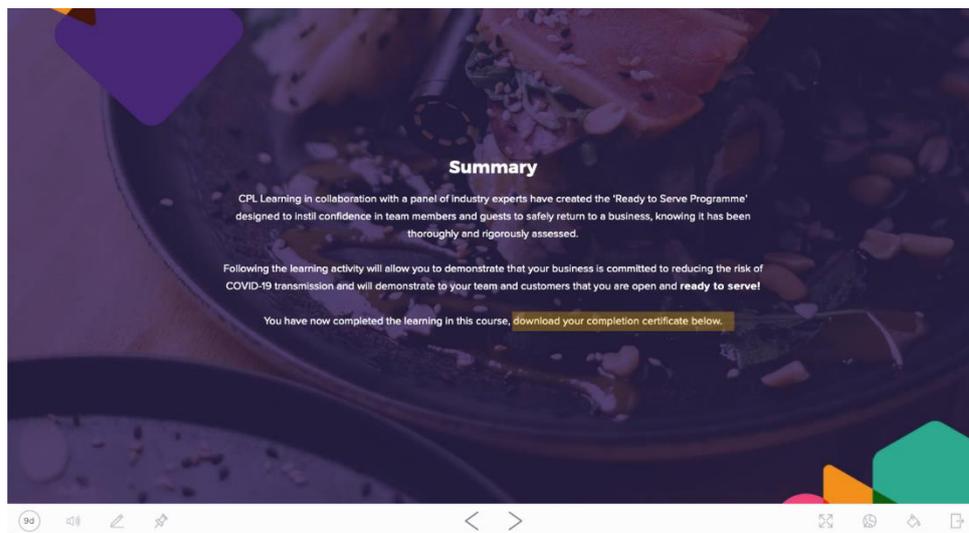
- At the end of the course you will be asked to provide optional feedback, you can submit feedback and click 'Submit & Exit' or simply click on the exit button bottom right, to leave without submitting feedback.

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:

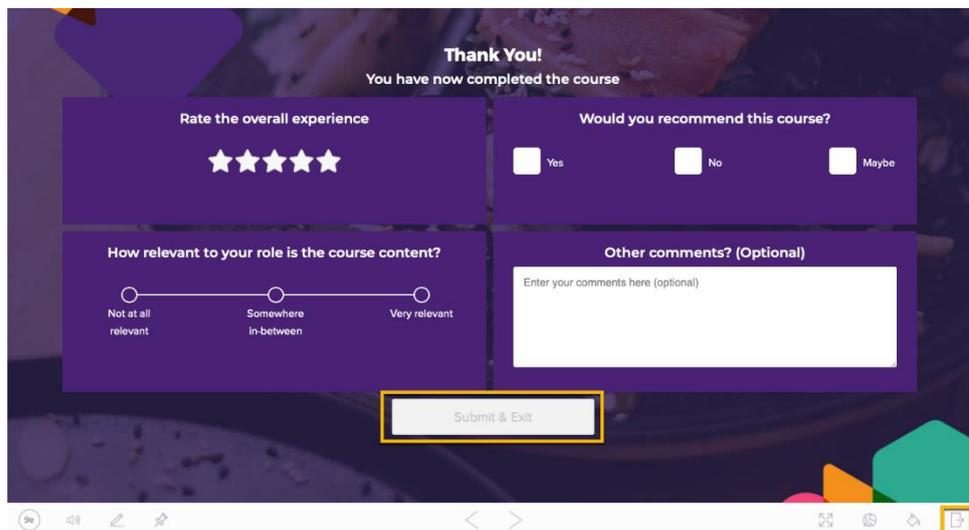- Click on the 'AUDITS' option in the left-hand menu.
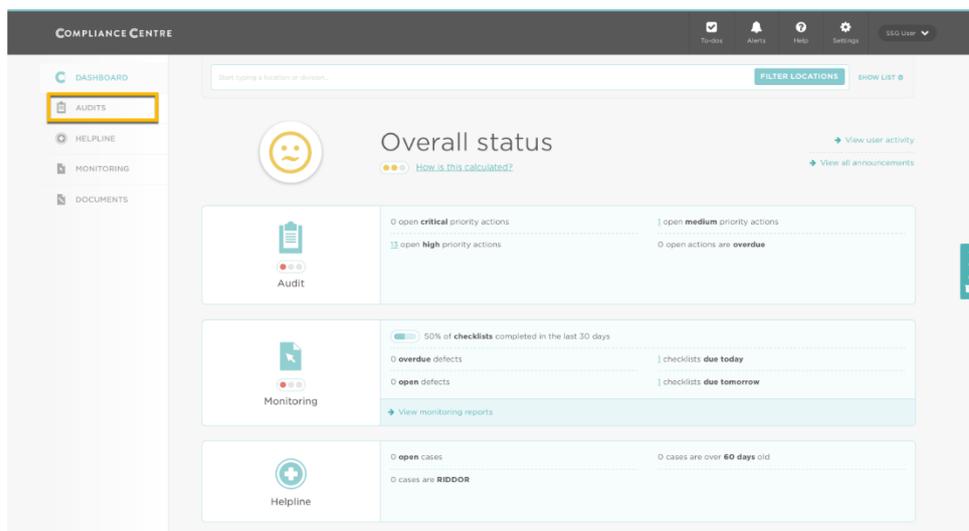
- In the Audits screen click the 'Round 1 - Safe to Trade' Audit name.
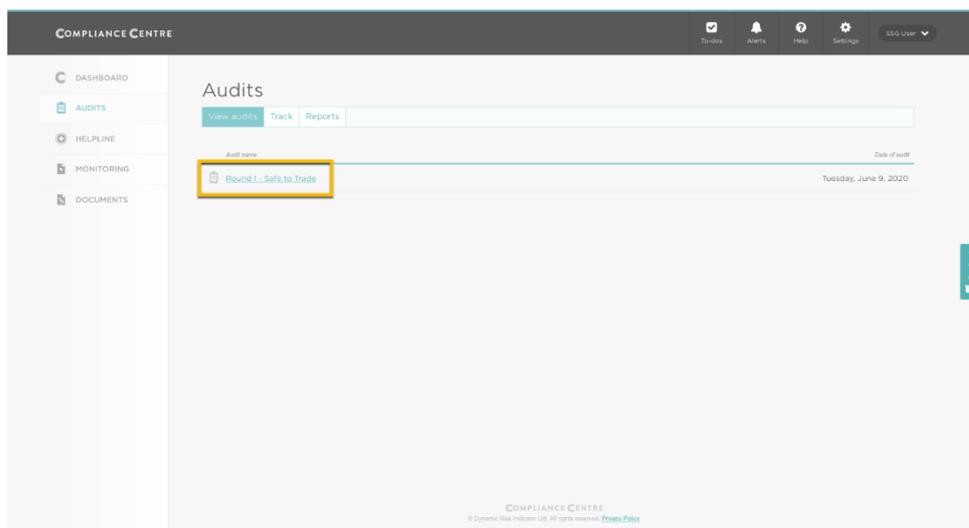
- The audit report will display on screen and provide a summary of your score, Score band ('approved' or 'improvement required'), number of critical actions and number of high actions. You will also see a

Strictly private and confidential.
This document must not be reproduced without written authorisation from Shield Safety Group

Page **25** of **36**

detailed breakdown of all areas requiring action.

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

16. Closing actions on your audit report

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.

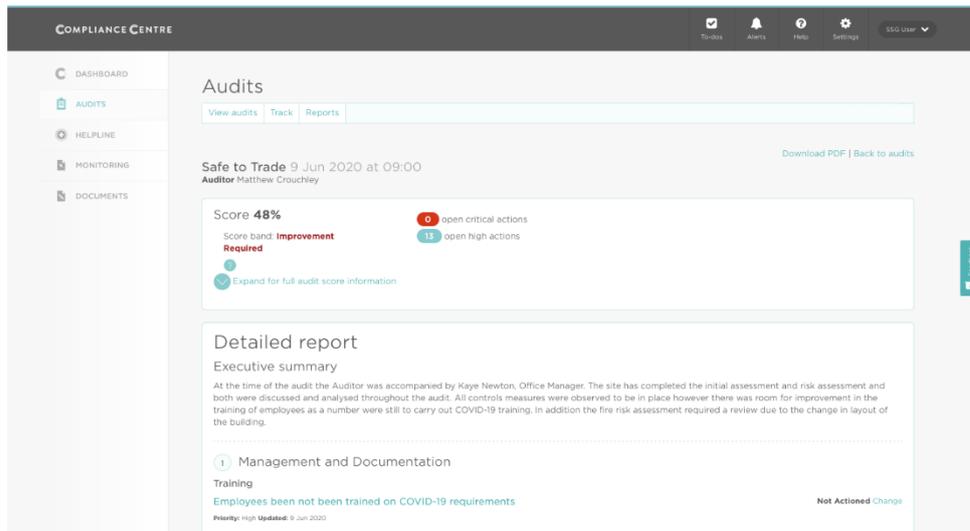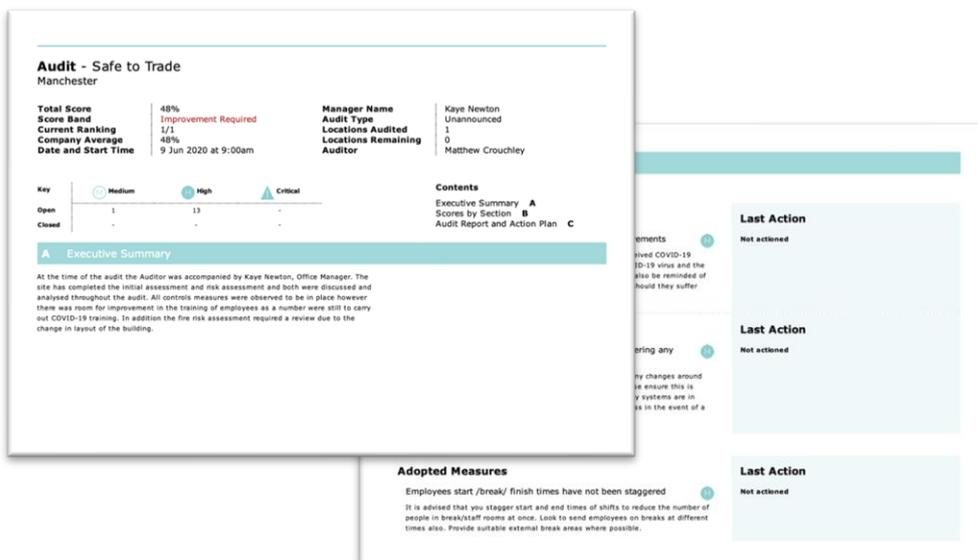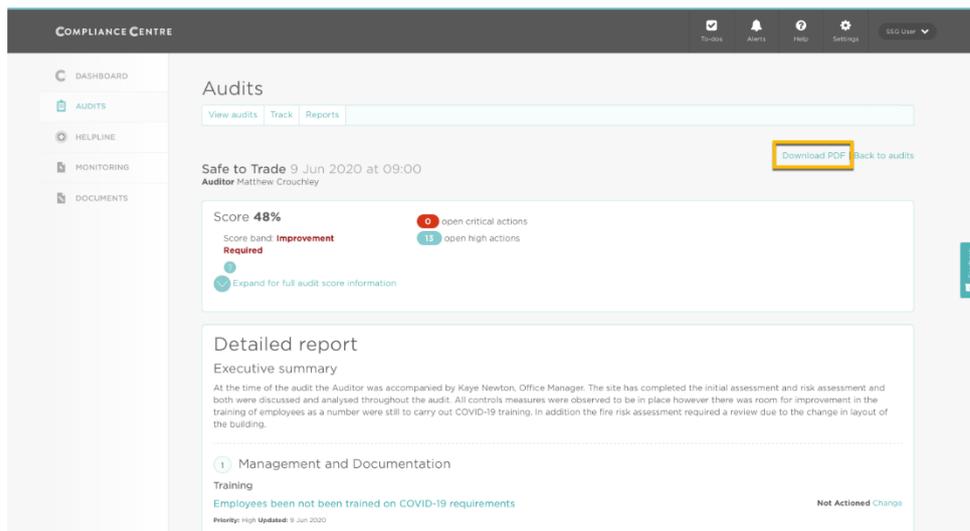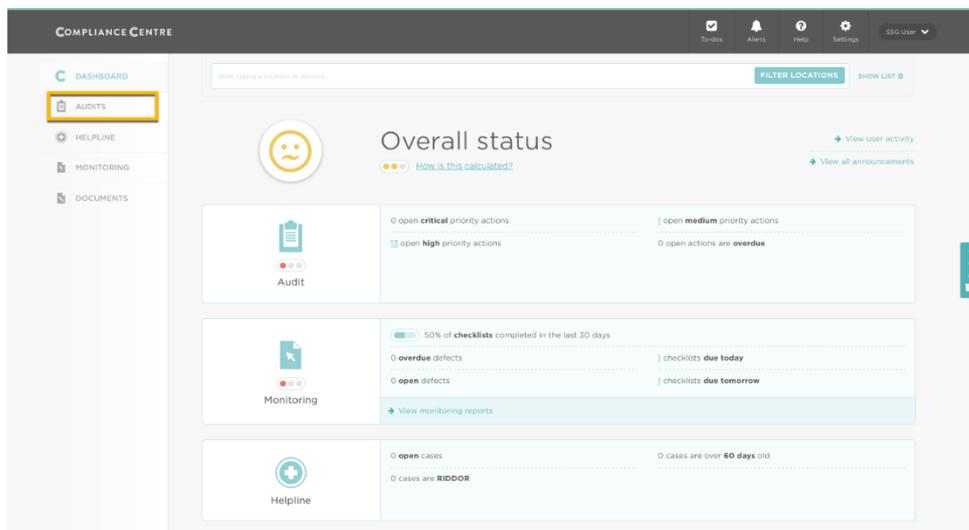- In the Audits screen click the 'Round 1 - Safe to Trade' Audit name to view your Audit report detail.

Strictly private and confidential.
This document must not be reproduced without written authorisation from Shield Safety Group

Page **27** of **36**
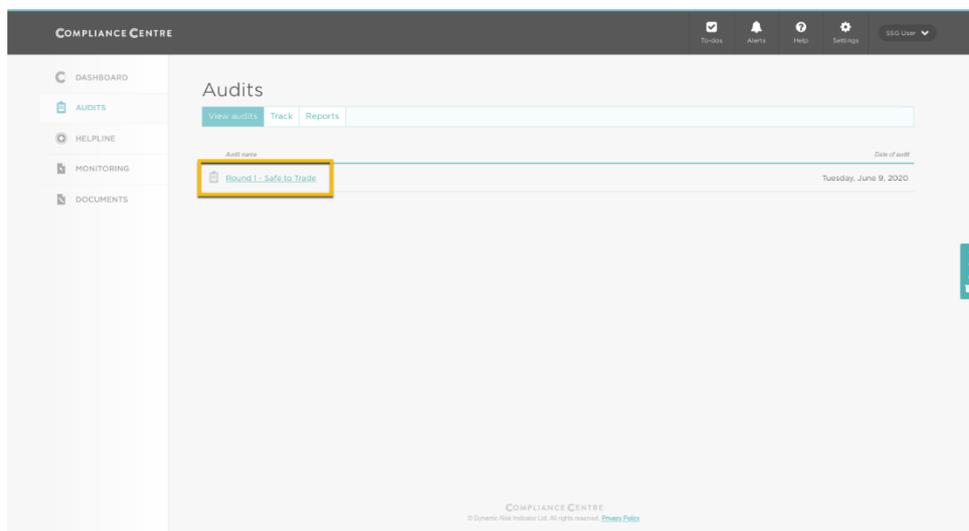
- The audit report will display on screen and provide a summary and a detailed breakdown of all areas requiring action.
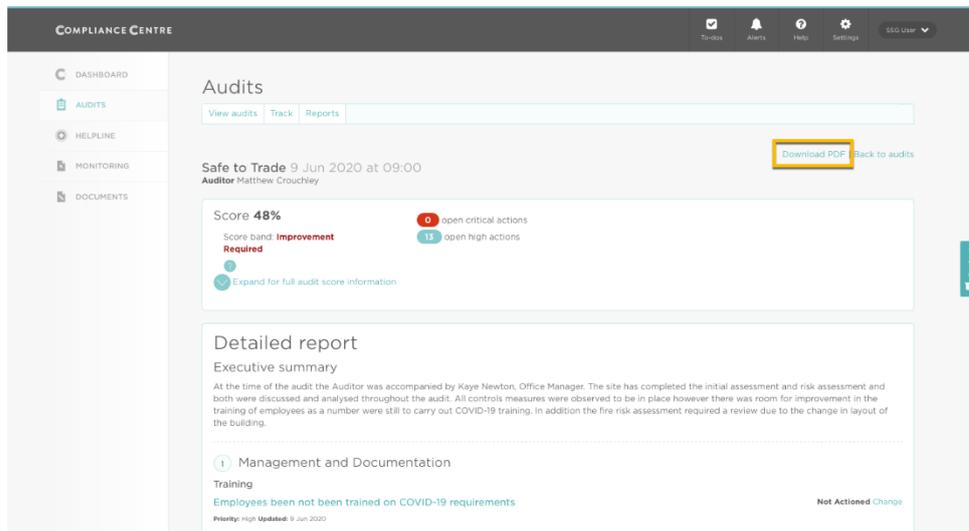
The executive summary is the Auditor's overall summary. It may include some positive feedback if areas of high performance have been achieved. The executive summary is not scored, but may reference points in the scored sections of the audit report.

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
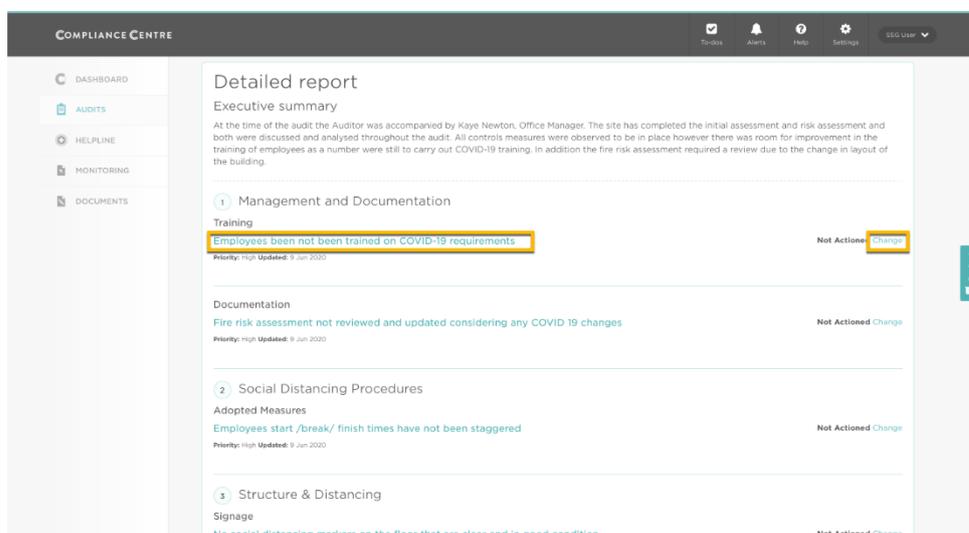
- Additional guidance will then appear, along with the ability to record notes to explain what you did to address the non-conformance and the ability to change the status from 'Not Actioned' to 'In progress' or 'Complete'.
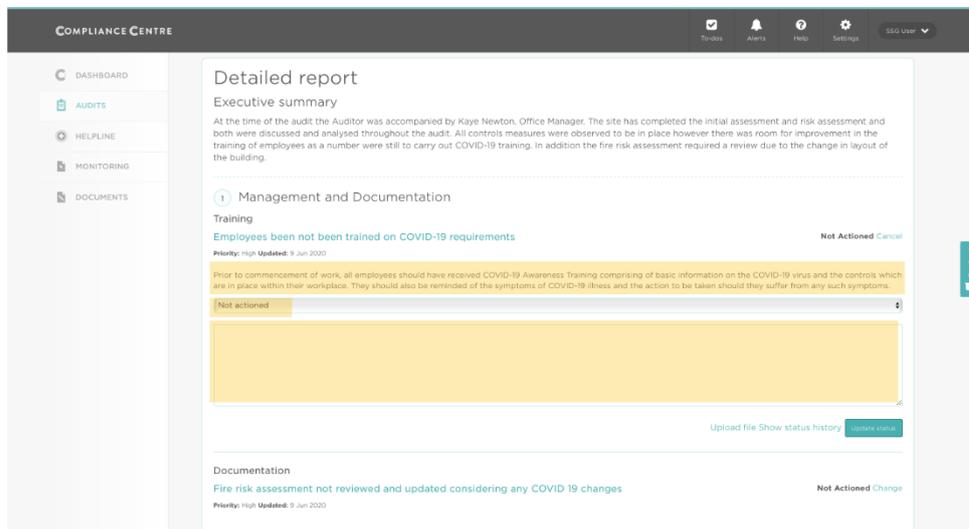
- Once you have provided a full explanation of what you have done address the non-conformance, change the status to 'Complete' and click the 'Update status' button.
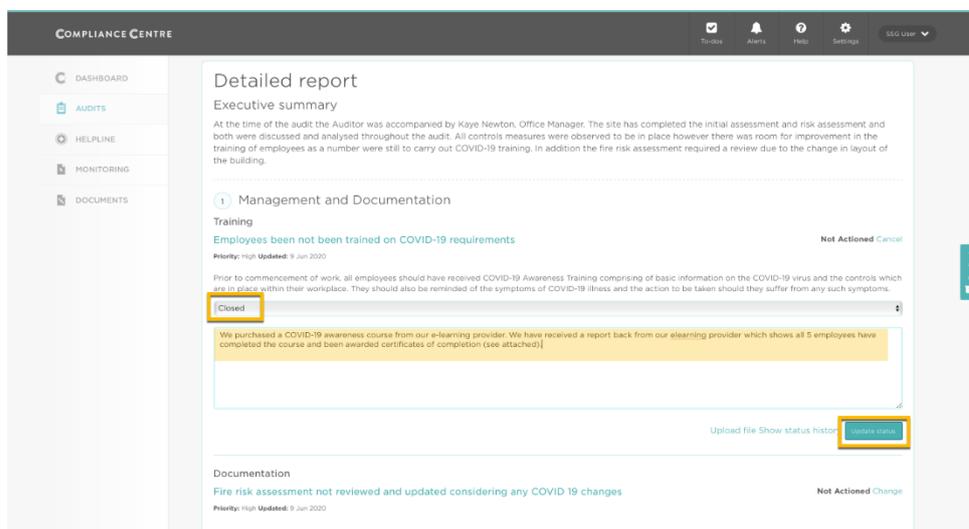
- Some non-conformances may require a few steps before you can close them. The system helps you keep track of these steps by allowing you to add a comment, but instead of selecting 'Closed' as the status, you can select 'In progress'.
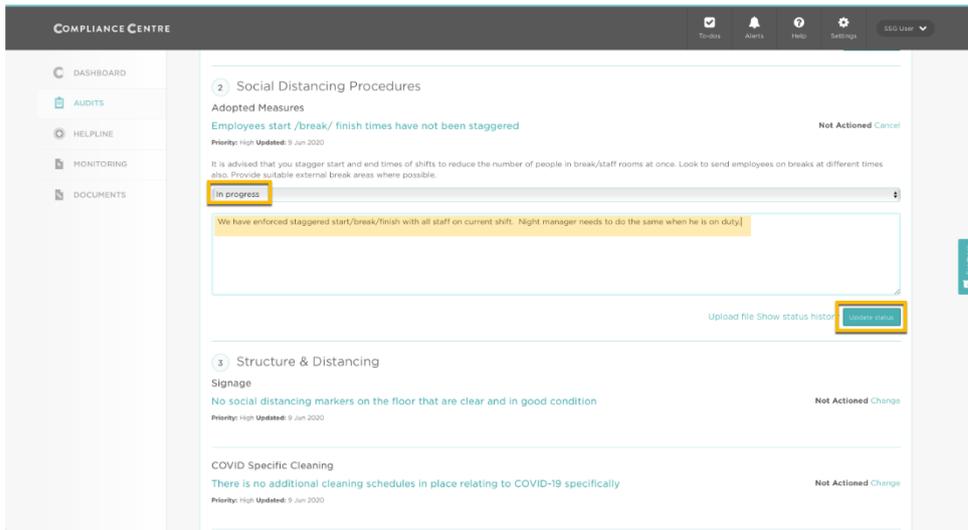
- This builds a history of entries as you work towards closing the action.
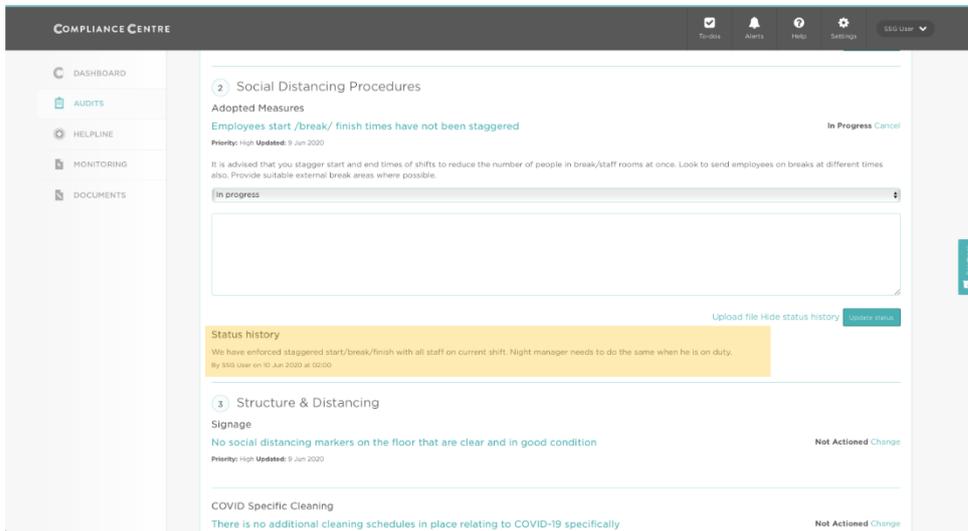
- You are able to view the status history of any non-conformance using the 'Show status history' link, and hide it again clicking a second time.
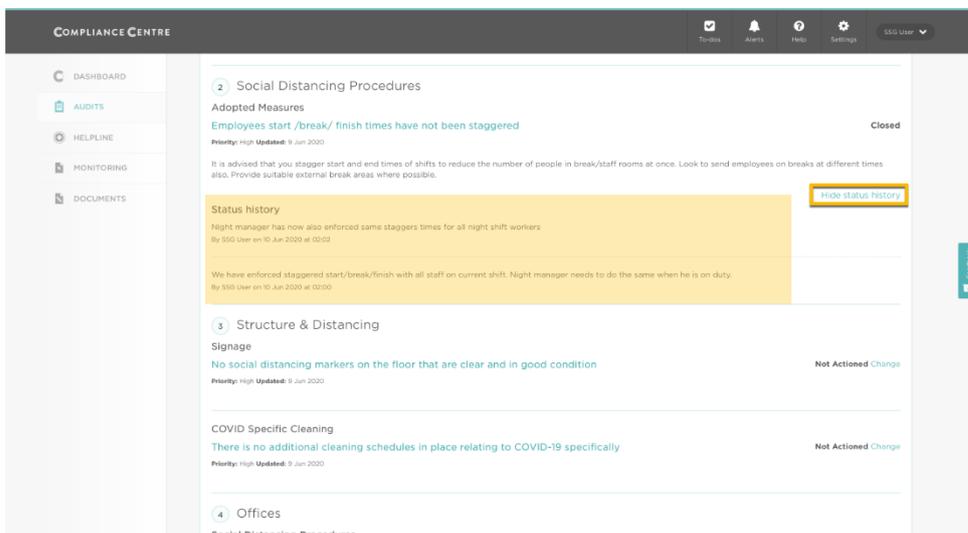
- You must work through your audit report and close all non-conformances, providing explanations for each one.

- Once you have closed all non-conformances please notify the Safe to Trade team by emailing safetotrade@shieldsafety.co.uk

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.

Strictly private and confidential.
This document must not be reproduced without written authorisation from Shield Safety Group

Page **31** of **36**

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 audits@shieldsafety.co.uk

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.

Strictly private and confidential.
This document must not be reproduced without written authorisation from Shield Safety Group

Page **32** of **36**

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

Strictly private and confidential.
This document must not be reproduced without written authorisation from Shield Safety Group
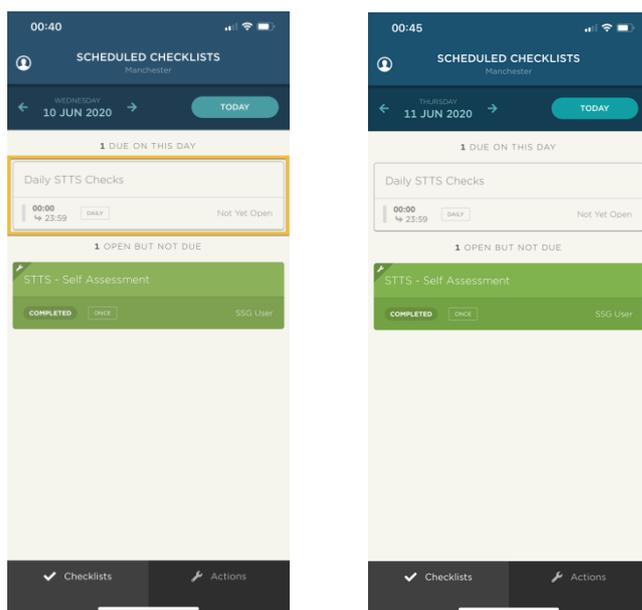
Page **33** of **36**

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

Strictly private and confidential.
This document must not be reproduced without written authorisation from Shield Safety Group

Page **34** of **36**

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 safetotrade@shieldsafety.co.uk.

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

Strictly private and confidential.
This document must not be reproduced without written authorisation from Shield Safety Group

Page 35 of 36

INDEPENDENTLY
VERIFIED ⊘

SAFE
TO
TRADE