



JAPAN HOUSE



LONDON

Venue Hire Guidelines

August 2020

Corporate Events at Japan House London

It is of paramount importance to Japan House London that our clients and their guests are able to have a safe and enjoyable experience at our venue.

Following a comprehensive COVID-19 risk assessment created in line with UK Government guidelines (please see page 7), we have put in place a number of safety measures for the protection of our guests and staff.

Japan House London has been recognised as safe to open by the National Tourist Organisations of Great Britain and Northern Ireland with their COVID-19 Industry Standard certificate, 'We're Good to Go'.

This document outlines the measures we are taking to deliver events in a safe manner, while protecting guests and staff.

These guidelines are based on current UK Government guidance and are therefore subject to change.



Japan House London Safety Measures

Cleaning & Hygiene Services

Maintaining a clean environment is crucial for infection control. A frequent and thorough cleaning schedule has been put in place throughout the venue, with particular attention paid to surface areas, which may be regularly touched.

Hand Sanitizer

Hand sanitizer is available for guests on entry and exit from Japan House London as well as in other relevant areas within the venue.

Face Coverings

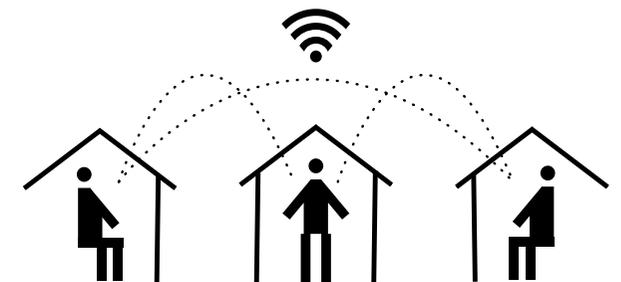
To protect our guests, our Visitor Experience Assistants and The Shop staff are wearing Japanese face coverings. It is also mandatory for guests to wear face coverings.

Route

A designated one-way route has been introduced throughout the venue to help maintain social distancing.

Hybrid Events

As it is necessary to scale down the events delivered at Japan House in order to comply with current social distancing guidance, we are pleased to offer our clients AV-equipped spaces that will allow connectivity between guests across various locations. Enquire with us today to find out more about our AV solutions.



New visiting procedures for Venue Hire clients and guests

Access to the venue

Clients and their guests should maintain social distancing wherever possible, both on arrival and on departure, and ensure that all guests use the hand sanitizer provided on arrival.

Clients should stagger the arrival and departure times of their guests to reduce crowding into and out of the venue.

As per the UK Government regulations for carrying out NHS Test and Trace, clients must gather the contact details of all guests who attend their event.

The delivery and collection of goods must take place on the day of the event – no goods can be stored at Japan House London overnight.

Route

A designated route, indicated by floor stickers, has been introduced throughout the venue to help maintain social distancing.

Clients must advise their guests to follow this route throughout the venue.

Face Coverings

In line with UK Government guidelines, guests are required to wear a face covering at all times when visiting Japan House London or while attending an event at the venue. Access without a face covering will only be granted for those who are exempt from wearing one.

Catering & Suppliers

Events can accommodate up to two catering stations (depending on the event size). Guests should use all available space during refreshment breaks to comply with social distancing measures.

When applicable, individual items of food and beverages should be packaged individually and there will be no self-service catering or bar available. Instead, guests will be served by catering staff.

Catering, cloakroom and registration desk counters will have screens to help protect guests and staff.

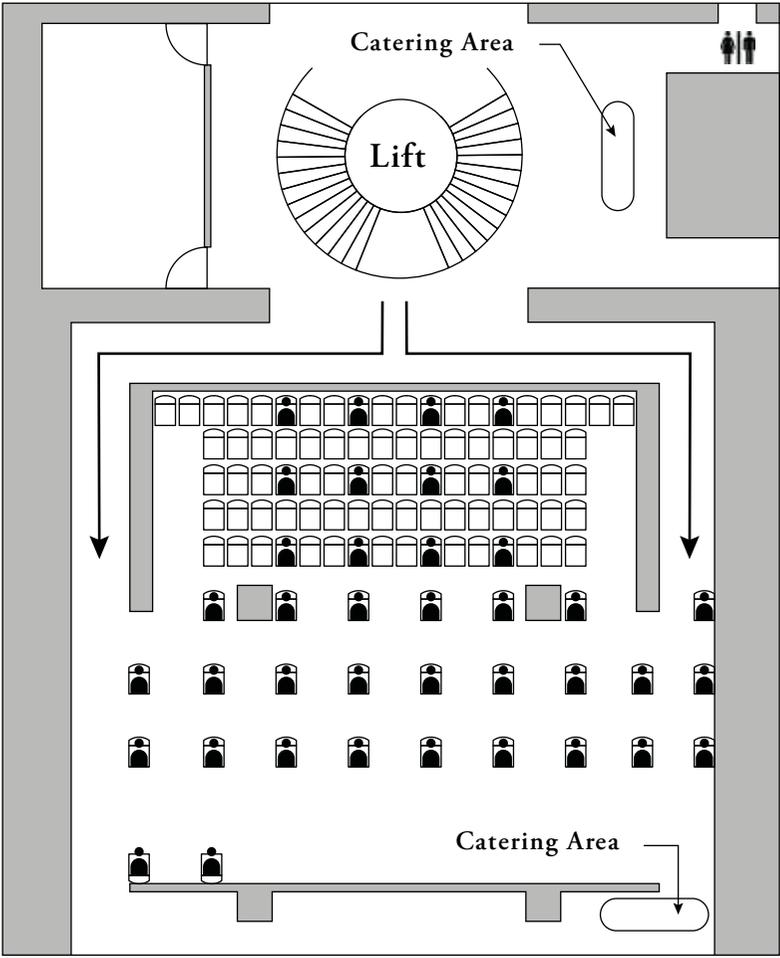
Catering staff will be trained and familiar with the venue, and will operate in accordance with UK Government guidelines.

Guests will be required to divide into groups of 10 for coffee breaks (with our max capacity of 39 guests per event).

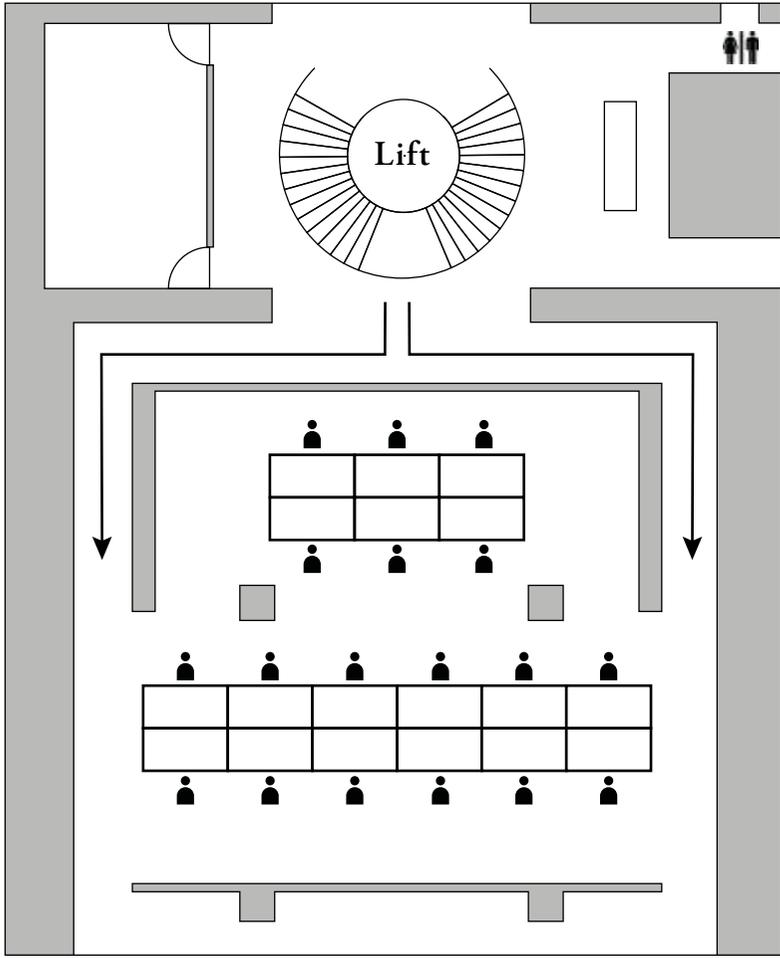
Caterers and other suppliers will be asked to produce specific risk-assessments for each event.

Set-ups — Hall & Lobby

Theatre style - 39 PAX / 2 x Catering Spaces for 10 x at a time

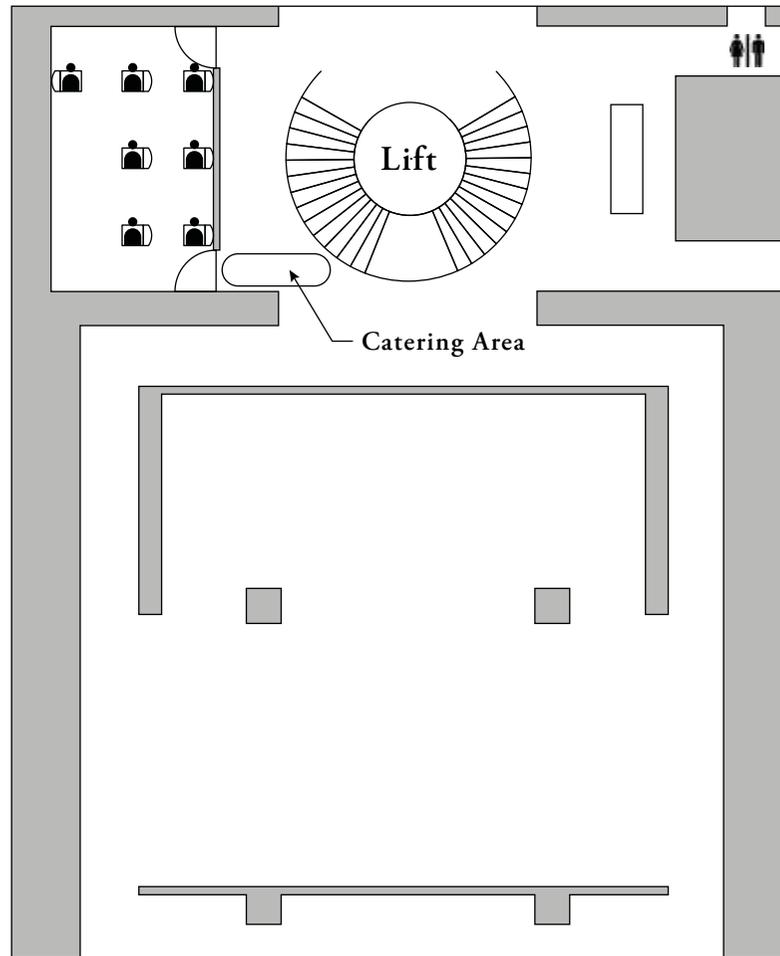


Boardroom style - 18 PAX

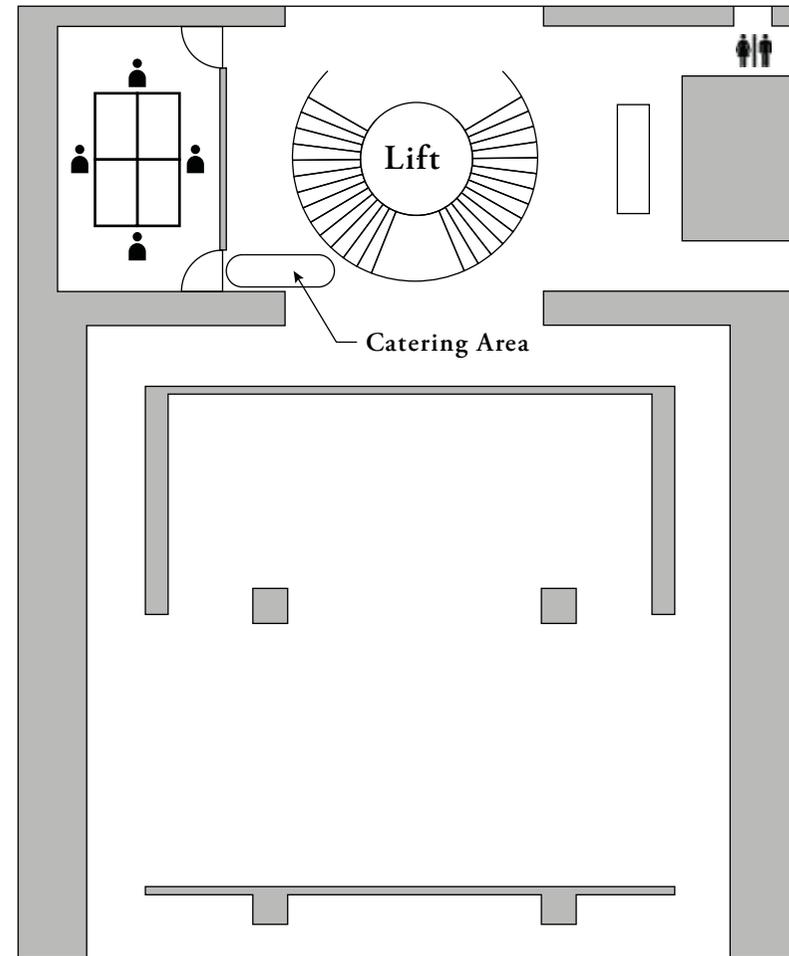


Set-ups — Library

Theatre style - 7 PAX



Boardroom style - 4 PAX



Activity/Operation

COVID-19 – General precautions for events at Japan House London from 1st October 2020

Description of Activities

COVID-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal. Exposure to, and spread of, the virus is the hazard in this Risk Assessment - which concerns the current COVID-19 situation in the JHL workplace.

The COVID-19 virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands - and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature). If the virus is passed from one person to another, while many survive infection, some may die from the disease. It is therefore regarded as a high hazard. At particular risk are persons identified as extremely vulnerable or clinically vulnerable.

This Risk Assessment focusses on general control measures and precautions that must be observed during the delivery of corporate events.

To ensure currency - it is vital to keep up to date with UK Government advice to workplaces and venues in this fast-changing situation.

All official medical (and other) advice MUST be followed – in order not to influence the spread of the disease by the actions of staff, tenants, contractors and visitors.

Who is affected by this operation?											
Employees	x	Contractors	x	Public	x	Tenants	x	Young people	x	Pregnancy	x
Description of Hazards		Likelihood	Consequence	Risk Factor	Risk (after precautions)						
Before Precautions	Exposure to, and spread of, COVID-19 Coronavirus in the JHL workplace	4	5	20	High						

Risk Controls & Precautions

General Precautions

Symptoms of Covid-19

- If you experience a fever of over 37.8°C- or display any other symptoms associated with COVID-19 – you are not to travel to the venue under any circumstances.
- If anyone becomes unwell with a new continuous cough or a high temperature in the venue - they will be sent home and advised to follow the stay at home guidance.
- If someone you live with is self-isolating due to illness, or begins to show symptoms – you are not to travel to the venue under any circumstances.
- If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), the Management team will contact the Public Health England to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.

Personal Hygiene

- Adequate hand washing facilities with soap and comfortably hot water to be in place throughout the premises.
- Stringent hand washing to take place for at least 20 seconds on each occasion – at regular intervals and after contact with commonly touched surfaces.
- See hand washing guidance: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>
- Drying of hands with disposable paper towels (in preference to air hand-dryers): <https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/>
- Hand sanitisers with minimum 60% alcohol content to be available in any area where hand washing facilities not readily available.

Social Distancing

- Ensuring active reduction in the number of persons in any work area and event space- to comply with the 2-metre (or ‘1 metre plus’) gap currently recommended by Public Health England in so far as is reasonably practicable. ‘1 metre plus’ social distancing will require further risk mitigations to be implemented i.e. wearing face coverings, screens between workers, avoiding standing or sitting face-to-face, practising enhanced hygiene e.g. frequently washing hands or hand sanitising:
<https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing-after-4-july>
- Events venue capacity has been reduced to comply with the 2-metre gap – to promote a higher level of safe working conditions.
- Taking steps to review work schedules including start and finish times/shift patterns, working from home etc. to reduce number of workers on site at any one time.
- Redesigning processes to ensure social distancing is integrated.
- When employees, event delegates and contractors must work together – ensure social distancing is maintained in so far as is reasonably practicable.
- Ensuring sufficient rest breaks for staff.
- Social distancing also to be adhered to in break rooms and smoking areas.

Training for venue staff:

- Employees returning to work when the premises reopen will be issued with a copy of ‘Operational Guidelines for Social Distancing Measures’. In addition, employees will be issued with a familiarisation induction to explain the measures put in place regarding preventing the transmission of the virus.

Cleaning

Cleaning Regime

- Accurately note the places where people most commonly touch (e.g. equipment control panels, handles, handrails, kettles, hot desk surfaces) and ensure frequent cleaning is implemented - using appropriate cleaning products and methods.
- Ensure cleaning products used are of appropriate strength to kill the virus.
- Amend cleaning checklists to ensure all areas are being frequently cleaned.
- Ensure cleaning staff have adequate protection – as they are being sent to places where the virus may have been left on the surface.
- Ensure cleaning cloths and mop heads are laundered adequately (i.e. daily) or disposed of safely and responsibly.
- Ensure a strategy is in place to address deep-cleaning – should someone fall ill with COVID-19 in the workplace.
- Toilets and all hard surfaces in the washroom facilities are to be monitored and cleaned throughout the day.

Personal Protective Equipment (PPE)

- N.B. PPE is still regarded as ‘the last line of defence.’ It is the weakest risk control, because it relies on people using it, storing it and disposing of it correctly. Employees to be made aware that the use of PPE does not mean that other control measures such as social distancing or hand washing/sanitising may be ignored.

Face Coverings

- Ensure staff wear an appropriate face covering whilst in the premises.

Someone in the workplace/venue is tested positive or has been in contact with someone exposed to COVID-19

- Inform all workers and other relevant parties that a staff member (or customer) has tested positive or has come in contact with a person who has tested positive.
- The name of the person who was tested positive is made known to applicable parties
- Assess the level of contact the positive staff member (or customer) has had with other persons in the workplace/venue
- All staff who may have had close contact will be stood down for at least two weeks - and must not return to work unless tested and have a negative result for the virus
- Initiate a deep-clean of the workplace – targeting the areas of likely contamination
- Notify the Local Authority and H&S regulators (HSE) via RIDDOR reporting: <https://www.hse.gov.uk/riddor/>
- N.B. You must only make a report under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) when:

- an unintended incident at work has led to someone’s possible or actual exposure to coronavirus. This must be reported as a dangerous occurrence.
- a worker has been diagnosed as having COVID-19 and there is reasonable evidence that it was caused by exposure at work. This must be reported as a case of disease.
- a worker dies as a result of occupational exposure to coronavirus.

NHS Test and Trace Service

- The NHS Test and Trace service will help identify, contain and control COVID-19 and reduce the spread of the virus.
- Anyone who tests positive for coronavirus will be contacted by NHS Test and Trace and will need to share information about their recent interactions. This could include household members, people with whom they have been in direct contact, or within 2 metres for more than 15 minutes.
- People identified as having been in close contact with someone who has a positive test must stay at home for 14 days, even if they do not have symptoms, to stop unknowingly spreading the virus.
- If those in isolation develop symptoms, they can book a test at nhs.uk/coronavirus or by calling 119.
- If they test positive, they must continue to stay at home for 7 days or until their symptoms have passed.
- If they test negative, they must complete the 14-day isolation period.
- Members of their household will not have to stay at home unless the person identified becomes symptomatic, at which point they must also self-isolate for 14 days to avoid unknowingly spreading the virus.

Building Ventilation and Water Supply

Maintenance teams will continue to undertake all Planned Preventative Maintenance (PPM) and statutory maintenance requirements across all building. Contractors will direct persons from facing one another to prevent potential transmission from coughing / sneezing etc in accordance with COVID-19 Risk Assessments and method statements. The following actions are being carried out or are already completed:

Additional closed and bacteriological sampling has been completed.

CWST Tank inspection and chlorination(s) to be completed prior to any occupancy.

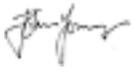
Filter changes to all air handling plants on fresh air supply (Main Air Handling Units) have been carried out. This applies to low level fresh air intake systems only as high-level systems are at lower risks.

AHU mechanical cleans where appropriate have been completed in accordance with TR19. Sample swabs have been taken.

Supply air dampers have been adjusted to the maximum setting and recirculation prevented.

Toilet extract systems will run 24/7 with the extract increased and supply air reduced to create negative pressure. This will prevent accidental air borne transmission into common areas.

These control measures may be over-ridden, and a work task aborted at any time – should UK Government advice change. This decision will be made by the Japan House London Executive Management Committee - and may involve consultation with a health and safety advisor.

Description of Hazards		Likelihood	Consequence	Risk Factor	Risk (after precautions)		
After Precautions	Exposure to, and spread of, COVID-19 Coronavirus in the JHL workplace – upon reopening to the public (people may be at risk of contracting the virus from individuals they encounter, or contamination left by them)	1	4	4	Medium		
Details of Further Action Required					Review Timescale		
Re-assess the activity if an accident, near miss or change in operation takes place.					Monthly		
Assessed by	John Young	Position	Health & Safety Consultant	Signed		Date	07/07/2020
Approved by	Shane Delaney	Position	Associate Director – Operations & Services	Signed		Date	07/07/2020

Multiply Likelihood x Consequences to obtain Risk Factor.

Likelihood	1 Very Unlikely	2 Unlikely	3 Fairly Likely	4 Likely	5 Very Likely
Severity	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic
Risk Score Low Improve if possible		Risk Score Medium Further action required		Risk Score High Immediate action required	