

# This document contains the General Risk Assessment (page1) and Reopening of Japan House London Risk Assessment (page 11)

## Activity/Operation

### COVID-19 – General precautions in the workplace (employees, tenants, official visitors and contractors)

#### 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.

JHL's response to COVID-19 is based on the following UK Government background information on epidemiology, virology and clinical features:

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-background-information/wuhan-novel-coronavirus-epidemiology-virology-and-clinical-features>

This Risk Assessment focusses on general control measures and precautions that must be observed across all areas of the business.

To ensure currency - it is vital to keep up to date with UK Government advice to workplaces 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 or other official visitors.

By consulting and involving people in steps we are taking to manage the risk of coronavirus in the workplace we can:

- Explain the changes we are planning to work safely.
- Make sure changes will work and hear employees' and tenants' ideas.
- Continue to operate the business safely during the outbreak.

We will share the results of our risk assessment with our workforce. We will also publish the results on our website (the government expects all employers with over 50 workers to do so).

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)				
<b>Before Precautions</b>	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 office under any circumstances.
- If anyone becomes unwell with a new continuous cough or a high temperature in the workplace - 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 office under any circumstances.
- Line managers will maintain regular remote contact with staff members during this time.
- 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.
- Guidance on what to do in the event of developing symptoms when living with other people can be found using the following link: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/874011/Stay\\_at\\_home\\_guidance\\_diagram.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/874011/Stay_at_home_guidance_diagram.pdf)

#### — 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/>
- Staff to be encouraged to protect the skin by applying emollient cream regularly: <https://www.nhs.uk/conditions/emollients/>.
- Hand sanitisers with minimum 60% alcohol content to be available in any area where hand washing facilities not readily available.

- Employees to be instructed to avoid touching their noses or mouths. Tissues should be used for coughs and sneezes and these must be disposed of after use.

#### – Social Distancing –

- Ensuring active reduction in the number of persons in any work area - to comply with the 2-metre gap recommended by Public Health England: <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>
- 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. Also relocating workers to other tasks.
- Redesigning processes to ensure social distancing is integrated.
- When employees and contractors must work together – ensure social distancing is maintained in so far as is reasonably practicable.
- Conference calls to be used instead of face-to-face meetings – where practicable.
- Ensuring sufficient rest breaks for staff.
- Social distancing also to be adhered to in break rooms and smoking areas.

#### – Training –

- All employees 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.

#### – Vulnerable Employees –

- Identify employees who may be vulnerable:
  - **Clinically extremely vulnerable employees** are those with pre-existing medical conditions e.g. cancer, severe respiratory conditions, solid organ transplant recipients. See link below:  
<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>
  - **Vulnerable are employees** in good health but who may have weakened immune systems e.g. are over 70, are pregnant.
- People in the clinically extremely vulnerable group should have been contacted by their GP.
- Employees who have been identified as clinically extremely vulnerable will not be recalled to the workplace and will undergo shielding.
- Other employees identified as vulnerable are to work from home where possible. If working from home is not possible, they will be employed in low risk work environments and will be instructed to take extra care in exercising social distancing.
- Ensure new employees are screened to determine if they are vulnerable in either category.

## – Mental Health –

- Management will promote mental health and wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help.
- Ensure there is provision for supporting employees with increased levels of anxiety in the pandemic – or who have suffered personal loss as a result of it.
- Details of the Japan H.L. Limited Employee Assistance Programme provided by the Vita Health Group can be found [here](#). Alternatively, you can contact them via the following details:
  - Online: [www.my-eap.com](http://www.my-eap.com) Username: **Japanwell**
  - Tel: 0800 111 6387
  - From abroad: +44 845 330 5132
- The EAP includes a free-phone, confidential and unlimited helpline service, available 24 hours a day, 7 days a week, 365 days a year. Calls are answered by accredited counsellors or information specialists' dependent on whether the need is for emotional or practical support.

## 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 you wear an appropriate face covering whilst in the premises (each member of staff will be provided with a minimum of 5 re-usable face coverings which cannot be worn more than 1 day without washing).

– **Wearing of Gloves** –

- Where a risk assessment identifies wearing of gloves as a requirement of the job, an adequate supply of suitable nitrile disposable gloves will be provided by the employer. Wearing gloves unnecessarily can lead to further spread of the virus.
- Staff will be instructed on how to remove gloves carefully to reduce contamination - and how to dispose of them safely.
- Hands should be washed before putting on gloves and after removing them.

## **Offices**

– **Working from Home and Working in the Office** –

- The status quo will remain working from home – until advised otherwise.
- Staff should only come into the office when strictly necessary for your work – or at the express request of Senior Management.

– **Working Patterns** –

- Ensure that places where people find it difficult to avoid one another (e.g. security points, stairs, lifts, lobbies, toilets, resource rooms) are considered - and work phasing is introduced to ease this pressure.
- Due to the placement of desks and the need to remain at least 2 metres apart, each person will be assigned an office day. If you need to come into the office, please use only this day in any given week.

– **Office Staff - Working Hours and Staggered Working Times** –

- Frequency of travel into the office and working times in the office will be limited.
- With the exception of Senior Management, office staff may only come into the office once per week.
- Working time will be any consecutive period of 4 hours between 08:00 and 16:00.
- Staggered working times will be in effect to reduce the risk associated with public transport. In order to avoid the busiest times, each person may decide their own start times for working days in the office.

### – Office Environment –

- Ensure office equipment, including shared keyboards, phones, headsets, photocopy keypads and other touch points are cleaned after use.
- Ensure you keep the appropriate distance when talking to a colleague and try to keep conversations as brief as possible.
- Ensure that you wash hands thoroughly with an antibacterial product when entering and leaving the office.
- Ensure offices are provided with adequate ventilation – taking potentially infected air away from people and transferring it to somewhere where the virus will not do harm.
- To aid ventilation, office doors will be kept open as far as is reasonably practicable – whilst still adhering to fire safety protocols i.e. do not leave an office unattended with the door ajar.

### Travel

#### – Travelling to and from Work –

- There may be times when there is a risk of infection due to over-crowding on public transport. In these situations, you should make the decision to work from home.
- Staggered working times will be in effect to reduce the risk associated with public transport.

#### – Drivers –

- Persons should not share vehicles or cabs, where suitable social distancing cannot be achieved.

### **Someone in the workplace 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.
- 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:

[https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance?utm\\_source=f839a457-fe34-404d-a1be-4bcc989331ae&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate](https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance?utm_source=f839a457-fe34-404d-a1be-4bcc989331ae&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate)

- 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 [www.nhs.uk/coronavirus](http://www.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.

## **Equality**

JHL has a legal obligation under the Equality Act 2010 to:

- ensure the decisions made in response to COVID-19 do not directly or indirectly discriminate against employees with protected characteristics i.e. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race religion or belief, sex or sexual orientation.
- Ensure an equality action plan is produced, or an existing plan augmented – to facilitate quick and positive responses to new challenges presented by COVID-19.
- Set up working options in a way that does not disadvantage workers with different protected characteristics, such as those in particular age groups, disabled employees, women or pregnant workers.
- Ensure people selected for home working, reduced hours or furlough are chosen based on business requirements and not on a particular protected characteristic.

- Consider ways disabled people can work from home, either in their current or a different role, or work their usual shifts, through making reasonable adjustments. Where possible, it is best practice to consider what the employee wants to do.

## **Access**

In accordance with the Equality Act 2010, JHL will ensure that:

- Access arrangements in response to COVID-19 do not directly or indirectly disadvantage staff, tenants, official visitors and customers' safe access to, and egress from, the premises.
- Access arrangements for staff, tenants, official visitors and customers with disabilities to be reviewed to ensure they are COVID Secure – to include scrutiny of modified access/egress points and routes, customer queueing systems and emergency response plans.

## **Incident Procedures**

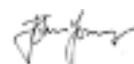
### **Incidents/Accidents**

- Reacting to incidents and accidents in the workplace must be facilitated with consideration for maintaining the health and safety of those involved and those charged with incident and accident response e.g. JHL Management, first-aiders. COVID-19 countermeasures i.e. social distancing and good hygiene must be observed at all times, in so far as is reasonably practicable – with the exception of the application of emergency first aid (see below)

### **First Aid**

- The administering of emergency First Aid should be carried out in accordance with the principles of the Primary Survey: Danger, Response, Airway, Breathing, Circulation. In the first instance, the first aider must protect themselves from harm - in so far as is reasonably practicable. Guidance may be found here: <https://www.sja.org.uk/get-advice/first-aid-advice/covid-19-advice-for-first-aiders/>

**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)		
<b>After Precautions</b>	Exposure to, and spread of, COVID-19 Coronavirus	2	4	8	Medium		
Details of Further Action Required					Review Timescale		
Ensure Employees read the Risk Assessment. (Employee Read Risk Assessment records to be retained in Departmental Risk Assessment File) 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	16/06/2020
Approved by	Shane Delaney	Position	Associate Director – Operations & Services	Signed		Date	17/06/2020

Likelihood	Consequence (Severity)				
	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic
1 Very Unlikely	1	2	3	4	5
2 Unlikely	2	4	6	8	10
3 Fairly Likely	3	6	9	12	15
4 Likely	4	8	12	16	20
5 Very Likely	5	10	15	20	25
Key for Actions					
If a risk falls in one of the RED boxes, notify Operations Management and develop an action plan.					
If a risk falls in one of the AMBER boxes, prompt action required, so far as is reasonably practicable senior manager attention needed. Action plan required.					
If a risk falls in one of the GREEN boxes, further risk reduction may not be feasible or cost effective. Low risk, local manager responsibility, manage by routine procedures					

## Activity/Operation

### COVID-19 – Reopening of Japan House London upon easing of lockdown restrictions

#### 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 Japan House London 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.

JHL's response to COVID-19 is based on the following UK Government background information on epidemiology, virology and clinical features:

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-background-information/wuhan-novel-coronavirus-epidemiology-virology-and-clinical-features>

This Risk Assessment is to determine the impact of COVID-19 upon the reopening of Japan House London's operations and services, upon easing of lockdown restrictions.

Following the lockdown of Japan House London on 20 March 2020, in line with the instructions from the UK Government, JHL will be reopening within parameters and at a date to be set in line with guidance from the UK Government.

To reopen effectively, there are actions that each department will need to carry out in order to maximise visitor engagement and their experience of Japan House within, what may be, very restrictive parameters.

The reopening will be **phased**:

**Phase 1** – Opening of the Ground Floor retail operation. We anticipate having all safety measures, procedures, training and physical interventions in place for an opening on 1 July 2020 (subject to MoFA approval).

**Phase 2** – Opening of the Akira Restaurant, probably with reduced opening hours and days. This is targeted for later in July, subject to Government advice on timing for the reopening of the hospitality sector.

**Phase 3** – Opening of the Lower Ground Floor with a new exhibition in the Gallery and the reintroduction of live events. Due to the disruption of the international touring programme, we are now planning for the first exhibition to open in September.

This risk assessment should be used in conjunction with **JHL’s COVID-19 Re-mobilization Safety Plan** – available from the Associate Director – Operations & Services and the Operations Manager.

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, official visitors or customers.

By consulting and involving people in steps we are taking to manage the risk of COVID-19 in the workplace we can:

- Explain the changes we are planning to work safely.
- Make sure changes will work and hear employees’ and tenants’ ideas.
- Continue to operate the business safely during the outbreak.

We will share the results of our risk assessment with our workforce. We will also publish the results on our website (the government expects all employers with over 50 workers to do so).

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)						
<b>Before Precautions</b>	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)	4	5	20	High						

# Risk Controls & Precautions

## General Precautions

### — Symptoms of Covid-19 —

- If you experience a fever of over 37.8OC - or display any other symptoms associated with COVID-19 – you are not to travel to the office under any circumstances.
- If anyone becomes unwell with a new continuous cough or a high temperature in the workplace - 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 office under any circumstances.
- Line managers will maintain regular remote contact with staff members during this time.
- 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.
- Guidance on what to do in the event of developing symptoms when living with other people can be found using the following link: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/874011/Stay\\_at\\_home\\_guidance\\_diagram.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/874011/Stay_at_home_guidance_diagram.pdf)

### — 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/>.
- Staff to be encouraged to protect the skin by applying emollient cream regularly: <https://www.nhs.uk/conditions/emollients/>.
- Hand sanitisers with minimum 60% alcohol content to be available in any area where hand washing facilities not readily available.
- Employees to be instructed to avoid touching their noses or mouths. Tissues should be used for coughs and sneezes and these must be disposed of after use.

## – Social Distancing –

- Ensuring active reduction in the number of persons in any work area - to comply with the 2-metre gap recommended by Public Health England: <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>
- Engage separate customers access and egress doors and routes to be observed - with floor markings to show a one-way system.
- Layout changes to be made to maximise the amount of space between people when browsing or shopping.
- Redesigning processes to ensure social distancing is integrated.
- The number of customers permitted in the premises has been restricted to permit social distancing. This will limit the maximum occupancy to 50 customers at a time although, initially For Phase 1, this will be limited to no more than 20 customers on the Ground floor (+ staff)– using an entrance/exit clicker for accuracy.
- Implementing signage or posters requiring 2 metres distancing.
- Signage reinforcing this will be placed at access points and at strategic points throughout the premises.
- Floor markings/bollards will demarcate required social distancing – including walkways/aisles e.g. footprints, hexagons, Tensa-barriers.
- Applying markers outside to show the 2 metres distance to be maintained in the queue.
- Employees to be instructed to remind customers of the requirement to maintain social distancing if they get too close.
- To manage this, a Greeter will be stationed at the entrance to control queuing customers and the customers entering the centre.
- At the customer facing counters including the tills and customer service desks protective acrylic screens are to be erected and signage to be in place - indicating where the customer must wait and stand whilst being served to maintain a safe distance.
- The till queue will be controlled by an employee who instructs customers which till to go to when safe to do so.
- Only one customer per family group will be permitted to stay at the till whilst being served.
- Till operators will be instructed on how to serve the customer and process their transaction - whilst maintaining a safe social distance.
- Social distancing measures in place in the Goods In department and at the back door to include signage to remind delivery drivers about maintaining the 2 metres social distance. Usual practices for the off-loading of delivery vehicles and signing of delivery paperwork will be amended to allow for social distancing. All relevant employees will receive training on this.
- Replenishment of stock is completed before or after closing times wherever possible.
- Employees tasks have been amended so that they can work alone where possible. Only one till operator is permitted at the till point.
- When employees and contractors must work together – ensure social distancing is maintained in so far is as reasonably

practicable

- Employees to be encouraged to work in the same partnership where possible to reduce number of people each person has contact with.
- Taking steps to review work schedules including start and finish times/shift patterns to reduce number of workers on site at any one time.
- Ensuring sufficient rest breaks for staff.
- Social distancing also to be adhered to in break rooms and smoking areas.

#### – Products –

- To prevent the transmission of COVID-19 via cash, vouchers or other forms of payment which require the till operator to touch - only card payments via the chip and pin unit or contactless or Apple/Android Pay will be accepted at the till.
- Products returned by customers for refunds or exchanges will not be put back on sale immediately. These products will be quarantined for 72 hours and sanitised before they are returned to the shop floor.
- Products on display will be reduced and measures put in place to shield products from touching where possible.
- Signage asking customers not to touch products that they do not wish to purchase to be displayed throughout the retail area
- Sanitising products to be available to use on equipment used by employees and customers.

#### – Training –

- All employees 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.

#### – Vulnerable Employees –

- Identify employees who may be vulnerable:
  - **Clinically extremely vulnerable employees** are those with pre-existing medical conditions e.g. cancer, severe respiratory conditions, solid organ transplant recipients. See link below:  
<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>
  - **Vulnerable are employees** in good health but who may have weakened immune systems e.g. are over 70, are pregnant.
- People in the clinically extremely vulnerable group should have been contacted by their GP.
- Employees who have been identified as clinically extremely vulnerable will not be recalled to the workplace and will undergo shielding.
- Other employees identified as vulnerable are to work from home where possible. If working from home is not possible, they will

be employed in low risk work environments and will be instructed to take extra care in exercising social distancing.

- Ensure new employees are screened to determine if they are vulnerable in either category.

#### – Mental Health –

- Management will promote mental health and wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help.
- Ensure there is provision for supporting employees with increased levels of anxiety in the pandemic – or who have suffered personal loss as a result of it.
- Details of the Japan H.L. Limited Employee Assistance Programme provided by the Vita Health Group can be found [here](#). Alternatively, you can contact them via the following details:
  - Online: [www.my-eap.com](http://www.my-eap.com) Username: **Japanwell**
  - Tel: 0800 111 6387
  - From abroad: +44 845 330 5132

The EAP includes a free-phone, confidential and unlimited helpline service, available 24 hours a day, 7 days a week, 365 days a year. Calls are answered by accredited counsellors or information specialists' dependent on whether the need is for emotional or practical support.

## Cleaning

#### – Cleaning Regime –

- Organise a deep clean of the premises prior to reopening to the public.
- 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.
- Cleaning staff presence to be stepped up to offer appropriate cover throughout opening hours.
- To help prevent the transmission of the virus appropriate cleaning and sanitising products are always available for cleaning equipment, fixtures and fittings that employees and customers may have need to touch.
- Chip and pin units are wiped with sanitiser after use.
- Till/iPad screens are cleaned before and after each shift and when there is a change in operator.
- 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 you wear an appropriate face covering whilst in the premises (each member of staff will be provided with a minimum of 5 re-usable face coverings which cannot be worn more than 1 day without washing).

### **– Wearing of Gloves –**

- Where a risk assessment identifies wearing of gloves as a requirement of the job, an adequate supply of suitable nitrile disposable gloves will be provided by the employer. Wearing gloves unnecessarily can lead to further spread of the virus.
- Staff will be instructed on how to remove gloves carefully to reduce contamination - and how to dispose of them safely.
- Hands should be washed before putting on gloves and after removing them.

## **Someone in the workplace 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.
- 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:

[https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance?utm\\_source=f839a457-fe34-404d-a1be-4bcc989331ae&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate](https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance?utm_source=f839a457-fe34-404d-a1be-4bcc989331ae&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate)

- 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 [www.nhs.uk/coronavirus](http://www.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.

## **Equality**

JHL has a legal obligation under the Equality Act 2010 to:

- ensure the decisions made in response to COVID-19 do not directly or indirectly discriminate against employees with protected characteristics i.e. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race religion or belief, sex or sexual orientation.
- Ensure an equality action plan is produced, or an existing plan augmented – to facilitate quick and positive responses to new challenges presented by COVID-19.
- Set up working options in a way that does not disadvantage workers with different protected characteristics, such as those in particular age groups, disabled employees, women or pregnant workers.

Description of Hazards		Likelihood	Consequence	Risk Factor	Risk (after precautions)	
<b>After Access</b> Consider ways disabled people can work from home, either in their current or a different role, or work making reasonable adjustments. Where possible, it is best practice to consider what the employee wants. In accordance with the Equality Act 2010, JHL will ensure that: • Access arrangements in response to COVID-19 do not directly or indirectly disadvantage staff, tenants.	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 the individuals they encounter, or contamination left by them)	2	4	8	Medium	
	<b>Details of Further Action Required</b>					<b>Review Timescale</b>
Ensure Employees read the Risk Assessment (Employee Read Risk Assessment records to be retained in Departmental Risk Assessment File) Re-assess the activity if an accident, near miss or change in operation takes place.					Monthly	
<b>Ir</b> <b>Ir</b>	<b>Assessed by</b> John Young	Position	Health & Safety Consultant	Signed		Date 16/06/2020
	<b>Approved by</b> Shane Delaney	Position	Associate Director Operations & Services	Signed		Date 17/06/2020

## First Aid

- The administering of emergency First Aid should be carried out in accordance with the principles of the Primary Survey: Danger, Response, Airway, Breathing, Circulation. In the first instance, the first aider must protect themselves from harm - in so far as is reasonably practicable. Guidance may be found here: <https://www.sja.org.uk/get-advice/first-aid-advice/covid-19-advice-for-first-aiders/>

**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)		
<b>After Precautions</b>	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)	2	4	8	Medium		
Details of Further Action Required					Review Timescale		
Ensure Employees read the Risk Assessment. (Employee Read Risk Assessment records to be retained in Departmental Risk Assessment File) 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	16/06/2020
Approved by	Shane Delaney	Position	Associate Director – Operations & Services	Signed		Date	17/06/2020

Likelihood	Consequence (Severity)				
	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic
1 Very Unlikely	1	2	3	4	5
2 Unlikely	2	4	6	8	10
3 Fairly Likely	3	6	9	12	15
4 Likely	4	8	12	16	20
5 Very Likely	5	10	15	20	25
Key for Actions					
If a risk falls in one of the RED boxes, notify Operations Management and develop an action plan.					
If a risk falls in one of the AMBER boxes, prompt action required, so far as is reasonably practicable senior manager attention needed. Action plan required.					
If a risk falls in one of the GREEN boxes, further risk reduction may not be feasible or cost effective. Low risk, local manager responsibility, manage by routine procedures					