

RISK ASSESSMENT

Activity/Operation												
COVID-19 – General precautions in the workplace (employees, tenants, official guests and contractors)												
Description of Activities												
<p>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.</p> <p>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.</p> <p>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</p> <p>This Risk Assessment focusses on general control measures and precautions that must be observed across all areas of the business.</p> <p>To ensure currency - it is vital to keep up to date with UK Government advice to workplaces in this fast-changing situation.</p> <p>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 guests.</p> <p>By consulting and involving people in steps we are taking to manage the risk of coronavirus in the workplace we can:</p> <ul style="list-style-type: none"> ▪ 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. <p>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).</p>												
Who is affected by this operation?												
Employees	x	Contractors	x	Public	x	Tenants	x	Young people	x	Pregnancy	x	
Description of hazards						Likelihood	Consequences	Risk Factor	Risk (before 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												
<ul style="list-style-type: none"> ▪ If you experience a fever of over 37.8°C - or display any other symptoms associated with COVID-19 – you must not attend site until you receive a negative PCR Test. ▪ We are requesting that all members of staff that wish to work from site should take a Lateral Flow Test. Full-time members of staff to carry out a test on Mondays & Thursdays. Part time staff to carry out a test on the days you wish to work from site, but no more than 2 in a week. ▪ If anyone becomes unwell with a new continuous cough or a high temperature in the workplace - they will be sent home and advised to take a PCR test, and work from home until a negative result has been received. ▪ 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 and work from home if your role permits it unless you are under 18 and 6 months, fully vaccinated or otherwise exempt. ▪ 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 workplace 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												
<ul style="list-style-type: none"> ▪ 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/. 												

RISK ASSESSMENT

- 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.

Training

- All employees will be issued with a copy of 'Reducing the Spread of Respiratory Infections in the Workplace'. 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.
- 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 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.

Face Coverings

- Face coverings are recommended 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).
- Face coverings must be used safely. This will require workers to:
 - Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and before and after removing it
 - When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands
 - Change your face covering if it becomes damp or if you've touched it
 - Continue to wash your hands regularly
 - Change and wash your face covering daily
 - Wash the face covering in line with manufacturer's instructions

Offices

Working from Home and Working in the Office

RISK ASSESSMENT

- We have moved from working from home to hybrid working, staff are now required to book a desk before traveling to site. Dedicated desks have been allocated to permanent members of staff.

Office Environment

- Ensure office equipment, including shared keyboards, phones, headsets, photocopy keypads and other touch points are cleaned after use. We will provide wipes for each hot desk, so the user can clean after each use.
- Ensure you keep the appropriate distance when talking to a colleague.
- Ensure that you wash hands thoroughly with an antibacterial product when entering and leaving the office.

Ventilation

We have installed Air Purifiers in all communal areas (Offices, corridors, and meeting rooms) Ventilation into the building should be optimised to ensure a fresh air supply is provided to all areas of the facility and increased wherever possible.

- Ensure office spaces are provided with adequate ventilation in so far as is reasonably practicable – providing an adequate supply of fresh air, taking potentially infected air away from people and transferring it to somewhere where the virus will not do harm.
- Increase the existing ventilation rate by adjusting the fan speed.
- Ensure the ventilation system is fully operational when there are people in the building.
- Monitor and manage ventilation system filters in accordance with manufacturer instructions (and supplementary COVID-19 manufacturer advice, if available).
- To aid ventilation, office/workroom doors should 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.
- Use pedestal fans or desk fans to improve air circulation, provided there is good ventilation.

The Shop

Managing Contact

To minimise the contact from guests to the Ground Floor retail area.

- Encourage guests to use hand sanitiser as they enter the premises to reduce the risk of transmission by touching products while browsing.
- Remind guests who are accompanied by children that they are responsible for always supervising them.
- Ensure any changes to entrances, exits and queue management consider reasonable adjustments for those who need them, including disabled shoppers. For example, maintaining pedestrian and parking access for disabled guests.
- Work with the local authority and/or landlord to consider the impact of the queueing process on public spaces e.g., the Kensington High Street frontage.
- Establish clearly designated positions from which colleagues can provide advice or assistance to guests.

Face Coverings

- Face coverings are encouraged.
- Staff are recommended to wear an appropriate face covering whilst on the premises (each member of staff will be provided with a minimum of 5 reusable face coverings – which cannot be worn more than one day without washing).
- Guests are permitted to remove face coverings for the purposes of identification or when speaking with people who rely on lip reading, facial expressions, and clear sound for communication.
- No one should be denied entry if they are not wearing a mask. JHL is not required to provide face coverings for their guests.

Providing Guidance

- Provide clear guidance on hygiene to people on arrival using signage and visual aids.
- Provide written or spoken communication of the latest guidelines to both workers and guests inside and outside the store. Display posters or information setting out how clients should behave on the premises to keep everyone safe. Consider the needs of those with protected characteristics, such as those who are hearing or visually impaired.
- Ensure the latest guidelines are visible in selling and non-selling areas.
- Ensure information provided to guests, such as advice on the location or size of queues, does not compromise their safety.

Customer Toilets

- Customer toilets will remain open.

Security

- Ensure there are enough appropriately trained staff to keep people safe, having dedicated staff to encourage social distancing and manage security.

Travel

Travelling to and from Work

- Hybrid working is live to cater for traveling at less busy times.

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

- Inform all relevant workers and other relevant parties that a staff member (or customer) has tested positive or has come into 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.
- Any member of staff who has been in contact with someone who has tested positive with COVID-19 they must receive a negative PCR test before returning to work.
- Initiate a deep-clean of the workplace – targeting the areas of likely contamination.

RISK ASSESSMENT

- 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.

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 guests and guests' safe access to, and egress from, the premises.
- Access arrangements for staff, tenants, official guests, and guests with disabilities to be reviewed to ensure they are COVID Secure – to include scrutiny of modified access/egress points and routes, customer queuing 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., good hygiene must always be observed, 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	Consequences	Risk Factor	Risk (after precautions)
After Precautions	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	07/08/20
--------------------	------------	-----------------	----------------------------	---------------	---	-------------	----------

RISK ASSESSMENT

Approved by	Shane Delaney	Position	Associate Director – Operations & Services	Signed		Date	12/08/2020
--------------------	---------------	-----------------	--	---------------	--	-------------	------------

Reviewed by	Daniel May	Position	Head of Building Services	Signed		Date	09/09/2021
--------------------	------------	-----------------	---------------------------	---------------	--	-------------	------------

Approved by	Shane Delaney	Position	Associate Director – Operations & Services	Signed		Date	10/09/2021
--------------------	---------------	-----------------	--	---------------	--	-------------	------------

Reviewed by	Shane Delaney	Position	Associate Director – Operations & Services	Signed		Date	26/05/2021
--------------------	---------------	-----------------	--	---------------	--	-------------	------------

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