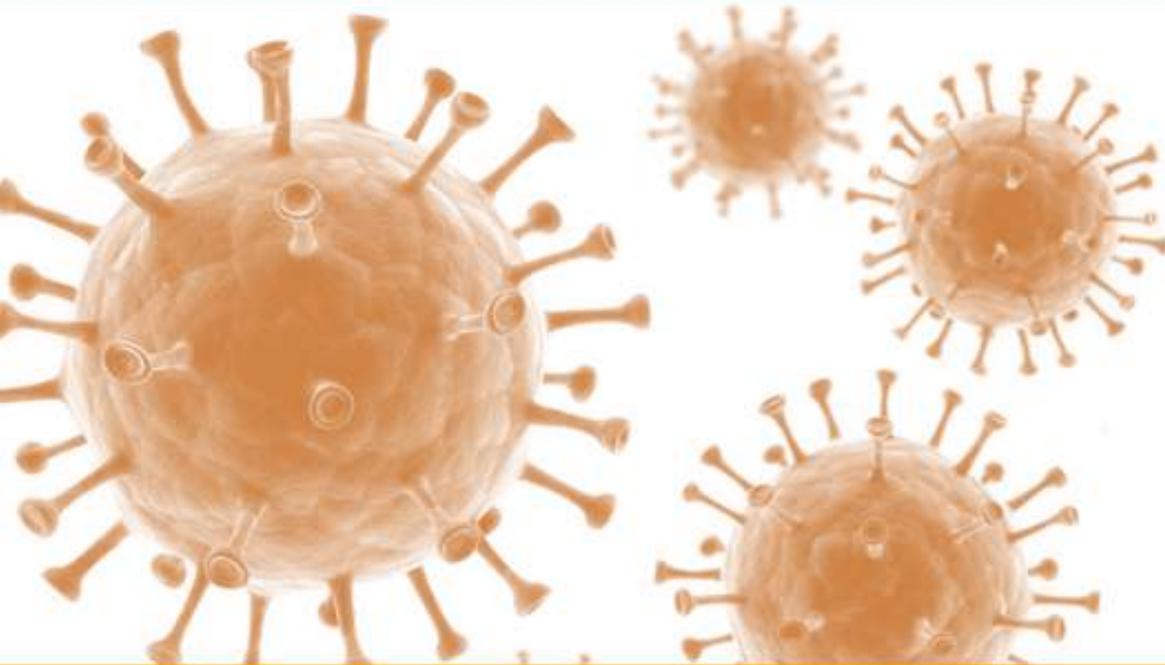




# COVID-19 Risk Assessment Self-Assessment Report



Four Seasons  
Shopping Centre  
Mansfield  
Four Seasons Shopping  
Centre



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# 1. Background

## Overview

COVID-19 is a coronavirus that has had a significant impact on the global and national economy. As part of the drive to get businesses operating safely again, there are general obligations on employers under the Health & Safety at Work Act 1974 to ensure the safety of their employees and those who can be impacted by their undertakings. As part of the safe remobilising of workplaces, it is important that risk assessments are completed to ensure appropriate control measures are in place to minimise risk to employees and those impacted by undertakings.

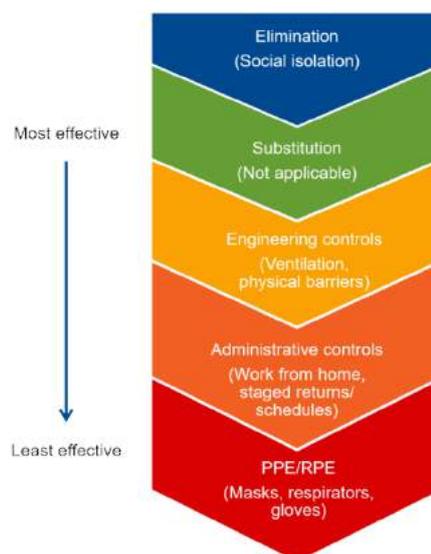
Controlling the transmission and spread of COVID-19 is a key social and reputational risk item and it is important that appropriate measures are put in place to reduce the likelihood of spread.

This risk assessment is aligned with up-to-date guidance at the time of the assessment and fulfils the general obligation to assess risk under the Management of Health and Safety at Work Regulations 1999. It also considers information published by professional bodies relating to specific risk items.

Whilst the requirements to risk assessment are key, they do not supercede other general and specific legal requirements relating to health & safety.

Where guidance is changed and amended this risk assessment will need to be reviewed in line with updated guidance. Where possible, the client must review amended guidance and consider whether the control measures identified within this document are still valid.

Social distancing, keeping more than 2m away from others not in your household, is identified as being integral in the reduction of spread of COVID-19 and should be applied wherever possible in the workplace. It is important that where it is not possible to apply the principles of social distancing, the hierarchy of controls is applied, which is summarised below (with Elimination being the most favourable control and PPE being a last option if all others are not possible):



Where independent trade bodies and unions have identified specialist measures to control the spread of COVID-19 within the workplace, these guidelines should be followed where possible.



## Managing Risk

Everyone needs to assess and manage the risks of COVID-19. As an employer, you also have a legal responsibility to protect workers and others from risk to their health and safety. This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19.

You must make sure that the risk assessment for your business addresses the risks of COVID-19, using this guidance to inform your decisions and control measures. A risk assessment is not about creating huge amounts of paperwork, but rather about identifying sensible measures to control the risks in your workplace. If you have fewer than 5 workers, or are self-employed, you don't have to write anything down as part of your risk assessment. Your risk assessment will help you decide whether you have done everything you need to. There are interactive tools available to support you from the Health and Safety Executive (HSE).

Employers have a duty to consult their people on health and safety. You can do this by listening and talking to them about the work and how you will manage risks from COVID-19. The people who do the work are often the best people to understand the risks in the workplace and will have a view on how to work safely. Involving them in making decisions shows that you take their health and safety seriously. You must consult with the health and safety representative selected by a recognised trade union or, if there isn't one, a representative chosen by workers. As an employer, you cannot decide who the representative will be.

At its most effective, full involvement of your workers creates a culture where relationships between employers and workers are based on collaboration, trust and joint problem solving. As is normal practice, workers should be involved in assessing workplace risks and the development and review of workplace health and safety policies in partnership with the employer.

Employers and workers should always come together to resolve issues. If concerns still cannot be resolved, see below for further steps you can take.

Where the enforcing authority, such as the HSE or your local authority, identifies employers who are not taking action to comply with the relevant public health legislation and guidance to control public health risks, they will consider taking a range of actions to improve control of workplace risks. For example, this would cover employers not taking appropriate action to socially distance, where possible. The actions the HSE can take include the provision of specific advice to employers through to issuing enforcement notices to help secure improvements.



Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. Employers must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected.

In the context of COVID-19 this means working through these steps in order:

- In every workplace, increasing the frequency of handwashing and surface cleaning.
- Businesses and workplaces should make every reasonable effort to enable working from home as a first option. Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible).
- Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.
- Further mitigating actions include:
  - increasing the frequency of hand washing and surface cleaning
  - keeping the activity time involved as short as possible
  - using screens or barriers to separate people from each other
  - using back-to-back or side-to-side working (rather than face-to-face) whenever possible
  - reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others)
- Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.

In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.

The recommendations in the rest of this document are ones you should consider as you go through this process. You could also consider any advice that has been produced specifically for your sector, for example by trade associations or trades unions.

If you are currently operating, you are likely to have gone through a lot of this thinking already. We recommend that you use this document to identify any further improvements you should make.

## Sharing your risk assessment

You should share the results of your risk assessment with your workforce. If possible, you should consider publishing it on your website (and we would expect all businesses with over 50 employees to do so).

At the back of this document you will find a notice you should display in your workplace to show you have followed this guidance.



## 2. Site and Survey Information

### Report Information

Scope of Survey:	Risk Assessment survey to identify hazards, assess risks and recommend risk controls to comply with the requirements of current health & safety legislation and Codes of Practice in relation to measures to control the spread of COVID-19. The survey covers areas under the responsibility of the client and as based upon relevant guidance provided by Public Health England at the time of the survey. Where the site is not in England, the information is based upon health guidelines identified within the country that the building is based in.
Limitations / Exclusions:	<ul style="list-style-type: none"><li>• Survey findings based on best practice guidelines relating to controlling the spread of COVID-19</li><li>• As there is no current prescriptive guidance relating to many items included within this risk assessment, the content of this report should not be considered exhaustive and additional considerations may need to be applied to specific risk environments associated with specific working environments</li><li>• Document is based upon information available to the consultant during the site visit</li><li>• Restricted to areas under the control of the client. This assessment does not extend to areas outside of the control of the client unless there are specific requirements to co-operate and co-ordinate with third parties and other relevant stakeholders</li><li>• It is the responsibility of the client to implement control measures associated within this document and S<sub>2</sub> Partnership does not accept responsibility for the implementation of such measures</li></ul>

### Site Survey Information

Company:	<b>JLL</b>
Site name and address:	<b>Four Seasons Shopping Centre Mansfield</b> Four Seasons Shopping Centre Mansfield NG18 1SU
Person responsible for safety:	Ben Tolhurst
Appointed person for health & safety on site:	Site Facilities Manager

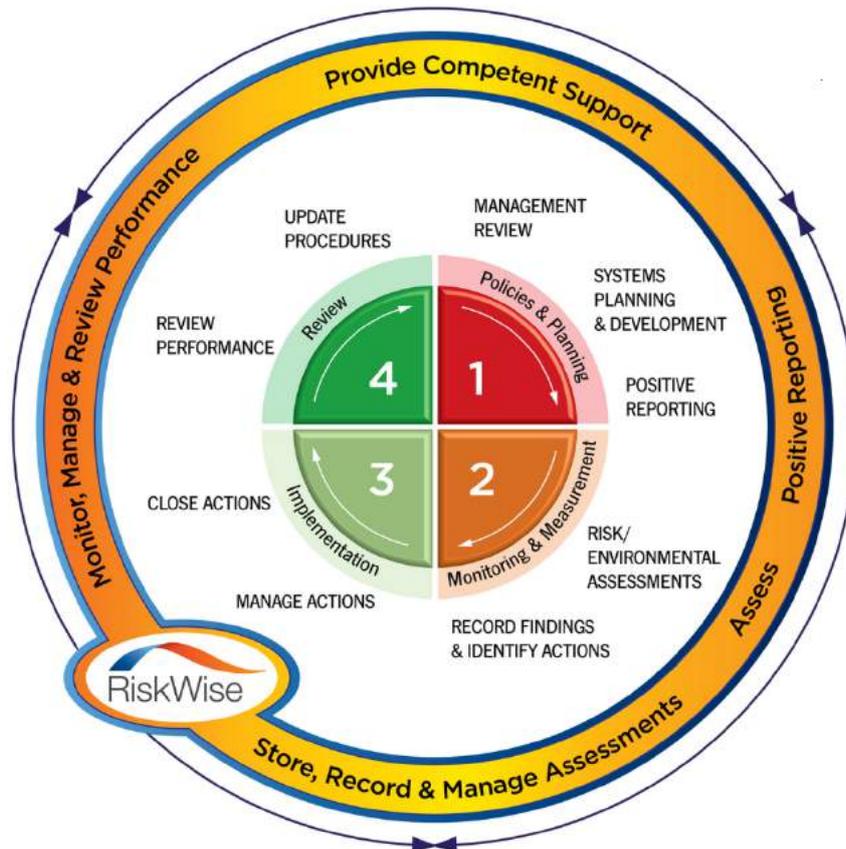


### 3. General Health & Safety Risk Assessments

#### Introduction

The assessment of safety risk is an essential component of any Health & Safety Policy. The process serves to identify and control the safety risks that are present in premises for which the client is responsible. It is a legal requirement under Health & Safety Management Regulations for an employer or person in control of premises to carry out risk assessments.

Risk Assessments form one part only of a successful safety risk management system, which can be represented as follows:



The Risk Assessments in this document fall into the lower right hand quadrant of the diagram and reflect the significant hazards associated with the operation of this site.



## Explanation of the Sections within the Assessment Tables:

Each risk assessment table includes the following sections:

- **Subject** - a brief definition of the safety hazard subject
- **Controls in Place** – a list of what controls are in place to control the hazard subject
- **Missing Controls / Problem** – an explanation of any missing controls or safety problems identified during the risk survey, including thumbnail photographs where they help to clarify the problem
- **Further Action Required** – the individual actions that should be taken to control the hazards and put right the things that are wrong
- **Risk Priority** – the assessor's opinion of how urgent is the action that should be taken to reduce risk to a tolerable level. This is based on the current level of safety risk calculated from the Risk Level Indicator on the next page, and summarized at the foot of the table
- **Notes / Comments** – Further explanations, notes and comments relating to the hazards and risk actions are recorded here.

## Other Notes

- Aside from routine review, risk assessments will need to be carried out again whenever something significant changes on site, for example, health & safety guidance, a refurbishment of all or part of the property, new piece of hazardous machinery, or changed contractors.
- Further information about safety controls and company standards may be found in JLL Health & Safety Policy. It sets down how the company manages health and safety in sites under their control. This information is held electronically in the RiskWise web-tool under the property's Documents Library feature.
- Guidance within the UK is given related to COVID-19 by Public Health England or the Scottish, Welsh or Northern Irish equivalent Public health authority. As this document is produced at a point in time, guidance can evolve and change and therefore it is important that the document is reviewed in line with amended guidance from the local health authority.



## Risk Level Indicator

The S<sub>2</sub> Partnership assesses safety risks by considering first the possible outcome and then the likelihood of it happening, taking account of existing controls that are in place.

The following matrix indicates how this assessment is made:

		First: Transmission Severity		
		Extremely Harmful	Harmful	Slightly Harmful
Then: Likelihood				
Likely		INTOLERABLE	SUBSTANTIAL	MODERATE
Unlikely		SUBSTANTIAL	MODERATE	TOLERABLE
Highly Unlikely		MODERATE	TOLERABLE	(TRIVIAL)

We then decide whether you need to take further action to control the risk and, if so, how promptly you need to take it.

INTOLERABLE	SUBSTANTIAL	MODERATE	TOLERABLE
<ul style="list-style-type: none"> <li>Work should not be started or continued until the risk has been reduced</li> <li>If it is not possible to reduce the risk even with unlimited resources then work must be prohibited</li> <li>Failure to control the transmission of COVID-19 would put people in high risk categories at risk of infection</li> </ul>	<ul style="list-style-type: none"> <li>Work should not be started until the risk has been reduced.</li> <li>Considerable resources may have to be allocated to reduce the risk.</li> <li>Where the risk involves work in progress urgent action should be taken</li> <li>Failure to control the transmission of COVID-19 would put people at risk of infection</li> </ul>	<ul style="list-style-type: none"> <li>Effort is required to reduce the risk</li> <li>Cost of control should be measured and limited.</li> <li>Risk control measures should be implemented within a set time scale</li> <li>Think again about the likelihood if a moderate risk is associated with extremely harmful consequences</li> <li>Failure to control the transmission of COVID-19 may put people at risk of infection</li> </ul>	<ul style="list-style-type: none"> <li>The risk is under control, although there may be "best-practice" improvements that could be considered</li> <li>Regular monitoring of existing controls is essential</li> <li>Measures implemented minimise the risk of infection, but must be put under regular monitoring</li> </ul>
Immediate	Within Days	Within Weeks	Within Months

In most cases the risks arising from a hazard will be brought to the Tolerable or Trivial level by the application of all the suggested controls.

In some cases, items identified within the report will need to be addressed in shorter timeframes than identified in the above table. These risk ratings and required completion dates are indicative and, in some cases, will need to be addressed in shorter timeframes.



## Persons Affected

On this site, the following is a general summary of the work activities that take place and the persons who could be affected by them. It should be noted that this is not an exhaustive list, and some may fall under the responsibility of other parties.

### General Work Activities:

- Administrative Functions
- Security
- Cleaning
- Maintenance

### Persons Like to be Affected

- Staff
- Contractors
- Visitors / Members of the Public
- Other parties working in the demised area



COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
<b>Illness Control</b>				
Have people who have symptoms of COVID-19 been instructed to stay away from the building?	Yes	All contracted staff who returned to work have been provided with a briefing document that addressed this requirement		
Have instructions been provided to staff about self-isolation for both them and their household if they do have symptoms?	Yes			
Where staff attend the workplace is a log of attendance kept?	Yes	Both JLL and contracted site personnel have rotas in place. Also Interserve have an automated logging system in place.		
<b>Clinically Vulnerable Employees</b>				
Where employees have been identified as being in a clinically extremely vulnerable category, are they able to work from home and continue the practice of 'shielding' as defined by the Government?	Not Applicable	No clinically extremely vulnerable site personnel are employed on site		
Where clinically vulnerable employees must travel to work, have individual risk assessments been completed for them and communicated?	No - Not produced or communicated	Queried if JLL individual risk assessments however no response given FW Managed Services COVID-19 Taskforce 5th January Lockdown Update.msg	Any individual risk assessments for staff who are clinically vulnerable must be completed and then communicated with them, with appropriate training provided where required.  This must be completed prior to the employee returning to the workplace	B - Substantial Risk

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
JLL	Four Seasons Shopping Centre Mansfield, Four Seasons Shopping Centre		2021-02-25	



COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Have reasonable adjustments been made for any employees who have disabilities or may be expectant mothers?	Not Applicable			
Employees who might be negatively impacted by implemented steps have been considered?	Yes	All individual needs for employees have been considered		
Travel to Work				
Flexible working arrangements implemented?	Yes	Flexible working arrangements have been implemented. Only one JLL employee on site at a time, with home working for the other two not scheduled to work on site (where applicable). Childcare arrangements have been considered with flexible working applied. Reduced staffing levels on site appropriate to footfall demands during lockdowns. Security supervisors operate an alternate one week on one week offer pattern. Cleaning Manager on part furlough in lockdown period and is assigned to working bubble with site Operations Manager		

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
JLL	Four Seasons Shopping Centre Mansfield, Four Seasons Shopping Centre		2021-02-25	



COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Staff encouraged to work from home on a flexible basis where possible?	Yes	Flexible working arrangements have been implemented. Only one JLL employee on site at a time, with home working for the other two not scheduled to work on site (where applicable). Childcare arrangements have been considered with flexible working applied (weekend working to allow time off through the week)		
Staff encouraged to travel to work outside of peak times?	No - Staff travelling to work outside peak times not possible.	Majority of site based staff live close to site with working patterns dictated by centre opening hours	If staff cannot travel to work outside of peak times, they should be advised to avoid the use of public transport wherever possible and following the government guidelines relating to social distancing and the safe use of face coverings where relevant.	C - Moderate Risk
Guidance relating to safely travelling to work provided to staff?	Not Applicable	Limited staff utilise public transport. No JLL staff utilise public transport. Training courses/meetings delivered on line therefore no requirement to travel beyond working at site		
Consideration given to increasing provision available for parking on site?	Not Applicable	Ample parking on site for centre personnel		
<b>Access Arrangements</b>				

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
JLL	Four Seasons Shopping Centre Mansfield, Four Seasons Shopping Centre		2021-02-25	



COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Pedestrian waiting areas outside of the building clearly identified with social distancing markers, which does not obstruct either pedestrian or vehicular access routes?	Yes	Social distancing markers external to the centre entrances are in place. Centre and adjacent car park open 30 mins prior to stores opening for public access (except the car park on Sundays), which reduces external queueing to the centre. Public entrances are located in pedestrianised zones		
Where there are pedestrian waiting areas outside of the building, have measures been considered to protect those waiting?	Not Applicable	Public entrances to the centre are located in pedestrianised zones		
Entrance doors set to open automatically or without needing to touch them where possible?	Yes	Entrances/exits are automatic doors (except West mall entrance RHS which is permanently held open. During warmer weather the automatic doors are set to hold open. During lockdown, the centre utilises one door per exit (East mall entrance is an automatic door with the West mall door being manual but permanently held open)		

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
JLL	Four Seasons Shopping Centre Mansfield, Four Seasons Shopping Centre		2021-02-25	



COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Maximum number of persons within workplace identified, where possible?	Yes	During essential retail opening during lockdown periods. A figure is generated in line with the revised risk assessment (Approved by S2 - Third party H&S consultant) based upon fire exit capacity available. Outside of this period the JLL Occupancy calculator is utilised. The 'Occupancy Alert' system from Springboard has been installed on site, which provides live occupancy data in addition to sending an alert email to Duty Managers when 80% (and beyond) of the occupancy figure is reached. This alert is used as a trigger for the DM's to dynamically assess the capacity on site and determine whether capacity management procedures should be initiated. Pro-active visual assessment also takes place through patrols of both security, Social Distancing Champions and CCTV controller		

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
JLL	Four Seasons Shopping Centre Mansfield, Four Seasons Shopping Centre		2021-02-25	



COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Number of entrances controlled to prevent overcrowding?	Yes - Number of entrances and access controlled	During essential retail opening during lockdown periods. A figure is generated in line with the revised risk assessment (Approved by S2 - Third party H&S consultant) based upon fire exit capacity available. Outside of this period the JLL Occupancy calculator is utilised. The 'Occupancy Alert' system from Springboard has been installed on site, which provides live occupancy data in addition to sending an alert email to Duty Managers when 80% (and beyond) of the occupancy figure is reached. This alert is used as a trigger for the DM's to dynamically assess the capacity on site and determine whether capacity management procedures should be initiated. Pro-active visual assessment also takes place through patrols of both security, Social Distancing Champions and CCTV controller		
Additional cycle storage provided?	Yes	Capacity currently ample and can be increased if demand requires		

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
JLL	Four Seasons Shopping Centre Mansfield, Four Seasons Shopping Centre		2021-02-25	



COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Have additional storage facilities been provided for workers' clothes and bags?	Not Applicable	Sufficient storage facilities for centre personnel		
Is access to locker rooms or changing facilities regulated?	Yes	Yes - social distancing posters in management suite identify requirement to maintain distance and give way to colleagues in corridors/stairwells. Lockers located in staff welfare facilities - poster/policy indicating only 2 personnel allowed in this area		
Cycle access maintained without contact points where possible?	Yes			
Handwash facilities or hand sanitiser available at all entry and exit points?	Yes	Sanitiser units available at all mall entrances are located in the centre management suite. Revised site safety checklist (modified and utilised from 23rd Feb 2021) documents the procedure of checking the units for operation. Adequate stock levels available.		
<b>Car Parks and Vehicle Access Areas</b>				

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
JLL	Four Seasons Shopping Centre Mansfield, Four Seasons Shopping Centre		2021-02-25	



COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Access to parking areas controlled and restricted to prevent overcrowding where possible?	Yes - Number of entrances and access controlled	Public parking on site is managed by the local authority. Centre personnel/tenant parking on the service road is permit only with swipe cards provide to authorised personnel.		
Contactless payment systems utilised where possible?	Not Applicable	Service road parking is not chargeable - no payments taken		
One-way pedestrian routes and other social distancing measures implemented within car parking areas where possible?	Yes	Parking on the service road (Centre managed demise) is one way.		
Access to loading bay areas restricted to authorised vehicles and personnel only where possible?	Yes - Number of entrances and access controlled	Service road access/egress is controlled via traffic barriers		
Implemented booking system for deliveries to control access to vehicle circulation areas where possible?	Not Applicable	Demand monitored but considered not to be a requirement and therefore not applicable		
Clear instructions provided for vehicles and drivers entering vehicle circulation areas?	Yes	Signage at entrance		
<b>Equipment &amp; Maintenance</b>				

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
JLL	Four Seasons Shopping Centre Mansfield, Four Seasons Shopping Centre			2021-02-25



COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Ventilation levels monitored and increased where possible?	Yes	M&E contractor has been instructed to undertake all measures recommended in CIBSE guidance. AHUs set to guidance levels of operating continuously from 1 hour before occupation and to 1 hour after occupation. Site conducts annual air quality assessment which shows CO2 levels to be approx 500 ppm. This demonstrates good ventilation.		
HVAC (Heating, Ventilation, Air Conditioning) systems avoid the use of recirculating air, where possible?	Not Applicable	Recirculated air not utilised in the centre		
Social Distancing Measures (common areas)				
Extended hours implemented to enable more flexible working arrangements for occupiers?	Yes	24/7 access available for tenants. Public access is restricted to trading times		
Common area furniture removed or made unavailable to discourage congregation?	Yes	Children's rides and customer services desk have been removed from the malls. Although benches are located on the malls they have been taped over to discourage use		

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
JLL	Four Seasons Shopping Centre Mansfield, Four Seasons Shopping Centre			2021-02-25



COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Signage used to direct movement into lanes, if feasible, while maintaining a 2 metre distance?	Yes	Signage and barriers are in use to create one way movement and maintaining social distancing. Revised site safety checklist (modified and utilised on 23rd Feb 2021) documents the procedural check that one way system barriers, signage and floor decals are clear and in place		

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
JLL	Four Seasons Shopping Centre Mansfield, Four Seasons Shopping Centre		2021-02-25	



COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Processes in place to restrict access to prevent overcrowding within common areas?	Yes	During essential retail opening during lockdown periods. A figure is generated in line with the revised risk assessment (Approved by S2 - Third party H&S consultant) based upon fire exit capacity available. Outside of this period the JLL Occupancy calculator is utilised. The 'Occupancy Alert' system from Springboard has been installed on site, which provides live occupancy data in addition to sending an alert email to Duty Managers when 80% (and beyond) of the occupancy figure is reached. This alert is used as a trigger for the DM's to dynamically assess the capacity on site and determine whether capacity management procedures should be initiated. Pro-active visual assessment also takes place through patrols of both security, Social Distancing Champions and CCTV controller		

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
JLL	Four Seasons Shopping Centre Mansfield, Four Seasons Shopping Centre		2021-02-25	



COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Occupiers communicated with to establish safe waiting areas are designated, should their capacity be breached?	Yes	Queuing systems in place for tenants whose in store capacity management creates external queues, which is reviewed on a daily basis by the duty manager. Clarity of queuing systems is also documented on the site safety daily checklist		
One-way access routes set up within entrance areas where possible?	Yes	One way access and exit routes in place for BAU however reduced to one entrance when trading essential retailers only		
One-way access routes set up within circulation areas where possible?	Yes	One way access and exit routes in place for BAU however reduced to one entrance when trading essential retailers only		
One-way access routes set up within stairwells where possible?	Not Applicable	No stairwells with JLL demise other than management suite, where occupancy to staff facilities is restricted		
Mall kiosks or displays are removed to allow more space in mall areas and prevent pinch points?	Yes	Customer services desk and Children's rides have been removed from the malls. Kiosks are fine in current locations with customer flows managed to take these locations into account		

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
JLL	Four Seasons Shopping Centre Mansfield, Four Seasons Shopping Centre		2021-02-25	



COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Floor plans produced identifying access and circulation routes?	Yes	Complete and uploaded to Riskwise		
Pedestrian routes clearly identified and markings provided where appropriate?	Yes	Signage and barriers in place marking one way pedestrian routes		
Maximum numbers identified for lifts?	Not Applicable	Lifts under the control of the local authority		
Appropriate markings identified within lifts?	Not Applicable	Lifts under the control of the local authority		
Are disabled persons still able to access lifts?	Not Applicable	Lifts under the control of the local authority		
Hand sanitizer provided in each lift lobby?	Lift lobbies not in demised area	Lift lobbies under the control of the local authority		
Enable and encourage use of stairs instead of lifts where possible?	Not Applicable	Lifts and stairs in public areas under the control of the local authority		
Automatic door opening devices considered to prevent touch points on handles?	Yes	Automatic doors utilised in public areas		

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
JLL	Four Seasons Shopping Centre Mansfield, Four Seasons Shopping Centre		2021-02-25	



COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Hand sanitiser stations provided within entrance areas and near common touch points?	Yes	In place at all mall entrances and centre management suite. Site safety checklist documents operation of all sanitiser stations		
Installation of barriers or screens considered where social distancing is not possible?	No - considered, but not appropriate	No centre public facing areas on the mall. Security control room has a glazed entrance that allows social distancing. Patrolling personnel on the malls instructed to wear face coverings	Ensure that signage and, if appropriate, markings are installed identifying the requirement to maintain social distancing.	D - Tolerable Risk
<b>Social Distancing (Food Court Areas)</b>				
Communal food court areas closed to prevent congregation of people?	Not Applicable	None under JLL control. BB's operating under own risk assessment. Seating area closed when Tier 3 or higher with kiosk closed during lockdown		
Use of vending machines restricted in areas where hands cannot be washed before and after use?	Yes	Children's rides removed, photo booth taped off to identify non-use		
Canteens and on-site caterers operate take-away services rather than dine-in?	Yes	Not applicable		
<b>Social Distancing Measures (WC areas)</b>				

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
JLL	Four Seasons Shopping Centre Mansfield, Four Seasons Shopping Centre		2021-02-25	



COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Ventilation systems maintained regularly and systems do not reduce levels where there are low occupancy levels?	Yes	M&E contractor has been instructed to check and take action where required (in line with legislation and guidance). Mechanical ventilation only applicable in the management suite 1st floor toilet and staff welfare facilities. Public toilets under control of local authority.		
Doors and windows opened to increase ventilation, where possible?	Yes	Smoke vents can be opened on malls and windows on 1st floor of centre management suite.		
Hot water and soap provided within WC areas and stock levels are checked regularly?	Yes	Soap levels checked daily. Water temperature checks taken monthly and documented (L8 guidance)		
Reduce number of in-use sinks / urinals to encourage social distancing where possible?	No - not possible	Only staff facilities which are single occupancy units - no public toilets		

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
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COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Increased cleaning regimes implemented to WC, baby changing areas and showers, focusing on touch points such as flush handles and taps?	Yes	Cleaning contractors have confirmed they have enhanced specification in place. Consistently scheduled periods for cleaning in malls and management suite. Documented checklist in place for management suite		
Appropriate signage displayed within WC areas?	Yes	No public toilets - only staff toilets - single occupancy with appropriate signage		
Means of drying hands provided - either paper towels or hand dryers?	Yes	Both in place. No reusable towels		
<b>Management Suites / Ops Rooms</b>				

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JLL	Four Seasons Shopping Centre Mansfield, Four Seasons Shopping Centre			2021-02-25



COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Have measures been implemented within management suites or operations rooms to enable workers to practice social distancing?	Yes	JLL guidance issued, all team members (to include service partners) are to wear a face covering in all internal areas of JLL sites, to include offices. The face covering may be removed if you singularly occupy an office but must be worn if sharing an office, or in communal areas to include void units, staff rooms etc.  All site staff to wear face coverings on the malls		
Equipment not shared, or cleaned after each use?	Yes	Staff briefed to clean all radios etc after each use and at shift handovers. Work spaces to be cleaned before and after use. No hot desking or sharing workspaces		
Customer service desks not manned and support provided remotely where possible?	Not Applicable	Customer services desk has been removed from the malls with personnel deployed as Social Distancing Champions		
<b>Contractor Management</b>				

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
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COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Contractor RAMS consider social distancing measures and processes to control infectious disease transmission?	Yes	All contractors have been advised that COVID 19 should be considered within their RAMS and highlighted in the permit to work		
Site arrangements communicated to contractors appropriately prior to attendance (site rules etc)?	Yes	All contractors applying for a site permit are issued with a CHIP pack and all RAMS and permit must include COVID 19 risk and control measures		
Contractor documentation provided electronically where possible?	Yes			
Occupier contractors access regulated?	Yes	All tenant contractors have to sign in with Security Control and works that effect Landlord systems or demise require a permit to work		
Number of contractors accessing building is regulated to prevent overcrowding?	Yes	Via permit to work system. Contractors without a permit are unable to work on Landlord demise		
<b>Co-operation &amp; Co-ordination</b>				

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
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COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Site personnel are notified of arrangements relating to this risk assessment?	Yes	Updated risk assessments are made available to on site contractors.		
Site personnel who need to operate elements of this risk assessment are competent to do so?	Yes	Rebekah O'Neill (Centre Manager) and Martin Moran (Operations Manager) are both NEBOSH level qualified and are responsible for implementing the control measures		
Fire brigade notified of amended processes relating to fire safety (beyond implementing a "scatter" approach once people are outside the building in the event of evacuation)?	Not Applicable	Only significant change is to create a single evacuation meeting point during lockdown where the number of tenants on site is significantly reduced. EHO has been consulted with and has approved the approach taken		
Insurers notified of infectious disease control processes in place within the building?	Yes	Enlivenment pack and Risk assessment issued to Insurers prior to 15th June 2020		

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COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Occupiers notified of measures implemented within the building?	Yes	JLL occupiers pack sent out to all and memos re: other arrangements. Enlivenment pack also circulated to tenants 1st June 2020 covering all arrangements to be implemented.		
Amended emergency procedures shared and aligned between occupiers and managers?	Not Applicable	Other than revised evacuation point during lockdown periods, no changes to procedures have occurred		
Signage & Communication				
Signage provided at the entrance to accessible areas, identifying measures implemented and is prominently displayed?	Yes	Signage in place and daily check documented in site safety checklist		
Public address systems utilised where present to communicate measures regularly if appropriate?	Yes	COVID 19 specific scripts have been recorded and are playing in the centre		
Have measures that discourage people to raise their voices been implemented?	Yes	Daily check (logged on site safety checklist) to ensure music levels are at an adequate level		
Cleaning Regimes				

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
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COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Increased cleaning regimes implemented?	Yes	Cleaning contractor has committed to increased touch point cleaning specification which is monitored through completion of a daily task sheet		
Anti-bacterial products utilised for cleaning?	Yes			
Additional cleaning completed on touch points, such as buttons, access control systems and door handles?	Yes	Cleaning contractor has committed to increased touch point cleaning specification which is monitored through completion of a daily task sheet		
Cleaning times recorded?	Yes	Cleaning contractor has committed to increased touch point cleaning specification which is monitored through completion of a daily task sheet. Specific schedules created for cleaning areas of site i.e. centre management suite		

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COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Additional waste bins provided and collected more frequently?	Yes	PPE waste double bagged, tagged and quarantined for 72 hours before being put in general waste. Tenants also advised of this protocol. Waste collection frequencies monitored but currently considered sufficient to meet centre demands		
<b>Personal Protective Equipment</b>				
Face coverings worn on site where site-based personnel are required to do so. All personnel have been advised of correct procedures to be followed should they decide to wear a face covering	Yes	Provision has been made for all staff to have masks should they wish to use them, which also includes a provision to travel to and from work. Mandatory wearing in JLL offices (except single office use) and malls.		
PPE available and suitable training has been given to those who would be expected to respond to persons falling ill on site	Yes	In place with details uploaded to Riskwise		
<b>Emergency Procedures</b>				
Emergency procedures have been reviewed and revised where required?	Yes	Emergency procedures reviewed 11th June 2020 to include COVID 19 controls		

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COVID-19 Risk Assessment				
Controls in Place	Recorded Answer	Evidence / Comments	Action Required	Severity
Procedures in place should a member of staff display relevant symptoms of COVID-19 at work?	Yes			
Emergency procedures include the delivery of first aid?	Yes			
Adequate competent persons available to enact emergency procedures?	Yes	Member of centre management on site 7 days a week (during full trading) or on call during lockdown trading. Security supervisor available 7 days a week from 0700 to 1900		
Documentation amended to consider social distancing measures where possible?	Yes	Emergency procedures amended and published 11th June 2020		
Implement scatter approach on building evacuations where safe?	Yes	Procedures have been amended to consider social distancing at evacuation points		

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
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## Action Summary

Action Ref	Action Required	Severity	Current Action Owner	Days to Go
#RI-2321468-2217468	Any individual risk assessments for staff who are clinically vulnerable must be completed and then communicated with them, with appropriate training provided where required. This must be completed prior to the employee returning to the workplace	B - Substantial Risk	Rebekah O'Neill (Default Risk Owner)	29
#RI-2321468-2217469	If staff cannot travel to work outside of peak times, they should be advised to avoid the use of public transport wherever possible and following the government guidelines relating to social distancing and the safe use of face coverings where relevant.	C - Moderate Risk	Rebekah O'Neill (Default Risk Owner)	174
#RI-2321468-2217470	Ensure that signage and, if appropriate, markings are installed identifying the requirement to maintain social distancing.	D - Tolerable Risk	Rebekah O'Neill (Default Risk Owner)	359

Risk Priorities:	<b>INTOLERABLE</b>	<b>SUBSTANTIAL</b>	<b>MODERATE</b>	<b>TOLERABLE</b>
JLL	Four Seasons Shopping Centre Mansfield, Four Seasons Shopping Centre			2021-02-25

# Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

## • FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer \_\_\_\_\_ Date \_\_\_\_\_

Who to contact: \_\_\_\_\_ Your Health and Safety Representative  
(or the Health and Safety Executive at [www.hse.gov.uk](http://www.hse.gov.uk) or 0300 003 1647)