Khoros London Covid Risk Assessment. MidCity Place, 71 High Holborn, London, WC1V 6EA

Khoros | 29 October 2021
## Khoros London Ltd Covid Risk Assessment

<table>
<thead>
<tr>
<th>What are the hazards?</th>
<th>Who might be harmed?</th>
<th>How might they be harmed?</th>
<th>What are you doing already?</th>
<th>Do you need to do anything else to manage the risk?</th>
<th>Action by who?</th>
<th>Action by when?</th>
<th>Done</th>
</tr>
</thead>
</table>
| Covid-19            | Employees            | Occupational exposure to coronavirus. | > We are currently operating the London office at a maximum of 50% capacity. Employees book desks in advance of attending the office to make sure capacity limits are not exceeded.  
> Chairs have been taken out of meeting rooms and break-out spaces so social distancing can be maintained.  
> Signage has been put up requesting staff to maintain social distancing in the kitchen.  
> Staff are advised to avoid public transport and to cycle or walk to work if this is possible.  
> Flexibility is allowed in terms of start/finish times so staff do not have to commute in peak hours.  
> All staff returning to the office will have a new Health and Safety induction on their first day. This induction is mandatory and includes an explanation of the Covid sickness reporting procedure, sanitation stations, ventilation guidelines, cleaning guidelines, social distancing requirements in high traffic areas, how to dispose of PPE and advice on how to reduce the risk of transmission.  
> The company Health and Safety Policy & Protocols state that no employee is to come to the office if they exhibit any signs of illness, if they are meant to be self-isolating, if they receive a notification from NHS Test and Trace (and are not exempt), if they live with someone who exhibits symptoms and are not exempt from self-isolation, or if they are under border quarantine.  
> The benefits of being vaccinated has been communicated to employees at various stages and employees have been encouraged to educate themselves on the vaccine. We work flexibly at Khoros which makes it possible for staff to attend their vaccination appointment during business hours with prior arrangement with their manager.  
> Although staff are not mandated to wear face masks at this time (subject to the progression of the disease), mask wearing is encouraged and masks are provided.  
> Staff are instructed how to dispose of PPE safely.  
> Staff are informed that PPE provides limited protection against Covid-19. | No | N/A | N/A |
<table>
<thead>
<tr>
<th>What are the hazards?</th>
<th>Who might be harmed?</th>
<th>How might they be harmed?</th>
<th>What are you doing already?</th>
<th>Do you need to do anything else to manage the risk?</th>
<th>Action by who? Action by when?</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td>Covid-19</td>
<td>Employees</td>
<td>Exposure to coronavirus from working in close proximity to other colleagues or as a result of infrequent hand washing and poor hygiene.</td>
<td>&gt; Alcohol-based hand sanitiser stations (also at the entrance), as well as disinfectant hand and surface wipes are available in the office for use by employees. Employees are not obligated to work from the office at this time, making it possible for high risk employees to continue working from home. &gt; Hand washing facilities with running water, a hands-free soap dispenser and paper towels are provided. &gt; Messaging has been installed throughout the office on: ● Covid-19 general awareness ● Social distancing ● Guidance for safer use of the office space ● Hand washing/rubbing techniques ● General hygiene &gt; No visitors are currently allowed in the office. &gt; We have implemented a one-way system to ensure no congregating of staff. This is enforced by signage on the floor as well as ‘no entry’ signage. &gt; Signage on the floor also requests employees to maintain a 2 metre distance in the kitchen, meeting rooms and break-out spaces. &gt; 50% of chairs have been removed from meeting rooms and break-out spaces. &gt; Single use cutlery and crockery is available to those who prefer to use this. &gt; Staff are encouraged not to share any items to reduce the risk of transmission. &gt; Chairs have been removed from 50% of the desks and signage installed to indicate which desks are out of use. This ensures that staff are not sitting face-to-face or immediately next to another team member.</td>
<td>No</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>What are the hazards?</td>
<td>Who might be harmed?</td>
<td>How might they be harmed?</td>
<td>What are you doing already?</td>
<td>Do you need to do anything else to manage the risk?</td>
<td>Action by who? Action by when?</td>
<td>Done</td>
</tr>
<tr>
<td>----------------------</td>
<td>----------------------</td>
<td>---------------------------</td>
<td>-------------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------</td>
<td>-------------------------------</td>
<td>------</td>
</tr>
</tbody>
</table>
| Covid-19             | Employees            | Exposure to coronavirus from touching surfaces contaminated with the virus. | > All equipment not packed inside cupboards or drawers, including high touch points and surfaces, will be sprayed with an disinfecting electrostatic fogging system ahead of the London office re-opening. This will be repeated on a six-weekly basis.  
> Self-cleaning door handles have been installed as an additional precautionary measure on doors, fridges and frequently used cupboards.  
> Self-cleaning film has been installed on the touchpad of the Pure Water Unit and the printers.  
> During each day an enhanced cleaning regime will be implemented, focussing on surfaces in common areas, meeting rooms and the kitchen.  
> At the end of each day an enhanced cleaning regime by a third-party cleaner will be implemented which includes, but is not limited to disinfecting the kitchen, hot desks, meeting rooms that are in use, break-out spaces, door handles and high-touch areas.  
> Staff are instructed to keep desks as clear as possible so that cleaning can be carried out more effectively.  
> Disposable gloves, wipes and regular disinfectant spray is provided for those who prefer to disinfect any surfaces before/after use. Instructions on how to safely remove disposable gloves have been sign-posted.  
> An enhanced cleaning specification has been implemented in the common parts in the building by building management and specialist cleaning is carried out every quarter to all common areas which provides 99% protection from Covid-19. | No | N/A | N/A |
## Khoros London Ltd Risk Assessment

<table>
<thead>
<tr>
<th>What are the hazards?</th>
<th>Who might be harmed?</th>
<th>How might they be harmed?</th>
<th>What are you doing already?</th>
<th>Do you need to do anything else to manage the risk?</th>
<th>Action by who?</th>
<th>Action by when?</th>
<th>Done</th>
</tr>
</thead>
</table>
| Covid-19              | Employees            | Exposure to coronavirus as a result of insufficient reporting under the Covid reporting procedure. | > Staff members attending the office are informed of their legal duty to inform us if they are contacted by NHS Test and Trace to self isolate (unless exempt), or if they test positive for Covid-19.  
> Staff members have been informed that if they need to make such a disclosure they should contact Twanette Keyser (who is the single point of contact (SPOC)) and will lead in contacting local Public Health teams immediately.  
> Staff who have an 8-digit NHS Test and Trace Account ID number/CTAS number, have been informed that they should keep it on hand. This will be provided to NHS Test and Trace in the event of a positive case amongst our team. No records will be kept. All information obtained from staff is done solely for the purpose of the NHS in order to minimise the transmission of Covid-19.  
> Upon advice from local Public Health teams, staff members will be informed if they have potentially been exposed to the virus. In such a situation staff would be advised that they need to stop working from the office. Confidentiality will be maintained.  
> When a staff member who has been attending the office is required to self isolate by the NHS or when we have a confirmed case in the office, we will take advice from the outbreak management team on actions to take before staff can safely return to the office.  
> In the event that we have a confirmed case amongst our team members (who have been attending the office) the office will be sprayed with an electrostatic sanitising solution before anyone can return. | No | N/A | N/A |
## Khoros London Ltd Risk Assessment

<table>
<thead>
<tr>
<th>What are the hazards?</th>
<th>Who might be harmed?</th>
<th>How might they be harmed?</th>
<th>What are you doing already?</th>
<th>Do you need to do anything else to manage the risk?</th>
<th>Action by who? Action by when?</th>
<th>Done</th>
</tr>
</thead>
</table>
| Covid-19              | Employees            | Exposure to coronavirus as a result of insufficient reporting under the Covid reporting procedure (continued). |  > A Riddor report will be filed if:  
   ● An accident or incident at work has, or could have, led to the release or escape of coronavirus (SARS-CoV-2).  
   ● A person at work (a worker) has been diagnosed as having COVID-19 attributed to an occupational exposure to coronavirus.  
   ● A worker dies as a result of occupational exposure to coronavirus. | No | N/A | N/A |
| Covid-19              | Employees            | Anxiety or mental health difficulties as a result of Covid-19. |  > A phased return to the office is taking place and staff only need to return to the office if they are comfortable and feel safe to do so.  
   > In order to alleviate anxiety staff are informed of all actions implemented in our office to reduce the risk of Covid-19 spreading amongst our staff.  
   > Staff have been given mental health days off during the pandemic.  
   > Various mental health resources have been sign-posted to team members, including those provided by our Employee Assistance Program.  
   > Virtual wellness and mental health events/training have also been taking place during the pandemic.  
   > Managers are checking in with staff working from home at least once a week and have been provided with resources to help them recognise the signs of stress. | No | N/A | N/A |
# Khoros London Ltd Risk Assessment

<table>
<thead>
<tr>
<th>What are the hazards?</th>
<th>Who might be harmed?</th>
<th>How might they be harmed?</th>
<th>What are you doing already?</th>
<th>Do you need to do anything else to manage the risk?</th>
<th>Action by who? Action by when?</th>
<th>Done</th>
</tr>
</thead>
</table>
| Covid-19              | Employees            | Exposure to coronavirus as a result of an inadequate supply of fresh air or poor ventilation in the office. | > A review of the Mechanics and Electrical/the ventilation system has been undertaken by building management in order to optimise air circulation.  
> Current operating times for all Air Handling Units are 07.00-19.00 to provide adequate movement of fresh air through the building.  
> Recirculation is not used on the building’s base ventilation system - Fresh air in, stale air out.  
> Building management have confirmed that air is only circulated in our own office and no air is circulated from other offices in the building.  
> Staff are asked to keep meeting room doors open to ensure better air circulation.  
> Meeting rooms are operating at 50% capacity/half the chairs have been removed.  
> Small meeting rooms and phone booths, which were identified as poorly ventilated areas, have been put out of use. | No | N/A | N/A |

Covid-19 Employees Exposure to coronavirus as a result of an inadequate supply of fresh air or poor ventilation in the office.

A review of the Mechanics and Electrical/the ventilation system has been undertaken by building management in order to optimise air circulation. Current operating times for all Air Handling Units are 07.00-19.00 to provide adequate movement of fresh air through the building. Recirculation is not used on the building’s base ventilation system - Fresh air in, stale air out. Building management have confirmed that air is only circulated in our own office and no air is circulated from other offices in the building. Staff are asked to keep meeting room doors open to ensure better air circulation. Meeting rooms are operating at 50% capacity/half the chairs have been removed. Small meeting rooms and phone booths, which were identified as poorly ventilated areas, have been put out of use.