

RBG Kew COVID -19 Secure Corporate Risk Assessment v.4 10/07/20

We have a duty of care to our staff, volunteers, visitors and others to reduce the risk of COVID-19 so far as is reasonably practicable. Failure to do so risks the health and welfare of our people.

This risk assessment sets out our overarching measures to control the risks from COVID 19 and is produced in line with the 'COVID-19 Secure' and HSE guidance. This assessment is also designed to support managers and staff in understanding and managing COVID-19 risks and enable Departments to produce activity and/or building specific risk assessments, operating plans etc.

This risk assessment will be published at Kew.org. Posters demonstrating RBG Kew's compliance with COVID-19 Secure will be placed in prominent locations.

This risk assessment covers the safety of staff, contractors, visitors etc and applies to both Kew and Wakehurst.

There are a number of key control measures that will enable compliance with the COVID-19 Secure guidance. These include:

- Staff continuing to work from home wherever possible
- Extremely clinically vulnerable and the clinically vulnerable should not be on site (see detail below)
- Staff must not attend site if they are self-isolating or who have members of their household self-isolating
- Travel to work precautions
- Implementing measures to enable social distancing
- Implementing measures to enable good hand hygiene
- Implementing measures for enhanced cleaning
- Minimising the sharing of tools and vehicles
- Effective consultation and communication
- Regular reviews and monitoring of effectiveness of measures
- How we deal with confirmed cases on site
- Wellbeing support
- Trade Union representation and consultation

Full details are described below.

Note: Government guidance is being produced frequently and changing rapidly – staff should therefore always consult the latest guidance in addition to this risk assessment

Note: There are specific instructions for contractors available on Kewnet.

Note: Updates to this document can be found on the last page

Workplace activity	Who might be harmed and how	What Kew is doing to control the risks	What further actions need to be taken?	Who needs to carry out the action and by when?	Done
<p>Note: RBG Kew must ensure the safety of its staff, visitors, contractors etc and must ensure implementation of safe and effective social distancing and hygiene measures in line with government advice to limit the potential for infection. If at any point we feel the safety of our staff or volunteers is or might be compromised, then the task/activity must cease.</p>					
<p>Information for staff and others</p>	<p>Staff, students, volunteers, contractors, visitors etc.</p> <p>The virus is spread in droplets from the mouth and nose and from contact with contaminated surfaces.</p>	<p>The provision of good information, instruction and training is key to understanding and reducing the risk of COVID-19. Actions include:</p> <p>Consult on the production and regular review of this risk assessment (RA) with TUs etc.</p> <p>Share information, corporate guidance, and RAs on the intranet Kewnet. E-mail Kew Leadership Forum with key updates for cascade.</p> <p>Ensure staff already working on or returning to site are aware of the key control measures, requirements etc. This is particularly important with reopening of gardens and management of visitors.</p> <p>Ensure staff on site remain informed about procedures – particularly anything new.</p> <p>Brief and show staff new procedures on return to site.</p> <p>Remind staff frequently on key control measures:</p> <ul style="list-style-type: none"> • Self-isolation • Social distancing • Hygiene • PPE <p>After 'Kew Briefing' - Staff working on site should sign a declaration that they understand the controls, are not in the vulnerable categories etc.</p>	<p>Continue to review and update guidance</p> <p>Deliver 'Kew briefing' to both current and returning staff</p> <p>Managers to deliver suitable briefings</p> <p>Ensure posters are displayed around work areas and buildings</p>	<p>H&S depart (ongoing)</p> <p>Managers</p> <p>Managers</p> <p>Managers</p>	

		<p>As of 18/05/20 these symptoms are a high temperature, new continuous cough and loss of taste or smell.</p> <p><u>Test and Trace</u></p> <p>As with all sections of this risk assessment, please refer to the latest government guidance: ‘Test and trace’</p> <p>Where a person has symptoms, they and their household/support bubble need to self-isolate as above. That person then needs to contact the NHS and arrange a test. Where a test confirms a positive case, the NHS will contact persons who have been within close contact (e.g. within 2m for 15 minutes or more) and ask them to self-isolate for 14 days (even if they do not have symptoms).</p> <p>In addition, persons may be contacted by the Test and Trace service and be advised to self-isolate if they have been in close contact with a confirmed case.</p> <p>Staff may be contacted if they have been in close contact with someone who tests positive for COVID-19. This could be separate from work, for example a friend or family member, but could be because staff were working or visiting Kew or Wakehurst.</p> <p>Kew staff will support the Test and Trace process</p> <p>In accordance with the government guidance for the Visitor Economy, Kew will retain a temporary record of visitors (and staff) for 21 days. The process for this is detailed in the document ‘RBG Kew - Test and Trace Process’</p> <p>There is also a plan which details the process for dealing with both confirmed cases and an outbreak. This is detailed in the document ‘RBG Kew - Confirmed Case process. The single point of contact (SPOC) is the health and safety department (healthandsafety@kew.org)</p> <p>Staff must advise the H&S Dept of any suspected or confirmed cases and any self-isolation as per the box to the right. This will enable Kew to implement appropriate measures</p>	<p>Managers must immediately report any of the following to H&S:</p> <ul style="list-style-type: none"> • Any suspected or confirmed case of COVID-19 to staff who have been on site or been in close contact with staff working on site • Any person who is self-isolating because of household or support bubble self-isolation and has been on site or in close contact with staff working on site • Any person working on site (or been in close contact with staff working on site) that has been instructed by the NHS to self-isolate as part of the test and trace process above 		
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<p>Getting to work</p>		<p><u>Public transport</u> Staff should avoid using public transport wherever possible. However, if public transport cannot be avoided and staff cannot work from home then they can use public transport so long as they are able to follow relevant government guidance (e.g. avoiding rush hour, hand-washing, compulsory face covering, etc).</p> <p>Kew recognises there is significant difference, for example, between a four-stop bus journey and a tube across London – in terms of likelihood of delays, potential overcrowding, concerns re: potential exposure etc. Staff should therefore discuss any concerns or issues with their line manager.</p> <p>Note: Staff in the ‘clinically extremely vulnerable’ must not travel by public transport at any time (in accordance with gov guidance) Note: Staff in the ‘clinically vulnerable’ category are advised not to travel by public transport. However, if they need to this should be discussed with their manager and captured in their personal risk assessment. At all times they should be extra vigilant with their hygiene and distancing precautions</p> <p>https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/884507/passenger-guidance-infographic-document.pdf</p> <p><u>Sharing cars</u></p> <p>Staff should not car share with people from other households but consider walking, cycling or using your own vehicle in line with Government guidance.</p>		<p>All</p> <p>Managers</p>	
<p>Social distancing at work: General principles</p>		<p>Departments will produce/revise activity or building specific risk assessments to detail the measures necessary to meet the measures in this risk assessment and government guidance. These risk assessments will be produced <u>before activities recommence or buildings are reoccupied</u>.</p> <p>As an overarching principle, staff will maintain 2m social distancing in the workplace wherever possible.</p> <p>In managing the risk of COVID-19, other key H&S matters must not be overlooked. Before reopening buildings – Estates will check that all relevant</p>	<p>Departments will produce relevant assessments and plans in conjunction with H&S and Estates to ensure a coordinated approach to reoccupation of buildings. Early consultation with these Departments is essential</p>		

		safety measures have been completed (including legionella, fire safety, ventilation systems and other statutory compliance checks)			
Social distancing: General areas including access and egress		<p>To enable social distancing:</p> <ul style="list-style-type: none"> • Non-essential business visitors are discouraged from site • Electronic entry has been restricted to those who need to be on site • Most entry systems (at Kew) are non-touch. Where entry systems require touching, DIY cleaning material or handwashing facilities will be provided nearby and a hygiene poster displayed • Contractors should disinfect their access pass on receipt and when returning it • Persons coming to site should wash/sanitise hands on arrival and upon leaving work and regularly during the day • Where appropriate, and as determined by operating plans, building risk assessments etc establish physical distancing measures: <ul style="list-style-type: none"> ○ Floor markings (2m markings) ○ One-way systems (should be considered in some buildings and gardens but these will not always be possible due to their design) ○ Sneeze screens ○ Building occupancy capacity will be limited to an appropriate number ○ Good ventilation - opening windows and doors frequently to encourage ventilation, where possible (some fire doors will need to remain shut and will need to be identified). • Do not use buildings as short cuts • Signs and posters to remind staff and visitors re: hygiene and social distancing • Staff should politely advise other staff or visitors if they are coming too close. More serious issues should be escalated to manager or Constabulary/Rangers • Inappropriate behaviour will be dealt with appropriately • Staff are not to hold face to face meetings wherever possible. Any meetings will ensure 2m distancing • Try to keep staff in teams/cohorts/shifts to minimise social interaction • On the rare occasions that workers cannot keep 2m apart, the following measures should be adopted: 	<p>Production (and/or review) of activity or building specific risk assessments where activities are taking place on site.</p> <p>Kew Briefing and contractor briefing re: hygiene</p> <p>Review procedures for welcoming/controlling visitors and make adjustments if required.</p> <p>The closure of buildings, along with limited visitor numbers and social distancing measures on Phase 1 reopening plans will allow monitoring and review of precautions and clarity for future phases of opening. Daily wash-up meetings have been scheduled to review effectiveness of control measures and general operation.</p>	<p>Heads of Dept</p> <p>Managers</p>	

		<ul style="list-style-type: none"> ○ Keep the close contact to a minimum timescale ○ Work side by side rather than face to face ○ If the work has to be face to face and longer than 15 minutes assess the need to wear a face covering 			
Social distancing: Moving around including transport		<p>To enable social distancing when moving around there will be reduced number of employees on site as many staff continue to work from home.</p> <p><u>Passing people on stairs and corridors</u> Passing someone briefly within 2m - try to maximise the distance or wait until they have passed.</p> <p>Keep to one side on staircases and corridors.</p> <p>Signage to indicate which side to use, where appropriate.</p> <p><u>Vehicles, bicycles and buggies</u> To enable social distancing, only one person at a time may travel in a buggy or Kew vehicle. However, we do not want to increase the number of vehicles on site as this will increase traffic and therefore risk. Staff should therefore walk or use a bicycle, wherever possible, instead of sharing vehicles.</p> <p>If a vehicle needs to be shared:</p> <ul style="list-style-type: none"> ● Undertake a risk assessment to see if the activity can be avoided ● Restrict the number of staff you share with i.e. keep it to a small group ● Do not sit face to face. Sit as far apart as possible and with backs to each other ● Ensure good ventilation wherever possible ● All persons to wear a face covering as this may reduce the spread of the virus 	<p>Monitor how staff and visitors use the gates and site and review any changes required.</p> <p>Monitor and review if markings needed.</p>	<p>Managers and H&S Dept</p> <p>Managers and H&S Dept</p>	
Social distancing specific rooms:		<p><u>Kitchen and mess rooms</u> There are a number of measures to help ensure social distancing and hygiene measures. These include:</p>	<p>Where there are shared welfare facilities then managers need to co-ordinate and monitor that social distancing is being</p>	<p>All Managers</p>	

		<ul style="list-style-type: none"> • Wash hands for 20 seconds when entering the kitchen and leaving the kitchen • Wash hands before and after eating • Re-arrange or label furniture to ensure social distancing is maintained • Consider floor markings as appropriate • Stagger breaks if mess room space is restricted • Encourage using outdoor space for breaks • Advise staff to bring their own food and use their own cutlery/crockery • Sanitiser and paper towels available for cleaning by staff <p>In addition to above there will be regular cleaning by our cleaning contractors (see cleaning section).</p> <p><u>Kitchen equipment</u> This includes microwaves, cookers, dishwashers, fridges, kettle handles, chilled water dispensers etc.</p> <ul style="list-style-type: none"> • Staff are required to clean handles and control panels/knobs before and after use • DIY sanitiser/cleaning material provided for this purpose • Cleaned by cleaning contractors - Noonans <p><u>Washing-up</u></p> <ul style="list-style-type: none"> • Remove all tea towels and just provide paper towels • Use disposable cloths or paper towels when possible • Reusable cloths should be disinfected or washed at 60C (140F) after each use • Wash brushes in a dishwasher regularly or clean with detergent and warm water after each use ² • Use a dishwasher if available. Run on the hottest cycle. Wash hands before emptying • Where there is no dishwasher then wash items in soapy water for at least 20 seconds. Dry with paper • Staff may use their own crockery and cutlery 	<p>maintained and manage break times if necessary.</p> <p>Consider whether other (currently closed) buildings could be used as mess facilities</p> <p>Advise staff to bring in own food.</p> <p>Estates or local teams depending on site and building</p>		
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² <https://www.nhs.uk/live-well/healthy-body/how-to-prevent-germs-from-spreading/>

		<p><u>Milk, tea and coffee</u></p> <ul style="list-style-type: none"> Wash hands prior to using and regularly disinfect items <p><u>Showers and toilets</u></p> <ul style="list-style-type: none"> Staff need to adhere to social distancing and observe hand hygiene Consider floor markings as appropriate Facilities are regularly cleaned by Noonans <p><u>Lifts</u></p> <ul style="list-style-type: none"> Lifts will have floor markings/restriction notices Operational buttons will be regularly cleaned <p><u>Toilets</u></p> <ul style="list-style-type: none"> Restrict the number of people using toilet facilities at any one time and use signage, such as floor markings, to ensure 2m distance is maintained between people when queuing 			
Cleaning the workplace		<p>Kew uses Bidvest Noonan to carry out regular cleaning.</p> <p>All occupied buildings will be subject to increased proactive cleaning.</p> <p>Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.</p> <p>Staff will be provided with wipes, disinfectant etc to do localised cleaning (aka 'DIY cleaning') for shared objects etc</p>	Estates to proactively monitor stock levels and flag concern.		
Hygiene and handwashing		<p>Staff will be reminded about the importance of good hygiene measures – regular handwashing etc.</p> <p>To support this, Kew will ensure suitable welfare facilities are provided to wash hands.</p> <p>Paper towels will be provided in preference to hand dryers where possible.</p> <p>Sanitiser will be provided at strategic points, where access to handwashing facilities is more difficult.</p>	<p>Departmental managers to ensure posters advising to wash hands and wash hands properly are located in appropriate places</p> <p>Staff to check for skin dryness or cracking and report any problems</p>		

		Supplies will be regularly checked by the cleaner contractor (Bidvest Noonan) but staff must inform them if supplies are running low.			
Contractor and visitors		<p>Both short-term and long-term contractors must have risk assessments and process in place to comply with the government COVID-19 Secure guidance.</p> <p>These processes must align to this corporate risk assessment and existing Kew processes.</p> <p>The Kew contract manager will ensure contractors follow the same rules as staff.</p> <p>The Kew contract manager will keep a record of contractor visitors for 21 days in order to support the Test and Trace process</p>	<p>Kew contract managers to regularly check compliance with risk assessments and processes.</p> <p>Contractors to notify Kew contract manager if one of their staff has suspected or confirmed case of COVID-19 (and vice versa as appropriate)</p> <p>H&S Dept to check compliance</p>		
If a member of staff develops symptoms or confirmed case of COVID-19		<p>Staff must follow the self-isolation guidance above so should not be on site anyway.</p> <p>If someone develops symptoms whilst on site, they should immediately go home.</p> <p>Where there is a confirmed or suspected case, line managers and the H&S Dept must be informed. The area must also be fully cleaned – following government guidance. This includes:</p> <ul style="list-style-type: none"> • Clean shared areas and frequently touched surfaces and disinfect. • Wear apron, gloves and use disposable cloths for cleaning. • Dispose of waste in double rubbish bags and keep for 72 hours before disposal in the normal way. • Wash hands after cleaning or contact with the infected person. <p>The H&S Dept must be informed so that the situation can be reviewed and communicated as appropriate. See 'RBG Kew -Confirmed Case process</p> <p>Absences relating to COVID-19 must be reported to HR.</p>	<p>The H&S Dept or HR Dept will notify relevant staff and contractors of a confirmed case and explain action taken.</p>		
Personal Protective		<p>Kew has instigated a wide range of measures to protect staff including limiting the numbers of people on both sites, changing work practices,</p>	<p>Local risk assessments will determine PPE need.</p>		

<p>Equipment (PPE)</p>		<p>introducing social distancing measures, providing hygiene and cleaning regimes etc. With these measures in place, the risk of transmission of COVID-19 is reduced so far as is reasonably practicable and in accordance with government guidance. In the majority of situations staff will therefore not need PPE to further control the risk.</p> <p>However, where a local risk assessment deems PPE is necessary, this PPE will be provided by Kew or relevant contractor and must be fitted, worn, used and disposed of correctly. Examples of such situations include emergency first aid and security providers (i.e. constabulary and rangers) and cleaners dealing with possible or confirmed cases.</p> <p>As with PPE, because of the control measures in place, staff will not typically need face coverings to control the risk of COVID-19. However, risk assessment may determine there are occasions where face coverings provide a benefit. For example, two people sharing a buggy where they cannot ensure safe distance, ventilation etc (see use of buggy section). In this situation Kew will provide the face covering.</p> <p>Staff may choose to wear an optional face covering if they wish to do so. This face covering should be provided by the individual or Kew (if stocks are available).</p> <p>At all times it should be noted that face coverings are not a substitute for other control measures such as social distancing, good hygiene etc</p> <p>Where face coverings are worn, staff must follow the government guidance namely:</p> <ul style="list-style-type: none"> • wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, 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 	<p>Estates to purchase appropriate supply of PPE.</p> <p>Estates to flag any purchasing concerns</p> <p>Managers to order PPE and cleaning equipment using the request form provided by Estates</p>		
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		<ul style="list-style-type: none"> if the material is washable, wash in line with manufacturer's instructions; if it is not washable, dispose of it carefully in your usual waste practise social distancing wherever possible <p><u>Wearing of Gloves</u> Where a local RA identifies wearing of gloves as a requirement of the activity, an adequate supply of these will be provided by Kew. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p>	Staff to be reminded that wearing of gloves is not a substitute for good hand washing.		
Lone working	Risk to staff from injury (not COVID-19 related)	<p>Although our focus has to be on ensuring good social distancing - we need to make sure we manage the risks from lone working.</p> <p>As a starting point, no lone working should be carried out. Appropriate communication, safety precautions, first aid provision (depending on task) need to be in place.</p>	Local risk assessments to ensure lone working risks are considered.		
DSE/Home working	Risk to staff from DSE related injuries (e.g musculo-skeletal type injuries)	<p>Guidance has been issued to support staff working at home</p> <p>Managers to check that staff have assessed their workstation in line with the Kew working from home checklist/HSE guidance for temporary working at home³</p> <p>Staff to contact managers if they have concerns.</p> <p>Additional equipment to support working at home is available if needed and can be ordered through Estates</p> <p>Managers will maintain regular contact with staff.</p>	H&S Dept to monitor HSE guidance and provide a DSE assessment for home workers if the situation persists.	All H&S Dept	
Stress and wellbeing	New ways of working and furlough could lead to	The RBG Kew stress policy still applies – this sets out a framework and guidance for managing work-related stress.		All Managers	

³ <https://kewnet.kew.org/task/working-at-home-health-and-safety-checklist/> and guidance for obtaining DSE equipment on Kewnet (19/03/2020)
<https://kewnet.kew.org/task/ordering-workstation-equipment-for-homeworking-employees-guidance-for-line-managers> 25/03/2020
<https://www.hse.gov.uk/toolbox/workers/home.htm> (19/05/2020)

	anxiety or stress	<p>There are a number of good resources including Employee Assistance Programme, Go-To Network, wellbeing risk assessments etc</p> <p>There are links, webinars, photos and social events on the intranet aimed at connecting staff and improving mental well-being.</p> <p>It is expected that staff keep in contact with each other and their managers, read Kewnet and listen to staff talks</p> <p>Managers to communicate regularly with staff both on site and those working at home.</p>			
Fire	Risk of fire (not necessarily COVID-related)	<p>Fire – fire precautions and systems have been maintained throughout.</p> <p>Local risk assessments will review fire precautions in light of reduced staff on site or social distancing layout changes etc</p> <p>PEEPs will be reviewed before relevant staff return to site. These will need to consider both COVID-19 and fire safety.</p>	Managers to assess in conjunction with the individual before they return to work		
First-aid	Provision of safe first aid to reduce risk of transmission	<p>First aid measures will continue to be provided by Kew Constabulary and Wakehurst Rangers with additional support from workplace first aiders.</p> <p>Constabulary and Rangers have received instruction about safe provision of first aid (social distancing etc) and PPE is available.</p> <p>A first aid risk assessment has been produced.</p> <p>First aid cover provided and PPE for first aiders – see First-aid RA for COVID-19 (revised 26/05/2020).</p> <p>First aid is also covered in local RA's. There is specific advice for first responders. ⁴</p>	<p>Ensure all workplace first aiders have received the COVID-19 first aid guidance.</p> <p>We will need to face fit test FFP2/3 masks for Constabulary and Rangers unless Type II or IIR fluid resistant surgical masks can be obtained.</p>		
Overseas business travel	Staff, students, volunteers	Kew has suspended all overseas travel. When government restrictions are lifted, the overseas travel assessment and approval process will be utilised.	Monitor government guidance including FCO	H&S	

⁴ <https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders>

Updates

V.1 produced 27/05/20

V.2 revised 28/05/20. Updated to include reference to 1) new test and trace procedures and 2) overseas travel 3) minor editorial changes

V.3 revised 17/06/20. Updated to include reference to 1) 'support bubbles', 2) when to inform H&S of a confirmed case 3) compulsory face coverings on public transport and 4) ventilation

V.4 revised 10/07/20. Minor clerical changes. Reference added to Test and Trace process and dealing with an outbreak