

JHG COVID Secure

Workplace Protocol | June 2020

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1. OVERVIEW

- 1.1. The John Henry Group support the UK Government in providing the guidance and resources required in support of the Government's overarching objective of ensuring those that can work from home continue to work from home
- 1.2. Where working from home is not possible, the following protocols will apply to ensure all our workers can fulfil their role from the workplace in a safe working environment. Workplace in the context of these protocols includes activities undertaken in the field (at site), at JHG office locations and at third party premises (such as Regus)
- 1.3. We will routinely complete a risk assessment in specific relation to the threat of COVID19 following HSE guidance. We will consult with our workers on the risk assessment completed to ensure our protocols remain current in effectively addressing the threat of COVID19 together.
- 1.4. In relation to the COVID Secure Workplace Protocols, JHG workers include directly employed (PAYE), Hudson, Contractors and Sub-Contractors
- 1.5. We are committed to minimising the threat of COVID19 in the workplace to every extent possible, and as such, we will consider any breach by any individual or group of individuals to be a serious matter. Breach of these protocols may result in the immediate cessation of works (in the case of Hudson, Contractors and Sub-Contractors) or a disciplinary matter in line with the Company Disciplinary procedures (in the case of directly employed) in which breach of COVID Secure protocols could constitute gross misconduct
- 1.6. If you have concerns in relation to the secure workplace protocols and/or the adherence to the arrangements in place, including if you believe there are symptomatic workers in the workplace, you should discuss your concerns with a member of the Health & Safety team or the HR team

2. EDUCATION & AWARENESS

- 2.1. We will issue a Group wide communication, at a frequency determined by the Incident Management arrangements that provides information on the current UK risk level & statistics, actions being taken by the UK Government, impact on the JHG environment and the Group response in reducing the potential impact and threat of the virus.
- 2.2. A dedicated page on the company Intranet will be maintained that provides 'one click' access to key materials including adapted company procedures, guidance

documents and useful links to access support quickly from external bodies such as the NHS.

- 2.3. We will utilise our online platform, 'The Hub' and other remote learning tools as our default method for delivering training to ensure you are equipped with the key skills to undertake your role. Where training is unable to be delivered via 'the Hub' and is deemed essential, it will be conducted in our training centre in accordance with a COVID19 safe system of work which will be shared with you prior to your training session commencing.

3. WELFARE

- 3.1. Symptoms of the Coronavirus are detailed in the regular SLT communication, available on the Company Intranet (Coronavirus page) and can be accessed at www.nhs.co.uk. Any worker that is unwell and suspects that they (or a family member) may have symptoms of Coronavirus must not come into the workplace under any circumstance. They must self-isolate, notify their line manager and follow guidance provided in the SLT Communication COVID19, on the Company Intranet page or on the NHS website
- 3.2. Where the provision exists at the workplace location, each worker is required to cooperate with undertaking a temperature check prior to entering the workplace, this is to ensure where reasonably possible the workplace remains free of symptomatic workers, reducing the risk of the transmission of the virus within the workplace. Where the provision exists, should you fail the temperature check you will be required to return home immediately and self-isolate in line with Government guidelines, you are not permitted to enter the office premises for any reason following a failed temperature check. Where the provision to check temperature does not exist at the workplace, by attending the workplace you are confirming that you have a normal temperature and are not exhibiting any symptoms of COVID19 (section 3.1)
- 3.3. Whilst in the workplace, you should not greet colleagues or visitors with a handshake and/or any other form of physical contact, maintaining at all times a safe distance of 2 metres
- 3.4. We will provide you with access to facilities to maintain good hand hygiene. Where access to a water source is not available, we will ensure you have access to hand sanitiser. We encourage the use of hand hygiene facilities at frequent intervals throughout the working day. As a minimum, all workers are required to use hand hygiene facilities provided on entry and exit to the workplace, prior to eating and after using toilet facilities

- 3.5. Whilst in the workplace, all workers are required to use the hand sanitiser provided by the Group as opposed to their own personal supply. This is to ensure that the hand sanitisers used in the workplace have the required concentration of alcohol to be as effective as possible in reducing the risk of transmission of the virus within the workplace
- 3.6. Personal Protection Equipment (PPE) will be provided where it is identified that the use of PPE has a positive impact on reducing the threat of the hazard identified and does not enhance the threat through improper use. Where PPE is provided for use, all workers are required to use the PPE as prescribed in the safe system of work
- 3.7. We will ensure there is a supply of sanitising products for use by workers to assist in keeping works areas clean, reducing the risk of 'surface contact' transmission between work areas
- 3.8. We will ensure we have trained mental health first aiders (MHFA) and will maintain a wellbeing plan focused on supporting positive mental health. Details on how you can access mental health support including accessing support from our MHFA will be maintained on the Intranet page in the Coronavirus section
- 3.9. Where you have personal circumstances that prevent you from doing your work, we will work with you to understand those circumstance and identify how we best support you, including potential opportunities for flexible working, to facilitate your return to work. The Group Flexible Working policy is available on the intranet, if you do not have access to the company intranet a copy of the policy can be obtained from a member of the HR team

4. PHYSICAL ENVIRONMENT

- 4.1. We recognise the major threat of the virus arises from close proximity contact (within 2 meters). All workers operating from the workplace are required to undertake their activities with strict regard to the safe working distance of 2 metres (social distancing)
- 4.2. We understand that it is not always possible to maintain the 2-metre safe working distance for all work activities, particularly when operating from site. Where the safe working distance is unable to be maintained, activity in breach of the safe working distance will only be undertaken by any worker with due regard to the documented procedure in the safe system of work, the site-specific risk assessment and/or JHG policy guidelines
- 4.3. We will determine a maximum COVID19 occupancy level for each of the JHG offices dictated by the available capacity that enables operation of safe working zones which are to be kept 2 metres apart. Where the occupancy level is at capacity in any identified working area, no worker will be permitted entry to that

area/facility until occupancy levels fall under the maximum capacity identified. Continued support of home working will be utilised to effectively manage capacity within maximum COVID19 occupancy levels

- 4.4. Use of signage will be utilised to indicate direction of movement around JHG workplace facilities to minimise close proximity contact. All workers are always required to follow the indicated direction of movement
- 4.5. We will provide signage for use in workplaces that explain the importance of maintaining a safe working distance of 2 metres. All workers are required to ensure the signage is displayed in the work area prior to commencing work
- 4.6. Workers must not congregate in areas where social distancing is difficult, or in areas with restricted space that their presence makes it difficult for others passing through the area to maintain a social distance. This includes the reception areas. If there is a need to congregate and engage in a discussion, this should be done outside where possible or in an internal space that enables those congregating to maintain a social distance and does not infringe on the space to the extent others that are not engaged in the discussion are unable to maintain a social distance
- 4.7. The use of smoking facilities is permitted to the extent social distancing can be maintained. Workers must not enter the smoking area if the addition of their presence prevents social distancing
- 4.8. Use of communal areas will be subject to maximum occupancy to minimise close proximity contact and all workers using communal area facilities must respect the occupancy limit in place. Access to facilities in communal areas will be kept under review through the risk assessment reviews, with appropriate action taken to ensure adequate access to facilities whilst minimising close proximity contact for when increasing number of workers are operating from the workplace
- 4.9. All workers are responsible for cleanliness of their work area utilising the sanitising materials provided including the desk area, keyboard, mouse and arms of chairs. We recognise that eating at your work area may provide the safest option for some workers, if you intend to remain at your work area during your lunch break you are required to sanitise the work area before and after eating your lunch. Further detail is contained in Appendix 1: Cleaning Regime Protocol
- 4.10. Where able, a worker required to work from an office-based workplace should be allocated a permanent workstation with hot desking kept to an absolute minimum. Where hot desking is required, a dedicated area should be assigned for 'hot desk' use and the work area sanitised using the products provided by the Group before and after using the work area.
- 4.11. Government guidance will be followed in relation to the use of air conditioning, instructions on safe operation of the air conditioning will be

displayed by the air conditioning control panel, these instructions should always be followed. If a worker is required to have contact with the control panel, the panel should be sanitised before and after contact by the worker

4.12. Meetings should continue to be undertaken utilising Microsoft Teams or SKYPE. Where it is deemed necessary for a meeting to take place face to face the meeting should be conducted in line with the Safe Meeting Procedures outlined in Appendix 3: Undertaking Meetings Protocol. The meeting duration should be kept to a minimum in a well-ventilated area and, without exception, all participants should be spaced 2 metres apart for the duration of the meeting

4.13. An enhanced cleaning regime will be undertaken in line with the COVID19 Cleaning Procedures outlined in Appendix 1: Cleaning Regime Protocol. Cleaning and sanitising materials will be available in all workplaces to enable workers to clean and/or sanitise any work area prior to commencement of works. All workers are required to use the sanitising materials provided to sanitise work areas where potential contamination could have occurred i.e. through workers in the area coughing and/or sneezing

4.14. Only deliveries relating to the Business of JHG will be accepted by reception. If you are expecting a Business delivery, you should notify reception in advance. If you have not notified reception in advance and/or reception suspect the delivery is of a personal nature the delivery will be declined and the package returned with the delivery personnel

5. POLICY AND PROCEDURES

5.1. In ensuring we respond effectively to the threat of COVID19, we will adapt our operating policy and procedures to ensure all workers are clear of the requirements of them in undertaking their work in a manner that reduces the impact and threat of COVID19

5.2. All revised policy and procedures will form part of our IMS (Integrated Management System) and will be accessible through the Company Intranet page in their usual location in the HSEQ Department page. Policy and Procedures adapted specifically with respect to COVID19 will also be listed on the Coronavirus page of the Intranet

5.3. We will use our online platform 'the Hub' and text messaging service to ensure all workers operating from a remote workplace are aware of updated policy and procedures to ensure they are able to undertake their works in the most effective way to minimise the impact and threat of COVID19. Toolbox talks will be continued to be utilised as an effective means of providing updated guidance to remote workers

5.4. All workers are required to operate in line with the COVID19 Policy and Procedures and should proactively question any request/stipulation of them that is

contained in a policy or procedure for which they require further clarification in order to implement effectively

6. EMERGENCY FIRST AID AT WORK

- 6.1. First Aid will continue to be administered to injured parties and will not be prevented by the presence of the 2-metre safe distance
- 6.2. It is our aim to ensure everyone can operate in a safe environment, including those required to administer first aid.
- 6.3. We will equip all first aiders with Gloves, eye protection, face masks and hand sanitiser for use when administering first aid
- 6.4. If the first aid incident allows for time, the first aider should undertake a considered risk assessment including consideration of use of PPE (face mask, eye protection, gloves) prior to administering first aid
- 6.5. If time does not allow for a considered risk assessment (in the case of a significant injury where there is danger to life) or PPE is not available, then it is acceptable for First Aid to be administered in breach of the 2-metre safe distance
- 6.6. Where able, the First Aider should wear a face mask and cover the injured party with a face mask whilst administering first aid
- 6.7. After administering first aid, the First Aider should pay particular attention to hand hygiene ensuring thorough sanitisation is carried out immediately

7. MONITORING PERFORMANCE

- 7.1. We will continue to operate our usual systems for monitoring Business Performance including the weekly management information report provided to the Senior Leadership Team (SLT Weekly MI Pack) and the monthly Group Board report
- 7.2. We will utilise the COVID19 Financial Model to forecast the expected performance of the Business in a rolling 13-week period to inform our decision making in taking the appropriate actions to ensure we can effectively deliver for our Clients and maintain the stability of Business Operations
- 7.3. All workers are required to work their contractual hours and complete work priorities as agreed with their line manager. Annual leave should continue to be booked in the normal way and sickness absence reported in line with the Company Sick Pay policy.
- 7.4. Any concerns relating to the individual performance of any worker will be addressed informally initially by their line manager, unless the area of concern is deemed to warrant a formal process which will be progressed in line with the

Company Conduct and Capability procedures for directly employed workers. Performance concerns deemed to be of a significant nature involving Hudson, Contractor or Sub-Contractors may result in immediate cessation of services.

- 7.5. We will routinely survey workers for feedback on how the arrangements set out in the JHG COVID Secure protocols are working, making amendments to the protocols as necessary to mitigate as far as is reasonably practical the risk of COVID19
- 7.6. Audits of the arrangements will be undertaken on a routine basis by the Health & Safety team (HSEQ) with areas of concern highlighted to the Senior Leadership team as part of the established weekly SLT meeting (section 7.1)

Appendices

The following appendices form part of the JHG COVID Secure Workplace Protocol:

Appendix 1: Cleaning Regime Protocol

Appendix 2: Visitor Protocol

Appendix 3: Undertaking Meetings Protocol

Appendix 4: Training Protocol

JHG COVID Secure

Cleaning Regime Protocol | June 2020 (2)

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1. Overview

- 1.1. The 'Cleaning Regime' protocol is part of the JHG COVID Secure Workplace protocols and outlines the cleaning regime to be undertaken to minimise the risk of transmission of the virus within the workplace
- 1.2. If you have concerns in relation to the 'Cleaning Regime' protocol and/or the adherence to the arrangements in place you should discuss your concerns with a member of the Health & Safety team or the HR team
- 1.3. In alignment with Public Health England's recommendation, John Henry Group is taking measures to prevent community spread of COVID19 through enhanced cleaning and disinfection procedures
- 1.4. The Cleaning Regime protocol outlines the agreed method, frequency and assurance aspect of the cleaning procedures to be undertaken by a competent cleaning company. The monitoring regime will check the effectiveness of the cleaning and ensure proper implementation of the procedures outlined

2. Enhanced Cleaning for Prevention

- 2.1. The surfaces where frequent human contact might provide a reservoir for COVID-19, often referred to as touchpoints will be cleaned and disinfected at the end of every business day. While each facility and operation will be different, particular attention will be given to the following areas:
 - 2.1.1. Areas where workers, visitors and members of the public may congregate more frequently; work areas, meeting rooms, breakout areas, kitchens, changing areas/locker rooms and reception
 - 2.1.2. Hygiene facilities including toilets, shower rooms and handwashing stations
 - 2.1.3. First aid areas including first aid kits and defibrillator

3. Cleaning Procedure

- 3.1. Cleaning should commence from cleaner areas and proceed towards dirtier areas with toilet facilities cleaned at the end of the cycle
- 3.2. All surfaces that are frequently touched will be sanitised by the cleaning company using disinfectant products recognised as eliminating Coronavirus traces. A supply of cleaning product will be left at the workplace premises enabling continuation of cleaning at regular intervals throughout the day. These surfaces include, but not limited to:

- 3.2.1. Internal and external door furnishings which include door handles, push plates, locks and turnkeys;
 - 3.2.2. Stair bannisters;
 - 3.2.3. Light switches;
 - 3.2.4. Cupboard/desk services; such as keyboard, mouse and desk phone
 - 3.2.5. Printers;
 - 3.2.6. Photocopier and air conditioning control panels
 - 3.2.7. Reception desk/greeting area including counter, sofa/chairs and hard surfaces such as cupboards and tables
- 3.3. A clean desk policy will be in place with all workers required to clear completely the desk surface area at the end of the day enabling the cleaning company to clean the desk area effectively
- 3.4. At the beginning and end of each working day, all workers are required to use the sanitising products provided to clean their workstation including the keyboard, computer mouse, desk area and armrests of chairs. This applies to all workstations whether it be a hot desk in use for a limited period or a permanent work area assigned to the worker. Mobile phones should be sanitised regularly throughout the day by the owner of the handset
- 3.5. Cleaning of the Kitchen area will encompass sanitisation of all worktops, tap heads, bin lids, kitchen drawer and door handles, all kitchen appliances, hot and cold drinking water appliances, dishwasher and cooker control knobs/handles and all vending machine/coffee machine control panels
- 3.6. Cleaning of the toilet area will encompass sanitisation of toilets, tap heads, flush buttons and levers, hand dryers and paper towel dispensers with all cotton towels removed from the toilet area
- 3.7. Cleaning of communal areas will also include sanitisation of staircases and corridors, all handrails, bannisters, balustrades and guardrails
- 3.8. Where an area deemed to carry a heightened risk of transmitting the virus is not identified within the cleaning protocols it should be highlighted to the Head of Facilities who will be responsible for providing an update to the daily work instruction given to the cleaning company

4. Cleaning of Surfaces

- 4.1. If surfaces are dirty to sight or touch, they should be cleaned using a detergent or with soap and water prior to using a disinfectant
- 4.2. Soft (porous) surfaces such as carpeted areas, rugs and soft furnishings should be cleared of visible contamination (if present) and then cleaned with suitable products for the material being cleaned

5. Safe Cleaning

- 5.1. Disposable gloves are recommended to be worn whilst cleaning and using sanitising products. If gloves are used, they should be discarded immediately after use and not reused
- 5.2. After cleaning, hands should be washed immediately with soap and warm water for at least 20 seconds. If soap and warm water are not readily available, an alcohol-based hand sanitiser containing at least 60% alcohol should be used
- 5.3. Appropriate PPE should be worn for the cleaning task to be undertaken, if cleaning an area suspected to have been contaminated with COVID19 or undertaking a cleaning task where there is risk of cross contamination through splatter/splash of droplets, eye protection in addition to a gown/apron should be worn to minimise the risk of exposure to the virus and/or contamination of personal clothing

6. Cleaning a Suspected COVID Contaminated Area

- 6.1. Where a case of COVID19 is suspected the area should be cleaned and disinfected immediately by a nominated cleaning contractor. The area should be isolated until the sanitisation of the area has been completed
- 6.2. PPE should be worn whilst cleaning an area that is suspected to be contaminated with the Coronavirus including eye protection, disposable gloves, face mask and apron
- 6.3. After cleaning has been completed, the disposable items of PPE should be discarded and double bagged and stored securely for 72 hours prior to discarding in the normal waste disposal
- 6.4. Eye protection should be thoroughly sanitised prior to reuse
- 6.5. On completion of cleaning and removal of PPE, hands should be washed immediately with soap and warm water for at least 20 seconds. If soap and warm water are not readily available, an alcohol-based hand sanitiser containing at least 60% alcohol should be used

7. Cleaning Product Storage and COSHH

- 7.1. Chemicals must be stored in a labelled and closed container
- 7.2. If any chemical is decanted into another container, it must be decanted in a well-ventilated area and clearly labelled
- 7.3. All Cleaning products will be stored in a manner that prevents spillage within a secure area accessible by the cleaning company, HSEQ and the facilities department
- 7.4. The cleaning equipment including any dispensers will be sanitised at the end of each cleaning procedure in addition to the sanitisation of cleaning cupboard keys, cleaning cart and handles, cleaning product containers and floor cleaning equipment
- 7.5. The cleaning company will provide the specification of the recommended cleaning products for the application they are required including appropriate chemicals for use on different types of surfaces
- 7.6. A copy of the COSHH risk assessment and Material Safety Datasheet for each cleaning product will be supplied by the cleaning company and a copy kept in the cleaning cabinet in addition to the Facilities department
- 7.7. Cleaners training records and safe system of work provided by the cleaning company will be kept in the cleaning cabinet in addition to the Facilities department

8. Quality Assurance

- 8.1. The cleaning process will be periodically observed in line with a documented audit regime by the HSEQ department and Facilities team
- 8.2. A cleaning audit checklist will be used to undertake the audits twice a week as routine in addition to unannounced inspections and random spot checks
- 8.3. Daily cleaning record sign off sheets will be displayed in each building, visible to all JHG workers. This document confirms the status of the cleaning regime in a particular office at any particular time



JHG COVID Secure

Visitor Protocol | June 2020 (2)

1. OVERVIEW

- 1.1. The 'Visitor' protocol is part of the JHG COVID Secure Workplace protocols and outlines the steps to be taken by Visitors, and their hosts whilst at a JHG workplace to minimise the risk of transmission of the virus within the workplace
- 1.2. Whilst in the workplace, you should not greet colleagues or visitors with a handshake and/or any other form of physical contact, maintaining at all times a safe social distance of 2 metres
- 1.3. Visitors at site should be kept to a minimum with interaction with Clients and other third parties to continue via an online platform such as SKYPE or Microsoft teams
- 1.4. If you have concerns in relation to the 'Visitor' protocol and/or the adherence to the arrangements in place you should discuss your concerns with your visitor host, a member of the Health & Safety team or the HR team

2. ARRIVAL AT SITE

- 2.1. Where it is deemed essential for a third party to attend a JHG workplace they must record their attendance in the visitor record log kept at the reception/greeting area using a pen in their personal possession. If they do not have a pen in their possession, they should request that a member of the reception team or their host complete the entry in the visitor record log on their behalf. At no point should a visitor or a member of the JHG team share a pen to record an entry in the visitor record log, this is to ensure the risk of transmitting the virus between parties through use of the pen is eliminated
- 2.2. Prior to attending the reception/greeting area, where temperature checking facilities are in situ, the third party must undertake temperature screening moving on to the reception/greeting area only where the temperature is indicated as 'normal'. Where

the temperature is indicated as being elevated, the visitor must leave site immediately notifying their host via telephone that the visit is unable to continue

- 2.3. Where temperature checking facilities are not provided, the third party is only permitted to enter the reception/greeting area if they are confident that they are not experiencing any of the symptoms relating to COVID19
- 2.4. All visitors are required to sanitise on arrival using the hand sanitiser provided in the reception/greeting area and wear their visitor identification for the duration of their visit
- 2.5. If there is more than one visitor in the same group, the group will be required to wait outside the reception/greeting area after recording their arrival in the record book for their host to greet them
- 2.6. Congregation within the reception/greeting area is only permissible where the safe social distance area can be maintained. Where the safe social distance is compromised, the visitor is required to wait in an outdoor space close to the reception/greeting area until their host is able to greet them

3. HOSTING A VISITOR

- 3.1. A third party visiting a JHG workplace with the intention of remaining in the workplace for any length of time must be assigned a host responsible for them whilst within the workplace
- 3.2. The visitor host, where able, should notify reception/site representatives (Supervisor/Project Manager) in advance of the visit taking place providing information relating to the date of the visit, the visitor(s) expected, the time of arrival and the anticipated duration of the visit
- 3.3. A visitor to the workplace should arrive no earlier than a **five** minutes to the time agreed with their host to ensure congregation around reception and outside areas is kept to a minimum with visitors requested to wait in their vehicle on arrival at a JHG workplace until the time they expect to be greeted by their host
- 3.4. The visitor host must provide a copy of the visitor protocol in advance of the third party attending a JHG workplace where possible, where a copy of the visitor protocol has not been issued in advance, the visitor host must make a copy available to the third party immediately on greeting them at the reception/greeting area
- 3.5. The visitor host should ensure all necessary PPE is provided to the visitor and that required PPE is worn at all times for the duration of the visit
- 3.6. If a third party is attending a workplace to participate in a meeting, the 'Undertaking Meetings' protocol should also be provided in addition to the 'Visitor' protocol

- 3.7. The visitor host must ensure that the third party has recorded their attendance alongside a current contact number in the visitor record log and used the hand sanitiser provided prior to entering other areas of the JHG workplace
- 3.8. Where the visitor host suspects that the visitor is unwell, the visit should be drawn to an immediate close, the visitor requested to leave the workplace and a member of the HSEQ team notified
- 3.9. Duration of visits to a JHG workplace, where deemed essential, should be kept to a minimum and where the visit is contained indoors regular breaks in an outdoor setting should be undertaken. The duration should be at a length that removes the need for meeting lunches to be provided to reduce the need to congregate in the meeting area. If the meeting is due to extend over a lunch period, the visitor will need to be advised in advance to bring their own lunch. The meeting should break at lunchtime and delegates move to an alternate area away from the meeting room during the lunch period (return to work desk, return to vehicle, open outdoor space etc.
- 3.10. The safe social distance in place should be maintained by the visitor and the host at all times during the visit
- 3.11. For the time spent at a JHG workplace, the visitor must be made aware by the host of the JHG COVID19 Secure Workplace protocols and is required to adhere to the conditions in place within the workplace. A visitor may be required to leave site with immediate effect should they be considered to be in breach of the conditions laid out in the JHG COVID19 Secure Workplace protocols

4. DELIVERIES

- 4.1. Only deliveries relating to the Business of JHG will be accepted by reception. If you are expecting a Business delivery, you should notify reception in advance. If you have not notified reception in advance and/or reception suspect the delivery is of a personal nature the delivery will be declined and the package returned with the delivery personnel
- 4.2. Packages are to be left at the delivery drop point outside of the reception/greeting area minimising the requirement for unnecessary visitors within the workplace area
- 4.3. Delivery personnel that require entry to reception must first undertake temperature screening where facilities are provided, moving on to the reception/greeting area only where the temperature is indicated as 'normal'. Where the temperature is indicated as being elevated, the delivery personnel must not enter the reception/greeting area and may leave any package(s) at the drop off point as signposted

JHG COVID Secure

Undertaking Meetings Protocol | June 2020 (2)

1. OVERVIEW

- 1.1. The 'Undertaking Meetings' protocol is part of the JHG COVID Secure Workplace protocols and outlines how meetings should be undertaken to minimise the risk of transmission of the virus within the workplace
- 1.2. If you have concerns in relation to the 'Undertaking Meetings' protocol and/or the adherence to the arrangements in place you should discuss your concerns with a member of the Health & Safety team or the HR team

2. MEETING ENVIRONMENT

- 2.1. The default position of the Group is that all meetings should be undertaken online utilising an online platform such as SKYPE or Microsoft teams to remove the risk entirely of potential exposure to the virus
- 2.2. Where it is deemed essential for a meeting to be undertaken with meeting delegates physically present the reason for physical attendance should be communicated to those required to attend. Where a delegate raises a concern in relation to physical attendance at the meeting, the meeting organiser should consider providing an option for joining the meeting virtually via an online platform.
- 2.3. Should an online option be unavailable and the meeting be deemed essential to proceed with physical attendance despite concerns raised by meeting delegates, the HSEQ team should be engaged and a risk assessment undertaken to document the specific steps that should be implemented to minimise the risk of transmission of the virus. In completing the risk assessment, the HSEQ team will consider whether the meeting is essential to proceed with delegates being in physical attendance and if deemed non-essential will provide feedback to the meeting organiser with support in arranging the meeting to take place via an online platform
- 2.4. Meeting delegates are required to familiarise themselves with the meeting space safe seating plan and follow the instructions provided by the Meeting Organiser in relation to entry, exit and seating during the meeting to minimise risk of close proximity transmission of the virus

3. MEETING SPACES

- 3.1. Should a meeting be deemed to be essential to proceed with physical attendance consideration should be given to holding the meeting in an outdoor setting maintaining the social distancing rules at all times during the meeting

- 3.2. Should a meeting be deemed to be essential to proceed with physical attendance in an indoor space, the meeting delegates in attendance should always be limited to the maximum capacity of the meeting area to enable the safe working distance to be maintained
- 3.3. If holding a meeting in an indoor space the area should be kept well ventilated for the duration of the meeting and where air conditioning is in operation this should be operated in accordance with the operating guidelines displayed by the control panel
- 3.4. Meeting delegates should arrive no earlier than a few minutes to the meeting start time and should move directly to the meeting room area to ensure congregation around reception and outside meeting room areas is kept to a minimum
- 3.5. On entering the meeting room, delegates should move towards the furthest seating point and be seated, allowing those behind them to enter the room and safely take up seating positions whilst maintaining social distance
- 3.6. Prior to the meeting commencing, the meeting organiser should ensure the indoor meeting area is sanitised prior to meeting delegates arriving using the sanitising products provided. The meeting room desk, arms on chairs and any equipment requiring contact of the meeting delegates should be sanitised
- 3.7. During the meeting, all delegates should have access to hand sanitiser to use periodically during the meeting as required
- 3.8. The duration of the meeting should be kept to a minimum, it is the responsibility of the meeting organiser to issue an agenda in advance of the meeting that indicates clearly the expected duration of the meeting and the meeting should be brought to a close within the time indicated. Where a meeting duration is expected to continue for a number of hours, the meeting organiser should ensure regular breaks are taken and meeting delegates encouraged to obtain fresh air during the break period
- 3.9. The meeting organiser will ensure that during the meeting, the maximum capacity of the indoor meeting area is not exceeded, and meeting delegates are seated to maintain social distancing rules
- 3.10. At the end of the meeting, the meeting organiser will indicate the order in which delegates are to leave the indoor meeting space to ensure the safe distance is maintained on exit of the facilities minimise the risk of 'close proximity' transmission
- 3.11. Once all meeting delegates have left the meeting area, the meeting organiser should sanitise the meeting space using the sanitising products provided ensuring the desk, chairs and any other equipment/contact surfaces are sanitised
- 3.12. Any delegate invited to attend a meeting should only attend if they are in good health and not displaying any symptom relating to COVID19

3.13. If a meeting delegate becomes unwell during a meeting, the meeting organiser is to bring the meeting to a close, facilitate the departure of meeting delegates and notify the HSEQ team. If necessary, the HSEQ team will remove the meeting area from available use whilst any remedial action is taken notifying the cancellation of meeting bookings for the time period affected. The HSEQ team will lead on providing guidance to meeting delegates on the need for self-isolation once the situation has been assessed

3.14. Wearing of face masks is not mandated for attendance at meetings, however, if a meeting delegate has a preference to wear a face mask whilst attending the meeting, they should feel able and supported to do so

4. SCHEDULING MEETINGS

4.1. To minimise congregation of meeting delegates around meeting room areas, there will be a 15-minute window after a meeting has concluded prior to the next meeting commencing, it is therefore critical that meetings are managed to time, and meeting room bookings are cancelled if no longer required

4.2. It is the responsibility of the meeting organiser to schedule the 15-minute crossover period when booking the meeting room. This cross-over period will enable the meeting area to be cleared of meeting delegates and provide adequate time for the meeting organiser to sanitise the meeting area after the meeting has concluded (section 3.9)

4.3. Meeting room areas will be restricted to those with space to accommodate safe social distancing of delegates, not all meeting room areas will meet the safe social distancing criteria. Meetings should only be held in meeting room areas that are available to book on the outlook calendar system. All meetings should be booked in advance via outlook in accordance with section 4.1 and 4.2 above

5. MEETINGS INVOLVING THIRD PARTIES

5.1. All meetings with third parties, including Clients should continue to be undertaken where possible virtually via an online platform such as SKYPE or Microsoft Teams

5.2. Where physical attendance at a third party/Client hosted meeting is requested, a copy of the protocols for undertaking the meeting safely should be requested, read and understood. Should a meeting delegate raise concerns in relation to physically attending a third party/Client meeting these concerns should be reviewed by the line manager seeking advice from the HSEQ team where necessary. The HSEQ team will undertake a risk assessment in relation to physical attendance at the meeting and provide advice on steps that can be taken by the meeting delegate to minimise the threat of COVID19. Where the HSEQ team deem the mitigation inadequate they will act as a liaison with the third party/Client to explore alternatives for undertaking the meeting safely

- 5.3. Where a third party/Client is being requested by a JHG host to physically attend a meeting at JHG the JHG meeting organiser should provide a copy of the 'undertaking meetings' protocol in addition to the 'Visitors' protocol. The protocols should be provided in advance of the meeting and the meeting organiser should make arrangements to contact the meeting delegate prior to the meeting taking place to answer any questions the meeting delegate may have in relation to the protocols and their ability to adhere to them
- 5.4. Meeting delegates should arrive no earlier than a few minutes to the meeting start time to ensure congregation around reception and outside meeting room areas is kept to a minimum with third parties/Client representatives requested to wait in their vehicle on arrival to JHG site until the meeting start time as oppose to congregating in the reception area

JHG COVID Secure

Training Protocol | June 2020

1. OVERVIEW

- 1.1. The 'Training' protocol is part of the JHG COVID Secure Workplace protocols and outlines how Training will be undertaken to minimise the risk of transmission of the virus within the workplace
- 1.2. If you have concerns in relation to the 'Training' protocol and/or the adherence to the arrangements in place you should discuss your concerns with a member of the Training department, or the Health & Safety team or the HR team

2. UNDERTAKING TRAINING

- 2.1. Where able, the default position of the Group is to provide remote-access training for our workers, utilising the JHG Hub remote learning portal and online conferencing tools whenever this can be done effectively, to ensure you continue to be equipped with the key skills to undertake your role.
- 2.2. Where training is deemed essential and remote learning is not possible, the training will be conducted in our Training Centre or other dedicated facility in accordance with a COVID19 safe system of work which will be shared with you prior to the training session commencing
- 2.3. The Training protocols will apply to all visitors to the Training Centre to ensure delegates can complete their training in a safe environment.
- 2.4. The Training Centre in the context of these protocols includes activities undertaken in the main training room, its adjoining rooms, the Technical Skills Centre and the outdoor training areas
- 2.5. All training delegates required to attend the Training Centre will receive a copy of the Training protocols and accompanying risk assessment in advance of the training commencing. A copy of these documents will also be displayed in the Training Centre for the duration of the training

3. TRAINING CENTRE HYGIENE

- 3.1. An enhanced cleaning regime will be undertaken in line with the JHG COVID19 Secure Workplace Cleaning Regime Protocol and, after every session, the Training Centre will be sanitised using the sanitisation products provided

- 3.2. We will ensure there is a supply of sanitising products for use by delegates to assist in keeping training areas and equipment clean, reducing the risk of 'surface contact' transmission
- 3.3. Any equipment or machinery used during the training session will be sanitised using alcohol sanitiser before passing it over to another person

4. ACCESS TO THE TRAINING CENTRE

- 4.1. Any delegate who is unwell and suspects that they (or a family member) may have symptoms of COVID19 must not enter the Training Centre under any circumstance. They must self-isolate, notify their line manager and follow guidance provided in the SLT Communication COVID19, on the Company Intranet page or on the NHS website
- 4.2. Each delegate is required to co-operate with undertaking a temperature check prior to entering the Training Centre. This is to ensure, where reasonably possible, that the Training Centre remains free of symptomatic workers, reducing the risk of the transmission of the virus within the training environment. Should you fail the temperature check you will be required to leave site and return home immediately. You are not permitted to enter the Training Centre or office premises for any reason following a failed temperature check and must self-isolate in line with Government guidelines
- 4.3. Training delegates identity will be checked on arrival to the Training Centre and recorded on Geo-sight, ensuring only nominated people attend the training sessions and removing the need for manual completion of an attendance register. Any delegate arriving for Training that is not listed as a nominated delegate will be asked to leave the session and schedule a place on a future course
- 4.4. A thorough welfare briefing will be provided by the Trainer at the beginning of each training session to ensure delegates are appropriately briefed to protect their own, and others' safety.

5. TRAINING CENTRE FACILITIES

- 5.1. As the major threat of the virus arises from close-proximity contact, the Training Centre will be arranged to ensure delegates are seated in order to maintain the safe social distance at all times
- 5.2. Delegate numbers will be managed in line with the maximum capacity of the facility including the trainer, except during any activity outside the training room where safe distance can be observed between all parties facilitating an increased number of delegates. The maximum capacity for the Training Centre will be displayed at all times at the entrance to the facility

- 5.3. Signage will be utilised to indicate direction of movement around the Training Centre to minimise close-proximity contact. All delegates throughout the training session are required to follow the indicated direction of movement
- 5.4. A side room to the main training room will be designated as a refreshment station, to be operated on a strict 'one in, one out' rule
- 5.5. Hand sanitiser will be supplied to enable delegates to maintain good hand hygiene
- 5.6. Delegates are required to use the toilet facilities adjacent to the Training Centre, avoiding unnecessary access to the main office buildings
- 5.7. The use of smoking facilities is permitted to the extent social distancing can be maintained. Smokers will use the usual smoking area adjacent to the K4 building. Training delegates must not enter the smoking area if the addition of their presence prevents social distancing

6. TRAINING CENTRE BEHAVIOURS

- 6.1. Whilst in the Training Centre, you should not greet other delegates with a handshake and/or any other form of physical contact, maintaining at all times the safe social distance
- 6.2. Delegates must not congregate in areas where social distancing is difficult, or in areas with restricted space that their presence makes it difficult for others passing through the area to maintain a safe social distance. This includes the area immediately in and around the Training Centre refreshment station
- 6.3. We will provide you with access to facilities to maintain good hand hygiene and encourage the use of hand hygiene facilities at frequent intervals throughout the training session. As a minimum, all delegates are required to use the hand hygiene facilities provided on entry and exit to the Training Centre, prior to eating and after using toilet facilities
- 6.4. Personal Protection Equipment (PPE) will be provided where it is identified that the use of PPE has a positive impact on reducing the threat of the hazard identified and does not enhance the threat through improper use. Where PPE is provided for use, all delegates are required to use the PPE as prescribed in the safe system of work

7. TRAINING ACTIVITIES

- 7.1. All delegates are required to undertake interactive training activities with strict regard to maintaining the safe social distance
- 7.2. For the completion of practical learning activities, delegates will be split into two groups to be seated in their designated chairs at either end of the training room positioned at the safe social distance

7.3. Any activity outside of the training room will be held in designated areas free from pedestrian walkways. Delegates will be required to continue to observe the safe distancing rules