

Knowledge Base

Pandemic Planning

London



Pandemic Planning

This document outlines the measures that Landsec are taking to prepare for the effects of a pandemic that will minimise impacts on the organisation and its customers.

The pandemic response plans have been developed following government guidance that is currently available. In the event of a pandemic, advice and information issued by the Department for Health and other government departments will be followed.

1. Responsibilities:

Communication with Local Health Authorities / Gaining Information

All communication and fact gathering from local health authorities will be the responsibility of the Health, Safety and Environmental manager for onward transmission to the Land Securities Board.

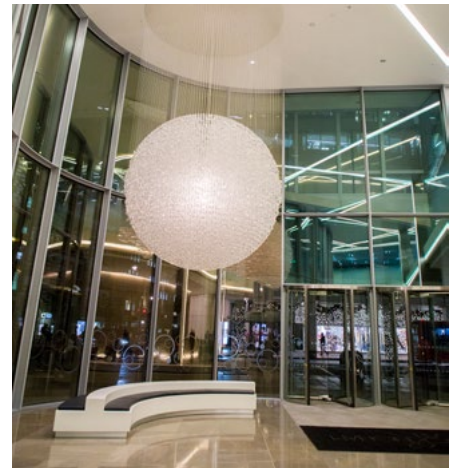
2. Closure of Landsec Office

The decision to send personnel home will rest with the Landsec Board.

3. Building Operations Response to Building Closure

Upon notification that a building will be closed, Property Management will respond as below. Only Essential Services will continue to work with the appropriate personal protective equipment. For this type of incident, "Essential Services" will be defined as those services required to protect clients' assets. These include physical security, boilers room operations etc. This would exclude cafeteria services, cleaning and all other operational contractors unless there was a building emergency, (broken sprinkler pipe etc). Should emergency work need to take place during closure, appropriate PPE will need to be used.

Local postal service will be contacted and all mail delivery to the site will be suspended and held for pick-up.



- HVAC will be turned off or to a minimum to reduce the spread of the disease through the air. Depending on the nature of the disease, duct cleaning might need to be considered before the facility re-opens
- All restaurants/cafeteria services and vending delivery will be suspended
- All maintenance activity will be suspended for the duration of the closure and will resume 48 hours before the remainder of the population will be allowed to access the building
- Cleaners will wear designated PPE until all work surfaces and washrooms have been disinfected with the appropriate agents specified by the Local Health Authorities
- Cleaners may be required to increase staff levels during this 48-hour cleaning period



4. General Advice

If a pandemic should be declared the Customer should enact their own response plan, however we offer the following advice;

All employee's displaying flu symptoms should be sent home to prevent further infection.

Where possible those who can, must be encouraged to work from home.

During a pandemic it must be expected that the building will have to operate on a reduced staffing and it may well result in those remaining working longer hours however the Working Time Regulations should not be ignored.

Where contractors are employed the workforce must be supplemented by temporary labour.

It is considered that the building can operate on reduced levels of staffing with minimal disruption to the service provided and this would continue until temporary workers were no longer available to supplement site staff.

It would also be dependent on public transport running an effective service. If severely affected and sufficient employee's unable to reach work by private transport, then consideration must be given to closing the building to customers in order to protect their health and safety.

5. Building Management

Landsec and their service partners' employees would make every effort to get to work utilising whatever means necessary. Where this is not possible then contact is to be made with the Building / Centre Manager or delegated deputy. The building can safely operate without management employees being on site. In the event of all building management employee's being incapacitated then arrangements are to be made to supply cover from Landsec.

All decisions regarding significant reduction of services or closure of buildings must be made with the appropriate level of Line Manager and Client representative.

If the building is required to stay open, the following will need to be considered: -

5.1 Cleaning Staff

Would be tasked with more frequent cleaning of surfaces within common areas. Utilising the stock of antiseptic wipes held for this purpose. Particular attention being paid to door handles and toilets. Permanent staff remaining at work are to modify shift patterns to ensure that there is sufficient skill and knowledge levels to maintain these services and to ensure that they have access to temporary labour to meet this need. If the engineering manning level drops below two cleaners per day then public health issues may arise in toilets and Building / Centre Management must consider refusing Customers / Members of Public access in order to maintain a safe environment.

5.2 Engineering Staff

Would maintain ventilation, air conditioning and heating services until otherwise directed by building management. They would ensure that the life safety and public health services were not affected. Permanent staff remaining at work are to modify shift patterns to ensure that there is sufficient skill and knowledge levels to maintain these services. M&E Service Providers are to ensure that they have access to temporary labour to meet this need. If the engineering manning level drops below the safe level, then Building Management must consider what action is to be taken in order to maintain a safe environment.

5.3 Security

Permanent staffs remaining at work are to modify shift patterns to ensure that there is sufficient skill and knowledge levels to ensure that the Security of the building is not compromised. Security Service Providers are to ensure that they have access to temporary labour to meet this need. If the Security manning level drops below a safe level, then the Building Manager must make the decision on whether to keep the building open. Reduced levels of security may require restricted access to loading bays etc.



6. Action to be taken by all Landsec and Customer Building Managers

All Managers are expected to review their existing procedures and complete a Contingency Plan identifying critical functions provided, implication of reduction of services of 50% less staff / contracting staff, implication of 30% staff / contracting staff absenteeism. A copy of the completed plan should be passed to the Landsec office.

6.1 Infectious Disease Outbreak

- Call the Medical Services and follow their instructions
- Support employees and contracted 3rd party staff affected pending the arrival of the Medical Services
- Call the Business Resilience Incident Line on 0800 121 8100 who will activate the Group CMT as required to support you and the Centre/Site IMT at the scene
- Call the Local Health and Safety Authorities and follow their instructions if required
- Inform the Duty Manager, Tenants and activate the Centre/ Site IMT if required
- Take further action as instructed by the Health & Safety Authorities
- Resume business as usual operations on the advice of the Health and Safety Authorities
- Brief and reassure employees, visitors and contracted 3rd party staff
- Assess the impact of the incident on employees, visitors and contracted 3rd party staff
- Activate employee assistance provider (EAP) as required on 0800 980 6559
- If requested by the Group CMT, complete an Incident Report Template at Appendix A and submit it to Business Resilience at assist@landsec.com

7. References

For more information visit:

www.gov.uk/government/organisations/public-health-england



Public Health
England



GOV.UK





Landsec Pandemic Plan

Property / Building Address

[Enter Relevant Property]

Organisation

Various

Function / Service Provided

Management of mixed-use site comprising of retail units and commercial offices. Responsible for all common areas both internal and external. M & E and lifts, cleaning, Security, landscaping, building main reception, helpdesk function.

Critical Functions Provided

- Health & Safety/Fire Management of Buildings
- Security of Building common areas and external areas of Estate to site boundary
- Maintenance of Engineering & Public Health Services
- Cleaning of Common Areas and Washrooms

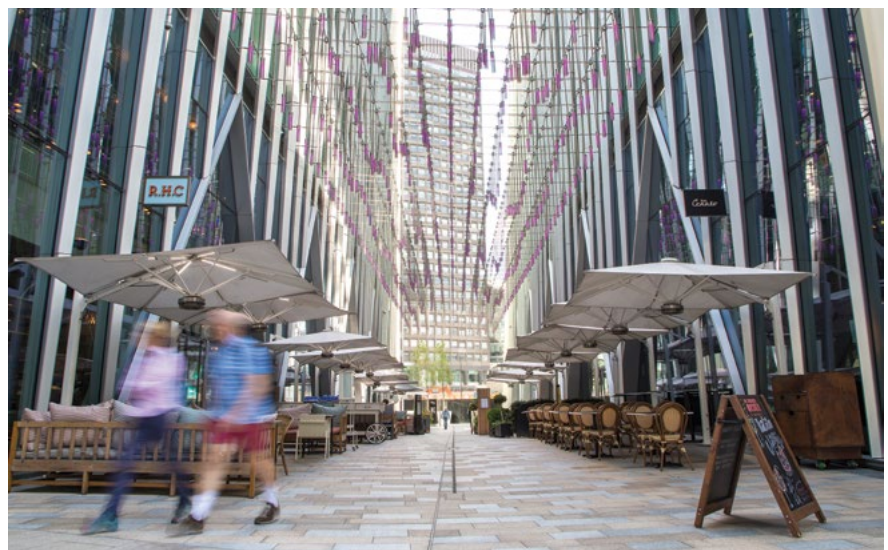
Implication - Reduction to Services Provided with more than 50% absenteeism

- Management – General Manager, Operations Manager, Technical Manager, Operations Support
- Site functions could continue with one or two of the above absent from site for a short period of time
- The Landsec buddy cover system provides cover for the Operations Team when needed i.e. Annual Leave, etc
- There may be issues covering breaks with security team reduced by 50%. Security Manager and Building Management may have to cover

Security – Ultimate

Risk of being unable to cover all posts on site. Positions deemed critical are as follows:

- Security Manager / Supervisor
- Building Manager
- Car park security officer
- Security Reception Office
- The remaining positions to be covered subject to Security staff ability to report for work
- Implications would be the general safety of the site, Restricted / No Access to the Loading Bays
- If number of staff absenteeism were greater than 75%, we would not have sufficient staff to carry out effective and safe fire evacuations of the building





Knowledge Base

Essential information,
at your fingertips.

Engineering - NG Bailey & Jaguar Building Services

- Risk of being unable to cover all posts on site and without sufficient cover, this could imply lone man working so the handyman may have to provide assistance to an engineer on two-man jobs
- We may not have a qualified electrician on site so some work may not be possible
- Work to be prioritised by Building Management and maintenance provider
- Service Partners would have to maintain a mobile engineering rota to ensure plant remains operational during business hours and to respond to emergencies

Lifts - Various

Response times to be checked with Service Partner especially in terms of lift entrapments.

Façade hoist - NJC

Window cleaning cradles – check to see how service may be affected and if response time on emergencies (cleaners trapped in cradles) may be affected. Decision to be taken on whether window cleaning activities should take place.

Office and General – Bywaters & NJC

Cleaners would have to concentrate on covering the cleaning of the WC's facilities in the building. Compactors and recycling bins would also need to be covered during the day to ensure that waste is removed from site to prevent public health issues. This may start to turn into a staffing issue depending upon the occupancy of the buildings.

The cleaning of the external site areas would have to be scarified. Emergency cleaning of spillages, etc which could have Health and Safety implications would have to be prioritised and allocated by Building Management.

Health and safety implications to be considered in freezing and snowy weather as the site may have insufficient staff to grit all areas.





Implication - Possible closure of public transport

Management

Building Management team could arrange to share private transport with colleagues living and working in the same areas.

Security

Security supervisor and officers – live in various locations and use public transport. Coach or minibus facilities would be required to pick up and drop off shifts but only in so far as possible – service partner management to arrange.

Engineering

Engineers – live in various locations and use public transport. Coach or minibus facilities would be required to pick up and drop off shifts but only in so far as possible – service partner management to arrange.

Cleaning

Cleaning staff live in various locations and use public transport. Coach or minibus facilities would be required to pick up and drop off shifts but only in so far as possible – service partner management to arrange.

Stocks

Cleaning stocks already held on site and there should be 2 – 4 weeks stock at any one time. A large stock of Antiseptic wipes will be purchased and stored on site if the risk and threat level increases.

Communication

Management – General Manager, Operations Manager, Technical Manager, Operations Support

Contingency plan - Critical Staffing and Succession Plans

Please refer to the relevant Customer Handbook for Escalation and Contact Details

Reviewed: January 2020





Landsec
Link

This document supports
the information on our
online customer portal.



AspireAssist
24/7 HelpDesk



My Property



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Knowledge
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landseclink.com

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