



Business Resilience

Non Essential Retail Premises

All activities must only be taken in line with the current guidance issued by HM Government.

www.gov.uk/coronavirus

During the current crisis all non-essential retail premises are required to close for some weeks. The following is some guidance that may help with this:

- Ensure food and combustible waste is removed and that the premises are clean, with fire and intruder alarms set and access/egress secured.
- Before leaving, it is worthwhile finding out if it's possible to view internal and external CCTV remotely to avoid visiting premises during the period of restricted movement.
- Check loading bays and loading bay shutter doors are locked and isolated.

Hospitality Guidance

All activities must only be undertaken in line with the current guidance issued by HM Government.

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It is likely that all Hotels/Hospitality/Restaurants/Leisure sites, if not already closed, will be shutting down due to changing restrictions. Here is some guidance to follow in the event of a complete shutdown being implemented:

Plant Rooms

- Boiler plant, HVAC Systems and any other specialist plant i.e. jacuzzi, saunas, steam rooms, etc isolated. (May be auto dosing systems in place)
- Swimming pool filtration and dosing of pool water - left running for water cleanliness and avoidance of Legionella.
- Calorifiers and hot water systems need to be maintained at a constant temperature to prevent Legionella Growth over a prolonged period. If this is not possible should be dosed sufficiently to limit bacterial growth.

Kitchens

- All spoilable food needs to be removed
- Frozen foods, freezer alarms set.
- Food waste must be removed.
- All food preparation surfaces cleaned down and sanitised.
- Pest control measures in operation.
- Gas/Electricity isolated.

Passenger Lifts and Escalators

- Locked off/Isolated.

Bars and Cellars

- All spirits/wines etc removed to secure spirit store.
- Beer and co2 Gas lines turned off and cellar secured.
- Mixer Chillers operational.
- Bar grilles locked/secured.

External

- Outdoor furniture/Parasols securely stored.



Construction Sites/Contracts Guidance

All activities must only be undertaken in line with the current guidance issued by HM Government.

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It is likely that all Construction sites, if not already closed, will be shutting down due to changing restrictions on travel. Here is some guidance to follow to make construction sites safe in the event of a complete shutdown being implemented:

Excavations

- Securely fenced
- Sides battered/benched.
- Open manholes sewer interventions closed.
- Attenuation tanks sealed.
- Pile caps sealed
- Caissons sealed

Scaffolding

- Secured and checked.

Plant Security

- High Rise Cranes secure and slew brake free.
- Mast Climber secure.
- Excavation Plant secure and immobilised.
- Small plant items off hired/removed from site.

Lone Working

All activities must only be undertaken in line with the current guidance issued by HM Government.

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Lone working and checking of vacant premises must not currently be undertaken in accordance with current Government Policy and Emergency Guidance which prohibits travel to places of work for all but essential workers.

Some additional guidance as follows:

- Physically Inspecting/ Checking Premises vacated during the current Pandemic, is not realistically possible by employees during the currently imposed restrictions. In some situations it may be possible to check the external aspects of the property by viewing CCTV live feeds/footage and this may be the only option under the current restrictions.
- When restrictions are relaxed, you may have to enter the premises. Do not touch door handles or keypads without wearing disposable gloves and follow current NHS guidelines on washing hands/ sanitising hard surfaces.
- AXA have exclusive arrangements in place with First Response Group (axa@firstresponsegroup.com or 03300 415 008) who are able to provide services for building inspection, security guarding (static and patrols), alarm protection and keyholder response. The private security industry has been confirmed as critical workers and FRG can continue to offer these essential services.



Premises still operating

If the premises are considered critical, and are still operational but with reduced employees with social distancing, it is important to consider the following points:

- Unattended Processes – other than unattended processes already notified to AXA, other processes or machinery should not be run unsupervised. Where this needs to be considered, please supply details to AXA.
- Hot Work – non-essential hot work activity should cease unless a continuous fire watch can be maintained during and for at least 1 hour after the work ceases.
- Maintenance – the ongoing planned preventative maintenance regimes should continue especially for critical plant and machinery, utilities and protection equipment.
- Adjustment to maintenance or servicing may be appropriate (i.e. increased time between kitchen extract duct cleaning due to less use)
- Tenants should be advised to contact their own business insurers to understand any specific measures that they wish to be taken.

Further business resilience support for any risk management questions is available via riskmanagement@axa-insurance.co.uk