

## Annex 2: Compliance Form B - Risk Assessment

*Risk Assessment For: COVID-19 General  
Workplace Safety*

*Dept: All Departments*

*Ref: GWS*

*Name of the Hotel: The London Edition*

*Date: 08.07.2020*

*Name of Person/s completing this assessment: Jevgenijs Pocujevs*

**HAZARD IDENTIFICATIONS (the potential to cause harm) Please indicate with a tick**

1	Lone working		11	Verbal Aggression		21	Violence	
2	Maintenance of building		12	Housekeeping/cleaning		22	Wet/uneven floor	
3	Working at height		13	Fall from height		23	Collapse of structure	
4	Display screen equipment		14	Work equipment		24	Use of vehicle	
5	Temperature		15	Ventilation		25	Lighting	
6	Electricity		16	Gas		26	Water (Legionella)	
7	Hazardous substances		17	Infections		27	Asbestos	
8	Manual Handling		18	Storage		28	Space	
9	Welfare		19	Noise/privacy		29	Smoking	
10	Fire		20	Slips/trips/Falls		30	Other – <b>Transmission of the COVID-19 Coronavirus</b>	<b>X</b>

**RISK RATING – For guidance see risk rating tables on Page 2**

**LIKELIHOOD RATING:**

**4**

Multiplied by

**X**

**CONSEQUENCE RATING:**

**4**

**LEVEL OF RISK =**

**16**

<i>Activity/Equipment Used</i>	<i>Who is at Risk?</i>	<i>What Are The Risks?</i>	<i>What Control Measures Are Required? (precautions taken to reduce the risks)</i>
<b>Workplace Access and Travel</b>	Associates Agency staff Guests Contractors/Vendors Visitors Vulnerable groups	Travel to and from work may lead to greater risk of COVID-19 virus transmission.	<p><b>Prior to Hotel re-opening all Edition associates will undergo full H&amp;S on-site training provided by Security, as well as Marriott Commitment to Clean training provided by designated Cleanliness Champion.</b></p> <p>The following safety arrangements will apply to workplace access and travel arrangements:</p> <ul style="list-style-type: none"> <li>• Sufficient access points to the workplace will be provided so that associates do not congregate at entrances and exits – all access points will have sufficient supplies of sanitizers available.</li> <li>• Disabled access policies and arrangements will be reviewed to ensure safe entrance or exit for disabled staff, guests etc.</li> <li>• Floor markings and signage at entrances and exits will be implemented.</li> <li>• Enabling flexible/staggered working arrangements so that associates can avoid travelling at peak times or all arriving or leaving at the same time.</li> <li>• Support associates to walk or cycle to work wherever possible, eg providing safe bike storage, showers, lockers, etc.</li> <li>• Associates not to use public transport if at all possible – where they do use public transport they should conform to all requirements, eg wearing face coverings on all public transport, social distancing rules, etc.</li> <li>• When coming to work, there will be no queueing for staff (priority before contractors and visitors)</li> <li>• Contractors, delivery drivers, couriers and visitors will need to queue on the side of staff entrance, when applicable.</li> <li>• The staff entrance doors (automatic operation) will only be operated by Security, for granting access.</li> <li>• Temperature screening will be implemented and mandatory for every person using the staff entrance (employees, contractors, visitors, couriers, delivery drivers etc.). The process will be conducted by trained Security personnel.</li> <li>• Any person displaying a temperature of 38.0 degrees or higher will undertake a second testing after no less than 10 minutes, and if outcome will be the same, access to the building will be refused.</li> <li>• The person will be advised to contact NHS and seek medical assistance.</li> <li>• Temperature screening will be performed through live monitoring. No personal data will be retained for any period of time.</li> <li>• Separate and detailed Risk Assessment is completed in regards to Access-Egress at Staff entrance (<b>GW6</b>)</li> </ul> <p><b>In all cases non-essential travel to work and premises access will be minimised. Prior to Hotel re-opening all Edition associates will undergo full H&amp;S on-site training provided by Security, as well as Marriott Commitment to Clean training</b></p>

<p><b>Infection Prevention, Cleaning and Sanitising</b></p>	<p>Associates Guests Visitors Vulnerable groups</p>	<p>Unsafe workplace premises raise the risks of COVID-19 virus transmission</p>	<p><b>provided by designated Cleanliness Champion.</b></p> <p>The Hotel will comply with its duty to provide a safe and healthy conditions for staff, guests, visitors etc, during the coronavirus pandemic by:</p> <ul style="list-style-type: none"> <li>• Requiring staff to practice effective social distancing while in and around the workplace, while travelling to work and in all work areas.</li> <li>• Signs and Posters will be displayed to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue; tissues should be binned safely and hands washed after binning, or sneeze into your arm if a tissue is not available.</li> <li>• Sanitising wipes dispensers will be placed on each guest floor lift landing.</li> <li>• A pack of 5 disinfectant wipes and two face masks will be placed in each guest room prior to arrival.</li> <li>• More frequent cleaning of objects and surfaces that are touched regularly (including door handles, lift buttons or switches) will be implemented, and making sure there are adequate disposal arrangements for cleaning products.</li> <li>• All staff to keep surfaces clear of any unnecessary objects, which will make it easier to clean and reduce the number of objects that can become contaminated.</li> <li>• Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.</li> <li>• All staff should wash their hands when arriving at work, as well as before handling or eating food, or after blowing noses, coughing or sneezing, or going to the toilet.</li> <li>• Disinfect hard surfaces and shared equipment used by multiple associates or guests per shift based on volume of use (e.g. counters, door handles, keyboards, house and desk phones, lockers, tools, vacuums, back-of-house, shared equipment, luggage carts.</li> <li>• Additional sanitizer stations will be placed around the Hotel, in all areas, prior to hotel re-opening.</li> <li>• Barriers and sneeze guards will be installed in Restaurant, Front desk and Basement Kitchen, to minimise contact and secure the workspace between employees or employees and guests.</li> <li>• Touchless doors solution are implemented at the Hotel Staff entrance and in high traffic BOH areas.</li> <li>• Other doors in high traffic BOH areas will be put on stand open mode via floor magnets.</li> <li>• Arm door openers will be available (to avoid touching of door handles).</li> <li>• All necessary adjustments will be made to the workspace/rotas/work patterns/procedures to facilitate effective infection prevention and social distancing at work.</li> </ul>
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			<ul style="list-style-type: none"> <li>• Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.</li> <li>• Infection control personal protective equipment (PPE) will be provided, such as gloves, masks and eye protection.</li> <li>• Additional PPE available for high risk activities such as First Aid Provision (face shields, safety aprons, safety hand gowns).</li> <li>• Additional waste removal facilities or more frequent rubbish collection will also be provided.</li> </ul>
<p><b>Workplace Social Distancing</b></p>	<p>Associates Guests Visitors Vulnerable groups</p>	<p>Risks of COVID-19 virus transmission</p>	<p><b>Prior to Hotel re-opening all Edition associates will undergo full H&amp;S on-site training provided by Security, as well as Marriott Commitment to Clean training provided by designated Cleanliness Champion.</b></p> <p>All members of staff will be required to practice effective social distancing while in and around the workplace, while involved in work activities and when travelling to and from work, whenever possible, by:</p> <ul style="list-style-type: none"> <li>• All nonessential contact with others should be avoided.</li> <li>• Keeping a safe distance of at least 2 metres (about 3 steps) from others whenever possible.</li> <li>• Physical contact (eg. hugs, handshakes, etc.) should be avoided.</li> <li>• Staggering arrival and departure times at work will be implemented, to avoid crowding at access points.</li> </ul> <p>Adaptations to the premises and work processes to support social distancing will include:</p> <ul style="list-style-type: none"> <li>• All areas of the Hotel will be reviewed to identify suitable adaptations which will support social distancing.</li> <li>• Offices and work spaces will be set up appropriately, e.g. layout changes, appropriate signage, stickers and floor markings to denote safe distances, etc.</li> <li>• Workstations and desks will be arranged with a minimum separation between them – where necessary screens will be fitted.</li> <li>• The need for staff to move around within the workplace will be reduced where possible.</li> <li>• The number of people each person has contact with will be reduced by using ‘fixed teams or partnering’ (so each person works with only a few others).</li> <li>• All nonessential meetings will be cancelled.</li> <li>• Essential meetings will be held in well ventilated rooms, with appropriate social distancing in place and numbers limited to essential attendees only.</li> <li>• Social distance marking will be in use for staff and guest common areas such as toilets, canteen, employee smoking area and changing rooms. Additionally more frequent cleaning protocols will also be applied to these facilities.</li> <li>• Notices will be displayed in all premises reminding staff/guests etc. of the key infection prevention requirements, including the need to maintain safe distancing.</li> </ul>

- All Corridors will always remain clear of ANY obstructions at all time, WITHOUT exceptions, to ensure a safe distance can be maintained by those using the corridors.
- Guest lifts capacity will be limited to 1 person or travel companions.
- Employee lifts capacity will be limited to 2 for Room Service lift and 2 for Goods lift.
- Occupancy limits will be implemented for BOH areas such as Staff canteen, changing rooms and employee smoking area.
- Sanitizer towel will be provided at the table for all guests.
- Occupancy limits will be implemented for FOH areas – Lobby 36, Restaurant 116.
- Table service will be provided only, no service at bar counter.
- All guests will be escorted to tables by Hotel staff.
- Clear barriers will be positioned inside the Restaurant, alongside and across the boot section, to minimise the contact and proximity between guests.
- Every other small table in the restaurant will be kept out of use where possible, to ensure a safe distance is maintained between guests.
- Mobile screens available for peak times, for a safe separation of small tables in the restaurant.
- The tables in BT will only be set up after guests arrived (cutlery, glasses, etc.).
- The regular cleaning protocols will be further enhanced, consistent with Marriott guideline.
- In accordance with Government guidance, records of any visitors will be kept for 21 days, in order to support the track and trace programme implemented by UK government.

Where social distancing guidelines of 2m cannot be followed in full, in relation to a particular activity, 1m+ with risk mitigation (where 2m is not viable) will be acceptable with following mitigation methods put into place, such as:

- Further increasing the frequency of hand washing and surface cleaning, (including disinfecting of heavy footfall areas and frequently touch points)
- Keeping the time of any activity where social distancing cannot be maintained as short as possible.
- Use of screens will be implemented to create a physical barrier between people.
- Reducing the number of people each person has contact with by using “fixed teams or partnering” (so each person works with only a few others).
- Working back to back or side by side in order to avoid face to face interaction.

<p><b>High Risk Areas of the Workplace</b></p>	<p>Associates Guests Visitors Vulnerable groups</p>	<p>Heavily used areas of the workplace are more likely to present a COVID-19 transmission risk.</p>	<p><b>Prior to Hotel re-opening all Edition associates will undergo full H&amp;S on-site training provided by Security, as well as Marriott Commitment to Clean training provided by designated Cleanliness Champion.</b></p> <p>All associated will ensure that higher-risk high traffic areas of the Hotel are COVID secure by applying appropriate safety precautions, including:</p> <ul style="list-style-type: none"> <li>• All staff will be trained on how to follow good hygiene practice at all times while at work (ie regular handwashing, using tissues and disposing of them appropriately, etc.)</li> <li>• The Hotel will ensure that adequate hand cleaning resources are provided; all toilets will be supplied with adequate supplies of hot water, liquid soap, paper towels, sanitizers etc.</li> <li>• Handwashing instructions/posters will be printed and displayed throughout the Hotel, especially in toilets.</li> <li>• The number of staff who can use high traffic areas such as corridors, stairs, toilets and restrooms at any one time will be limited, to ensure social distancing.</li> <li>• BOH corridors will be for movement only, no stopping and chatting.</li> <li>• Lifts maximum occupancy will be reduced.</li> <li>• Occupancy limits will be implemented for BOH areas such as Staff canteen, changing rooms and smoking area.</li> <li>• High-traffic areas use will be monitored, and access regulated as necessary.</li> <li>• Access to GYM and showers will be suspended for employees, to help with prevention of a potential virus spread.</li> <li>• Staggered breaks will be implemented to ensure that restrooms, toilets and other areas do not become overcrowded.</li> <li>• Minimum 60% alcohol hand gels will be placed in all high risk areas around the Hotel with instructions for use.</li> <li>• Environmental cleaning will be increased, especially in and around toilets and restrooms and staff rooms; special attention will be paid to frequently touched surfaces such as door handles, toilet flush handles, light switches, etc.</li> <li>• Electrostatic sprayers will be used for regular cleaning of high risk areas.</li> <li>• The inspection of toilets/washrooms and other high risk areas will be increased, to check for cleanliness/adequate stock of soap, sanitizers etc.</li> <li>• Where possible, paper towels will be provided as an alternative to hand dryers in handwashing facilities.</li> </ul>
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<p><b>Personal Protective Equipment (PPE)</b></p>	<p>Associates Guests Visitors Vulnerable groups</p>	<p>Risks of COVID-19 virus transmission</p>	<p><b>Prior to Hotel re-opening all Edition associates will undergo full H&amp;S on-site training provided by Security, as well as Marriott Commitment to Clean training provided by designated Cleanliness Champion.</b></p> <p>The Hotel will continue to use PPE as a control measure against identified hazards such as handling chemicals. For protection against COVID 19, all staff will follow control measures below:</p> <ul style="list-style-type: none"> <li>• Chemical resistant cuff gloves will be required or recommended PPE for Housekeeping and cleaning staff to prevent cross contamination. Gloves to be disinfected after each room with a suitable alcohol based hand disinfectant.</li> <li>• FOH and BOH associates will be required to wear COVID 19 specific face coverings/masks until further notice; this measure will apply to vendors and visitors</li> <li>• Hotel guests will be actively encouraged to wear face masks.</li> <li>• The use of additional PPE measures for FOH staff will be driven by local guidance, requirements or laws.</li> <li>• All Head of Department (HOD) will ensure availability of PPE supply and that all associates adhere to proper usage guidelines.</li> <li>• All users will store or dispose of PPE correctly and visually check its integrity before each use.</li> <li>• All Associates will wear appropriate Personal Protective Equipment (PPE) when performing disinfecting, laundry, engineering activities etc.</li> <li>• Gloves will be replaced every two hours when performing the same task or when gloves become damaged, ripped or torn; when gloves become visibly soiled; when move from one work task to another.</li> <li>• All associates will be made aware that, masks are worn not to protect the wearer but to keep people who may have the virus without knowing it from transmitting it to others. Masks are effective only when used in combination with frequent hand cleaning with alcohol based hand rub or soap and water.</li> <li>• When cleaning after suspected/confirmed cases of COVID-19, all cleaning staff will wear appropriate PPE such as gloves, face masks and apron.</li> </ul>
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<p><b>Suspected/confirmed cases of COVID-19 while on-site</b></p>	<p>Associates Guests Visitors Vulnerable groups</p>	<p>Risks of COVID-19 virus transmission</p>	<p>If a member of staff becomes unwell in the workplace with COVID-19 symptoms (a new, continuous cough or a high temperature) they will be sent home and advised to follow Government advice to self-isolate.</p> <p>The following actions will be taken within the workplace:</p> <ul style="list-style-type: none"> <li>• All surfaces that a symptomatic person has come into contact with will be cleaned and disinfected, especially objects visibly contaminated with body fluids and all potentially contaminated high contact areas such as bathrooms, door handles, telephones, grab-rails in corridors, stairwells etc.</li> <li>• Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids, will be cleaned thoroughly as normal.</li> <li>• Disposable cloths, paper roll and disposable mop heads will be used, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings.</li> <li>• Combined detergent disinfectant solution will be used at a dilution of 1,000 parts per million available chlorine or household detergent followed by disinfection (1000 ppm av.cl.).</li> <li>• Cleaning staff will wear appropriate PPE such as gloves, face masks and apron.</li> </ul> <p><b>SERVICING AN OCCUPIED GUEST ROOM – SUSPECTED OR CONFIRMED POSITIVE COVID-19 GUEST:</b></p> <ul style="list-style-type: none"> <li>• If a guest will be displaying signs of the Covid-19 virus while staying in the Hotel, they will be inform immediately to self-isolate where they are to minimise any risk of transmission, call 111 and request a test.</li> <li>• If they are confirmed to have Covid-19, they should return home if they reasonably can.</li> <li>• If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority.</li> <li>• Guests should follow government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection.</li> <li>• Housekeeping services during the guest’s stay will be discontinued.</li> <li>• The need to make numerous daily deliveries will be limited, by providing (via contactless delivery outside the guest’s door) extra daily in-room amenities (e.g., shampoo, conditioner, soap, tea, coffee, etc.)</li> <li>• All fresh linens and additional amenities will be left outside the guest’s door upon request.</li> <li>• Several large trash bags will be provided for disposal of trash and dirty linens in guest room for guest use.</li> <li>• Sealed bags containing soiled linens and terry will be kept in the guest room (not placed in hallway) until a coordinated time for pick-up is arranged between guest</li> </ul>
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and hotel staff.

- Guestrooms will be quarantined for 72hrs after checkout, before any service is performed

**SERVICING A CHECKOUT GUEST ROOM – SUSPECTED OR CONFIRMED POSITIVE COVID-19 GUEST:**

- Guestrooms will be quarantined for a minimum of 72 hours prior to disinfection and routine Housekeeping procedures.
- All used and unused linens, blankets and terry (e.g. duvet cover, duvet insert, top sheets, fitted sheets, flat sheets, pillowcases, towels, hand towels, wash cloths, bathmats) will be stripped from the guest room.
- They will be placed in sealed bags and transported to hotel laundry after disinfection.
- All surfaces that a symptomatic person has come into contact with will be cleaned and disinfected, especially objects visibly contaminated with body fluids and all potentially contaminated high contact areas such as bathrooms, door handles, telephones, unused/unopened non-refillable bath amenities etc.
- All unused consumables will be removed and seal in a bag. Bag will be dated and held for 7 days before use.
- All will be performed with care and the bags used for removing the items must not be shaken, this is to minimise the possibility of dispersing virus through the air.
- Combined detergent disinfectant solution will be used at a dilution of 1,000 parts per million available chlorine or household detergent followed by disinfection (1000 ppm av.cl.).
- Cleaning staff will wear appropriate PPE such as gloves, face masks and apron.
- All waste from suspected/confirmed COVID-19 room will be put in a plastic rubbish bag and tied when full. The plastic bag will then be placed in a second bin bag and tied as well.
- All waste will be put in a suitable and secure place and marked for storage. All waste will not be placed in communal waste areas until negative test results are known or the waste has been stored for at least 72 hours.
- If the individual tests negative, waste will be put in with the normal waste.
- If the individual tests positive, then waste will be stored for at least 72 hours and put in with the normal waste afterwards.
- If 72 hour storage will not be appropriate, collection as a Category B infectious waste either by local waste collection authority or otherwise by a specialist clinical waste contractor will be arranged.

**Post-accident review of risk assessment:**

**Date:**

**Amendments necessary:**

**Yes/No:**

**Sign:**

Risk Evaluation							
CONSEQUENCE	<b>Catastrophic</b>	5	10	15	20	25	<b>17 – 25 Unacceptable</b> <b>Stop activity and make immediate improvements</b>
	<b>Major</b>	4	8	12	16	20	<b>10 – 16 Tolerable</b> <b>Look to improve within specified timescale</b>
	<b>Moderate</b>	3	6	9	12	15	<b>5-9 Adequate</b> Look to improve at next review
	<b>Minor</b>	2	4	6	8	10	<b>1- 4 Acceptable</b> <b>No further action, but ensure controls are maintained</b>
	<b>Insignificant</b>	1	2	3	4	5	
	Very unlikely	Unlikely	Fairly Unlikely	Likely	Very Likely		
	LIKELIHOOD →						

**When Should This Assessment Be Reviewed?**

1. Following an accident or incident
2. Prior to introducing new equipment
3. When changes are made to working practices
4. Changes are made to the environment

Date:                      Date:                      Date:                      Date:                      Date:

Sign:                      Sign:                      Sign:                      Sign:                      Sign: