# Risk Assessment

## Details

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<th>CitizenM Group</th>
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<td><strong>Group</strong></td>
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<tr>
<td><strong>Site</strong></td>
<td>citizenM Shoreditch</td>
</tr>
<tr>
<td><strong>Title</strong></td>
<td>Covid-19</td>
</tr>
<tr>
<td><strong>Assessed By</strong></td>
<td>Lucy Latta</td>
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## Task Completed date of assessment

<table>
<thead>
<tr>
<th>Task</th>
<th>Completed date of assessment</th>
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<tbody>
<tr>
<td>1 cm PPE LND</td>
<td>02-07-2020</td>
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## Hazards?

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

## Who might be harmed and how?

- Customers
- Staff
- Suppliers
- Visitors

## Controls in place

- The use of PPE is to be considered a last option for control and should only be used where absolutely necessary.
- Tasks shall be assessed to determine the use of PPE as a method of avoiding COVID-19 infection.
- When gloves are deemed necessary as PPE, they must be worn for relevant tasks only. Hand washing rules must be applied as per normal where gloves are not worn.
- When gloves are being removed from hands, they must be removed in a manner to reduce direct hand contact with the outer surfaces of the gloves. Gloves should be disposed of and hands washed immediately using hot water and soap.
- The use of face masks shall only be considered necessary if all other physical distancing methods cannot be implemented or if working in confined spaces e.g. 2m gap or back to back working.
- Face coverings will be encouraged where staff use public transport to get to work.
- Special PPE for first aid cases are available at reception.

## Completed date of assessment

| Completed date of assessment: | 02-07-2020 |

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*Note: This document provides a risk assessment for COVID-19 at the citizenM Shoreditch location, detailing the hazards, those who might be harmed, and control measures implemented.*
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<tr>
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<tbody>
<tr>
<td>2 cM Physical Distancing UK</td>
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### Hazards?
- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

### Who might be harmed and how?
- Customers
- Guests
- Staff
- Suppliers
- Visitors
- Members of the public

### Controls in place
- Floor markings will be positioned inside the premises to facilitate compliance with current physical distancing advice, particularly in the most crowded areas, such as serving counters and tills.
- Tables and chairs will be set out to provide the current recommended gap between seated customers/groups inside and outside of the premises.
- The occupancy level of the business is to be reviewed to allow for adequate physical distancing to be achieved and determined and a record of this number kept.
- Signage is to be placed at the entrance door to advise customers of physical distancing rules within the premises.
- Where there is more than one point of access, doors will be designated for entry and exit. Consideration will be given to the safety of access and egress routes e.g. avoiding exiting onto busy main roads, unmade surfaces etc.
- The layout of the floor will be adjusted and the number of tables and chairs within the premises reduced to allow for appropriate physical distancing to be achieved.
- Signage shall be placed throughout the premises to remind customers of the need to maintain a physical gap to current recommended distances between social groups
- Where physical distancing cannot easily be achieved then mitigating controls will be set in place to reduce the risk of face to face seating of different social groups e.g. tables layout, screens etc.

Completed date of assessment: 02-07-2020
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## Task

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<tr>
<td>3 cM Cleaning (General) UK</td>
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## Hazards?

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

## Who might be harmed and how?

- Customers
- Staff
- Suppliers
- Visitors

## Controls in place

- Disposable cloths and paper roll will be used to clean all hard surfaces, floors, chairs, door handles and sanitary fittings. All reusable cloths and mops will be used only once and thereafter cleaned in appropriate way.
- Manufacturer’s instructions will be followed for dilution, application and contact times for all detergents, disinfectants and sanitisers used within the business. Staff must be trained in the effective and safe use of all chemicals
- Only company approved cleaning chemicals shall be available for use. These shall include detergents and sanitisers which are effective against enveloped viruses such as COVID-19
- “Touch surfaces” will be routinely cleaned using a sanitiser solution and disposable roll on a routine basis of no less than every 30 mins.
- Customer dining areas will be cleaned and disinfected/sanitised between each service. This will include the sanitising of all hard surfaces i.e. tables & chairs.
- Where customer toilets are open for use, they will be checked to ensure hand washing and hygiene provisions are in-place every 2-hours. Toilets will be taken out of use for customers whilst cleaning and checks take place.
- Refuse from bins, customer tables, rooms etc. will be double bagged and disposed of appropriately
- All work surfaces and touch points will be sanitised at the start of the day prior to any activities taking place. All surfaces and touch points will also be cleaned and sanitised as a last task at the end of the working day
## Risk Assessment

**Group** | CitizenM Group  
---|---
**Site** | citizenM Shoreditch  
**Title** | Covid-19  
**Assessed By** | Lucy Latta

### Task Completed date of assessment

<table>
<thead>
<tr>
<th>Task</th>
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</table>
| 4 cM Customer Safety UK | 02-07-2020

### Hazards?

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

### Who might be harmed and how?

- Customers
- Guests
- Staff
- Suppliers
- Visitors

### Controls in place

- Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.
- Physical distancing measures will be in place to permit customers and social groups to physically distance whilst queuing, and whilst inside the premises (see physical distancing risk assessment).
- Posters and notices will be displayed detailing the rules in place to prevent the risks of infection from COVID-19 at point of entry and throughout the premises. Such posters will include detail of physical distancing and hand washing arrangements.
- Visitors (non-residents) exhibiting symptoms of COVID-19 will be politely asked to leave the premises for the safety of others. Guests (in-house) exhibiting symptoms of COVID-19 will be isolated in their room.
- Hand wash stations in public areas and toilet facilities will be stocked with suitable hand soap, hand drying facilities and 60% alcohol hand gel. Hot water will also be available to all hand wash basins.
- 60% alcohol hand sanitising gel stations will be positioned throughout the premises for customers to use. Staff will be encouraged to remind guests of the need to use these gels.
- All tables will be completely cleared before customers are seated. No tables will be set prior to customers sitting at the table i.e. cutlery, glasses etc., this excludes essential signage. Tables will be cleared and sanitised before seating guests.
- Table screens will be available where needed. Screens must be cleaned between uses.
- Staff interaction with customers will be limited.
- Tables will be kept clear of any sundry items e.g. table talkers, menu's, flowers etc., this excludes essential signage.
- Menu's will be single use, disposable copy only. Where possible mobile phone app use will be encouraged for ordering and menu choices. Digital solutions will include menu allergen information.
- Live music will not be played. Additional background music will be kept to a low volume to avoid guests shouting to make themselves heard.
- Records of guest names and contact details shall be held for a period of 21 days to assist with the operation of the NHS Test & Trace scheme.
- Guest room keys will be disposed of in a dedicated box and sanitized before reuse.
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### Task

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<th>5 cM Employee Safety UK</th>
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### Hazards?

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

### Who might be harmed and how?

- Customers
- Guests
- Staff
- Suppliers
- Visitors

### Controls in place

- Advice will be provided to employees on measures to adopt when travelling to and from work including the wearing of masks if using public transport and cleaning hands on arrival at work and back home.
- Training will be provided for all employees on new provisions to combat the spread of COVID-19. Staff will apply the controls in place to prevent the risks of infection to each other and our customers.
- Shaking of hands is discouraged – we encourage the use of other verbal greetings and smiling as non-contact methods of greeting.
- Staff will be trained and regularly reminded of the need to avoid touching eyes, nose, and mouth. Where they do touch their face etc. they should wash their hands immediately.
- Hand washing regimes will be in place using soap and hot water for at least 20 seconds. Hand sanitizer with at least 60% alcohol will be used if soap and water are not available.
- Health screening questionnaires will be completed daily on arrival at work. Where employees indicate they are at risk of infection they will be excluded from work and asked to remain away from the workplace for 14 days.
- Training and guidance will be provided on how to communicate our controls to customers/guests and on how to deal with any person/s who fail to adhere to the controls in-place.
- Touch points such as door handles, tills, card machines, keyboards, touch-screens, telephones and handrails will be cleaned and sanitized every 30 minutes.
- Dirty surfaces will be cleaned with soap and water/detergent before disinfection with a sanitiser.
- The use of PPE will be carefully assessed. The use of face masks and gloves will only be considered for essential tasks where personal hygiene standards are not considered to be a suitable control. See PPE risk assessment.
- As far as reasonably possible, physical distancing to current recommended standards will be maintained between employees at work.
- Staff uniform requirements will be reviewed, especially the use of hats in areas where the risk of food contamination is low to assist with the reduction of hand to face contact.
- Staff will be advised to wear face coverings.
- Staff will be encouraged to avoid the use of public transport to get to work. Where they do have to use public transport then they will be advised to wear face coverings.
- Staff will be encouraged to bring their uniform to work in a bag and change into their uniform upon arrival. Changing areas will be regularly cleaned and disinfected.
- Rota planning will take into account arrival at work time with times staggered to avoid large groups arriving at any one time. Rota planning will also look to achieve a Team A and Team B approach.
- Records of staff rota’s will be retained for a minimum of 21 days to assist with the NHS Test & Trace Scheme operation.
- Staff is encouraged to wash their hands with water and soap where possible and not rely on hand sanitizer.
- PPE is worn for cleaning areas where persons with possible COVID-19 have been present, e.g. hotel lobby- disposable gloves and disposable apron which are removed and disposed of safely after. Hands are washed with soap and water for 20 seconds.
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## Task | Completed date of assessment
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6 cM Housekeeping UK | 02-07-2020

### Hazards?
- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

### Who might be harmed and how?
- Customers
- Staff
- Visitors
- Guests

### Controls in place

#### Gloves, masks and disposable aprons
Gloves, masks and disposable aprons are to be worn by housekeeping staff cleaning rooms. PPE is to be changed before entering each room.

#### Trolleys setup
Wash hands before putting on a new pair of gloves. Unfold the mask-pleats & with the pleats on the outside, place the mask over your nose, mouth and chin - adjust to fit. Ensure adequate supplies of PPE, chemicals and linen bags

#### Entering the Room
Ensure the room is empty. Place cleaning in progress door sign over outside handle. Do not enter rooms where guests are present.

#### Bathroom
- Clean & sanitise bathroom fixtures and fittings using general purpose sanitiser and clean cloth
- Glass and mirrors should be cleaned and sanitised
- WC Pans and general area should be cleaned and sanitised using sanitiser. WC bowl to be cleaned using toilet brush, disinfected.
- Toilet roll to be removed and discarded. Touch surfaces to be cleaned/sanitised.

#### Bedroom Cleaning
- Removal of used bed & bathroom linen
- Collect & remove soiled crockery & cutlery.
- Inspect & clean kettles. Sanitise handles.
- Empty and clean bins.
- Clean and disinfect headboards
- Remove stains with a scrubber/sanitiser.

#### Dirty Bedroom
All high-risk touchpoints in rooms are to be cleaned/disinfected e.g. all door handles/edges, controller dials & buttons, Telephones, switches, locks, bedroom door signs etc.

#### STOP
After completion of DIRTY tasks: Remove and dispose of gloves, masks and aprons directly into the bin. Wash and sanitise hands. Do not eat or drink until you have followed this process.

#### Clean Bathroom Provisions
All rooms are to be fully stocked with new bath linen & toiletries on changeover. Any collateral used by an in-house guest will be replaced as necessary. Fresh bath linen provided. New toiletries provided

#### Beds Made with Clean Linen
Take clean linen directly to clean room and prepare the bed – as per the hotel standard

#### Completion of cleaning
Exit and place "Clean Room" sign over outside door handle.
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<thead>
<tr>
<th>7 cM Offices UK</th>
<th>02-07-2020</th>
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</table>

### Hazards?

- Risk of infection by COVID-19 whilst cleaning work areas.
- Risk of infection whilst working in offices

### Who might be harmed and how?

- Cleaners
- Staff
- Visitors
- Contractors

### Controls in place

- Cleaning procedures will be followed to help avoid transmission of COVID-19. Company approved chemicals will be used for cleaning. See COVID-19 cleaning (general) risk assessment
- Access to offices will be limited to designated personnel only
- Personnel will be designated desk space, PC, keyboard and phone. Sharing of such equipment will be avoided as far as possible. Where equipment is shared, it will be sanitised between users
- Hot desking in offices is not permitted
- Refuse bins will be emptied daily
- Notices will be displayed in the office reminding staff of the need to maintain physical distances between each other and to observe good personal hygiene practices at all times
- Office arrangement will be reviewed to help avoid face to face working with personnel working side by side or back to back

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## Risk Assessment

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<tr>
<td>8 cM At Risk Groups UK</td>
<td>02-07-2020</td>
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### Hazards?

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers or visitors with COVID-19
- Infection spread from surfaces and equipment infected with COVID-19

### Who might be harmed and how?

- Customers
- Staff
- Visitors
- Guests
- New and expectant mothers

### Controls in place

- Employee screening for Covid-19 in place, they are asked to self-monitor for signs and symptoms. An employee who experiences fever and/or respiratory symptoms, or is feeling sick while home should not report to work.
- Where staff indicate that they are clinically extremely vulnerable or clinically vulnerable, steps will be taken to minimise their risk of exposure to COVID-19 e.g. work from home
- Only essential staff will be required to be on the premises
- Where vulnerable staff cannot work from home, they will be placed in lower risk roles, provided with PPE where necessary and physical distancing measures will be implemented
- Meetings will where possible be completed virtually with group gatherings in the business restricted (physical distancing requirement implemented) or be non-permitted
- Staff who need to self-isolate will be required to do so and will not be permitted to enter the premises. Measures will be taken to support self-isolating staff during their period of self isolation
- When checking in for a shift, Deputy will ask questions for the daily assessment of COVID-19 related symptoms. Please note: no COVID-19 related medical information will be stored in any way.

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<tr>
<td>9 cm Accepting Deliveries UK</td>
<td>02-07-2020</td>
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### Hazards?

- Infection spread by supplier personnel with COVID-19
- Infection spread from delivery items contaminated with COVID-19

### Who might be harmed and how?

- Staff
- Visitors
- Members of the public
- Suppliers

### Controls in place

- Deliveries to be accepted by designated personnel only
- Suppliers to be contacted and requested to provide detail of their own COVID-19 control procedures. Only suppliers providing suitable information to be permitted to complete deliveries
- Delivery drivers to be requested to place deliveries in specific delivery location and to not enter the premises at any time
- Set delivery times to be agreed with the supplier prior to delivery being undertaken
- Delivery notes avoided where possible, photos of delivery notes taken upon receiving.
- Deliveries to be removed from the delivery point and placed into storage as soon as possible
- Staff will not enter the delivery vehicle(s) or come into contact with any equipment (e.g. pump trucks) used by the delivery driver
- Delivered items to be removed from external packaging as soon as possible. Packaging to be disposed of in external refuse bins
- Signage to be displayed at the point of the delivery to remind the delivery drivers of the COVID-19 controls in place at the premises
- Hand sanitiser to be placed at or near to the delivery area for use by staff when receiving deliveries
- Personnel receiving deliveries are to be reminded to ensure physical distancing controls are in place at all times and that they do not come into contact with the delivery personnel
- 2 m distance (or distance mandated by local government) to be kept at all times, if not possible a mask is to be worn.
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<table>
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<tbody>
<tr>
<td>10 cm Left Luggage UK</td>
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**Hazards?**

- Infection spread by staff with symptoms of COVID-19
- Infection spread by customers with COVID-19
- Infection spread from baggage, equipment and clothing infected with COVID-19

**Who might be harmed and how?**

- Guests
- Staff
- Contractors
- Visitors

**Controls in place**

- Guests will be verbally informed about rules in place to prevent the risks of infection from COVID-19 when leaving luggage.
- 60% alcohol hand sanitising gel stations will be positioned at the entry to left luggage for customers to use. Staff will be encouraged to remind guests of the need to use these gels.
- Left luggage will be restricted to baggage only. Guests will be advised that clothing and personal items will not be accepted into the left luggage room.
- Left luggage tickets will be placed on a table or counter surface for customers to collect. They will not be handed directly to customers.
- Staff will wear a clean pair of disposable gloves when handling left luggage bags. They will put the gloves on before handling any bag and remove them after the bags have been placed in the left luggage room. Hands will be washed/sanitised.
- Staff will maintain physical distancing rules at all times whilst servicing left luggage.

**Additional controls required**

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<th>action by when</th>
<th>completion date - comments</th>
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02-07-2020