



# Risk Assessment



Details	
Group	CitizenM Group
Site	CitizenM Tower of London
Title	Covid-19
Assessed By	Cihat Topcu

Task	Completed date of assessment
1 cM PPE LND	02-07-2020

1 cM PPE LND	
<b>Hazards?</b>	
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	
<b>Who might be harmed and how?</b>	
Customers	
Staff	
Suppliers	
Visitors	
<b>Controls in place</b>	
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	
Where 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:	02-07-2020



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Group	CitizenM Group
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Task	Completed date of assessment
2 cM Physical Distancing UK	02-07-2020

2 cM Physical Distancing UK

### 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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Details	
Group	CitizenM Group
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Task	Completed date of assessment
3 cM Cleaning (General) UK	02-07-2020

3 cM Cleaning (General) UK
<b>Hazards?</b>
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
<b>Who might be harmed and how?</b>
Customers
Staff
Suppliers
Visitors
<b>Controls in place</b>
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

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Group	CitizenM Group
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Task	Completed date of assessment
4 cM Customer Safety UK	02-07-2020

4 cM Customer Safety UK
<b>Hazards?</b>
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
<b>Who might be harmed and how?</b>
Customers
Guests
Staff
Suppliers
Visitors
<b>Controls in place</b>
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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Group	CitizenM Group
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Task	Completed date of assessment
5 cM Employee Safety UK	02-07-2020

5 cM Employee Safety UK
<b>Hazards?</b>
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
<b>Who might be harmed and how?</b>
Customers
Guests
Staff
Suppliers
Visitors
<b>Controls in place</b>
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 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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Group	CitizenM Group
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Task	Completed date of assessment
6 cM Housekeeping UK	02-07-2020

6 cM Housekeeping UK
<b>Hazards?</b>
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
<b>Who might be harmed and how?</b>
Customers
Staff
Visitors
Guests
<b>Controls in place</b>
Gloves, masks and disposable aprons are to be worn by housekeeping staff cleaning rooms. PPE is to be changed before entering each room.
When removing PPE it must be removed in a manner which reduces contact with the outside of the gloves. Dispose of gloves, masks and aprons in a bin and washed immediately using hot water and soap.
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
Bathroom: Glass and mirrors should be cleaned and sanitised.
Bathroom: WC Pans and general area should be cleaned and sanitised using sanitiser. WC bowl to be cleaned using toilet brush, disinfected. Ensure seat/lid is closed before flushing.
Bathroom: Toilet roll to be removed and discarded. Touch surfaces to be cleaned/sanitised.
Bedroom Cleaning: Removal of used bed & bathroom linen Remove and bag soiled bed and bathroom linen. Remove and place all customer refuse in refuse bin/on the housekeeping trolley. Place bagged linen into laundry collection point.
Bedroom Cleaning: 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
Only CLEAN housekeeping staff may enter a room to provide clean bedroom and bathroom linen and supplies.
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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Task	Completed date of assessment
7 cM Offices UK	02-07-2020

7 cM Offices UK	
<b>Hazards?</b>	
Risk of infection by COVID-19 whilst cleaning work areas.	
Risk of infection whilst working in offices	
<b>Who might be harmed and how?</b>	
Cleaners	
Staff	
Visitors	
Contractors	
<b>Controls in place</b>	
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	
Completed date of assessment:	02-07-2020



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Task	Completed date of assessment
8 cM At Risk Groups UK	02-07-2020

8 cM At Risk Groups UK
<b>Hazards?</b>
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
<b>Who might be harmed and how?</b>
Customers
Staff
Visitors
Guests
New and expectant mothers
<b>Controls in place</b>
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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Group	CitizenM Group
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Task	Completed date of assessment
9 cM Accepting Deliveries UK	02-07-2020

9 cM Accepting Deliveries UK
<b>Hazards?</b>
Infection spread by supplier personnel with COVID-19
Infection spread from delivery items contaminated with COVID-19
<b>Who might be harmed and how?</b>
Staff
Visitors
Members of the public
Suppliers
<b>Controls in place</b>
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 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 deliver 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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Group	CitizenM Group
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Task	Completed date of assessment
10 cM Left Luggage UK	02-07-2020

10 cM Left Luggage UK			
<b>Hazards?</b>			
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			
<b>Who might be harmed and how?</b>			
Guests			
Staff			
Contractors			
Visitors			
<b>Controls in place</b>			
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 in to 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			
<b>Additional controls required</b>	<b>Action by whom</b>	<b>Action by when</b>	<b>Completion date - comments</b>
Completed date of assessment:	02-07-2020		