



Site: Congress Centre  
 Area: Reception  
 Persons at risk: Reception Staff  
 Specific threat: Covid 19



| Risk Item | Area/Access/Task use & Method Statement                       | Risk  | Likelihood | Severity | Risk level | Response   | Likelihood | Severity | Revised Risk level |
|-----------|---|---|------------|----------|------------|--|------------|----------|--------------------|
| 1         | Contact with delegates or visitors at reception               | Infection spread through close  | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>• Face masks recommended to be worn by reception staff and coordinators when meeting delegates at the reception area</li> <li>• Sanitiser Point to be used by all guests on entering the building.</li> <li>• Liaise with organisers to decide if NHS Covid Pass is required for their event</li> <li>• QR Code to be used by delegates and event organisers to keep all delegate details for 21 days</li> <li>• Delegates encouraged to wear face masks when moving around the building</li> <li>• Liaise with organisers to decide if NHS Covid Pass is required for their event</li> <li>• Delegates encouraged to wear face masks when moving around the building</li> <li>• Amendments to future Covid guidelines will be assessed and implemented to meet operational requirements</li> </ul> | Low        | Medium   | 3                  |
| 2         | Use of computer equipment and entry system while on reception | Infection spread through multiple staff members using the area during the day and touching the keyboard, mouse or screen. | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>• Sanitise work area and before and after use with bacterial wipes</li> <li>• Sanitise keyboard, mouse and monitor before and after use</li> <li>• Use own phone headsets</li> <li>• Agency Cover not to use PC while on shift</li> <li>• Sanitise door controls with bacterial wipes before and after use</li> </ul>   | Medium     | Medium   | 9                  |
| 3         | Hand contact with reception desk and chair while working      | Infection spread through multiple users when in contact with desk and chair while on reception                            | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>• Masks or Visors encouraged to be worn at reception and antibac gel to be used by delegates on entry</li> <li>• Antibac wipes to clean desk and other equipment before and after use</li> </ul>  | Medium     | Medium   | 9                  |
| 4         | Staff working in multi-person offices                         | Infection spread through close contact working face to face without adequate ventilation                                  | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>• Staff to avoid working face to face in the office, ensure adequate ventilation is in place to ensure fresh air is available. If no ventilation is available only one person to be permitted to work in this space.</li> </ul>   | Low        | Medium   | 3                  |

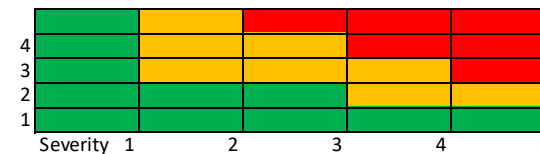
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Phone: 020 7467 1318



Site: Congress Centre  
 Area: Toilets  
 Persons at risk: Visitors and Staff  
 Specific threat: Covid 19



| Risk Item | Area/Access/Task use & Method Statement  | Risk  | Likelihood | Severity | Risk level | Response  | Likelihood | Severity | Revised Risk level |
|-----------|--|---|------------|----------|------------|---|------------|----------|--------------------|
| 1         | Toilet use by delegates, visitors and staff.                                   | Infection being spread due to delegates close contact when entering the toilets and while waiting | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>Hygiene signage visible to visitors</li> <li>Delegates encouraged to wear face masks when moving around the building</li> </ul>                                      | Low        | Medium   | 3                  |
| 2         | Toilet Cubicles being used by delegates, visitors and staff throughout the day | Infection spread through multiple use throughout the day  | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>Sanitise the following areas after each break period and regular intervals during the day. Toilet roll holder, anti-back pumps, door locks, cubicle doors</li> </ul> | Low        | Medium   | 3                  |
| 3         | Delegates and staff using sinks for handwashing                                | Infection spread through touching soap pumps and touching taps                                    | High       | medium   | 15         | <ul style="list-style-type: none"> <li>Sanitise the soap dispensers and auto taps sanitise areas regularly and after each break period</li> </ul>   | Low        | Medium   | 3                  |

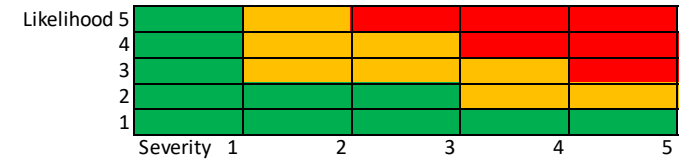
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Site: Congress Centre  
 Area: Cloakroom  
 Persons at risk: Cloakroom Staff and Visitors  
 Specific threat: Covid 19



| Risk Item | Area/Access/Task use & Method Statement                      | Risk  | Likelihood | Severity | Risk level | Response  | Likelihood | Severity | Revised Risk level |
|-----------|--|---|------------|----------|------------|---|------------|----------|--------------------|
| 1         | Contact with visitors coats and bags on arrival at cloakroom | Infection spread through hand to hand contact of coats and bags from delegates to staff on arrival and departure. | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>Cloakroom staff to wear a face mask while working in the cloakroom and instruct delegates to hang their coats in the cloakroom and collect them after the event</li> </ul> | Low        | Medium   | 3                  |

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Site: Congress Centre  
 Area: Conference Rooms  
 Persons at risk: Visitors and Staff  
 Specific threat: Covid 19



| Risk Item | Area/Access/Task use & Method Statement                                    | Risk  | Likelihood | Severity | Risk level | Response  | Likelihood | Severity | Revised Risk level |
|-----------|--|---|------------|----------|------------|---|------------|----------|--------------------|
| 1         | Delegates and Staff entering the Conference Rooms                          | Spread of infection due to contact with visitors and staff on entering the conference room            | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>Signage to be adhered to while entering and exiting the conference room</li> <li>Sanitising points to be used by delegates when entering the conference room</li> <li>Main Entrance Doors left open on entry and exit to the conference space to avoid door handle contact.</li> <li>Delegates are encouraged to wear face masks when moving around the building</li> <li>Ensure appropriate ventilation is available for each of the meeting rooms including Air intake/extract, AC, Windows etc</li> </ul> | Low        | Medium   | 3                  |
| 2         | Delegates sitting in the conference room in a standard meeting room layout | Spread of infection due to delegates sitting close together in the conference room                    | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>Anti bacterial gel at entry points</li> <li>No table cloths to be used on any tables unless not being used for 72 hours after the event</li> </ul>   | Low        | Medium   | 9                  |
| 3         | Delegates sitting in the conference room in a standard meeting room layout | Touching chair fabric leading to spread of infection  | Medium     | Medium   | 9          | <ul style="list-style-type: none"> <li>Delegates to use the same seat for the duration of the event</li> <li>Future Covid guidelines to be assessed and implemented to meet operational requirements</li> </ul>   | Low        | Low      | 3                  |
| 4         | Microphone use during presentations, discussions or Q&A                    | Passing and touching microphones between delegates  | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>Sanitise each microphone before and after each use with bacterial wipes</li> </ul>   | Medium     | Medium   | 9                  |
| 5         | Panel discussion delegates sitting at top table                            | Infection spread by various panel delegates touching tables, chairs and AV equipment during the event | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>Sanitise the tables, chairs, microphones and additional equipment before and after each use</li> <li>Future Covid guidelines to be assessed and implemented to meet operational requirements</li> </ul>  | Medium     | Medium   | 9                  |
| 6         | Delegates and Speakers using the lectern during their presentation         | Infection spread to multiple speakers by touching the lectern, microphone and slide clicker           | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>Sanitise the lectern, microphone and additional equipment before and after use with bacterial wipes</li> <li>Future Covid guidelines on social distancing to be assessed and implemented to meet operational requirements</li> </ul>   | Medium     | Medium   | 9                  |
| 7         | Conference Room setup and breakdown after the event                        | Infection spread due to sharing tasks, touching furniture and AV equipment.                           | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>Staff encouraged to wear Masks or visors when working</li> </ul>   | Low        | Low      | 3                  |



Site: Congress Centre  
 Area: Technicians Area  
 Persons at risk: Technicians, Delegates and Staff  
 Specific threat: Covid 19



| Risk Item | Area/Access/Task use & Method Statement   | Risk   | Likelihood | Severity | Risk level | Response   | Likelihood | Severity | Revised Risk level |
|-----------|---|--|------------|----------|------------|--|------------|----------|--------------------|
| 1         | Entering technician's work area   | Contact with visitors and other event staff                      | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>Technicians encouraged to wear a mask or visor while working. Only technicians working permitted in the area during the event</li> <li>Technicians to sanitise before entering the work area</li> </ul> | Low        | Medium   | 3                  |
| 2         | Technician using seating near AV desk while overseeing an event                 | Transfer of germs by touching fabric someone else using the seat | Medium     | Medium   | 9          | <ul style="list-style-type: none"> <li>Technician to use the same seat for the duration of the event</li> </ul>  | Low        | Low      | 3                  |
| 3         | Microphones used for Q&A and public address announcements                       | Germs spread through multiple person contact with the microphone | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>Sanitise each microphone before and after each use with bacterial wipes.</li> </ul>   | Medium     | Medium   | 9                  |
| 4         | Client and Venue Laptops used by technician's, venue staff and multiple clients | Germ transfer via keyboard/mouse use                             | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>Clients and Technicians to sanitise all laptops before and after each use.</li> </ul>   | Medium     | Medium   | 9                  |
| 5         | Technician and venue staff using AV equipment during the event                  | Germ transfer via hand contact with all AV equipment             | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>All audio visual equipment to be sanitised with bacterial wipes before and after use</li> <li>Sanitise whole area and equipment after the event</li> </ul>  | Low        | Medium   | 9                  |

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Site: Congress Centre  
 Area: Kitchen Areas  
 Persons at risk: Staff  
 Specific threat: Covid 19



| Risk Item | Area/Access/Task use   | Risk  | Likelihood | Severity       | Risk level | Response   | Likelihood | Severity | Revised Risk level |
|-----------|--|---|------------|----------------|------------|--|------------|----------|--------------------|
| 1         | Contact with Catering and Kitchen Staff on entering the venue.                 | Infection spread through close contact with staff while working or passing through the kitchen areas        | High       | Medium         | 15         | <ul style="list-style-type: none"> <li>Staff to sanitise when entering the kitchen</li> <li>Food Hygiene guidelines to be followed while working</li> <li>Anti Bacterial Gel Stations to be used in the kitchen</li> <li>Work with agency to ensure regular pool of staff are used which will ensure consistent safety practices</li> <li>Ensure regular hand washing is implimented Ventilation is in operation to ensure fresh air flow</li> </ul> | Low        | Medium   | 3                  |
| 2         | Food Production Areas in use throughout the day                                | Spread of infection through food handling or vapour droplets onto open food production                      | High       | Medium to High | 20         | <ul style="list-style-type: none"> <li>Sanitise work areas in line with food hygiene regulations Sanitise all work areas at the end of the day</li> <li>Sanitise trolleys after use</li> <li>Ensure regular hand washing is implimented</li> </ul>   | Low        | Medium   | 3                  |
| 3         | Chefs working on the Hot Plate Area during service                             | Virus spread via cross contamination when handling open food or passing to service staff                    | High       | Medium to High | 20         | <ul style="list-style-type: none"> <li>Work areas to be sanitised regularly and at cleaned at the end of each service period</li> </ul>  | Low        | Medium   | 3                  |
| 4         | Transferring food from the kitchen to service areas                            | Virus spread through vapour droplets from staff or delegates while in open areas such as lifts or corridors | High       | Medium to High | 20         | <ul style="list-style-type: none"> <li>All food to be covered when transferring it from the kitchen, lifts and meeting rooms</li> <li>Hand washing to be completed after before and after task completion</li> </ul>   | Low        | Medium   | 3                  |
| 5         | Cooking equipment and food service equipment being cleaned in dishwasher areas | Virus spread through hand contact with counters, glassware, plates, cutlery and cookware                    | Medium     | Medium         | 9          | <ul style="list-style-type: none"> <li>Sanitise all areas after use including trolleys</li> <li>Handwashing to be completed before shift starts, returning from breaks and moving from one task to another</li> </ul>  | Low        | Medium   | 3                  |
| 6         | Still Area   | Virus spread through hand contact with serviceware  | Medium     | Medium         | 9          | <ul style="list-style-type: none"> <li>PPE gloves and masks to be worn while working</li> <li>Sanitise all areas and equipment every 20 minutes</li> <li>Sanitise all areas and equipment at the end of the day</li> </ul>   | Low        | Medium   | 3                  |
| 7         | Deliveries from suppliers to kitchen   | Delivery being brought in via public lifts and left in still area.  | High       | Medium to High | 20         | <ul style="list-style-type: none"> <li>All deliveries to be brought in via loading bay lift</li> <li>Food delivery packaging to be removed away from food production area.</li> <li>Wash hands after deliveries have been completed</li> </ul>   | Medium     | Medium   | 9                  |



Site: Congress Centre  
 Area: Catering Service  
 Persons at risk: Visitors and Staff  
 Specific threat: Covid 19



| Risk Item | Area/Access/Task use & Method Statement                        | Risk   | Likelihood | Severity       | Risk level | Response   | Likelihood | Severity | Revised Risk level |
|-----------|--|--|------------|----------------|------------|--|------------|----------|--------------------|
| 1         | Contact with visitors and Catering Staff on entering the venue | Likelihood of spreading infection to staff and delegates through large groups of delegates situated in close proximity at the service area | High       | Medium         | 15         | <ul style="list-style-type: none"> <li>Wash hands before starting shift and after breaks</li> <li>Anti Bacterial Gel Station at service areas</li> <li>Masks encouraged to be worn by service staff during service</li> <li>Use additional catering space to alleviate crowd density</li> <li>Delegates are encouraged to wear face masks while moving around the building</li> <li>Agency to manage covid assessments of staff eligible to work through regular lateral flow tests</li> </ul> | Low        | Medium   | 3                  |
| 2         | Food and Beverage service throughout the day to delegates      | Spread of infection through food handling or vapour droplets onto open food and beverage displays  | High       | Medium         | 15         | <ul style="list-style-type: none"> <li>Staff encouraged to wear face masks when serving food and beverages</li> <li>Future Covid guidelines to be assessed and implemented to meet food and beverage service guidelines</li> </ul>   | Low        | Medium   | 3                  |
| 3         | Self Service Catering  | Virus spread via Cross contamination when handling cutlery, napkins or self service food and beverage items e.g Juice, Salads, Bread       | High       | Medium to High | 20         | <ul style="list-style-type: none"> <li>Hand to Mouth menus not to be offered to clients to avoid Covid cross contamination possibilities</li> <li>Staff to serve food and beverage items where service level permit</li> <li>Regular assessment of other events venues service levels to ensure we meet industry safety standards</li> <li>Amend guidelines where appropriate to ensure food safety is met</li> </ul>  | Low        | Low      | 3                  |
| 4         | Clearing of Service Area after each service period             | Virus spread through hand contact with counters, glassware, plates and cutlery   | Medium     | Medium         | 9          | <ul style="list-style-type: none"> <li>Staff to wear PPE when clearing the service area</li> <li>Staff to sanitise all counters and serviceware after use</li> <li>Sanitise all trolleys after use</li> <li>Staff to wash hands at the end of shift</li> </ul>   | Low        | Low      | 3                  |

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Phone: 020 7467 1318



Site: Congress Centre  
 Area: Café  
 Persons at risk: Visitors and Staff  
 Specific threat: Covid 19



| Risk Item | Area/Access/Task use & Method Statement                              | Risk  | Likelihood | Severity | Risk level | Response  | Likelihood | Severity | Revised Risk level |
|-----------|--|---|------------|----------|------------|---|------------|----------|--------------------|
| 1         | Contact with visitors and Café Bar Staff during lunch service        | Likelihood of contamination through large groups of diners situated in close proximity at the Café Bar area | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>• Social Distancing signage visible to all visitors</li> <li>• Latest guidelines on social distancing to be adhered to while queueing for food and beverage</li> <li>• Screens in place on all catering stations</li> <li>• Anti Bacterial Gel Station at service areas</li> <li>• Wash hands before shift and after breaks</li> <li>• Scheduled breaks to minimise queues in the Marble Hall</li> </ul>       | Low        | Medium   | 3                  |
| 2         | The service of food and beverages during breakfast and lunch         | Virus Cross contamination through food handling by diners which includes, coffee, water, cereals etc.       | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>• Café Bar Staff to serve all food and beverage from behind the café bar counters including complimentary coffee, cereals, hydration drinks etc</li> <li>• PPE gloves and masks to be worn by all staff</li> <li>• Staff to be allocated specific tasks to avoid cross contamination eg food or beverage service, clearing duties. payments</li> <li>• Disposable containers and cutlery to be used</li> </ul> | Low        | Medium   | 3                  |
| 3         | Self service areas of food, beverages and condiment island           | Virus Cross contamination from self serve salads, bread, cutlery and condiments                             | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>• No sharing or self serve food to be available for diners to help themselves.</li> <li>• All items to be served by Café Bar staff</li> <li>• Cutlery, napkin and condiment choice to be presented to diners with their lunch, no condiments placed on service island</li> </ul>   | Low        | Low      | 3                  |
| 4         | Café Bar Seating Area for meetings, breakfast, lunch and rest breaks | Contamination through touching chairs and tables throughout the day and close contact across tables         | High       | Medium   | 15         | <ul style="list-style-type: none"> <li>• All seating to be removed to ensure social distancing is maintained during breakfast and lunch service</li> </ul>  | Low        | Low      | 3                  |
| 5         | Clearing of Service Area at the end of each service                  | Contact with counters and equipment from multiple users left unsanitised could spread infection             | Medium     | Medium   | 9          | <ul style="list-style-type: none"> <li>• Staff to wear PPE when clearing the service area.</li> <li>• Staff to sanitise all counters and café bar area after use</li> <li>• Sanitise all trolleys after use</li> </ul>  | Low        | Low      | 3                  |