

COVID-19 – Risk assessment – Central Hall Westminster - Events

Example points of customer contact	What/Who is the risk?	Level (High, Medium, Low)	Controls already in place that would manage Coronavirus risk	Additional control measures to manage Coronavirus risk	Who will action?	When to be actioned by	Date completed and initials	Level after additional Control Measures
Sales/Show rounds	Business Staff Visitors Clients	H	Risk assessment sent to clients prior to attendance. Advice on travel to venue and expectations on arriving. All areas of building deep cleaned	Temperature checks on arrival. Hand sanitiser stations. Pre-warned of necessity to wear a mask for show around observing social distancing. No handshakes	Security, Facilities and Sales/Events team member	Prior to and during the show around	Ongoing	L
Supplier deliveries	Business Staff Visitors Clients Contractors	H	Delivery area identified. Scheduled deliveries only, delivery company and driver's name held by security. One delivery only at designated times throughout the day.	Temperature checks of drivers/crew on arrival. Hand sanitiser and gloves/masks for time in venue. Deliveries placed in 'Goods In area' for 72 hours prior to use. Goods in area cleaned down. And items cleaned prior to delivery in house.	Security Cleaners Event Manager	Prior to, during and after delivery	Ongoing	L

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Meeting room set up	Business Staff Clients	H	Staff are temp checked before entry to workplace. Rooms will be set according to specific model CHW have adopted to minimise movement of goods around the venue	Room will be locked and opened by the Venue support team for set up. Prior to this the room will have been thoroughly cleaned and sanitised	Event Staff Cleaners Security	Prior to usage	Ongoing	L
Arrival (outside)	Business Staff Clients Public	H	CHW has been “zoned” to allow for various clients to use the venue without crossover of delegates. Each zone has its own entry point. Clients will be advised of their specific entry point and time of arrival will be pre agreed	Security will manage each entry point and manage socially distanced queues, which will operate in accordance with Westminster Council Guidelines	Security	Prior and during usage	Ongoing	M
Entering the venue	Business Staff Clients Public	H	Staggered arrivals for clients. Ensure clients allow enough time to ensure there are no crowds gathering. Wheelchair access will be made available via a separate entrance and lift controls will be in place to minimise users	Upon entry the delegate will be asked to sanitise their hands and wait to be temperature checked. Any guests with a temperature of 37.8 or above will be refused entry Face coverings are compulsory within the venue.	Security Clients	Upon Entry to building	Ongoing	L

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Reception/welcome/finding meeting room (organiser)	Business Staff Security	H	During this time our reception desk will not be operational. All Zones will have their own dedicated Event Manager who will meet and Greet and form reception duties.	Event Manager will be radioed by the Security officer managing each zone and alert the EM of the client's arrival. EM will meet, greet, and escort organiser to the room, maintaining social distancing always. Track and Trace will be coordinated by the clients. Face coverings are compulsory in the venue	Event Manager Security	Upon entry	Ongoing	L
Delegates Arrival	Business Staff Clients	H	Clients will be advised of their specific entry point prior to arrival as it may not be our main front door Temperature checks will be carried out in accordance with CHW Risk Assessment Face coverings are compulsory in public areas of the venue	Organiser to advise delegates of their arrival time and this must be adhered to. Early arrivals will be asked to come back to avoid mass gathering outside. Delegates will only be allowed in when organiser has arrived, and room has been inspected and is safe to do so. Event Manager will liaise with security to confirm this. Late arrivals will only be admitted when it is safe to do so	Security Event Manager Clients	Upon Entry	Ongoing	L

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Break-out areas	Business Staff Clients Security	H	Compulsory one-way system and zoned areas in place. Clients will have the option to hire a zone for breakout sessions	Event Organiser will be requested to pre-arrange break out groups and pre-set usage time. Delegates will break to these rooms using the compulsory one-way system in a staggered manner to avoid cross over in corridors Organiser to remind delegates to wear face coverings when moving to breakouts. Additional security will be available to monitor.	Clients Security	Ongoing	Ongoing	L
Food service	Caterers Event Manager Clients	H	CHW has been “zoned” to allow for various clients to use the venue without crossover of delegates. Each zone has its own Catering service room	Food service will be from a specific room and this will have been thoroughly cleaned and sanitised before use. Only essential catering staff will be accessing the catering room. All staff will wear face coverings and gloves. Food will be placed in the room prior to lunch service – Catering options will be reduced Catering Service Partner to advise	Caterer Event Manager	Ongoing	Ongoing	L

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Public Washrooms areas	Business Staff Security Client	H	CHW has been “zoned” to allow for various clients to use the venue without crossover of delegates. Each zone has its own washroom facility.	Washrooms have been reduced in usage and segregated in line with social distancing guidelines (Users are to follow the signage guidelines). Security will be visible to manage queues Face coverings are compulsory in the venue	Security	Ongoing	Ongoing	L
End of meeting / Vacating the venue	Clients Security Event Manager	H	Clients will leave the venue using the door entered	Clients will be asked to ensure their events run to time to avoid mass exit from the venue. Clients will be directed by security to the correct exit. Delegates will be asked to maintain social distancing and disperse once outside of the venue Face coverings are compulsory in the venue	Security Client Management Event Manager	Ongoing	Ongoing	L
Delegate reporting COVID-19 symptoms in-house	Clients Security Event Manager	H	Isolate Delegate. Monitor. If able to return home escort off premises. Report to Event organiser for track and trace. Report to HSE.	Cleaning of isolation area. Follow up on Track and Trace and HSE advice.	Client Management Event Manager	Ongoing	Ongoing	L

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Delegate reporting COVID-19 symptoms after an event	Clients Security Event Manager	H	Record details of Delegate. Inform Client Management and other clients who used the building that day for Track & Trace implementation.	HSE to be informed	Event Manager Client Management	On receipt of report from Delegate	Ongoing	M
Infection in local area with potential lockdown	Clients Staff	H	Monitoring Government Advice Inform clients of local area Infection	Lockdown building to prevent further infection if advised and in line with Government Guidelines	Business H&S Team Senior Management	On receipt of advice from Government	Ongoing	L
National spike in infection rate with lockdown reintroduced	Business Clients Staff	H	Building Lockdown Inform Clients	Continue as at present in lockdown	Business H&S Team Senior Management Event Managers	On receipt of Government direction to lockdown	Ongoing	L
Staff reporting symptoms of COVID-19 at work	Staff	H	Follow companies Risk Assessment on COVID-19	As per company Risk Assessment. Staff member to contact NHS track and trace, arrange a Covid-19 test and follow self-isolation guidelines	Business H&S Team Senior Management Team	On reporting by staff member	Ongoing	L
Staff who test positive for Covid-19.	Staff	H	Follow companies Risk Assessment on COVID-19	As per company Risk Assessment the staff member and anyone they have been in contact with to follow current government guidelines. Enhanced cleaning of the venue before re-opening	Business H&S Team Senior Management Team	On reporting by staff member	Ongoing	M