

Existing Control Measure(s)

Taking the Existing Control Measure(s) into account, the 'Category of Harm' and 'Likelihood of Harm' columns are an attempt to quantify the level of remaining risk for the purpose of identifying whether or not additional risk control measures are necessary. See Appendix 1 for details.

| London 2012 Olympic Games Hazards | | | |
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| Hazard | Existing Control Measure(s) | Category of Harm | Likelihood of Harm |
| Increase in general crime | Employees should follow the controls under the 'Suspicious activity' heading of this risk assessment. All employees should take extra care for their own personal safety whilst travelling to and from work. Any concerns that employees have for their own safety should be notified to the General Manager/duty security manager immediately. Advice can be obtained from organisations including www.met.police.uk/crimeprevention/personal.htm and www.suzylamplugh.org . | Slight harm | Very unlikely |

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| <p>Suspicious activity</p> | <p>All employees should operate a 'see something, say something' policy by reporting the following situations to the Duty Manager immediately:</p> <ul style="list-style-type: none"> People entering the hotel wearing very bulky clothing People presenting suspicious documents such as fake ID giving them access to non public areas of the hotel Unattended baggage People taking photographs of the hotel People appearing to make notes of the layout of the hotel People checking-in without luggage Any suspicious objects Nervous people avoiding eye contact Unusual smells such as peroxide, vinegar and acid etc Lengthy stays in rest rooms Vehicles driving erratically on hotel premises Suspicious vehicles and Vehicles with dirty or missing number plates. | <p>Slight harm</p> | <p>Unlikely</p> |
| <p>Terrorist activity</p> | <p>General Managers/duty security managers must comply with instructions provided by the Police at all times.</p> | <p>Extreme harm</p> | <p>Very unlikely</p> |

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| Bomb threat | <p>Copies of the 'Bomb Threat Checklist' form must be printed off from the 'London 2012' Saeker 'Library' tab and kept at reception where they can be accessed immediately if a caller issues a bomb threat at the hotel.</p> <p>Any employee answering the telephone and receiving a bomb threat must complete the 'Bomb Threat Checklist' form. The employee who has completed the checklist must inform the duty manager as soon as the caller has hung up.</p> <p>Duty Managers who are informed of a bomb threat by a member of staff who has completed the 'Bomb Threat Checklist' must inform the Police, the General Manager and the General Managers line manager immediately.</p> | Extreme harm | Very unlikely |
| Theft of property | <p>Employees should ensure that personal property is kept in a secure area as provided by the hotel.</p> <p>Any reports or suspected property theft should be reported to the General Manager/Duty Security Manager immediately.</p> | Moderate harm | Unlikely |
| Fraud | <p>Normal arrangements for the prevention of fraud should be implemented at all times.</p> | Slight harm | Likely |
| Drug use | <p>All employees should be vigilant for signs of drug use, particularly in public areas such as rest rooms.</p> <p>Discarded needles should be disposed of by taking a sharps box to the needle(s) and using disposable gloves to transfer the needle into the protective container.</p> | Moderate harm | Unlikely |
| Violence to staff | <p>All lone working activities should be subject to a separate risk assessment and the control measures identified should be brought to the attention of those employees concerned.</p> <p>Any incident of violence to staff should be reported to the Police immediately.</p> | Moderate harm | Very unlikely |

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| Security evacuation | Unless otherwise instructed by the Police, evacuation of the hotel should be carried out by activating the fire evacuation alarm. Hotels should have contingency arrangements with a nearby hotel for the refuge of evacuated guests and employees. | Slight harm | Likely |
| Security search | A regime of security patrols should be established. The frequency of patrols will depend upon the environment and available manning levels. External patrols during silent hours should only be undertaken when there is a minimum of two employees present in the hotel or where lone worker GPRS devices are deployed. Those undertaking patrols should be provided with a torch, a radio and a hi-visibility jacket or waistcoat. Patrols should report a situation and not react by confronting persons engaged in suspicious activities. | Slight harm | Unlikely |
| Security hotel lockdown | General Managers should ensure that all access points into the hotel can be secured to prevent entry into the premises. | Moderate harm | Very unlikely |
| Political violence | Controls identified in this risk assessment are adequate for the risk of political violence. | Moderate harm | Very unlikely |
| Civil unrest | Controls identified in this risk assessment are adequate for the risk of political violence. | Extreme harm | Very unlikely |
| Adverse media attention | Employees are not permitted to discuss any incident or details concerning the security policy or this risk assessment with media outlets. Any request for interviews or statements etc must be referred to the General Manager immediately. | Moderate harm | Very unlikely |
| Lack of coordinated security policy | | | |



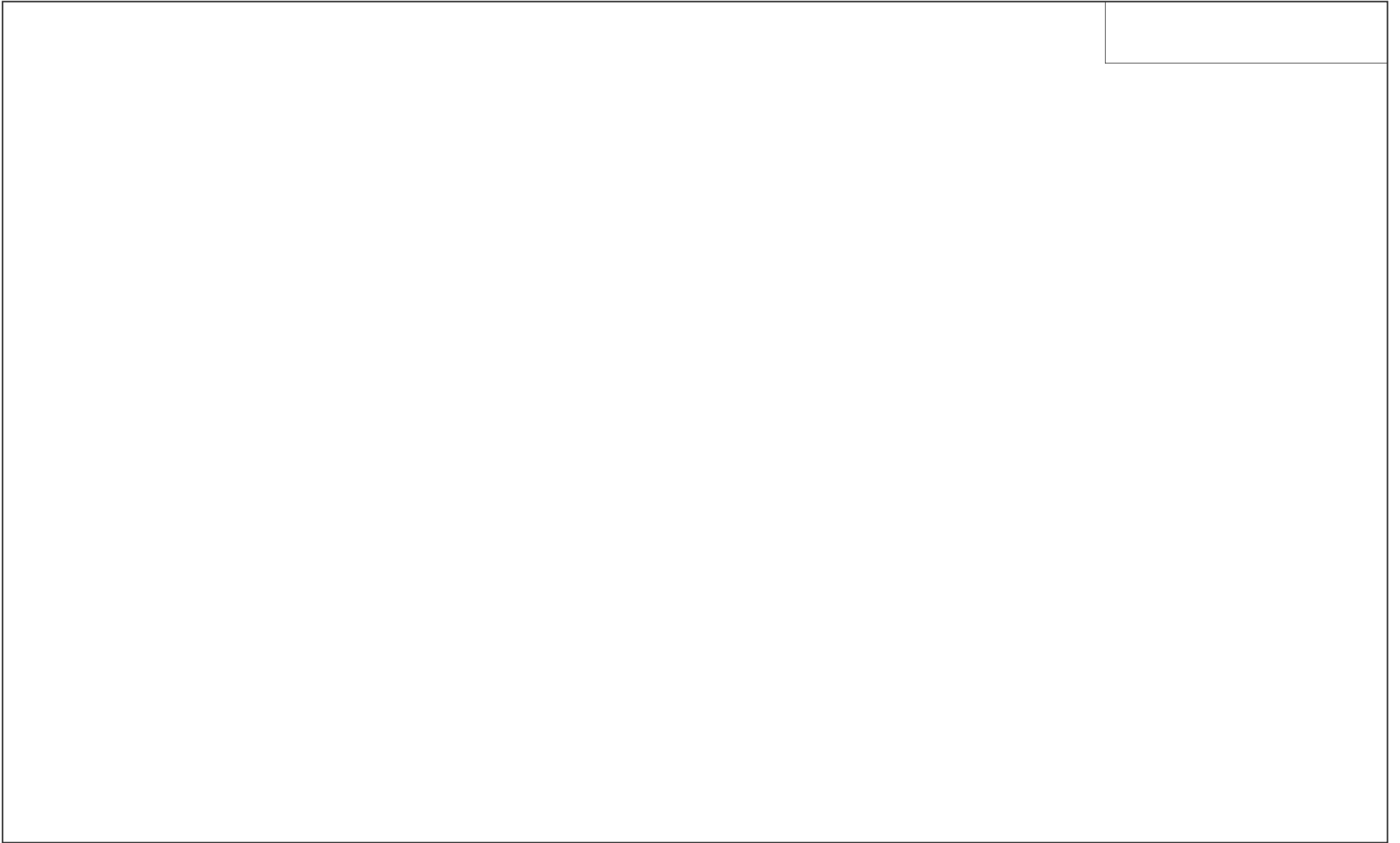
Our security policy is as follows:

The General Manager is responsible for reasonable, proportionate and appropriate measures to mitigate

Moderate harm



Very unlikely



all security threats that may endanger or undermine the security of hotel guests, staff, visitors, hotel assets and, where applicable, brand reputation.

General Managers should:

Complete the Police Vulnerability Self Assessment Tool (VSAT) (see www.nactso.gov.uk for details). This will assist with rating current security arrangements and identifying any areas of vulnerability not covered by this policy/risk assessment

Comply with relevant brand standards for hotel security

Maintain CCTV systems in good working order with correct day/date/time stamp correct and synchronised with swipe access control locks

Print off the Counter Terrorism Protective Security Advice document for Hotel & Restaurants from www.nactso.gov.uk to use as a useful source of reference as required and

Prepare a crisis management folder with contact details, plans of the premises, fire evacuation plan(s), copy of this risk assessment.

Security involves the active participation of all hotel employees, long term contract employers/employees and the General Manager relies upon the highest expectations of all parties.

The General Manager will act as the nominated security manager or he/she will delegate this responsibility to a senior employee or employees so that there is 24/7 cover. The nominated duty security manager(s) at this location is/are

The responsibilities of the duty security manager are

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as follows:

To be proactive and ensure that the controls identified in this risk assessment are implemented at all times

Responding to any employee reports of security incidents

For running security penetration exercises to test the effectiveness of this policy and for providing feedback to all employees

For reporting security incidents to the Police as necessary and

For logging all security incidents, no matter how small, onto the Saeker system under Events - Incidents.

All heads of department are responsible for bringing this risk assessment and the 5/10 metre rule (see 'London 2012' Saeker 'Library' tab) to the attention of the employees under their control and for obtaining a record to confirm their understanding and agreement to comply with their requirements at all times. Records of understanding/agreement should be maintained on HR files.

All employees are responsible for the following:

'See something, say something' at all times in accordance with the 'Suspicious activity' control measures identified in this risk assessment

Security of keys

Security of areas where the public are not permitted

Security of stock

Security of hotel property

Reporting any security incident, no matter how minor they appear to be, to the duty security manager

Operating the 5/10 metre rule at all times

Not divulging room numbers or information about in-house guests to any person and

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| | <p>Not connecting calls to guest bedrooms without verifying with the caller the name of the in-house guest(s).</p> <p>Any employee who fails to comply with the requirements of this policy and risk assessment may be subject to disciplinary action.</p> | | |
| Infectious diseases | | | |

The risk of an outbreak of infection such as Norovirus increases during the Olympic Games because of the increased number of people that hotels guests come into contact with.

Infectious agents such as Norovirus are easily passed from person to person because the virus can live outside of the body on environmental surfaces for up to 7/10 days. People touch the contaminated environmental surface and ingest the virus, usually from poor hand hygiene, which can lead to illness 24/48 hours later.

Norovirus can spread in other ways such as eating contaminated ready to eat food or by drinking contaminated water.

A Norovirus outbreak can spread rapidly through a hotel and in some cases lead to temporary closure of the hotel by Environmental Health Officers until the outbreak has been brought under control. This is a serious business risk and should be taken very seriously by all employees.

The following controls are essential in avoiding an outbreak of the illness:

All staff must practise good standards of hand hygiene at all times.

All public and back of house hand wash basins must be provided with liquid soap and hand drying facilities.

Extreme harm

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| | Very unlikely |
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| | <p>Housekeepers who find evidence of vomit and/or diarrhoea inside a guest room should open the bedroom window(s) to ventilate the area, leave the room immediately, close the room door and report the finding to the Duty Manager.</p> <p>Employees who discover evidence of vomit or diarrhoea in public areas should prevent others from entering the area, cover the liquid with a large damp cloth, wash their hands and inform the Duty Manager immediately.</p> <p>Food handlers must follow the requirements of the food safety policy for reporting illness.</p> <p>Duty Managers should refer to guidance provided by Leisuresafe under the 'London 2012' Saeker 'Library' tab or use the Leisuresafe helpline for advice.</p> | | |
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Other (please specify)

| Hazard | Existing Control Measure(s) | Category of Harm | Likelihood of Harm |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|---------------------------|
| Fire/Arson | <p>Waste must be disposed of in covered containers in secure locations.</p> <p>Combustible material must not be left in contact with the exterior of the hotel where it can be accidentally/deliberately ignited by others.</p> <p>A fire evacuation drill involving all employees must be carried out prior to the start of the games to ensure that everyone is aware of the evacuation procedures. This drill must be documented.</p> | Extreme harm | Very unlikely |