



**England**

**Health and Safety Risk Assessment and  
Method Statement - Coronavirus**

**Tenpin Bowling Venue at:**

---

**General Manager**

---

29<sup>th</sup> October 2020

## **Introduction**

The company will at all times prioritise the health of its employees, visitors and customers and will not, during the Covid recovery period, enforce employees to work under conditions in which they are not satisfied with the precautions being taken. Further, it will take the necessary steps to ensure that people are not put at undue risk by the activities of the company.

All reasonable precautions will be undertaken to protect the public from infection by following the government guidance (England, Scotland and Wales) and sector best practice guidelines.

This risk assessment covers the risks posed by the coronavirus to Tenpin employees, customers and visitors to its premises.

It should be read in conjunction with the relevant risk assessments that have been undertaken by the company and which apply to the general tasks being undertaken by Tenpin employees.

This assessment does not cover the work undertaken by contractors or other third party employees unless it directly affects Tenpin staff, customers or visitors to the premises. It is expected that any visiting contractor companies will have put into place their own control measures to protect their employees and reduce the risk of any infection spreading whilst at work.

Further assessment and procedures will be put into place when clarification and official advice is given for food premises.

## **Guidance and official best practice**

This assessment has been conducted in accordance with the legal requirements laid down in the following regulations and guidance:-

- The Management of Health and Safety at Work regulations

- Personal Protective Equipment regulations

- HM Government – Working safely during Covid-19 in Restaurants offering takeaway or delivery.

- HM Government - Working safely during Covid-19 in shops and branches

- HM Government - Working safely during Covid-19 in offices and contact centres

- HM Government – Keeping workers safe during Covid-19 in restaurants, pubs, bars and takeaway services.

Recognition is given to the dynamic nature of the guidance and best practice being issued by official bodies. HSE and government advice has been reviewed as it relates to the work covered by the company. Given the current situation, the precautions and control measures listed in this assessment may be revised and issued at short notice.

When doing so the company will ensure that the latest advice is taken into account before amending any assessment.

## **Principles of control**

The control measures put in place by the company have the sole purpose of preventing the spread of infection of the coronavirus.

This will be achieved by:-

- Minimising the work carried out during the Covid- 19 period.

- Minimising contact between people where practical, observing the distancing rules, organising work tasks and social interaction which promote social distancing.

- Minimising the handling of any merchandise tools, cash or other items which have recently been in contact with another person.

Precluding from the workplace any person who is showing or has shown in the past 7 days, signs of infection.  
Providing and insisting on the use by employees of PPE.  
Observing good hygienic practices as advised by the Governments health department.

All sites will adhere to any local restrictions placed upon it by the Government imposed tier system.  
Any restrictions placed on the site must be adhered to and takes precedence over any mitigation and risk control measures in this assessment.

### **Methods of Assessment**

This assessment has been conducted having visited Bowling centres throughout the country on many previous occasions and making reference to the existing safety assessments, liaising with the company operations and commercial directors and reviewing latest government advice on infection reduction measures.

Reviews will be undertaken if:

There is significant change in the advice or best practice measures given by official departments.

There is a major incident or accident, or it becomes apparent that there are a number of minor incidents or near misses related to the works being undertaken.

There is a request by an enforcing officer or landlords management.

Where it becomes clear through evidence that the current assessment is no longer appropriate or adequate.

Further information

Company health and safety assessments.

Cleaning and sanitation procedures.

Working safely during Covid-19 checklists and procedures.

Company food log and Checkit systems

## GENERAL CONSIDERATIONS

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
Travelling on public transport.	Team members & field-based staff who work away from home.	Team members will be discouraged from using public transport. Field-based staff will be discouraged from staying in hotels encouraging local visits and video conferencing.	Promote video conferencing and online meeting facilities.	IT and support team.	Ongoing.
Spreading infection.	Tenpin employees may affect customers and visitors to the premises. Staff may be infected from customers or others in the building.	Employees will be excluded from work if they show signs or have shown symptoms of infection in the last 10 days or have been notified to self-isolate as a result of the test and trace protocol.  Team members to be issued with face coverings and shields.  Disposable gloves to be supplied to each site.	Self-isolation procedures issued on Yapster to all team members.  On site Tenpin management to exclude any employee or contractor who falls into the above category.  All team members to wear face coverings /masks whilst at work at Tenpin.  Disposable gloves are to be made available to all team members.	Team members.  Individual and line management.  Commercial director. Safety adviser.	Continuing until further notice.
Customer spread of infection.	Tenpin employees, customers and visitors to the premises.	Pre-booking will be preferable and encouraged. Details of all customers kept on	System to identify any infected visitors in order to instigate isolation rules as applicable in		

		<p>booking system (Wireless social). Details to be kept for 21 days minimum.</p> <p>Customer informed on the website, maximum of 6 persons. in line with government requirements.</p> <p>Tenpin website gives details of hygiene &amp; social distancing measures to customers booking online.</p> <p>Opening times of each site to be reviewed to establish the most appropriate times to avoid Covid risks.</p> <p>Site will support the NHS Test &amp; trace service by obtaining and displaying a unique QR number.</p> <p>Customers will actively be required to wear face coverings in line with the current government and local advice.</p>	<p>line with current government guidelines.</p> <p>Meet and greet at the entrance will confirm that information on booking system is accurate and compliant.</p> <p>QR code to be displayed at entrance and public to be encouraged to use phone App when entering building.</p> <p>Time to be agreed but will be in line with local official requirements and take into account any local lockdown stipulations</p> <p>Team members instructed to encourage the wearing of face coverings.</p>	<p>Meet &amp; greet staff.</p> <p>Operations managers.</p> <p>General manager.</p> <p>Operations manager</p>	<p>Ongoing when open.</p> <p>Prior to opening to the public.</p> <p>Commencing 24<sup>th</sup> September.</p>
Large numbers of people on site increasing	Tenpin employees, customers and visitors to the premises.	Each site has been reviewed and a reduced capacity agreed. Customers informed that under	Limits enforced by counting customers at meet and greet station.	Operations director. Duty manager.	Prior to opening. Ongoing when site

risk of close social contact.		18's may be refused entry unless accompanied by an adult or have prior booking.	Posters and information displayed at the entrance. Team meetings and visits are to be actively discouraged and held if only absolutely essential.	Managers.	is open.
Spread of infection between staff and outside contractors.	Tenpin staff and contractors.	Non-essential maintenance will be carried out at night or quiet trading periods.	Arrangements to be made at site.	General manager.	As necessary.
General hazards resulting from site closure.	Tenpin employees, customers and visitors to the premises.	<p>Pest control contractors have continued servicing during lockdown.</p> <p>Water systems have been flushed out in accordance with company policies.</p> <p>Water use food equipment tested and sanitised.</p> <p>Thorough clean of site before opening to the public. Sanitation of all food equipment and high risk and frequent touch surfaces. Conduct full clean of site in accordance with existing procedures.</p>	<p>Continue with pest control contract to monitor and proof building.</p> <p>Request repair of maintenance if required.</p> <p>Operations managers to conduct an audit inspection prior to reopening.</p> <p>Continuing audits to be undertaken to ensure standards remain as per company procedures.</p> <p>Full daily and weekly clean as detailed in management diary and checkit system. Cleaning schedule to be recorded when complete.</p>	<p>Contract company.</p> <p>General manager.</p> <p>Operations manager.</p> <p>Duty manager.</p>	<p>Monthly or more frequently for high risk sites.</p> <p>As necessary.</p> <p>Prior to opening to the public.</p>
Contamination	Any person within the building	All air handling units have been	Air handling units to be	General manager.	Ongoing.

from air handling units.	may be adversely affected by poor air quality and filtration.	reviewed to ensure they are fit for purpose and effective. Units have been deep cleaned.	maintained throughout operational period as per installer and supplier recommendations.		
Work patterns encourage non-distancing behaviour.	Team members.	Use of radios to communicate with colleagues will avoid the need for many face to face meetings and discussions.	Promote the use of radios and discourage face to face contact.	Duty manager.	Ongoing.
General spread of infection from contact surfaces.	Tenpin employees may be at risk if required to work in areas.	Conduct site survey and closed off any areas that are deemed to be non-essential.	Ensure areas deemed non-essential are out of bounds to staff and customers.	Operations managers & general managers.	Prior to opening to the public Ongoing checks.
Spread of infection through respiratory droplets.	Customers and team members may be at increased risk if people have to shout (or are encouraged to sing) in the venue.	Live DJ's will not be used in the venues. Machine noise will be turned down to reduce overall noise in the bowl.	Music in venues will be played as background levels. Sports events on screen will be lowered to such a level that raised voices are not need for normal communication. Gaming machines will have the volume considerably reduced to lower the overall noise level in the venue.	Operations managers. General managers.	Daily checks
Covid outbreak connected with venue.	All those who have been to the venue at the time of the infected person.	Measures are in place to close the venue to enable a deep clean and sanitation of the building.	Ensure management are aware of the procedures to be followed if the company is officially informed of a confirmed case of coronavirus associated with the site.	Operations director.	Prior to opening.
Accident or emergency.	All those within the building.	Fire safety and evacuation procedures in place to safeguard people at site. First aid kits and trained persons on site to deal with accident.	Ensure First aider is on site during opening hours. First aid kits to be adequately stocked. Full PPE to be available and worn by first aiders dealing with	Duty manager.	Ongoing.

			any accident.		
Violence and aggression.	Tenpin team members may be at risk if the public become frustrated by new measures and restrictions.	Team members trained on dealing with difficult situations. Support of team members always at hand. Radio communications available.	Reassure team that support is available and to avoid conflict situations.	Duty manager.	Ongoing.
<b>EXTERNAL AREAS</b>					
<b>Hazards</b>	<b>Who might be harmed and How</b>	<b>Control actions being Taken</b>	<b>What needs to be done</b>	<b>Action by</b>	<b>Dates of completion</b>
Congregation of people in close proximity.	Customers and visitors to the premises.	Tenpin to work with landlord to ensure groups do not congregate outside in car parks or outside areas & access and egress is clearly indicated. Tenpin to work with landlords to agree parking arrangements to encourage safe practices. Social distancing rules displayed. Queue management system in operation outside entrance. Posters and light box displays giving information on social distancing rules.	Ongoing liaison with landlords and local businesses to monitor public and take any necessary actions to promote safety measures. Monitor outside areas and tackle action to disperse groups.  Display QR codes.	Duty manager.	As is necessary.
Infection from contaminated waste.	Any person who comes into close proximity with waste, including disposal contractor.	All waste to be placed in the designated secure area.	Waste to be disposed in sealed bags and removed from the building regularly.	Team members.	Ongoing throughout the shift.

**SITE ENTRANCE**

<b>Hazards</b>	<b>Who might be harmed and How</b>	<b>Control actions being Taken</b>	<b>What needs to be done</b>	<b>Action by</b>	<b>Dates of completion</b>
Spread of infection between customers.	Tenpin customers may be at risk if social distancing and hygiene measures are not followed.	<p>Full control over who enters the building at all times including adverse weather.</p> <p>Meet and greet station at entrance with door host ensuring management of customer safety.</p> <p>Sanitiser station at entrance for customer/staff use.</p> <p>Instruction given to customer on Covid rules on site.</p> <p>Including that they may be asked to remove face coverings if requested by person in authority.</p> <p>Customers offered sanitisation wipes and face visors for use in bowl.</p> <p>Floor stickers indication customer flow through premises.</p>	<p>Ensure that host is present at all times during opening hours.</p> <p>Host to be fully competent on managing new situation and safety rules.</p> <p>Ensure adequate supplies of face masks disposable gloves and sanitiser.</p> <p>Measures will be undertaken to ensure customers who are not eating or drinking wear face coverings whilst on the premises. Allowances will be made for those members of the public who are deemed to be exempt in accordance with government or local guidelines.</p>	<p>Support staff. Operations managers. General manager</p> <p>Learning and Development team.</p> <p>Duty manager.</p>	<p>Ongoing during opening hours.</p> <p>Ongoing.</p>
Restricted access for disabled customers.	Those with disabilities and their carers have the same protection from infection as all other customers and are treated equally.	Facilities on site enabling free access for wheelchairs to toilets, fire exits and escape routes, sanitisation stations.	Daily checks to be made to ensure all required areas are accessible including toilets and sanitising stations.	General managers.	Daily prior to opening.

Use of lifts to gain access or leave site.	Where use of lifts is unavoidable people may be inclined to disregard social distancing or hygiene protocol.	Close lifts where this is deemed practical bearing in mind wheelchair and pushchair access. Minimise use of lifts if practical where alternatives are suitable. Display signage on lift entrance doors detailing advised maximum capacity accounting for social bubbles and loading limits. Team to carry out regular sanitising of high contact points, buttons door edges and rails.	Operations manager and General manager to review use of lift Enhanced cleaning regime to be put in place to sanitise high risk areas. Post signage advising customers to wear face masks when in lift. Consider use of floor stickers to indicate position of persons. Four per lift journey.	General manager.  Operations manager.  Building manager if applicable.	Prior to opening to the public.  Ongoing when open to the public.
--	--	--	---	--	---

### RECEPTION

<b>Hazards</b>	<b>Who might be harmed and How</b>	<b>Control actions being Taken</b>	<b>What needs to be done</b>	<b>Action by</b>	<b>Dates of completion</b>
Spread of infection between team members and customers at reception area	Team members may come into close proximity to customers or handle contaminated surfaces.	Queuing system is in place at all reception areas, promoting social distancing and advising customers of required precautions. Physical screens in place at till points. Sanitiser on reception for use by team member and customers. All non-essential items removed from reception area. Cleaning program is in place to ensure sanitisation. Floor stickers indicating social distancing measures.	Staff to be instructed on Covid safety procedures to be followed.  Full sanitation of the reception area at the end of each shift Bowling shoes to be visibly sanitised before and after every use.  High contact areas to be sanitised on a regular basis during opening hours.	Learning and Development.	Prior to opening to the public.  Ongoing whilst open to the public.  Regularly throughout the shift.

## LANES

As the business moves forward the risks associated with opening all lanes in bowling centres is being considered. The risks associated with such a move is detailed below along with the risk reduction and mitigation measures being considered by the business. The risks posed to the public may differ in each venue with differing pinch points, local levels of infection and authority advice. Given these facts the information below explores the measures being considered by the business and the range of measures that may be taken where additional lanes are being put into use.

To accommodate this and mitigate the risk adjacent lanes will be colour coded with respective colour coded balls to be allocated to uses of the lane. This will avoid multiple contact of balls outside the social bubbles. Additional mitigation measures are detailed to manage the risks identified.

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
Public uneasy about playing within 1m of other groups.	<p>Members of the public may be uncomfortable about playing in lanes next to other social groups.</p> <p>Spread of infection if social distancing is not maintained</p>	<p>Section of the venue may have alternate lanes closed.</p> <p>Giving people a choice if they wish to play in "all lanes open" area with added restrictions, or bowl in other areas with less strict limitations.</p>	<p>People to be given choice when booking having had additional protocols explained to them.</p> <p>Consideration given to physical barriers at lane approaches. This to allay any public fears about distancing. This is an additional measure of risk reduction given the measures already in place.</p>	<p>Operation managers and GM's</p> <p>Senior management team Safety adviser.</p>	<p>As required</p> <p>Consideration and implementing in selected sites Oct 2020</p>
Lack of adherence to social distancing	Customers who are bowling may come into close contact with other groups.	<p>Every alternate lane may be closed to avoid close proximity.</p> <p>Ball return will only feed one usable lane unless ball is marked and allocated to specific lanes.</p> <p>Bowling balls will be allocated to a person /group for sole use.</p> <p>Balls to be sanitised after use.</p> <p>Maximum of 6 in a social bubble.</p> <p>At busy trading times adjacent lanes may be open to</p>	<p>Signage to be posted on all closed lanes indicating non-use.</p> <p>Keyboards, touch screens seating and balls to be sanitised after every game.</p> <p>Monitoring of lanes to ensure that social distancing rules are adhered to.</p> <p>Any local restrictions placed on the local must be adhered to</p>	<p>Duty manager. Team members.</p> <p>Team members.</p>	Ongoing when open to the public.

		accommodate customers. Adjacent lanes will be marked with colour code to enable customers to identify their coded balls thus avoiding sharing balls.	and takes precedence over any mitigation and risk control measures in this assessment.  Screens may be fitted to lane approaches to segregate groups at the lane approaches and seating area if this is considered to be appropriate.		
Lack of adherence to social distancing	Customers who are bowling may come into close contact with other groups.	Chairs to be arranged with some closed to promote distancing between groups. Bowling groups limited to social bubble, maximum of 6 persons. Consoles to be taken out of use to avoid multiple contact by customer and promote distancing by two groups.	Area to be supervised by team member to ensure protocols are being adhered to by public.  Screens may be fitted to lane approaches to segregate groups at the lane approaches and seating area if this is considered to be appropriate.	Duty manager. Team members.  Team members.	Ongoing when open to the public.
Virus spread by contact with bowling balls	Players may be infected if they are handling balls that have been previously handled by others from outside the social bubble	Each player to be allocated a labelled ball for sole use if shared ball returns are used. Balls to be sanitised after each group use.	Staffing levels to reflect the additional sanitising of balls.	General Manager	Ongoing
Spread of infection airborne droplets	Increased risk if people are allowed to consume food and drink in the ALO area with added caveat of not having to wear face coverings.	Face coverings to be worn at all times in ALO (all lanes open) area unless exempt by guidance or local restrictions.	Team to monitor and enforce rules on face masks and consumption of food and beverages. Team to be briefed on new rules. Staff may challenge the age stated by customers and refuse entry if obviously over the	Team members	Ongoing

			<p>stated exemption age of 16 however age proof will not be insisted.</p> <p>The team should be instructed on the latest company procedures for challenging customers for Track and Trace and mask wearing.</p>		
Contact with frequently touched surfaces	People may come into contact with hard surfaces which may have been touched by others.	<p>Additional sanitation of all hand touch surfaces after games.</p> <p>Sanitation of seating and tables, ball returns and ball ramps after each group's use.</p>	Sanitation sprays and wipes on hand for staff and public use.	General manager	Ongoing
Multiple person contact with balls if ball returns service more than one usable lanes.	Customers from outside their bubble who are bowling on adjacent lanes may handle the same ball.	<p>Where ball return feeds more than one usable lane balls will be marked with colour codes that have been allocated to the specific lane</p> <p>Some lanes may be left out of use to accommodate those members of the public who feel uncomfortable about bowling adjacent to other groups.</p> <p>Customers to be informed of the likely hood of adjacent lanes being used and given a choice of which lanes to use.</p>	<p>All team members to be informed of the correct, safe management of lane opening and of any additional procedures required to be put in place.</p> <p>Management to make decisions on when to allocate additional open lanes provided that mitigating measures are in place.</p>	Operations managers. GM's	Ongoing.

### GAMES AREAS

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
Infection from	Customers playing gaming	High contact surfaces will be	Ensure program is in place	Duty manager.	Ongoing.

surfaces.	machines which have high contact surfaces.	sanitised frequently throughout the day. Customers have been issued with sanitiser wipes for personal use.	enabling enhanced cleaning of machines. Mobile team member on hand in games area to sanitise machines on a regular basis or at the request of a customer. Enhanced cleaning regime to put in place to include balls, cue's, triangle and other high contact surfaces. Sanitisation wipes available for games users on request.		
Poor social distancing.	Customer using gaming machines.	Under 18's may be refused entry unless accompanied by an adult or have prior booking. Signage on games promoting the social distancing rules. Pool tables and table tennis tables will be rearranged or alternate tables taken out of use to promote 1m+ distancing rule. Where 1m+ rule cannot be attained enhanced cleaning to take place. A boards located in area promoting social distancing. Games machines to be relocated to attain 1m+ distancing where practical. Enhanced sanitisation will be employed and users made aware of personal hygiene measures by use of notices and stickers. Sanitation stations will be positioned in games area.	Where practical distance machines to encourage 1m+ rule.  Clearly visible stickers to be located on each gaming machine, change machine and ATM promoting social distancing.  Staff supervision of the games area to promote new rules and assist in sanitising as necessary.  Promote social bubble restrictions on multiple player games machines.	Operations managers.  General managers.	Prior to opening to the public.

Multiple handling of pool cues and bats.	People playing games are at risk of becoming infected from cues, bats etc.	Pool cues table tennis bats and balls will be in situ with sanitiser wipes issued to customers on request. All will be sanitised at the end of the day. Sanitiser to be available for sanitising of hockey and ball use games.	Mobile team member available in games area to sanitise machines on a regular basis or at the request of a customer.	Duty manager.	Ongoing whilst open to the public.
Contamination via VR equipment.	Customers using VR games are at risk of infection from headsets wrist sets and surfaces.	The VR equipment will be manned whenever it is available for public use. All staff to wear face masks whilst attending the game and dealing with the public. Sanitiser station to be sited nearby for use by public. Sanitiser wipes to be available for public playing the game. All touch points of the equipment to be sanitised after each game. This includes any helmet and hand sets. Single use face masks to be issued to player for wearing beneath head sets.	Take necessary local measures to prevent children climbing on machines when not in use.  Staff to be trained on correct sanitising procedures.  Team member to have minimal close contact with any customer.	Duty manager.    Team member.	Ongoing.
Contamination by balls in "Ball Madness" machines	Balls that fall onto and may be handled by customers may spread contamination to other users if precautions are not taken.	A UV unit will be fitted to the machine which will sanitise the balls in the upper chamber when the machine is not being used between games.	Balls will be rotated every 72 hours and all touch points to be sanitised inside and outside the cabinet as part of the general cleaning and sanitation regime.	Team members	Ongoing
Spread of infection form use of Karaoke pods.	Customers may be at risk of infection if precautions are not taken.	Use of pods restricted to pre-booking when individual details can be taken and recorded for rack and trace if required.	Removal of any excess seating in pod. All equipment and seating to be sanitised prior to and after use.	Team members	Prior to use.

		<p>Booking restricted to 6 in social bubble per pod. Seating inside pod restricted to facilitate maximum numbers. Sanitising station positioned at entrance to pods. Suitable posters offering advice on social distancing and hygiene requirements displayed in pods. Enhanced sanitisation and cleaning procedures in place.</p>	<p>Sanitising wipes made available to customers.  Monitoring of use to ensure distancing is being adhered to</p>		
Contamination from coin operated VR machines	Customers may spread infection and become contaminated if precautions are not taken to sanitise and restrict use of VR machines.	<p>A sanitisation station will be placed adjacent to each machine. Foam inserts made available for each customer. Disposable face coverings available to be used with headgear. Instructions on use of sanitiser and need to clean head gear displayed for each customer.</p>	<p>Masks to be made available within the machine. Sanitiser to available at the machine.</p>	General Manager	Ongoing as the machine is open to use by public.
<b>BATFAST.</b>					
<b>Hazards</b>	<b>Who might be harmed and How</b>	<b>Control actions being Taken</b>	<b>What needs to be done</b>	<b>Action by</b>	<b>Dates of completion</b>
Spread of infection from handling equipment.	Customers may be at risk from handling helmet, bat and touch screen.	<p>Helmet and bat will be stored away from public until requested.  Equipment will be sanitised before and after each game.  Touch screen will be sanitised after each use.</p>	<p>Customers to be given sanitiser wipes on entry to use as required.  Ensure team members are aware of the need to sanitise equipment and screens.</p>	Management team.	Ongoing when open to the public.

		A ball "hoover" to be used to collect balls.	Stray balls to be sanitised after handling by team member.		
Customers coming into close proximity with each other.	People may congregate in the play area.	Notices posted warning of distancing advice. Booking in advance to ensure maximum permitted numbers playing game are not exceeded.	Only one person permitted in play area at any one time.	Management team.	Ongoing when open to the public.

**FOOD AND DRINK SERVICE.**

<b>Hazards</b>	<b>Who might be harmed and How</b>	<b>Control actions being Taken</b>	<b>What needs to be done</b>	<b>Action by</b>	<b>Dates of completion</b>
Customers not adhering to social distancing rules.	Customers may be at risk of spread of infection if they do not observe distancing rules.	A queuing system is in place to encourage social distancing with waiting to be served notices. Food service will be restricted. table service only unless allowed by government/local guidance.	Queuing system to be managed. Ensuring adherence. Table service only to be implemented unless local or national guidance allows ordering in venue. In which case face coverings must be worn when not seated. Customers to be encouraged to order food via the App	Team members and managers.	Ongoing.

		Where a site is within a tier 3 area alcoholic drinks can only be served with a substantial meal.	A maximum of 2 Alcoholic drinks can only be ordered with a substantial hot meal (e.g. burger and chips NOT a packet of crisps). Team members to be briefed on the new restrictions and on line ordering service to advise customers at the point of booking.	Team members and managers.	Ongoing for the duration of tier allocation
Spread of infection.	Risk of infection of team member if customers are in close proximity.	Hand sanitiser station positioned at each servery area.  Perspex screen positioned at each till point.	Ensure screens are in place and functional. Team members to wear face shields/coverings	Operational managers. General managers.	Prior to opening to the public.
Spread of infection.	Risk of contamination of surfaces and items handled multiple times and hygiene standards are poor.	Non-essential items to be removed from kitchens prior to operation. Daily cleaning schedule to be adhered to with enhanced sanitation of high use and high contact surfaces in the kitchen and storage areas.	Team members to be made aware and adhere to enhanced cleaning and sanitation policies.	General manager.	Ongoing whilst in operation.
Spread of infection.	Risk of contamination of surfaces and items handled multiple times.	Provide single use condiments to sites.  Web-based ordering app to be encouraged to reduce queues when food ordering.  Media and advertising to promote cashless payment.	Condiments and cutlery to be removed and only issued with meal on request Single use condiments in sachets to be issued. Customers to be served with drinks in a designated area on bar. Take away trays to be used. All meals to be served on tray	Team members.	Ongoing.

		Cashless limit increased to £45 to encourage use.	to customer with social distancing protocol observed. Customers encouraged to pay by cashless system throughout the venue. Clearly marked area where kitchen prep team leave prepared food thus reducing team member contact. Bar and food prep areas to be fully cleansed and sanitised at the end of each shift. Ongoing sanitisation of high contact or food contact surfaces to take place throughout the shift. Team members are not permitted to prepare their own food in the kitchens (staff food from menu permitted).	General managers.  Team members.	Ongoing when open to the public.
Spread of infection.	Risk of spread of infection if social distancing is impracticable in the kitchen and prep areas.	Limit kitchen access to as few people as is necessary. Minimise access to walk in storage areas, freezers, and fridges. Space working areas to maintain social distancing. Minimise contact at handover points. Minimise interaction between team members.	Work to be organised at site to maximise safe procedures and minimise social contact.	Operations managers. General managers.	Prior to start up of operation.
Spread of infection.	Risk of spread of infection if social distancing is impracticable in the seating areas.	Tables to be reorganised or certain areas taken out of use (Out of use stickers) to ensure the promotion of social distancing. 1m between social groups.	Plan to be agreed and implemented Monitor to ensure customers are not abusing the rules and moving furniture.	General manager.	Prior to opening Throughout the day when open to the public.

Spread of infection.	Multiple handling of sweets in sweet dispensers may lead to contamination.	Beaver machines to be converted to dispense single toy capsules. Where this cannot be achieved, they will be taken out of use until conversion.	Beaver machines to be sanitised inside converting and then externally before opening each day. Frequently in high use sites.	Management team.	Prior to opening to the public Throughout the day.
----------------------	--	---	--	------------------	---

**TOILET AREAS**

<b>Hazards</b>	<b>Who might be harmed and How</b>	<b>Control actions being Taken</b>	<b>What needs to be done</b>	<b>Action by</b>	<b>Dates of completion</b>
Spread of infection.	People using the toilet facilities may not observe social distancing rules or follow good hygienic practises.	<p>Good hand washing techniques displayed on each toilet entrance door.</p> <p>Audio instructions (good hygienic practices) played every 30mins throughout the bowl.</p> <p>Vanity sinks blocked off leaving 1m distance between each usable one.</p> <p>Urinals blocked off leaving 1m between each usable one.</p> <p>Social distancing rules displayed within toilet areas.</p> <p>Sanitation station at each toilet entry point.</p> <p>Toilets cleaning schedule (every 30 mins) conducted and logged.</p> <p>Appropriate waste receptacles to be in all toilets, checked every 30 mins and disposal of waste in appropriate sealed bags.</p> <p>Hand driers available in each toilet hand washing area.</p>	<p>Organise toilet checks and ensure that are carried out effectively.</p> <p>Toilets to be fully sanitised at the end/beginning of each day.</p> <p>Sanitiser dispensers to be checked and filled frequently.</p> <p>Monitor toilets to signage remains intact.</p>	<p>Duty manager.</p> <p>Team members.</p>	<p>Every 30 mins.</p> <p>Daily.</p>

**BACK OF HOUSE**

<b>Hazards</b>	<b>Who might be harmed and How</b>	<b>Control actions being Taken</b>	<b>What needs to be done</b>	<b>Action by</b>	<b>Dates of completion</b>
Failure to promote social distancing whilst at work.	Risk of team members working in close proximity to each other and spreading infection.	Team rota's to be completed in advance allowing different start times. Rota to minimise staff contact and working in close proximity. Designated staff entrance and exit door at each site.	Staff rota's to be reviewed in light of experience.  Team members to take staggered breaks complying with social distancing rules.	Operations managers. General managers. Duty managers.	Ongoing monitoring.
Contamination from outside sources.	Staff may be at risk of contamination from personal items of other staff members.	Personal items to be managed on site and placed in specified individual box sanitised after use. Additional uniforms have been purchased to allow for cleaning after each shift.	Only one team member permitted to prepare food at any one time. Uniforms not to be worn off site. Staff to sanitise & clean uniforms after each shift	Duty manager.	Ongoing.
Nonadherence to social distancing.	Team members who may use staff room.	Staff room use to be limited to allow for social distancing.	Use of staff rooms will be reviewed to ensure staff are not put at undue risk when on breaks.	Operations manager. General manager.	Prior to operation.
Cross infection from items and surfaces.	Tenpin employees may be at risk if they are required/permitted to unnecessarily handle items or surfaces that have been touched by other people.	Staff are not permitted to consume food from the food prep areas unless it has been specifically prepared for them under safe conditions.	Ensure that policy is enforced on site.	Duty manager.	Ongoing.
Cross infection from items and surfaces	Team members and contract persons may be at risk if they are measures are not in place to	Social distancing rules to be observed when emptying cash from machines.	Ensure that contractors are aware of and adhere to Tenpin Covid safety rules.	General manager.	Ongoing.

	control cash collections from machines.	PPE including disposable hand protection to be worn when handling or counting cash. Minimise the number of people who touch surfaces on machines when emptying cash Persons in cash office to be workable minimal at any one time.			
--	---	--	--	--	--

**SOFT PLAY AREAS WHEN OPEN**

<b>Hazards</b>	<b>Who might be harmed and How</b>	<b>Control actions being Taken</b>	<b>What needs to be done</b>	<b>Action by</b>	<b>Dates of completion</b>
Damaged or faulty equipment.	Children in the arena may suffer injury if the equipment is damaged or there is a failure.	All equipment is built to strict British and international safety standards. The equipment is installed by competent persons. The equipment and arena are subject to official inspection and certification by competent person on an annual basis. Daily and weekly checks are made on the equipment and faults acted upon immediately.	Equipment to be fully inspected by competent person prior to opening after lockdown.  Full first aid facilities and aiders on site to deal with injuries and accidents.	Competent contractor.	Prior to reopening of play area.
Contact with equipment or fixtures	Children playing in the arena may come into contact with contaminated surfaces.	Fully sanitation of all equipment is undertaken on a daily basis including high level surfaces that may have had hand contact. Low level contact surfaces are sanitised after each session.	Full sanitation regime to be put in place at the venue. Equipment that is incapable of effective sanitation to be removed from use. Ensure effective sanitizer is used. (min 60% alcohol).	General manager.	

Spread of infection from child to child	Children may spread infection by close contact and airborne droplets.	<p>Play sessions to be introduced with limited capacity taking into account parent/guardian seating and waiting areas. Play area to be completely vacated after each session.</p> <p>Children to sanitise their hands prior to entering the arena. Sanitising low level high contact surfaces after each session. Track and trace system in place to aid identification of contacts.</p>	<p>Calculate maximum capacity levels according to official advice and guidance. Wrist bands to be introduced to monitor and manage numbers. Unwell children to be refused entry. Face coverings to be worn by all those not exempt under government guidance. Arena to be closely managed at site (not supervised directly) Ensure team are aware of the new rules governing the play areas and how to implement new procedures. Personal items to be left with parent/guardian. Zero tolerance on rule breakers.</p>	General manager/operations manager	Prior to reopening to the public.
Poor social distancing between parents and guardians.	Parents /guardians may not observe social distancing rules and spread infection between groups.	<p>Limited numbers of children allowed in the arena thus reducing the number of adults in waiting and seating areas. Re-arrangement of tables and chairs to promote social distancing.</p>	Notices to be displayed at entrance to arena explaining to public the new rules and restrictions.	General managers.	Prior to reopening the play arena.

### SECTOR 7

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
Contamination from equipment	Players may become infected if precautions are not taken sanitise equipment.	The equipment and bases (high touch surfaces) will be sanitised after each game.	Procedures in place and staff instructed on new procedures to follow.	General Manager	Ongoing after each game.
Players may be at risk from	Players have increased risk if numbers are not regulated.	Games will be limited to 6 people in their social bubble.	Customers to be informed of the new restrictions when	Duty manager.	Ongoing prior to each game.

others playing in the arena.			booking. Sanitiser available for customer use.		
<b>FAMILY BIRTHDAY PARTY</b>					
<b>Hazards</b>	<b>Who might be harmed and How</b>	<b>Control actions being Taken</b>	<b>What needs to be done</b>	<b>Action by</b>	<b>Dates of completion</b>
Inability to control children and enforce social distancing.	Children involved in the event. Parents or guardian overseeing children.	Online booking to state restriction 6 maximum in social bubble. Customers to be advised that activities must conform with safety rules. Activities to be restricted to a designated area. There will be no loud music, DJ or interaction with host. Sanitiser to be made available at the party. Food to be ordered and delivered according to restricted practices in place.	Written confirmation form customer of social bubble group.  Safety rules to be explained to the adults. Hand washing and social distancing.	Duty manager.  Team member.	Prior to party.
Spread of infection from surfaces.	Children involved in the event. Parents or guardian overseeing children.	Every alternate lane will be closed to avoid close proximity. Ball return will only feed one usable lane. Bowling balls will be allocated to a person /group for sole use. Balls to be sanitised after use. Bowling will be limited to pre-booked groups only. Maximum of 6 in a social bubble.	Signage to be posted on all closed lanes indicating non-use.  Keyboards, touch screens seating and balls to be sanitised after every bash.  Monitoring of lanes by host to ensure that social distancing rules are adhered to.	Party host.	During birthday party.

Spread of infection from person to person.	Children involved in the event. Parents or guardian overseeing children.	Host and other team members to wear face shields at all times. Staff to adhere to hand washing good practice guide as per training and instruction notices.	Supervise to ensure PPE is worn at all times.	Party host.	During birthday party.
Spread of infection when using toilet and washroom facilities.	Children using the toilet facilities may not observe social distancing rules or follow good hygienic practises.	Good hand washing techniques displayed on each toilet entrance door. Audio instructions (good hygienic practices) played every 30mins throughout the bowl. Vanity sinks blocked off leaving 1m distance between each usable one. Urinals blocked off leaving 1m between each usable one. Social distancing rules displayed within toilet areas. Sanitation station at each toilet entry point. Toilets cleaning schedule (every 30 mins) conducted and logged. Appropriate waste receptacles to be in all toilets, checked every 30 mins and disposal of waste in appropriate sealed bags. Hand driers available in each toilet hand washing area.	Organise toilet checks and ensure that are carried out effectively.  Toilets to be fully sanitised at the end/beginning of each day  Sanitiser dispensers to be checked and filled frequently.  Monitor toilets to signage remains intact.	Duty manager.  Team members.	Every 30 mins  Daily.  Ongoing with 30 min checks.
Spread of infection.	Multiple handling of sweets in sweet dispensers may lead to contamination.	Beaver machines to be converted to dispense single toy capsules.	Beaver machines to be sanitised inside converting and then externally before opening each day. Frequently in high use sites.	Management team.	Prior to opening to the public throughout the day.

<p>Spread of infection between customers.</p>	<p>Tenpin customers may be at risk if social distancing and hygiene measures are not followed.</p>	<p>Full control over who enters the building at all times including adverse weather. Meet and greet station at entrance with door host ensuring management of customer safety. Sanitiser at station for customer/staff use. Instruction given to customer on Covid rules on site. Including that they may be asked to remove face coverings if requested by person in authority. Customers offered sanitisation wipes and face visors for use in bowl. Floor stickers indication customer flow through premises.</p>	<p>Ensure that host is present at all times during opening hours. Host to be fully competent on managing new situation and safety rules.</p>	<p>Support staff. Operations managers. General manager.</p>	<p>Ongoing during opening hours.</p>
---	--	--	--	---	--------------------------------------

**STAFF COMMUNICATIONS**

<b>Hazards</b>	<b>Who might be harmed and How</b>	<b>Control actions being Taken</b>	<b>What needs to be done</b>	<b>Action by</b>	<b>Dates of completion</b>
<p>Failure to identify team members concerns.</p>	<p>Team members may have identified a risk on site not otherwise considered by company.  Health of team member may suffer if they have concerns which have not been communicated to them.</p>	<p>All team members kept up to date with company progress via Yapster. "Talk to Us" app available to all staff allowing them to voice any concerns to HR dept. All team members will be provided and required to undertake online courses on the new Covid safety procedures. Guidelines have been issued by</p>	<p>Each site will appoint a nominate person to whom team members can express concerns and voice recommendations.</p>	<p>Operations managers General managers.  Commercial director.</p>	<p>Set up prior to opening to public.</p>

	Team members may not have knowledge to carry out company Covid safety procedures and thereby put people at risk.	People and talent director regarding vulnerable people and shielding. Each site has a nominated team member through which to communicate suggestions and concerns. H&S sub committee meeting held to review safety measures and answer questions from team.			Ongoing.  Monthly
--	--	---	--	--	-------------------------

**DELIVERIES AND COLLECTIONS**

<b>Hazards</b>	<b>Who might be harmed and How</b>	<b>Control actions being Taken</b>	<b>What needs to be done</b>	<b>Action by</b>	<b>Dates of completion</b>
Contact and close proximity with delivery personnel.	Team members may be at risk if they have prolonged close contact with delivery personnel.	Deliveries to site to be kept to an essential minimum. Team member to wear face shield when receiving delivery. Social distancing to be observed. Handling of goods to be minimalised. Minimal contact of documents. Any external person to follow site Covid safety rules when on Tenpin premises. Customer toilets in use for delivery personnel.  All deliveries to be dealt with at a designated entrance away from public areas.	Delivery to be handled by designated team member. Disposable gloves available for team if required  Advise delivery personnel of site rules as appropriate. Designate delivery area away from public.	Duty manager.  Team member.  General manager.	Ongoing    Ongoing.



**Assessment undertaken by:**  
Ted Hindmarsh. Safety Adviser.

**Assessment Date:**  
**Re assessment due:**

29<sup>th</sup> October 2020.  
Under constant review