



Wales

Health and Safety Risk Assessment and Method Statement- Coronavirus

Tenpin Bowling Venue

General Manager

10th November 2020

Introduction

This assessment applies following reopening of sites on the 10th November 2020 following the latest Welsh lockdown. It takes into account the local restrictions imposed by the Welsh government and the enhanced safety measures taken by the company to combat the coronavirus infection.

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 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
- Welsh Government – Working safely during Covid-19 in Restaurants offering takeaway or delivery.
- Welsh Government - Working safely during Covid-19 in shops and branches
- Welsh Government - Working safely during Covid-19 in offices and contact centres
- Welsh Government – Keeping workers safe during Covid-19 in restaurants, pubs, bars and takeaway services.
- Welsh Government coronavirus information and advice.

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.

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 system.

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/mask whilst at work at Tenpin. Face coverings are mandatory when not eating or drinking. Disposable gloves are to be made available to all team members.	Team members. Individual and line management. Operations director. Safety adviser.	Continuing until further notice.
Customer spread of	Tenpin employees, customers and visitors to the premises.	Prebooking of games is encouraged.	System to identify any infected visitors in order to instigate		

infection.		<p>Details of all customers kept on booking system Details to be kept for 21 days minimum.</p> <p>Site will support the NHS Wales Test, trace and protect service by obtaining and displaying a unique QR number.</p> <p>Customer informed on website, maximum of 4 persons not in the same household or more if from the same household In line with current government requirements. Tenpin website gives details of hygiene & social distancing measures to customers booking on-line.</p> <p>Opening times of each site to be reviewed to establish most appropriate times to avoid Covid risks.</p>	<p>isolation rules as applicable in line with current government guidelines.</p> <p>Meet and greet at entrance will confirm that information on booking system is accurate and compliant. All customers will be challenged to show proof of name and address. People will be refused entry if satisfactory proof cannot be offered.</p> <p>QR code to be displayed at entrance and public to be encouraged to use phone Ap when entering building.</p> <p>Customers will be required to wear face coverings in line with the current government and local requirements.</p> <p>Opening times to be agreed but will be in line with local official requirements and take into account any local lockdown stipulations.</p>	<p>Meet & greet staff.</p> <p>Operations managers.</p>	<p>Ongoing when open.</p> <p>Commencing 24th September.</p> <p>Prior to opening to the public.</p>
Large numbers of people on site increasing risk of close	Tenpin employees, customers and visitors to the premises.	Each site has been reviewed and a reduced capacity agreed. Customers informed that under 18's may be refused entry unless	Limits enforced by counting customers at meet and greet station.	Operations director. Duty manager.	Prior to opening. Ongoing when site is open.

social contact.		accompanied by an adult or have prior booking.	Posters and information displayed at entrance. Team meetings and visits are to be actively discouraged and held if only absolutely essential.	Managers.	
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 lock down.</p> <p>Water systems have been flushed out in accordance with company policies.</p> <p>Water use food equipment tested and sanitised.</p> <p>Through clean of site before opening to public.</p> <p>Sanitation of all food equipment and high risk and frequent touch surfaces.</p> <p>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.</p> <p>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 from air handling units.	Any person within the building may be adversely affected by poor air quality and filtration.	All air handling units have been reviewed to ensure they are fit for purpose and effective. Units have been deep cleaned.	Air handling units to be maintained throughout operational period as per installer and supplier recommendations.	General manager.	Ongoing.
Work patterns encourage non distancing behaviour.	Team members.	Use of radios to communicate with colleagues will avoid need for many face to face meetings and discussions.	Promote 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 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.	Ensure First aider is on site during opening hours. First aid kits to be adequately stocked.	Duty manager.	Ongoing.

		First aid kits and trained persons on site to deal with accident.	Full PPE to be available and worn by first aiders dealing with any accident.		
Violence and aggression.	Tenpin team members may be at risk if 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.

EXTERNAL AREAS

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
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.	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.
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SITE ENTRANCE

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
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>Display QR codes.</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>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>Ongoing during opening hours.</p> <p>Ongoing.</p>

<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.</p> <p>Meet and greet station at entrance with door host ensuring management of customer safety.</p> <p>Sanitiser station for customer/staff use at entrance.</p> <p>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.</p> <p>Customers offered sanitisation wipes disposable gloves and face masks for use in venue.</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>
<p>Restricted access for disabled customers.</p>	<p>Those with disabilities and their carers have the same protection from infection as all other customers and are treated equally.</p>	<p>Facilities on site enabling free access for wheelchairs to toilets, fire exits and escape routes, sanitisation stations.</p>	<p>Daily checks to be made to ensure all required areas are accessible including toilets and sanitising stations.</p>	<p>General managers.</p>	<p>Daily prior to opening.</p>
<p>Use of lifts to gain access or leave site.</p>	<p>Where use of lifts is unavoidable people may be inclined to disregard social distancing or hygiene protocol.</p>	<p>Close lifts where this is deemed practical bearing in mind wheelchair and push chair access.</p> <p>Minimise use of lifts if practical where alternatives are suitable.</p>	<p>Operations manager and General manager to review use of lift.</p> <p>Enhanced cleaning regime to be put in place to sanitise high risk areas.</p>	<p>General manager.</p> <p>Operations manger.</p>	<p>Prior to opening to the public.</p>

		<p>Display signage on lift entrance doors detailing advised maximum capacity accounting for social bubbles and loading limits.</p> <p>Team to carry out regular sanitising of high contact points, buttons door edges and rails.</p>	<p>Post signage advising customers to wear face masks when in lift.</p> <p>Consider use of floor stickers to indicate position of persons. Four per lift journey.</p>	<p>Building manager if applicable.</p>	<p>Ongoing when open to the public.</p>
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RECEPTION

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

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.	Members of the public may be uncomfortable about playing in lanes next to other social groups. Spread of infection if social distancing is not maintained.	Section of the venue may have alternate lanes closed. 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.	People to be given choice when booking having had additional protocols explained to them. 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.	Operation managers and GM's. Senior management team Safety adviser.	As required. Consideration and implementing in selected sites Oct 2020.
Lack of adherence to social distancing.	Customers who are bowling may come into close contact with other groups.	Every alternate lane may be closed to avoid close proximity. Ball return will only feed one usable lane unless ball is marked and allocated to specific lanes. Bowling balls will be allocated to a person /group for sole use. Balls to be sanitised after use.	Signage to be posted on all closed lanes indicating non-use. Keyboards, touch screens seating and balls to be sanitised after every game. Monitoring of lanes to ensure that social distancing rules are adhered to. Any local restrictions placed on	Duty manager. Team members. Team members.	Ongoing when open to the public.

		<p>Maximum of 4 in a social bubble or more if from same household. At busy trading times adjacent lanes may be open to accommodate customers. Adjacent lanes will be marked with colour code to enable customers to identify their coded balls thus avoiding sharing balls.</p>	<p>the local must be adhered to and takes precedence over any mitigation and risk control measures in this assessment.</p> <p>Screens may be fitted to lane approaches to segregate groups at the lane approaches and seating area if this is considered to be appropriate.</p>		
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GAMES AREAS

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
Infection form surfaces.	Customers playing gaming machines which have high contact surfaces.	<p>High contact surfaces will be sanitised frequently throughout the day.</p> <p>Customers have been issued with sanitiser wipes for personal use. Sanitisation station positioned within the games area.</p> <p>Climbing wall to be taken out of use.</p>	<p>Ensure program is in place enabling enhanced cleaning of machines.</p> <p>Mobile team member on hand in games area to sanitise machines on a regular basis or at the request of a customer.</p> <p>Enhanced cleaning regime to put in place to include balls, cue's, triangle and other high contact surfaces.</p> <p>Sanitisation wipes available for games users on request.</p>	Duty manager.	Ongoing.

<p>Poor social distancing.</p>	<p>Customer using gaming machines.</p>	<p>Customers informed that under 18's may be refused entry unless accompanied by an adult or have prior booking.</p> <p>Signage on games promoting social distancing rules.</p> <p>Pool tables and table tennis tables will be rearranged where practical to promote 2m distancing rule. Where this is impractical mitigating steps will be taken as indicated in this assessment.</p> <p>"A" boards locate in area promoting social distancing.</p> <p>Games machines to be relocated to attain 2m distancing where practical. Where this is impractical mitigation steps will be taken as indicated in this assessment. Enhanced sanitisation will be employed and users made aware of personal hygiene measures by use of notices and stickers.</p> <p>Sanitation station to be positioned in the games area.</p>	<p>Clearly visible stickers to be located on each gaming machine, change machine and ATM promoting social distancing.</p> <p>Staff supervision of the games area to promote new rules and assist in sanitising as necessary.</p> <p>Promote social bubble restrictions on multiple player game machines.</p>	<p>Operations managers</p> <p>General managers.</p> <p>Team members.</p>	<p>Prior to opening to the public.</p> <p>Ongoing whilst open to the public.</p>
<p>Multiple handling of</p>	<p>People playing games are at risk of becoming infected from cues,</p>	<p>Pool cues table tennis bats and balls will be in situ with sanitiser</p>		<p>Duty manager.</p>	<p>Ongoing whilst open to the public.</p>

pool cues and bats.	bats etc.	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.		
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FOOD AND DRINK SERVICE.

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
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. Customers will not be permitted to order food and drink at the bar.	Queuing system to be managed. Ensuring adherence. Table service only to be implemented. Face coverings must be worn when not seated. Customers to be encouraged to order food via the App.	Team members and managers.	Ongoing.
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.

<p>Spread of infection.</p>	<p>Risk of contamination of surfaces and items handled multiple times.</p>	<p>Provide single use condiments to sites.</p> <p>Web based ordering app to be encouraged to reduce queues when food ordering.</p> <p>Media and advertising to promote cashless payment. Cashless limit increased to £45 to encourage use.</p>	<p>Condiments and cutlery to be removed and only issued with meal on request Single use condiments in sachets to be issued.</p> <p>Customers to be served with drinks in a designated area on bar. Take away trays to be used.</p> <p>All meals to be served on tray 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.</p> <p>Bar and food prep areas to be fully cleansed and sanitised at the end of each shift.</p> <p>Ongoing sanitisation of high contact or food contact surfaces to take place throughout the shift.</p> <p>Team members are not permitted to prepare their own food in the kitchens.</p>	<p>Team members.</p> <p>General managers.</p> <p>Team members.</p>	<p>Ongoing when open to the public.</p>
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Spread of infection.	Risk of spread of infection if social distancing is impracticable in the kitchen and prep areas.	<p>Limit kitchen access to as few people as is necessary.</p> <p>Minimise access to walk in storage areas, freezers and fridges.</p> <p>Space working areas to maintain social distancing.</p> <p>Minimise contact at handover points.</p> <p>Minimise interaction between team members.</p>	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.	<p>Tables to be reorganised or certain areas taken out of use (Out of use stickers) to ensure the promotion of social distancing.</p> <p>2m between social groups.</p>	<p>Plan to be agreed and implemented.</p> <p>Monitor to ensure customers are not abusing the rules and moving furniture.</p>	General manager.	<p>Prior to opening.</p> <p>Throughout the day when open to the public.</p>
Spread of infection.	Multiple handling of sweets in sweet dispensers may lead to contamination.	<p>Beaver machines to be converted to dispense single toy capsules.</p> <p>Where this cannot be achieved, they will be taken out of use until conversion.</p>	<p>Beaver machines to be sanitised inside converting and then externally before opening each day.</p> <p>Frequently in high use sites.</p>	Management team.	<p>Prior to opening to the public.</p> <p>Throughout the day.</p>

TOILET AREAS

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
<p>Spread of infection.</p>	<p>People using the toilet facilities may not observe social distancing rules or follow good hygienic practises.</p>	<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 distance between each usable one. Urinals blocked off leaving distance 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

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
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 one person at a time.	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.	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 control cash collections from machines.	<p>Social distancing rules to be observed when emptying cash from machines.</p> <p>PPE including disposable hand protection to be worn when handling or counting cash.</p> <p>Minimise the number of people who touch surfaces on machines when emptying cash.</p> <p>Persons in cash office to be workable minimal at any one time.</p>	Ensure that contractors are aware of and adhere to Tenpin corvid safety rules.	General manager.	Ongoing.
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SECTOR 7

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 others playing in the arena.	Players have increased risk if numbers are not regulated.	Games will be limited to 6 people in their social bubble.	<p>Customers to be informed of the new restrictions when booking.</p> <p>Sanitiser available for customer use.</p>	Duty manager.	Ongoing prior to each game.

FAMILY BIRTHDAY PARTY

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

		general instructions on limited numbers as given above.			
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.	<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 2m distance between each usable one.</p> <p>Urinals blocked off leaving 2m 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>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> <p>Ongoing with 30 min checks.</p>

		Hand driers available in each toilet hand washing area.			
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.
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 at station 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>	Ensure that host is present at all times during opening hours. Host to be fully competent on managing new situation and safety rules.	Support staff Operations managers. General manager	Ongoing during opening hours.

STAFF COMMUNICATIONS

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
<p>Failure to identify team members concerns.</p>	<p>Team members may have identified a risk on site not otherwise considered by company.</p> <p>Health of team member may suffer if they have concerns which have not been communicated to them.</p> <p>Team members may not have knowledge to carry out company Covid safety procedures and thereby put people at risk.</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.</p> <p>All team members will be provided and required to undertake online courses on the new Covid safety procedures.</p> <p>Guidelines have been issued by People and talent director regarding vulnerable people and shielding.</p> <p>Each site has a nominated team member through which to communicate suggestions and concerns.</p> <p>Company H&S committee set up to review safety on sites.</p>	<p>Each site will appoint a nominate person to whom team members can express concerns and voice recommendations.</p> <p>H&S committee to meet to review Covid safety protocols.</p>	<p>Operations managers. General managers.</p> <p>Operations director.</p>	<p>Set up prior to opening to public.</p> <p>July 2020.</p>

DELIVERIES AND COLLECTIONS

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

Assessment undertaken by:

Ted Hindmarsh. Safety Adviser.



Assessment Date:

10th November 2020.

Re assessment due:

Under constant review