



Scotland

Health and Safety Risk Assessment and Method Statement - Coronavirus

Tenpin Entertainment Venue at:

General Manager

17th August 2021

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 Scottish 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.

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
- Scottish Government - Working safely during Covid-19 in offices and contact centres as amended.
- Scottish Government – Keeping workers safe during Covid-19 in restaurants, pubs, bars and takeaway services as amended.
- Scottish Government – Coronavirus (COVID-19) guidance on sport and leisure facilities.
- Scottish Government – Tourism and hospitality sector guidance
- Scottish Government – Coronavirus (COVID-19) protection levels: what you can do
- UK Hospitality Scotland – COVID-19 advice and risk assessments for hospitality businesses.
- Scottish Government Strategic framework.

Recognition is given to the dynamic nature of the guidance and best practice being issued by official bodies. The Scottish government are set to lift many of the COVID protection measures on the 9th August when the social distancing rules, limitations on maximum attendances and self isolation requirements are to be changed.

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.

Each site will have an appointed COVID-19 officer (General Manager) who will ensure that the appropriate management processes and mitigations are implemented and maintained in accordance with the company requirements. Duty managers will assist in the general manager in this role as appointed Covid champions.

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. Including any local lockdown measures
There is a major incident/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 landlord's 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
Spreading infection.	Tenpin employees may affect customers and visitors to the premises. Staff may be infected from customers or others in the building.	<p>Staff members do not need to self-isolate as a close contact if they are:</p> <ol style="list-style-type: none"> 1. Fully vaccinated and 14 days has passed since their second dose of vaccination 2. Has taken a negative PCR test since being advised to isolate as a close contact. However, they must remain in self-isolation while awaiting the result of the PCR test. 3. They do not develop COVID-19 symptoms. If symptoms develop at any stage, they must self-isolate immediately and book a PCR test. <p>For those under 18 identified as a close contact, they will need to take a PCR test – but they can end their isolation if they test negative.</p> <p>Team members to be issued coverings.</p>	<p>Use Fourth by all team members to inform business of fitness to work.</p> <p>On site Tenpin management to exclude any employee or contractor who falls into the above category.</p> <p>All team members to wear face coverings/masks whilst at work at Tenpin.</p> <p>Disposable gloves are to be made available to all team members.</p>	<p>Team members.</p> <p>Individual and line management.</p> <p>Operations Director. Safety adviser.</p>	Continuing until further notice.

		Disposable gloves to be supplied to each site.			
Nonidentification of asymptomatic cases of COVID.	If asymptomatic cases amongst staff are not identified there is a risk of spreading the infection.	All team members will be encouraged to take rapid lateral flow tests twice a week and report results to management.	Team to be briefed on the policy and shown the advantages of taking the tests. Encourage team members to undertake testing and follow protocols if found to be positive.	Regional and General managers.	Prior to reopening.
Customer spread of infection.	Tenpin employees, customers and visitors to the premises.	<p>Pre booking will be preferable and encouraged. Details of each customer kept on booking system. Details to be kept for 21 days minimum. Tenpin will comply with test and protect scheme adopted by the Scottish Government.</p> <p>Opening times of each site to be reviewed to establish most appropriate times to avoid Covid risks in line with government guidelines.</p> <p>Customers will be required to wear face coverings in line with current</p>	<p>System to identify any infected visitors in order to instigate isolation rules as applicable in line with current government guidelines.</p> <p>Meet and greet (Where applicable) at entrance will confirm that information on booking system is accurate and compliant.</p> <p>All members of any party will be required to give contact details for test and trace systems. Encouraging the use of Protect Scotland app. Team members to manage the company policy on</p>	<p>Meet & greet staff.</p> <p>Operations managers.</p>	<p>Ongoing when open.</p> <p>Prior to opening to the public.</p>

		government and local advice.	customer face coverings and look to refuse entry to those not wearing face coverings (provided they are not exempt in line with government advice).		
Spread of infection between staff and outside contractors.	Tenpin staff and contractors.	Non-essential maintenance will be carried out at night or quieter trading periods.	Arrangements to be made at site.	General manager.	As necessary.
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.
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	Ensure First aider is on site during opening hours. First aid kits to be adequately stocked.	Duty manager.	Ongoing.

		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
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

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.	Full control over who enters the building at all times including adverse weather.	Ensure that host is available at all necessary times during opening hours to manage queuing system and offer advice and	Support staff. Operations managers. General manager	Ongoing during opening hours.

		<p>Meet and greet station at entrance when the venue is busy, 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. Including that they may be asked to remove face coverings if requested by person in authority.</p> <p>Customers offered sanitisation wipes and face coverings for use in bowl.</p>	<p>guidance to customers.</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>Learning and Development team.</p> <p>Duty manager.</p>	<p>Ongoing.</p>
<p>Restricted access for disabled customers.</p>	<p>Those with disabilities and their carers have the same protection form 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>
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>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.</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. High contact areas to be sanitised on a regular basis during opening hours.</p> <p>Customers will be encouraged to order using our food and beverage web-based app to prevent queues.</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>
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LANES

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
<p>Lack of adherence to social distancing</p>	<p>Customers who are bowling may come into close contact with other groups.</p>	<p>Where lanes are in pairs sharing the same ball return they will be designated blue or yellow. Upon issuing balls to a group, they will be sanitised and marked with visible stickers to show which balls have been allocated to which lane.</p>	<p>Keyboards, touch screens seating and balls to be sanitised after every game. Monitoring of lanes to ensure that social distancing rules are adhered to.</p> <p>Any local restrictions placed on the building</p>	<p>Duty manager. Team members.</p> <p>Team members.</p>	<p>Ongoing when open to the public.</p>

		Larger families to be given adjacent lanes. Physical barriers (permanent screens) have been erected to allow people to play in adjacent lanes without the risk of spreading infection.	must be adhered to and takes precedence over any mitigation and risk control measures in this assessment. Lanes to be monitored by team to ensure rules are being adhered to		
Spread of infection airborne droplets	Increased risk if people are allowed to consume food and drink in the lane approach area with added caveat of not having to wear face coverings.	Face coverings to be worn at all times in the venue unless exempt by guidance or local restrictions or when eating or drinking	Team to monitor and enforce rules on face masks and consumption of food and beverages. Team to be briefed on new rules. The team should be instructed on the latest company procedures for challenging customers for Track and Trace and mask wearing.	Team members	Ongoing
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	Physical barriers (permanent screens) have been erected to allow people to play in adjacent lanes without the risk of spreading infection.	Team members to be briefed on the measures being taken at the lanes so this can be passed onto the customer prior to bowling.	Operation managers and GM's Senior management team Safety adviser.	As required. Completed.
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.	High contact surfaces will be sanitised frequently throughout the day. Customers have been issued with sanitiser wipes for personal use.	Ensure program is in place 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.	Duty manager.	Ongoing.
Poor social distancing.	Customer using gaming machines.	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.	Customers using pool tables will be encouraged to wear face coverings. Staff supervision of the games area to promote new rules and assist in sanitising as necessary.	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	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.

		sanitising of air hockey and ball use games.			
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 handsets. Single use face masks to be issued to player for wearing beneath headsets.	Take necessary local measures to prevent children climbing on machines.	Duty manager. Team member.	Ongoing.

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	Queuing system to be managed. Ensuring adherence. Customers to be encouraged to order food via the App	Team members and managers.	Ongoing.

		restricted. table service only unless allowed by government/local guidance.			
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. Cashless limit increased to	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 to customer with	Team members. General managers.	Ongoing when open to the public.

		encourage use.	<p>social distancing protocol observed.</p> <p>Customers encouraged to pay by cashless system throughout the venue.</p> <p>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 kitchen (staff food from menu permitted).</p>	Team members.	
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.	<p>Operations managers.</p> <p>General managers.</p>	Prior to start up of operation.

TOILET AREAS					
Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
Spread of infection.	People 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. 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.
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	Team rota's to be completed in advance allowing different start	Staff rota's to be reviewed in light of experience.	Operations managers.	Ongoing monitoring.

	spreading infection.	times. Rota to minimise staff contact and working in close proximity. Designated staff entrance and exit door at each site.	Team members to take staggered breaks complying with social distancing rules.	General managers. Duty managers.	
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.
Non-adherence 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 control cash collections from machines.	Social distancing rules to be observed when emptying cash from machines. PPE including disposable hand protection to be worn when handling or counting cash. Minimise the number of	Ensure that contractors are aware of and adhere to Tenpin Covid safety rules.	General manager.	Ongoing.

		people who touch surfaces on machines when emptying cash. Persons in cash office to be workable minimal at any one time.			
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STAFF COMMUNICATIONS

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
Failure to identify team members concerns.	<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>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. "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. Guidelines have been issued by Tenpin regarding vulnerable people and shielding.</p> <p>Each site has a nominated team member through which to communicate suggestions and concerns. H&S subcommittee meeting held to review safety measures and</p>	Each site will appoint a nominate person to whom team members can express concerns and voice recommendations.	<p>Operations managers General managers.</p> <p>Operations director.</p>	<p>Set up prior to opening to public.</p> <p>Ongoing.</p> <p>Monthly</p>

answer questions from team.

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. Team member to wear face coverings 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.</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>
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Assessment undertaken by:

Ted Hindmarsh. Safety Adviser.



Assessment Date:

17th August 2021.

Re assessment due:

Under constant review