



## **Wales**

# **Health and Safety Risk Assessment and Method Statement – Coronavirus**

**Tenpin Entertainment Venue at:**

**General Manager**

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4<sup>th</sup> March 2022

## **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 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 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 whenever 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
- Government coronavirus information and advice.
- COVID-19 Response spring 2021
- Government advice and guidance given in January & February 2022
- Bowling Secure Operating Protocols – Indoor Ten Pin Bowling

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.

Recognition is given to the fact that restrictions are easing and the emphasis is now on individuals as to whether they wear face coverings and continue with social distancing. However, the business is keen to ensure the continued safety of all those using its premises as the coronavirus can still be transmitted from person to person.

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

**Vaccine.**

All staff members will be encouraged to take up the offer of vaccination in line with government guidelines, however those who do not participate in the vaccination program will be allowed to continue with their normal work activities.

**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 measures and the restrictions currently in force.

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**

<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>
Spreading infection.	Tenpin employees may affect customers and visitors to the premises. Staff may be infected from customers or others in the building.	<p>Team members must comply with the latest company protocols and procedures governing self isolation.</p> <p>This is changed frequently in accordance with Welsh government requirements and advice. Team members to be issued with face coverings and shields. Disposable gloves to be supplied to each site.</p> <p>LFT tests are advised, but this will not be compulsory, and they do not have to isolate whilst awaiting test results.</p> <p>Team member may choose to wear a face-covering, however this is a personal choice.</p>	<p>Inform employees of the new process and should a Manager suspect an employee has symptoms send them home to take a test</p> <p>Each site should hold a stock of face coverings, should a customer or team member require one</p>	<p>Team members.</p> <p>Individual and line management.</p> <p>Operational director. Safety adviser.</p> <p>HR &amp; GM's</p>	Continuing until further notice.

Protection of pregnant staff members.	Individual female staff who are pregnant and remain at work in the bowl.	Each pregnant female member of staff will be treated individually.	Manager to conduct an individual risk assessment to ensure all necessary measures are being taken and that the staff member is comfortable at work with the control measures in place. An agreement to be reached if additional covid measures are required.	General manager	As required.
Large numbers of people on site increasing risk of close social contact.	Tenpin employees, customers and visitors to the premises.	It is anticipated that capacity will return to normal permitted under licencing agreements and fire authority restrictions.	Team meetings and visits can be held.	Operations director. Duty manager. Managers.	Ongoing when site is open.
Spread of infection between staff and outside contractors.	Tenpin employees and contractors.	Non-essential maintenance will be carried out at night or quiet trading periods- unless refurbishment programme is being undertaken.	Arrangements to be made at site.	General manager.	As necessary.
Work patterns encourage non-distancing behaviour.	Team members.	Use of radios to communicate with colleagues will avoid the need for non-essential face to face meetings and discussions.	Promote the use of radios and discourage face to face contact.	Duty manager.	Ongoing.
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 any accident.	Duty manager.	Ongoing.

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.
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**EXTERNAL 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>
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 site entrance is crowded and hygiene measures are not followed.	Meet & Greet team members will be placed around the site entrance area to manage customer safety at peak periods/ high occupancy.  Sanitiser station at entrance for customer/staff use.	Ensure that host is present during peak periods.  Host to be fully competent on managing new situation and safety rules.  Ensure adequate supplies of spare face masks disposable gloves and sanitiser, if required.	Support staff. Operations managers. General manager  Learning and Development team.  Duty manager.	Ongoing during opening hours.  Ongoing.

			Disposable wipes to be offered to customers for use on high touch point areas throughout the Entertainment centre.		
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.
<b>RECEPTION</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 between team members and customers at reception area	Team members may come into close proximity to customers or handle contaminated surfaces.	Physical screens in place at till points unless deemed unnecessary 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.	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.	Completed  Ongoing whilst open to the public.  Regularly throughout the shift.

**LANES**

<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>
Public uneasy about playing within close proximity to 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.
Lack of adherence to social distancing	Customers who are bowling may come into close contact with other groups.	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. Physical barriers (permanent screens) have been erected to allow people to play in adjacent lanes without the risk of spreading infection.	Keyboards, touch screens seating and balls to be sanitised after every game. Any local restrictions placed on the site by the local authority 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	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.	Each group of players will be allocated a labelled ball for sole use if shared ball returns are used. Balls to be regularly sanitised.	Staffing levels to reflect the additional sanitising of balls.	General Manager	Ongoing
Contact with frequently touched surfaces	People may come into contact with hard surfaces which may have been touched by others.	Additional sanitation of all hand touch surfaces after games. Sanitation of seating and tables, ball returns and ball ramps after	Sanitation sprays and wipes on hand for staff and public use.	General manager	Ongoing



		each group's use.			
<b>GAMES 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>
Infection from surfaces.	Customers playing gaming machines which have high contact surfaces.	High contact surfaces will be sanitised frequently throughout the day.  Customers may be offered 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.
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 air 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. Sanitiser station to be sited nearby for use by public. Sanitiser wipes to	Take necessary local measures to prevent children climbing on machines when not in use.	Duty manager.	Ongoing.

		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.	Staff to be trained on correct sanitising procedures.  Team member to have minimal close contact with any customer.	Team member.	
Contamination by balls in "Ball Madness" machines	Balls that fall and may be handled by customers, could spread contamination to other users if precautions are not taken.	Customers are encouraged to sanitise hands before use. Infection spread by ball contact is considered minimal.	Ensure sanitisation station is available for use by customers. Consider use of UV unit installation fore machine.	Management. Machines manager.	Ongoing
Spread of infection form use of Karaoke pods.	Customers may be at risk of infection if precautions are not taken.	Sanitiser available within each booth for customer use. The booth – in particular the microphones and TV (Song choice) will be sanitised between each customer using the facility.	All equipment and seating to be sanitised prior to and after use.  Sanitising wipes made available to customers.	Team members	Prior to use.
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.	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.	Masks to be made available within the machine. Sanitiser to available near the machines.	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.</p> <p>Equipment will be sanitised before and after each game.</p> <p>Touch screen will be sanitised after each use.</p> <p>A ball "hoover" to be used to collect balls.</p>	<p>Customers to be given sanitiser wipes on entry to use as required.</p> <p>Ensure team members are aware of the need to sanitise equipment and screens.</p> <p>Stray balls to be sanitised after handling by team member.</p>	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>
Spread of infection.	Risk of infection of team member if customers are in close proximity.	<p>Hand sanitiser station positioned at each servery area.</p> <p>Perspex screen positioned at each till point.</p>	<p>Ensure screens are in place and functional.</p> <p>Team members have the option to wear face coverings, however it is a personal choice.</p>	Operational managers. General managers.	Completed.
Spread of infection.	Risk of contamination of surfaces and items handled multiple times and hygiene standards are poor.	<p>Non-essential items to be removed from kitchens prior to operation.</p> <p>Daily cleaning schedule to be adhered to with enhanced sanitation of high use and high contact surfaces in the kitchen and storage areas.</p>	Team members to be made aware and adhere to enhanced cleaning and sanitation policies.	General manager.	Ongoing whilst in operation.

<p>Spread of infection.</p>	<p>Risk of contamination of surfaces and items handled multiple times.</p>	<p>Wipeable menu's to be issued to all sites.</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.</p> <p>Cashless limit increased.</p>	<p>Condiments and cutlery to be removed and only issued with meal on request.</p> <p>Menus to be thoroughly sanitised throughout the day.</p> <p>Single use condiments in sachets to be issued.</p> <p>Customers encouraged to pay by cashless system throughout the venue.</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 (staff food from menu permitted).</p>	<p>Team members.</p> <p>General managers.</p> <p>Team members.</p>	<p>Ongoing.</p> <p>Ongoing when open to the public.</p>
<p>Spread of infection.</p>	<p>Risk of spread of infection if social distancing is impracticable in the kitchen and prep areas.</p>	<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>Minimise contact at handover points.</p> <p>Minimise interaction between team members.</p>	<p>Work to be organised at site to maximise safe procedures and minimise social contact.</p>	<p>Operations managers.</p> <p>General managers.</p>	<p>Ongoing</p>
<p><b>TOILET AREAS</b></p>					

<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.	Good hand washing techniques displayed on each toilet entrance door.  Appropriate waste receptacles to be in all toilets, frequent checks on toilets 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. Use of signs and posters to promote good hygienic practices.	Duty manager.  Team members.	Frequently throughout the day.  Daily.

**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>
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. Additional uniforms have been purchased to allow for cleaning after each shift.	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 as normal.	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.

### SOFT PLAY AREAS

Hazards	Who might be harmed and How	Control actions being Taken	What needs to be done	Action by	Dates of completion
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. Record all periodic checks on Checkit system. Full first aid facilities and aiders on site to deal with injuries and accidents.	Competent contractor.  Team members	Completed.
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.	Children to sanitise their hands prior to entering the arena. Sanitising low level high contact surfaces after each session.	Wrist bands to be introduced to monitor and manage numbers.  Unwell children to be refused entry. 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	General manager/operations manager	Prior to reopening to the public.

			new procedures. Personal items to be left with parent/guardian. Zero tolerance on rule breakers.		
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**SECTOR 7**

<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>
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.

**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>
Failure to identify team members concerns.	<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</p>	<p>All team members kept up to date with company progress.</p> <p>"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 Tenpin regarding vulnerable people and shielding.</p> <p>Each site has a nominated team</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.</p> <p>Operations director.</p>	<p>Set up prior to opening to public.</p> <p>Ongoing.</p>

	thereby put people at risk.	member through which to communicate suggestions and concerns. H&S sub committee meeting held to review safety measures and answer questions from team.			Monthly
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**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. 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:**

4<sup>th</sup> March 2022.  
Under constant review