



**ZIG ZAGS PLAY AREA, UNIT 2  
VENTURE WAY  
BRIERLEY HILL  
DY5 1RG**

**COVID RISK ASSESSMENT  
GENERAL RISK A**

<b>Title :</b> COVID-19 Risk Assessment	<b>Date of Assessment:</b> 10/8/2020
	<b>People involved in making this assessment:</b>
<b>Task/ Process :</b> Additional risks posed by the outbreak of COVID-19 to both staff and customers	<b>People at Risk :</b> Employees, Members of the Public

<b>Hazard : Employed staff</b> Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within government guidelines on essential working could compromise our arrangements and jeopardise the health of others.
<b>Control Measures:</b>
1. Employees can raise any concerns with their line manager.
2. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
4. The duty manager will follow the daily checklist to ensure that the controls in this risk assessment are being followed. The directors of the business also perform monthly checks on cleaning and other processes. These checks will be increased to weekly in the first month after reopening.
5. Staff to receive induction (outside if possible) when coming back into the business for the first time to re-familiarise themselves with processes and procedures, some of which have substantially changed.
6. All staff have received copies of this risk assessment and any other company procedures relating to COVID-19.
7. talks on COVID-19 and Personal Hygiene have been delivered to staff.
8. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance.

<b>Hazard : Staff Food &amp; Drink</b> Potential risk or transfer of virus through cross contamination.
<b>Control Measures:</b>
1. Employees instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.

4. Employee hot and cold drinks to be consumed in disposable cups with names written on.
5. Staff will have staggered lunch breaks.
6. Only one staff member in the store room at a time.
7. Single use paper tissues rolls are provided within kitchen and cafe areas and to be disposed of correctly in waste bins provided.
8. Wash your hands thoroughly for 20 seconds before and after using these facilities.
9. Employees reminded to keep your hands out of food and waste bins or receptacles as they may contain contaminated products, food or tissues. Swing lids removed from bins.
10. Use your own drinking mugs, cups and glasses to prevent cross contamination.
11. Ensure that when spills of food or liquids occur, they must ensure that the work surfaces are left in a clean and sanitised condition.

<b>Hazard : Communal facilities, entrance, toilets, stairs. etc.</b> Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health.
<b>Control Measures:</b>
1. Employees are required to ensure that coats, scarfs and other outdoor items are stored separately within lockers avoiding contact with other people's personal items.
2. Staff will be informed of the 'three-strikes' warning policy in relation to being found to be not following social distancing. On the third strike the company will commence disciplinary proceedings.
3. Break times have been staggered to allow for social distancing and staff are encouraged to take breaks outside
4. Cleaning schedules have been increased. Toilets and key touch points around the centre are cleaned more frequently than before and the cleaning routine is to a higher specification as detailed in the daily cleaning checklist.
5. Supplies of soap and sanitising agents are provided and regularly topped-up at all hand washing stations. These checks form part of the hourly toilet checks and wider cleaning checklist.
6. Employees instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.
7. Employees made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc.) and objects which are visibly contaminated with body fluids must not be touched, but reported to a manager.
8. Employees instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.

<b>Hazard : Waste</b> Ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).
<b>Control Measures:</b>
1. Waste bins are provided at throughout the centre.

2. Employees instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.

3. All waste bins and receptacles are carefully and safely emptied by staff wearing gloves.

4. Employees instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, preferably bagged, or pocketed and taken home.

**Hazard : Reception and cafe** Employees working on the premises may be at risk of exposure to other employees or visitors who are carrying coronavirus, knowingly or unknowingly during customers paying for items as this usually takes place in a close proximity.

**Control Measures:**

2. Screens/barriers have been installed between customers and staff at reception to prevent cross contamination.

3. Frequent Cleaning in between each session for barriers, card terminals and other high contact items.

4. Staff are able to keep 2m apart on reception and cafe.

5. Markings placed on floor to highlight safe distances and standing positions. This means that only 2 people may be on reception or cafe at a time.

6. Tables in the centre have been positioned to accommodate 1m social distancing.

7. Hand sanitiser available next to the till and staff instructed to sanitise hands in between each transaction where something has passed between them and the customer. All staff now required to undertake dermatitis monitoring as a result of increased hand sanitising (not just the kitchen).

**Hazard : Meetings** Potential risk or transfer of virus on account of close contact with other persons.

**Control Measures:**

2. Employees told to avoid physical contact with clients and visitors, such as handshakes, hugs, etc; and to give a polite explanation of this policy if required.

3. Staff meetings to be held virtually as much as possible, if this is not possible the meeting organiser must ensure the meeting is held in a well-ventilated room keeping 2m apart from other team members.

**Hazard : ePOS, IT and telephone equipment** Direct contact with potentially cross contaminated ePOS points, IT or telephony equipment may cause adverse coronavirus health effects.

**Control Measures:**

1. Employees are advised to ensure that their EPOS station, IT and telephony equipment, such as keyboards, screens and phones are cleaned and sanitised on a regular basis throughout the working day. Suitable wipes and cleaners are used that do not damage equipment.

2. One employee assigned to each station (reception, cafe, office, kitchen etc.) for the day. Employees instructed that they should not use each other's IT equipment, to prevent accidental cross-contamination.

3. Telephone, EPOS and IT equipment is cleaned thoroughly at the end of each working day.

4. Employees advised not to share the centre phones and personal mobile phones with others to prevent accidental cross contamination.

5. Any ICT equipment that is unserviceable to be reported to your line manager. No other equipment is to be used from other locations to reduce risk of cross contamination.

**Hazard : Close contact** Employees working on the premises may be at risk of exposure to other employees or visitors who are carrying coronavirus, knowingly or unknowingly

**Control Measures:**

3. Contractors to sites will be managed and controlled by the General Manager for only essential maintenance.

4. Visitors to sites are to be limited and if possible video conferencing software to be utilised to reduce face to face contact.

6. One way systems are implemented (where applicable) to allow for free movement allowing social distancing. This will be denoted by signage, posters or hazard tape.

7. Directional signage will be in place on common and floor areas to allow for social distancing.

8. Employees are required to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans and or ventilation systems that could spread the virus. Where possible the use of such systems will be avoided.

9. Physical contact, such as handshakes, hugs, pat on the back, etc. is to be avoided.

10. Employees instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the 1m social distancing rule.

**Hazard : Vulnerable employees** Vulnerable employees with existing health conditions are at a higher risk of contracting COVID-19, which may have a significant increased adverse affect on their health and wellbeing.

**Control Measures:**

1. Employees who are high risk vulnerable (but not extremely clinically vulnerable) will be offered the option of the safest available on-site role, enabling them to stay 2 metres away from others.

2. Those employees who fall within the extremely vulnerable category (Shielded) (or have someone in their immediate family in this category) in accordance with Govt are to continue to remain on furlough.

3. Employees with family members in high risk categories have been instructed to inform their management team.

**Hazard : Cleaning and hygiene** Inadequate cleaning & hygiene standards pose a risk of spreading infection by way of cross-contamination from surfaces contaminated with the coronavirus.

**Control Measures:**

1. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, switches, etc).

2. Suitable disinfectant cleaning products are used by staff.

3. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the buildings. These soap and hand sanitiser dispensers are checked every hour as part of the cleaning checklist.

4. Line management and employees are required to report anything contaminated or spilt that requires cleaning.

5. Increased fogging of the centre using silver-stabilised hydrogen peroxide (H<sub>2</sub>O<sub>2</sub>) solution to kill COVID-19 every week to provide long-lasting anti-microbial protection. Play areas ball pits are currently emptied but the areas sprayed nightly with the same solution due to these areas being judged as higher risk.

6. Staff uniform to be washed daily

7 fan cleaned and serviced before reopening.

9. Play structure independently inspected and deep cleaned before reopening.

**Hazard : Personal hygiene** Poor personal hygiene standards pose a risk of passing or contracting the infection.

**Control Measures:**

1. The importance of good personal hygiene has been explained to all employees. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean.

2. As the alcohol based hand sanitizer falls under a COSHH item. Employees who use this to disinfect their hands are not to touch their face until the sanitizer dries out due to irritation risk if it goes into their eyes.

3. If alcohol gel comes into contact with eyes then employees are to (remove glasses or contact lenses if worn) and rinse eyes with water for several minutes, then seek first aid assistance.

4. If eye irritation persists then employees to seek medical advice or assistance.

5. Employees with a diagnosed skin condition are advised not to use the alcohol hand sanitizer as this may exacerbate their condition, but to use soap and water for 20 seconds.

6. Employees to avoid inhaling the vapours from the alcohol hand sanitizer as this may cause dizziness or drowsiness.

7. Alcohol gel hand sanitizer spillages are to be cleaned up immediately with water and area dried off.

8. Hand sanitizers will be in place at access points.

9. Employees instructed that disposable tissues should be used when coughing and or sneezing. Used tissues to be bagged and put into a bin or pocketed and taken home for safe disposal.

10. Employees instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container.

11. Employees instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds. Soap and hand gels are provided.

**Hazard : Emergency Evacuations or Missing Children** Inhalation of smoke or exposure to fire leading to injury or fatality.

**Control Measures:**

1. All employees are to wash or sanitise their hands at the earliest opportunity.
3. In an emergency, for example, an accident, fire or missing child, employees do not have to stay 2m apart as it would be unsafe to do so.
4. Employees are to follow the emergency evacuation procedures for their relevant location.
5. Trained fire wardens are in place.

**Hazard : First Aid Provision** Lack of first aid provision leading to injury, further injury or prolonged pain.

**Control Measures:**

1. Trained emergency first aid at work and first aid at work employees.
2. All first aiders provided with face guards to reduce risk of cross-contamination. These face guards are located with every first aid kit.
3. Additional first aid equipment provided in first aid boxes to reduce risk to first aiders. CPR shields and disposable masks provided.
5. If a customer or staff member falls ill whilst on site and displays any COVID-19 symptoms, they are to be taken immediately to the designated COVID room. The windows must be opened for ventilation and a plan made to safely remove the customer to the care of the emergency services or their own home.
6. Once first aid has been administered and the waste safely disposed of, staff instructed to wash hands following effective hand washing procedures.

**Hazard : Managing Customers Visiting the Centre** Increased risk of transmission of COVID-19 by a high volume of customers visiting the centre, unable to carry out social distancing measures and enjoy the centre safely.

**Control Measures:**

1. The total number of customers who can be inside the centre safely at any time are limited. No additional customers may be let into the centre if the session is fully booked. The reduced capacity will limit the potential human to human spread of COVID-19.
3. Regular customer announcements throughout the session to remind parents of the need to supervise their children in relation to social distancing.
4. Customers are encouraged to book before entering, although customers may be allowed if space allows.
5. Child-friendly hand washing posters displayed in the toilets to encourage effective hand washing.
7. One member of staff has been designated as the clean team for that session. They are responsible for constantly cleaning all touch points, toilets and high footfall areas according to the staff cleaning checklist and do not have any other duties for that session.
8. Hygiene stations installed at the entrance and exit to the centre, entry and exits to the play structures and throughout the centre for customers to use.
9. External car park is used for safely queuing to get inside of the centre. Rope chains and floor markings guide people to queue at a safe distance.
10. Parents are reminded that they are responsible for supervising children and ensuring they follow social distancing guidelines.
12. Entrance to the centre is clearly sign posted with the centre's social distancing measures in place.
13. Social distancing measures in place around the centre and on the play structure
15. Customers to confirm online waiver stating they do not have symptoms and will adhere to social distancing before being allowed to enter the centre.

**Hazard : Violence, threatening behaviour** Asking customers to socially distance or increase supervision of their children could lead to verbal abuse of staff by customers. Increased potential for tension between differing groups of parents if social distancing not being adhered to.

**Control Measures:**

1. Customers required to sign a declaration on booking software to state they will comply with supervising their children to follow social distancing.
2. Additional signage to be placed around the centre about social distancing and why it is required.
3. Staff escalate to management if the situation deteriorates or they do not feel comfortable in dealing with the situation.
4. Staff to be fully trained about the reasons why social distancing measures are in place and practice training sessions held to train staff to handle potential conflict.

**Hazard : Cleaning bodily fluids and excrement** COVID-19 transmission risk from bodily fluids resulting from injury or accident.

**Control Measures:**

1. Once waste has been disposed of, staff to wash hands following effective hand washing procedures.
2. Once the area has been cleaned, all materials and PPE should be placed into the yellow hazardous waste bag and disposed of correctly in either the sanitary bins or the yellow nappy waste bin.
3. The area should be cordoned off from the public and if appropriate, the structure or seating area temporarily closed.
4. Full PPE (mask, apron, gloves, face visor) should be used when cleaning up bodily fluids.
5. Priority should be given to the welfare of the adult or child following first aid procedures. If necessary, staff should call other team members over the radio.

**Hazard : Food and drink preparation areas** Potential risk of transfer of virus through cross contamination.

**Control Measures:**

1. Staff instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.
2. No non-kitchen staff allowed into kitchen
3. Kitchen staff to put food on trays and trays to be left on customer tables to minimise contact.
4. Contact at 'handover' points with other staff has been minimised, Staff are to leave food at the handover point and leave, then staff can come to collect food once it is safe to do so.
6. Only one person can access the store room at any one time.
7. The total number of staff in the kitchen has been reduced.
10. Clean tea towels are provided on a daily basis to ensure ongoing hygiene. Single use paper tissues are also provided.
11. Employees instructed to wash their hands thoroughly before using these facilities.
12. Employees instructed to keep their hands out of food and waste bins or receptacles as they may contain contaminated products, food or tissues.
13. Use their own drinking mugs and glasses to prevent cross contamination.
14. Ensure that when spills of food or liquids occur they are cleaned straight away and work surfaces are left in a clean and sanitised condition.

**Hazard : Handling goods, merchandise or other materials (inbound)**

**Control Measures:**

1. Food deliveries entering the premises must be put away straight away and all cardboard disposed of immediately.

2. Staff who handle goods & merchandise are to wash hands or use sanitiser on a much more frequent basis and at least once the delivery has been put away and cardboard disposed of.

3. Cleaning procedures have been implemented for shared equipment, staff to wash equipment and hands are touching any shared equipment. Where practicable equipment is not shared.

4. Set area for dirty plates coming back in clearly marked. Kitchen to leave plates until final food has been delivered to the customer for that session. Cleaning of plates and other cutlery to take place in between play sessions, although kitchen apparatus may be cleaned before.

**Hazard : Handling goods, merchandise or other materials (outbound)**

**Control Measures:**

1. Staff to sanitize before and after serving each customer.

2. Plates and drinks to be delivered on trays. Waiting staff only touch trays and customers take the drinks or food off the tray to minimise contact.

3. Staff preparing food and staff serving customers to be separated as much as reasonably practicable.

**Documents Associated with this Risk Assessment:**

**Review Date :** Monthly reviews

**Reviewer :** gian gulliani