



## COVID-19 Risk Assessment

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### Introduction

This risk assessment has been compiled to address the risk of COVID-19 transmission and other issues associated with COVID-19 at Xplore Soft Play, including 4D Golf and ShakeStop. Whilst it is thorough in nature, Xplore recognises that it will be an evolving assessment and will be continually reviewed as part of our strategy to manage the COVID-19 specific risk on the business, our team and customers/visitors to our premises.

Frequent, rolling review will be necessary for two main reasons:

- a) **Assessment of the effectiveness of the control measures specified herein** – We have never had to deal with a global pandemic before and therefore most of what follows is based on our initial judgement, experience and what we consider to be best practice. For example, we have erred on the side of caution when setting capacity limits and specifying new procedures, but these may need to be swiftly adjusted, depending on how well they work, as Xplore begins to trade again after lockdown.
- b) **Change in government guidelines, legislation, or the law** – Many things may be advised or mandated by the Government and Xplore will act quickly to assess and implement/make adjustments as necessary. This may cover a broad spectrum of potential changes, from tweaks to the use of face coverings or limitation of customer numbers, through to the extremes of being required to close leisure/entertainment venues in a local lockdown situation or an industry-wide mandate.

Xplore has taken on board information and advice from industry bodies such as IAAPA (International Association of Amusement Parks and Attractions) and BALPPA (British Association of Leisure Parks Piers and Attractions) and will continue to monitor their guidance and recommendations. We have sought further advice and guidance from Wakefield EHO and have worked collaboratively with them to ensure they are aware of, and in approval of, our revised method of operation.

The most significant changes to our operating procedures are surrounding the soft play part of the business:

- Play frame capacity reduced to 40%.
- Shift from rolling/overlapping any-time entry, to pre-defined 1.5hr all-in/all-out sessions with a 30-minute closure for play area cleaning (branded as 'Shine-Time' to customers) between each session.

We have seen government advice change rapidly and at very short notice. Government recommended/mandated items in this document were correct at the time of publication.

The initial version of this risk assessment will be revised in consultation with staff and site management teams who are working at the venue and will be best placed to assess its effectiveness and make suggestions on changes and improvements where necessary. It will also be made publicly available to our customers on request.

Xplore recognises, as with risk assessments of any nature and as explained in government guidelines, that the risk of COVID-19 transmission cannot be completely eliminated, but should be reduced as far as is reasonable and practical.

### Risk Matrix

To deal with the specific COVID-19 transmission risk, an adapted version of Xplore's standard risk matrix will be used. To achieve the Risk Score (or 'Risk') before any Control Measures, we will multiply the likelihood of

transmission by the 'Specific Hazard', by a figure representing the number of persons that may be affected. This will produce a Risk Score.

Risk Scores are banded as: **1-4 = Low (Green)** | **5-14 = Medium (Amber)** | **15-25 = High (Red)**

If the initial Risk Score is in the Yellow/Red band (or Medium/High respectively) then Control Measures will be put in place to lower the Risk Score.

In the final column, the Residual Risk (or 'RR') is shown. The RR should be lower than the original Risk Score and must not be High (Red). It is recognised that whilst the control measures aim to reduce the RR to Low, sometimes the RR will still remain ranked as Medium, but may also be influenced further by a combination of other control measures and the overall risk further mitigated as such.

Negligible transmission risk

Specified risk could result in possible transmission to 1-3 others

Specified risk could result in possible transmission to 4+ others

Specified risk could result in transmission to everyone in premises at the time

Transmission risk to multiple persons throughout the day and beyond

	Very Unlikely ①	Unlikely ②	Possible ③	Likely ④	Very Likely ⑤
①	1	2	3	4	5
②	2	4	6	8	10
③	3	6	9	12	15
④	4	8	12	16	20
⑤	5	10	15	20	25

## COVID-19 Risk Assessment

Hazard	Risk	Control measures	RR
Risk of someone entering the premises with COVID-19	$\begin{matrix} \textcircled{5} \\ \times \\ \textcircled{1} \\ = \\ \textcircled{5} \end{matrix}$	<ul style="list-style-type: none"> <li>Staff showing any of the symptoms of COVID-19 must not come into work and must self-isolate in line with government guidelines.</li> <li>Staff are temperature checked at the beginning of each shift prior to entering the gated area. If a high temperature is registered, they must wait outside and be checked again 10 minutes later. If a high temperature is registered again, they must go home and follow government guidelines on self-isolation and testing.</li> <li>Posters and website make it clear that customers must not visit/enter the premises if they have symptoms of COVID-19.</li> <li>We are trialling customer temperature checks. Customers aged 11 and over will be temperature checked on the way into the soft play area. Customer thermometer is a 'self-service', non-contact automatic unit so that staff do not need to be in close proximity to customers. The unit gives a 10 second audible alarm to indicate a high temperature. Customers registering a high temperature (38°C or above) will be refused entry but given the opportunity to go away and retest after 10 minutes. Whilst we recognise that temperature testing will not capture all cases of COVID-19, may capture other illnesses that aren't COVID-19 related, and is no substitute for other control measures, we feel that it is a worthwhile complimentary measure and will offer further peace of mind for other customers.</li> </ul>	$\begin{matrix} \textcircled{3} \\ \times \\ \textcircled{1} \\ = \\ \textcircled{3} \end{matrix}$

**Persons at risk:** Staff, customers, visitors.

Transmission of COVID-19 by not following social distancing guidelines – general.

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- Staff trained to maintain 2m distance (or 1m+ with a face covering). Supervisors and management will continually monitor and remind staff as necessary.
- Staffing set to minimal levels prevent overcrowding of staff areas, eg offices, kitchen areas, reception desk, etc.
- Number of customers limited at main entrance to prevent overcrowding and create enough space to socially distance.
- Managed queueing outside of the premises, where the risk of transmission is lower, will be in effect to prevent any overcrowding inside the venue.
- Pre-booked customers will have priority of entry (and pre-booking will be recommended), but walk-up 'on-the-day' participation will be allowed if capacity permits.
- Social distancing reminders on posters and floor markings.
- Queuing areas managed with floor markings. Excess queuing will be monitored and managed by staff. Eg, if queues go beyond queue markings, staff may need to ask people to wait outside until queue goes down.
- Signage throughout to remind customers to observe social distancing.
- One-way flow of entry/exit traffic for soft play already in place – ie separate gates for entry/exit which lead to different sides of the counter. However, at busy times when 4D Golf is also in use and potentially busier, the flow of 'exit' traffic from soft play may clash with the flow of 4D Golf traffic. To mitigate risk in this respect, the soft play entry gate will be used for exit traffic, on the basis that, having changed to set session times, customers will be entering soft play in one 'batch' leaving the route free for exiting customers once the entry window is over. Stragglers can be directed by staff on a case-by-case basis. Adult customers crossing paths should also be wearing face coverings in this area.
- Pinch points will be managed with one-way systems and floor markings.

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**Persons at risk:**

Staff, customers, visitors.

Transmission of COVID-19 by not following social distancing guidelines – Soft Play Café Area.

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- Number of tables has been reduced and table/chair layout has been modified to facilitate social distancing.
- Tables previously next to queue for servery counter rotated so that customers are now sat with back to the queue.
- Customers are not permitted to move/join tables/chairs. This is written on table plaques as a reminder for customers.
- Face coverings are required by adult customers whilst getting to their table and moving around the café area to mitigate risk of transmission. Customers may remove face coverings whilst sat at their table but will have to wear them when visiting the servery or moving around the venue.
- Cutlery/condiments are no longer self-service and will be brought out with meals to reduce unnecessary movement around the venue.
- Signage throughout reminding customers to keep 2m apart.

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**Persons at risk:**

Staff, customers, visitors.

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Transmission of COVID-19 by not following social distancing guidelines – 4D Golf.

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- Adventure golf activities naturally have a one way flow. Golf holes are already sequentially numbered and in a circuit style so customers do not naturally deviate from the flow of the courses. Walls, obstacles and props are laid out so that customers are forced to follow the one-way flow of the courses.
- Additional glow-in-the-dark floor markings will be installed to instruct customers not to proceed onto the next hole until the previous group has finished playing it.
- Entry/exit from 'Search for Atlantis' course will be made into entry only. Exit will now be via the fire exit door. Entry/exit from 'The Mummy's Curse' course will still be via existing doorway, but flow of exit traffic will be directed, by signage, via the upper party area to reduce risk of passing other customers on the stairs.
- Glow-in-the-dark signage installed throughout reminding customers to keep 2m apart

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**Persons at risk:**

Staff, customers, visitors.

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Risk of transmission specific to soft play activities and the play frame

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- For the purposes of this risk assessment, the 'play frame' is defined as being any area within the boundary of the purple carpet tiles. This includes the multi-level play structure, play equipment/fixtures, padded floor mats, thoroughfares, slides, crawl tubes, bridges etc., both in the toddler areas and 4+ areas.
- In line with guidance issued by the BALPPA FEC subcommittee, and referred to in Government advice on the reopening of soft play centres, maximum play frame capacity has been reduced to 40% of normal capacity.
- We recognise that at any given time, some parents/guardians may also wish to supervise their children on the play frame. From past experience, we estimate this at no more than 1:20 and as such will set our revised play frame capacity taking this into consideration. This will be monitored and adjusted as necessary following re-opening.
- The overall soft play venue capacity (inside of the gated area – not including 4D Golf/ShakeStop which will be treated separately) will be capped at whichever is reached first of:
  - Limit reached for number of children/adults allowed on the play frame (set as above)
  - Tables in the associated café area all occupied
- In line with BALPPA guidance, face coverings are not advised by children or adults whilst using the play frame.
- Previously, entry to soft play would be on an all-day rolling basis, allowing customers to enter/exit at any time for a stay capped at 1.5hrs. We are shifting to a session based model so there will be defined 1.5hr sessions each followed by a 30 minute break between sessions to allow for a clean-down. This model will also assist in Test & Trace in that any COVID-19 outbreak associated with Xplore's soft play should be limited only to customers in one 1.5hr sessions as opposed to a full day. More detail of the clean-down and Test & Trace processes are detailed elsewhere in this risk assessment.

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- Areas of the play frame have a natural one-way flow (for example 'log ramps' generally lead up to slides which are then one-way down.
- Vinyl arrows will be installed to attempt to create a one-way flow in other areas of the play frame, although it is recognised that, in reality, younger children may disregard these, but they will assist in helping adults maintain social distance as they may not be wearing masks in the play frame.
- Neither children nor adults will be permitted to use the play frame without first using hand sanitiser. Parentally-supervised 'Sanitiser Stations' will be placed at key locations at entrances to the play frame. They will be mounted at a height to discourage children from playing with them whilst unsupervised. It is recognised that this may present an issue for wheelchair users, but other sanitiser points will be available in more adult-oriented locations.
- All ball pools have been removed.

**Persons at risk:** Staff, customers, visitors.

**Comments:** RR = Medium for specific risk, but overall risk further mitigated by other control measures

Risk of transmission by customers touching surfaces within the play frame

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- High contact areas within the playframe have been identified (separate document) including slides, crawl tubes, punch bags, rope bridges, log ramps, plastic 'pods', climbable areas, rollers, etc.
- High contact areas to be cleaned manually (sprayed and wiped with sanitiser taking into consideration required contact time) between each 1.5hr play session.
- Toys, small soft play items and ball pools have been removed from the play area to reduce risk of surface transmission between children.
- As an additional measure (and in line with BALPPA guidance), entire play frame will be periodically fogged with a suitable disinfectant (at the end of the day to allow to work and clear overnight). The initial intention is to do this every 48hrs but this will be reviewed and may be adjusted. Care must be exercised to ensure anyone in the building is wearing suitable PPE. Practice runs will also be executed to assess procedures and effects on equipment such as smoke detectors etc. This task is limited to company directors and management only to begin with until safe systems for more junior staff can be established. Staff must not re-enter building following fogging without appropriate PPE.
- Customers must wash and sanitise hands prior to using the play frame. This is a requirement of entry.
- Posters displayed in toilets with instructions on effective handwashing.

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**Persons at risk:** Mainly customers, visitors.

**Comments:** RR = Medium for specific risk, but overall risk further mitigated by other control measures

Risk of transmission by customers touching surfaces and key touchpoints in general areas

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- Centre cleaned prior to opening (in reality, most likely actually *after* closing each evening).
- Member(s) of staff assigned to carry out rolling cleaning schedule of all key touchpoints including; door handles, push-plates and locks, access keypads, service countertops, vending/sweet/toy machine keypads and flaps, arcade machine buttons, 'ride-on' machines, etc, toilet flushes, soap/sanitiser/toilet roll dispensers, hand dryers, taps, bins and sanitiser stations, railings, self-service units/fridges. A separate schedule has been created to identify these areas.
- PDQ keypads wiped down between each transaction.
- Table number markers (usually given to customers at the server counter) to be substituted with table numbers permanently fixed to tables.
- Reusable menus and table-talkers removed. Fixed table numbers will include a QR code for customers to view online menu. For those unable to access it, laminated menus will be made available which will be sanitised after use.
- Customer tables/chairs/high-chairs wiped down between each use. This should be easy to achieve due to the shift to fixed sessions, ie all tables will be wiped down in the half hour clean-down break.
- Customer 'ThanX' touch-terminal to be put out-of-use.
- Hand sanitiser stations provided at various locations and customers encouraged to use them by staff.
- Posters displayed at entrance and around venue reminding customers to wash/sanitise their hands.
- Posters displayed in toilets with instructions on effective handwashing.

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**Persons at risk:**

Mainly customers, visitors.

**Comments:**

RR = Medium for specific risk, but overall risk further mitigated by other control measures

Risk of transmission during externally hosted activity classes/sessions (eg mini-maestros, bunny hops, etc)

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- Any activity sessions will be assessed on a case-by-case basis and whether or not they will be permitted to take place will be based on their individual setup and associated risk assessment/method of operation.
- Sessions would take place, as normal, in Xplore's upstairs 'rainbow party/activity area'. This area will be thoroughly cleaned prior to and after any session taking place.
- The external class provider will be responsible for organising their own activities, capacity levels and maintaining social distancing amongst attendees. They must provide a risk assessment and method of operation to Xplore who shall approve the measures prior to any class being scheduled.
- Classes/sessions will only take place if permitted by prevailing Government guidelines.
- Class organisers will be responsible for maintaining their own Test & Trace data which they will be required to provide to Xplore on request – solely for NHS T&T purposes.

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- Xplore will provide hand sanitiser for attendees which must be used.

**Persons at risk:** Mainly customers.

**Comments:** RR = Medium for specific risk, but overall risk further mitigated by other control measures

Risk of transmission during baby weigh sessions (also known as Weigh & Play)	3	<ul style="list-style-type: none"> <li>• Baby weigh sessions will take place within privacy screens as normal. Baby weigh area already lends itself well to being COVID-19 Secure as only one customer at a time (plus baby) is allowed into the area and it's separated by privacy screens with no ceiling so it is well ventilated.</li> <li>• One member of staff will be present with a face shield or face covering on.</li> <li>• Parent will self-weigh and self-measure baby, using the equipment provided. Staff will not touch child and remain at least 1m from parent.</li> <li>• Scales and equipment to be sanitised (as normal) between babies.</li> </ul>	1
	X		X
	2		2
	=		=
	6		2

**Persons at risk:** Mainly customers.

Risk of transmission by staff touching surfaces and key touchpoints	3	<ul style="list-style-type: none"> <li>• Increased cleaning of surfaces and equipment in staff-only areas.</li> <li>• Staff on-shift assigned specific roles which, on the whole, limits them to defined areas of the venue; office/counter, reception, soft play areas, 4D Golf, kitchen, ShakeStop, etc.</li> <li>• Use of main phone/headset/bookings PC/till PC/touchscreen limited to one member of staff per period and cleaned between each different user.</li> <li>• Staff instructed to bring minimal possessions to work with them.</li> <li>• Staff instructed to wash/sanitise hands frequently and provided with sanitiser in key staff areas such as offices and behind reception desk.</li> <li>• Posters displayed reminding staff to wash/sanitise hands.</li> </ul>	2
	X		X
	3		2
	=		=
	9		4

**Persons at risk:** Mainly staff.

Risk of transmission during transactions/interactions at the service counters	3	<ul style="list-style-type: none"> <li>• Perspex screens installed at each of the service counters. Staff working behind screens are not required to wear a face covering unless they are to come into contact with other staff or customers closer than 2m or without the Perspex screens in place.</li> <li>• Use of cash is discouraged. Card payments, particularly contactless payments, are encouraged. Contactless limit has increased to £45 and limits for contact payments such as Apple Pay and Google Pay are set higher and customers should be encouraged to use these methods.</li> <li>• PDQ keypads wiped down between each transaction.</li> <li>• Socially distanced queuing is in operation at the reception/servery/ShakeStop counters and floor markings in place to remind customers of this.</li> <li>• Online booking (which is in the process of being setup and may come slightly after reopening) should dramatically reduce the</li> </ul>	2
	X		X
	3		2
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	9		4

interaction necessary at the main entry counter.

- Service counters to be decluttered... removal of all non-essential leaflets, charity sweets, trinkets/decoration/small POS items, etc

**Persons at risk:** Staff and customers.

Risk of transmission at the food service counter (servery)

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- Queue markings in place to promote socially distanced queuing. Markings 1m spacing on the basis that customers will be wearing face coverings at the servery counter.
- A 'Do not queue beyond this point' sign will be installed to help manage rogue queuing into the general café area.
- Perspex dividers placed on the servery counter between the queue line and the staff member working behind the servery
- Staff member not required to wear a face covering on the basis that they will be behind the screens at all times, unless they go out to serve food in which case they should be wearing a face visor.
- Self-service drinks, snacks and confectionary are still available, in the same way it would be in a shop, but doors to chillers, tray-slide, railings, counter-tops etc will be regularly cleaned by servery staff.
- Self-service items such as sugar, straws, cutlery and condiments will be removed and either given out by staff at the time of ordering or brought out to tables by staff.
- Milk for tea/coffee will still remain at the servery for customers to self-serve but will be frequently be wiped down by servery staff. A packet of wipes will also be left next to the air-pot (milk flask) for customers to use if they so wish.
- Customer 'baby-food' microwave will remain in situ but a sign will be added asking customers to wipe between use. Sani-wipes will be provided.

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**Persons at risk:** Staff and customers.

Risk of transmission at ShakeStop

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X

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- ShakeStop milkshake bar is takeaway only so can be managed with relatively simple changes/processes
- Perspex screen installed at service counter
- Self-service straws and napkin dispenser removed and staff will serve from behind counter
- Sanitiser station provided for customers
- Staff to wear disposable gloves
- Increased cleaning of counter top (customer and staff counters) and all key touch points such as till, credit card terminal, fridge/freezer doors, jugs, blenders, taps, etc
- Menu revised to only include key popular lines to keep product 'bins' (ie display containers for chocolate bars to go into milkshakes) minimal to help reduce necessary cleaning.

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**Persons at risk:** Staff and customers.



Risk of transmission surrounding Bear Factory

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- Bear Factory bear stuffing activity will continue as normal
- Staff assisting customers, particularly with bear stuffing, may need to be in close proximity so shall wear face visors. Staff will also wear disposable gloves whilst stuffing bears.
- Bear stuffing machine is operated by foot pedal mitigating risk of transmission. Other parts of bear machine will be wiped down regularly by staff.
- Staff filling bear machine with 'fluff' must wipe the machine lid after filling
- Unstuffed bear 'skins' and clothes will remain on display. We are aware that some customers may pick these up and put them back whilst browsing, but our understanding is that coronavirus does not survive for long on fabrics and therefore the risk is mitigated in that respect.
- Hand sanitiser station provided for customers.

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2  
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**Persons at risk:**

Staff and customers.

Risk of transmission via 'mini-melts' counter.

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- Staff working on mini-melts counter must wear a face visor.
- Increased cleaning of mini-melts counter.
- Hand sanitiser station provided for staff and customer use.

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X  
2  
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4

**Persons at risk:**

Staff and customers.

Risk of transmission during 4D Golf activity

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X  
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- As previously detailed, the one-way flow of 4D Golf should naturally help control person-to-person risk.
- Entry into each course will be limited and staggered to prevent bunching. On the 'Search for Atlantis' course (6 holes), a maximum of 5 groups of customers are to be allowed inside at any one time so that there is never more than one group per hole. 'The Mummy's Curse' course (9 holes) shall be limited to a maximum of 7 groups of customers. This will be monitored by the receptionist handling golf admissions.
- Self-service style golf putters have been removed. Putters will now be handed out by reception staff. There will be two containers for putters behind the front desk; clean and used. Used putters will be collected by a member of staff (wearing disposable gloves). Putters are to be thoroughly sanitised with disposable disinfectant wipes or cloth/spray after use and then returned to the clean putter container.
- Golf balls are to be handed out in the normal way, but 'used balls' retained and periodically collected from the final hole of each golf course must be thoroughly sanitised before being returned to the container for new customers. Used balls will be emptied into a bucket of sanitiser solution before being dried and returned for redistribution.
- Similarly, clean and used 3D glasses and golf pencils must be kept

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separately and sanitised before re-use.

- Customers must sanitise hands before entering the golf courses. Sanitiser stations are provided.
- Golf holes to be treated with a self-sanitising nano-coating (Nanova Hygiene+) on a rolling 4 week programme. The product offers 90 day protection but will be reapplied more frequently to allow for wear due to repeated use of the golf holes.
- Hanging PVC door strips at entrance doors have been removed to reduce surface contact.
- A 2-hourly cleaning schedule of key touch-points to be implemented by staff. This will include certain scenery, obstacles and props that have been identified as high risk of being touched by customers.
- Staff patrolling and/or cleaning golf courses will wear face-coverings or visors.
- Customers aged 11+ are advised to wear face coverings whilst playing 4D Golf.

**Persons at risk:** Mainly customers, visitors.

**Comments:** RR = Medium for specific risk, but overall risk further mitigated by other control measures

Risk of transmission in the kitchen area

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x

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- Only staff are allowed in the kitchen area and, at this time, only essential staff will be permitted to use the kitchen area. This will mean staff in this area will usually be limited to only one or two members of staff at a time.
- If there is cause for more than one member of staff to be in the kitchen area then social distancing must be maintained at all times.
- The kitchen/food preparation procedures already demand a high level of hygiene. This should be maintained in addition to extra care to clean utensils and equipment between each use.
- Increased frequency of handwashing must take place in addition to normal handwashing guidance including handwashing every time the kitchen is entered or re-entered, even if it was only left for a short time.
- Staff must not touch their face in the kitchen area, and if they do so inadvertently must immediately wash their hands.
- Normal kitchen aprons and hair coverings should be worn and not shared. They must be washed at the end of each shift.
- Food/drinks for service should be placed in the service area for the waiting staff to collect in the normal way thus allowing for staff not to having to cross paths.
- Shared equipment, oven/fridge/freezer/microwave/cupboard doors/handles, taps, surfaces must be continually cleaned/sanitised and thoroughly cleaned at the end of each shift.
- If the kitchen becomes busy enough (bearing in mind reduced capacity) to require more than one chef, then each chef should as much as possible stay in their own 'station', for example one making hot food and one making cold food. Social distancing must be observed at all times. Equipment/ingredients etc should not be passed between staff but should be placed on a surface for

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x

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4

collection by the other.

- Oven gloves will be labelled so that they are not shared between chefs

**Persons at risk:** Staff & customers.

Risk of children not understanding/following COVID related guidance/signage/instructions	4	<ul style="list-style-type: none"> <li>• Adults (ie parents/guardians/supervising adults) are requested to supervise, and take responsibility for, children visiting the premises.</li> <li>• Adults are reminded of the above by posters displayed at the venue and on the website.</li> <li>• Staff will intervene to enforce only when there is a significant risk or in an emergency situation.</li> </ul>	3
	X		X
	4		3
	=		=
	<b>16</b>		<b>9</b>

**Persons at risk:** Staff and customers.

**Comments:** RR = Medium for specific risk, but overall risk further mitigated by other control measures

Risk of transmission during a birthday party or similar celebration	3	<ul style="list-style-type: none"> <li>• To begin with, standard Xplore ‘fully hosted’ parties will not take place, until site management and operation teams can assess how the first batch of COVID secure measures are working. There is currently also ambiguity within Government/BALPPA guidance as to whether or not soft play venues are allowed to host birthday parties. This may change at any time. When parties do recommence, control measures will include:</li> <li>• Limits on number of guests and number of household groups allowed to attend a party.</li> <li>• The usual ‘one long party table’ with children sitting opposite each other may no longer be viable. This will be replaced either by smaller individual separated tables with guests from the same household only seated at each table, or by a long table with guests alternately spaced so that nobody is sat opposite anyone else.</li> <li>• Party areas, and equipment, to be fully cleaned down in between each party.</li> <li>• Blowing out candles on birthday cakes will not be permitted.</li> <li>• Happy birthday music will still take place but guests will be asked not to sing along.</li> <li>• Birthday remote control must not be shared amongst staff and should remain for sole use of one staff member per shift with sanitation between each change of staff.</li> <li>• Party host will mindfully perform other hosting duties in the normal way but will wear a face visor whilst interacting with the guests.</li> <li>• Children will be reminded by the party host to wash their hands when they enter, before using the play frame, and before food.</li> <li>• Birthday tables will be pre set in the party area and food will be served by a staff member wearing a visor.</li> <li>• Instead of empty cups and jugs of juice left on tables for self-service, to reduce risk of transmission by the use of shared juice jugs, staff</li> </ul>	2
	X		X
	3		3
	=		=
	<b>9</b>		<b>6</b>

will pour drinks directly into guests' cups which will not be handled by staff. Cups should remain on the table and staff will pour juice/water directly into them and take the jug back to the kitchen for cleaning.

**Persons at risk:** Staff and customers.

**Comments:** RR = Medium for specific risk, but overall risk further mitigated by other control measures

Risk of airborne transmission	<div style="text-align: center;">3</div> <div style="text-align: center;">X</div> <div style="text-align: center;">4</div> <div style="text-align: center;">=</div> <div style="text-align: center;">12</div>	<ul style="list-style-type: none"> <li>● Change-of-air system will operate 24/7. Air intake and extract fans in the play/café area are set to full power.</li> <li>● Filters in A/C systems will be regularly cleaned.</li> <li>● Office/toilet/golf extractor fans to operate 24/7.</li> <li>● Main shutters will remain fully open during trading hours increasing airflow between Xscape mall (which has its own change of air systems) and Xplore's unit.</li> </ul>	<div style="text-align: center;">1</div> <div style="text-align: center;">X</div> <div style="text-align: center;">4</div> <div style="text-align: center;">=</div> <div style="text-align: center;">4</div>
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**Persons at risk:** Staff and customers.

Risk of transmission due to suspected case of COVID-19 on the premises in staff member or customer/visitor	<div style="text-align: center;">3</div> <div style="text-align: center;">X</div> <div style="text-align: center;">4</div> <div style="text-align: center;">=</div> <div style="text-align: center;">12</div>	<ul style="list-style-type: none"> <li>● If a staff member develops symptoms of COVID-19 whilst at work, ie a high temperate/fever, a new persistent cough, or a change in taste/smell then they must:             <ul style="list-style-type: none"> <li>○ Tell their line manager immediately and go home straight away</li> <li>○ Avoid touching anything and wash their hands regularly</li> <li>○ Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow</li> <li>○ Use the downstairs disabled bathroom which must then be placed out of use until cleaned</li> <li>○ Avoid using public transport to travel home, if possible</li> </ul> </li> <li>● The operations team need to be informed immediately and a deep clean should then be performed in line with government and PHE guidance.</li> <li>● If an adult member of the public develops symptoms of COVID-19 whilst on the premises and makes this known to staff, they should be politely asked to follow the guidelines above and then deep clean procedures should be followed in the same way as they would be in the case of a staff member. If the member of the public is a child, then communication should be with their supervising adult in accordance with Xplore's Child Protection Policy. In all instances, the situation must be handled sensitively, privately, helpfully and diplomatically, offering as much support as is necessary.</li> </ul>	<div style="text-align: center;">3</div> <div style="text-align: center;">X</div> <div style="text-align: center;">3</div> <div style="text-align: center;">=</div> <div style="text-align: center;">9</div>
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**Persons at risk:** Staff and customers.

**Comments:** RR = Medium for specific risk. In any setting it would be near impossible eliminate the risk of someone developing symptoms whilst visiting the premises. The procedures in place

will ensure the risk is contained as well as possible.

Risk of transmission in toilets

3

X

3

=

9

- Toilets form part of the increased cleaning schedule with focus on key touchpoints such as flush handles, toilet seats/lids, taps, soap and toilet roll dispensers, hand-dryers, door handles and locks, baby-change tables, feminine hygiene bins, nappy bins, toilet brushes and disabled support railings.
- Soap dispensers to be checked and refilled with increased frequency.
- Toilet areas to be thoroughly cleaned at the end of each day as usual and doors propped open overnight to increase airflow.
- Mechanical ventilation systems in main toilets will run 24/7.
- Extract fans to operate continually where possible.
- One urinal out of the two in the male toilet will be put out-of-order to allow for social distancing.

2

X

2

=

4

**Persons at risk:**

Staff & Customers.

Risk of transmission in customer lift

3

X

2

=

6

- Lift is only for use for disabled persons and staff and is only accessible with a key. This will ensure non-essential use is prevented.
- Lift buttons will be periodically cleaned.
- Lift is a platform-type lift which has no ceiling meaning that additional ventilation is not required.
- A sign will be erected instructing users that lift may only be used for passengers from one household at a time

1

X

2

=

2

**Persons at risk:**

Staff & Customers.

Risk of transmission surrounding stock or equipment deliveries

3

X

2

=

6

- Staff must maintain distancing whilst receiving deliveries.
- Delivery person should place delivery on the floor or surface and then step away to allow staff to receive delivery safely in the normal way (ie checking delivery against delivery note and for damages/temperatures, etc).
- Staff must wash/sanitise hands before and after handling the delivery.
- Staff may request that the delivery person signs PDAs on their behalf to avoid touching unnecessarily. Delivery paperwork should be retained in the normal way.

1

X

2

=

2

**Persons at risk:**

Staff & Delivery Personnel.

Risk of transmission surrounding staff specific activity

3  
X  
2  
=  
6

- Staff must take staggered rest-breaks, ie only one member of staff should be on a break at a time.
- Whilst not so important in the first few days and weeks as staffing levels will be extremely low, consideration by managers should be given, when planning ongoing shift rotas, to keep as much as possible to defined groups or staff that always work on-shift together to reduce the risk of transmission across the entire workforce.
- Staff must bring only minimal personal belongings to work and store them adequately distanced from others' belongings as much as possible.
- Staff must not share log-in 'ZIDs', keys, remotes, etc, unless they are sanitised between each staff changeover.
- Staff job roles to be defined at the beginning of each shift and are non-interchangeable as far as possible. This will help to limit possible transmission by staff members generally keeping to their own physical spaces and by not sharing equipment etc:
- Staff must continually wash/sanitise hands throughout their shift. Posters are displayed to remind them to do so.

2  
X  
2  
=  
4

**Persons at risk:**

Mainly Staff.

Risk of transmission whilst administering (non-COVID related) first aid

3  
X  
2  
=  
6

- First aid and the immediate health and safety of staff and customers must always take priority.
- Normal first aid PPE must be worn as appropriate, eg disposable gloves, and disposable aprons if dealing with bodily fluids
- Additionally, visors and disposable aprons should be worn by staff when in close contact with others in dealing with customers/visitors/staff first aid situations
- Patients should be encouraged to 'self-administer' first aid where possible, eg customers to apply their own plasters/bandages if they are able to do so, etc. When dealing with first aid for children, the child's supervising parent/guardian should administer the first aid if possible with guidance/support/equipment provided by a staff member. NB: Staff should explain the reason for this to customers in case they feel that we are not as attentive as in a normal first aid situation.
- As per specific instruction from EHO, in a CPR scenario, mouth to mouth ventilation should not be performed. Chest compressions only until ambulance/paramedics arrive.

1  
X  
2  
=  
2

**Persons at risk:**

Staff, Customers & Visitors.

Risk of transmission from/to external contractors

3  
X  
3  
=  
9

- Contractor form will be amended to include a section on COVID-19.
- External contractors must be free of symptoms of COVID-19 before entering the premises. The front-of-house staff will check this.
- In addition to normal contractor signing-in procedures, contractors must sign-in via the 4D Golf Track and Trace system in the same way as customers will for ease/efficiency of record keeping.
- Contractors must maintain social distance and frequent hand washing/sanitising in the same way as customers and staff are

1  
X  
3  
=  
3

briefed to do so.

- Any equipment or worked on by contractors must be wiped down on completion of works.





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**Persons at risk:**

Staff, Customers & Visitors.

## Further Information

Additional guidance/procedures are contained in the table(s) below which forms part of the overall risk assessment strategy.

Subject	Risk	Control measures & further information/guidance/procedures	RR
PPE/Face-coverings	<p>n/a</p> <p>X</p> <p>n/a</p> <p>=</p> 	<ul style="list-style-type: none"> <li>All normal, pre-COVID, PPE should be used as normal, eg gloves for first aid, gloves for cleaning, safety goggles for maintenance &amp; chemical use, oven gloves for handling hot pans, etc.</li> <li>An individual, reusable, visor is provided for each staff member to use in certain roles, eg food service and front-of-house staff. They should be discreetly marked with the name of the owner and only used by that person to avoid cross contamination. They should be stored carefully at site and cared for and cleaned regularly in line with the manufacturer's instructions – and prior to each use.</li> <li>All staff will be issued with several reusable face-coverings in line with normal staff uniform procedures. They must be looked after and taken home to clean. Staff that are protected by other means, eg naturally socially distanced (2m) from other staff/customers, or who are separated by a Perspex screen, or who are performing a role that requires a visor, do not need to wear a face-covering, but should have one available at work.</li> <li>Staff may wear their own plain face-covering if they so wish (pattered and/or face-coverings with motifs may be permitted only at the discretion of the venue manager and must be child-friendly).</li> <li>Disposable PPE can be disposed of in normal black bags, as per government guidelines, which should be regularly removed from the premises.</li> </ul>	<p>n/a</p> <p>X</p> <p>n/a</p> <p>=</p> 
<b>Persons at risk:</b>	For information only. No associated risk.		
Track and trace	<p>n/a</p> <p>X</p> <p>n/a</p> <p>=</p> 	<ul style="list-style-type: none"> <li>Xplore will be operating a track and trace scheme in line with government guidelines. For soft play, this system will be included in the new online booking system or, if a customer has not pre-booked, then their details will be entered into the system by the receptionist on arrival.</li> <li>For 4D Golf, this will be a digital online system and will be self-operated by the customer. <ul style="list-style-type: none"> <li>On arrival, a representative from each group will enter their name, telephone number and the number of people in their party into a web-based form. The system will log this entry centrally along with the date and time of their visit.</li> <li>The customer can access the system from their mobile device by scanning a QR code which is posted at the main entrance and at the reception desk.</li> <li>Staff will ask each group to use the system and show them the QR code. Reminders for customers to 'check-in' are displayed on posters.</li> <li>If for some reason a customer cannot access the</li> </ul> </li> </ul>	<p>n/a</p> <p>X</p> <p>n/a</p> <p>=</p> 



system from their mobile device, or does not have access to a mobile device/signal/data, then a staff member can enter the details on their behalf using the front desk PC.

- Data is held in line with GDPR for 21 days and solely for the purposes of track and trace.
- Data can ONLY be divulged to an NHS Track and Trace official. In the event of this data being required, the venue manager shall contact the Operations Team, with the dates/times requested and details of where the data is to be sent and they will handle the request without delay.

**Persons at risk:** For information only. No associated risk.

Identification of staff in special categories and/or those may be more susceptible to COVID-19

n/a

X

n/a

=



- Site managers must identify staff that fall into any of the following categories on an ongoing basis:
  - Clinically Extremely Vulnerable (as defined in government guidelines)
  - People self-isolating
  - People with symptoms of COVID-19
  - Groups who may be at higher risk of poorer outcomes (as described in the PHE report 'Disparities in the Risk and Outcomes of COVID-19).
- All staff are responsible for immediately notifying their manager if they currently fall into any of the categories above or if their circumstances change resulting in them falling into one of the categories above.
- Managers and operations team will refer to current government guidance in deciding how to manage staff that fall into any of the categories above. For each staff member that falls into any of these categories, a review/review form will be completed, in conjunction with the staff member and ops team which will include the following:
  - Discussion with employee about what their personal risks are and identify what action they and the company need to take in each case
  - Identify how and where someone in one of these categories will work in line with current government guidance
  - If the staff member is coming into work identify how they will be protected through social distancing and other hygiene procedures.

n/a

X

n/a

=



**Persons at risk:** For information only. No associated risk.

**Date of Assessment:** 6 September 2020

**Version Number:** 1