

**Moviescape Ltd**

Welkin Mill, Welkin Road, Bredbury, Stockport, SK6 2BH

**Location: Moviescape, Stockport**

<b>Title :</b> moviESCAPE Customer COVID-19 Risk Assessment	<b>Date of Assessment :</b> 13/07/2020	<b>Risk Assessor :</b> Matt Butler
<b>Risk Assessment Reference :</b> COVID-19-customer	<b>People involved in making this assessment :</b> Matt Butler	
<b>Task/ Process :</b> Control of the Covid-19 virus in the Moviescape venue	<b>People at Risk :</b> Employees, Members of the Public	

<b>Hazard : Employed staff</b> Staff who are not fully aware or compliant with the procedures and arrangements could compromise our arrangements and jeopardise the health of others.
<b>Control Measures:</b>
1. Employees can raise concerns via their line manager and/or via our established escalation procedure.
2. Health & Safety communications available to all employees.
3. Employees have access to the 24/7 confidential EAP (Employee Assistance Programme).
4. Communication warning posters displayed where relevant.
5. Every employee fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place. All employees will complete COVID-19 awareness training prior to returning to work and will complete a safety induction on their first day back.

<b>Hazard : Toilet facilities</b> Risk of cross-contamination from equipment, surfaces etc. which may have been touched or otherwise contaminated by coronavirus and create a risk to health.
<b>Control Measures:</b>
1. Cleaning routines have been increased. Employees will regularly sanitise all multi-touch points in the toilets throughout opening hours.
2. Supplies of soap and sanitising agents are provided and regularly topped-up at all hand washing stations. NHS, Public Health and hand washing advice posters displayed where useful.
3. Employees and customers are requested to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.
4. Employees will regularly check all welfare facilities with an awareness of surfaces (toilets, sinks, door handles, soap, soap dispensers, etc.). Objects which are visibly contaminated with body fluids must be cleaned using specialist body fluid cleanup kit.
5. Employees and customers 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.
6. All toilet facilities are single occupancy.

<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 around the premises.

2. All persons are requested to not put their hands directly into any waste bins or receptacles as they may contain contaminated products, food or tissues.

3. All waste bins and receptacles will be emptied carefully and safely, to prevent spillages. Employees will wear single use gloves while emptying waste bins and should immediately wash their hands after removing gloves.

4. All persons instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, ideally placed into a sanitary waste bin located in toilet areas.

**Hazard : Smoking areas** Ill-health as a result of the transfer of coronavirus and other pathogens through cross-contamination after contact with cigarette smoke or e-cigarette vapour.

**Control Measures:**

1. All persons are advised to avoid inhaling second hand tobacco smoke and vapour emitted from cigarettes and e-cigarettes from other persons. Although there is no evidence of transmission this is a precautionary measure.

**Hazard : Interaction between customers and employees in communal areas** Potential risk or transfer of virus on account of close contact with other persons. This is most likely to occur while meeting/greeting customers upon arrival, showing them into the escape rooms or collecting them after they have completed their game.

**Control Measures:**

1. Employees instructed that they should only be in enclosed spaces with other people when absolutely essential for business needs and the duration should be kept to a minimum.

2. All employees instructed to follow the latest Govt advice and maintain the specified social distance requirements.

3. Employees instructed that the specified social distance must be applied at all times.

4. Employees told to avoid physical contact with clients and visitors, such as handshakes, hugs, etc and to give a polite explanation of this policy should it be required.

5. Hand sanitiser around the premises. All staff and customers instructed to regularly sanitise (or ideally wash with soap & water) their hands, at a minimum upon arrival and before leaving the site.

6. Single use alcohol wipes are provided to clean touch-screen displays in between users. The moisture from these wipes should be allowed to air dry to ensure it is effective.

7. Social distancing is part of the current govt advice, although the distance required may change at any point. As and when this occurs, the new social distancing must be adhered to.

8. All communal surfaces to be wiped down in between each group with alcohol based or other approved surface cleanser. (eg: door handles, table tops, touch screen displays, vending machines, etc).

9. Remote door release fitted to main access door. Employees can let in and speak to (via intercom) customers from the control room. This enables social distancing to be maintained at all times.

10. All employees will wear face visors when in proximity to customers.

11. All customers and employees required to submit to a contactless temperature check upon arrival.

12. All customers required to complete a health questionnaire prior to or upon arrival.

13. All employees required to complete a health declaration upon return to work.

**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:**

1. Employees instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the current social distancing rules.
2. Physical contact, such as handshakes, hugs, pat on the back, etc. are to be avoided.
3. Contractors to site will be managed and controlled by senior venue management for only essential maintenance.

**Hazard : Vulnerable persons** Vulnerable persons 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. In accordance with government guidelines, employees who are in the vulnerable and high risk categories are able, where possible, to continue to remain at home. Customers who are in the vulnerable and high risk categories are advised not to attend the venue.

**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, building equipment buttons, switches, etc). Cleaning resource has been increased in line with the increased cleaning regimes.
2. Suitable disinfectant cleaning products are available.
3. Employees are aware they must prevent cross contamination of surfaces.
4. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the site.
5. Line management and employees are required to report anything contaminated or spilt that requires cleaning.
6. Customers are requested to report anything contaminated or spilt that requires cleaning to a member of staff

**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.
2. Employees and customers instructed to clean their hands frequently with soap and water for at least 20 seconds. Soap and hand gels are provided.
3. Employees instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container.
4. Employees and customers 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.
5. Hand sanitiser spillages will be cleaned up immediately with water and area dried off.

**Hazard : Cold / Infections** There is a risk that any cold and or infection could be consistent with COVID-19 symptoms and there is a risk that accidental cross infection could be transmitted to other persons.

**Control Measures:**

1. Where symptoms of a cold/infection starts at work employees are required to notify their management team immediately. Decisions to refrain from working will be made accordingly where there is a potential risk.
2. Employees who are currently self isolating due to having tested positive for COVID-19, experiencing symptoms or have a family member who has tested positive or show symptoms, have been told to inform their line manager and not to return to work until it is confirmed they are safe to do so.
3. Employees are advised to isolate in accordance with government guidelines.
4. Where symptoms of a cold/infection starts while customers are in attendance at the venue, customers are required to notify a member of staff immediately. They are likely to be advised to leave site immediately.
5. Customers who are currently self isolating due to having tested positive for COVID-19, experiencing symptoms or have a family member who has tested positive or show symptoms are requested to not book an escape room experience. Should symptoms show after booking, a rescheduled date will be arranged.

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

**Control Measures:**

1. Employees are trained on the emergency evacuation procedures.
2. In an emergency, for example, an accident or fire, employees and customers do not have to socially distance if it would be unsafe to do so.
3. All employees and customers are to wash or sanitise their hands at the earliest opportunity.

**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 employees provided with face guards to reduce risk of cross-contamination.
3. Additional first aid equipment provided in first aid boxes to reduce risk to first aiders. CPR shields and disposable masks provided.

**Hazard : Interaction between customers and employees within the escape rooms** Close proximity to staff and client increases the risk of infection.

**Control Measures:**

1. All customers will be required to accept safety conditions before making a booking. Additional safety information will be published on website/social media and emailed to customer after booking. Customers must accept safety conditions as they sign in upon arrival.
2. Customer groups should consist of members of the same household or bubble(s) in line with the latest government guidance.
3. Upon arrival & departure customers are requested to clean their hands.
4. All staff instructed to observe social distancing ensuring a suitable separation distance from themselves and the customers in accordance with the latest government requirements.

5. All areas and any surfaces used are kept clean. This includes: The wiping down of all door handles/door release buttons/keypads etc
6. Disposable gloves are available should customers request them. Sanitising hand gel is also be available to for customers and employees to use around the site.
7. All customers required to arrive wearing a face mask. Small stock of face masks available if customers arrive without one.
8. Costumes to be removed from circulation until further notice. Single use blindfolds available for SAWtopsy game at employee discretion.
9. When a group is ready to enter the room, employees should explain any briefing details/gameplay in the waiting area then lead the group directly to the room at a 2m distance wherever possible.
10. Employes should open the door and stand back to allow group to enter the room. Employees should start the timer (or instruct group to start timer where possible) then close door immediately. Employees should refrain from entering escape room with a group.
11. Once a group has finished the game, employees should lead them to the photo area at a 2m distance wherever possible. Employees should offer the group a selection of photo boards (do not allow customer to select themselves) and then hand to player, minimising close contact.
12. Once photo has been taken, employees should instruct players to place their boards on the floor. These should then be cleaned with an alcohol based cleanser before being replaced.
13. If a group has not completed the game within a time period, employees may allow them to continue if time permits, demonstrating the final steps remotely via the existing clue systems. Employees should avoid entering the escape rooms with a group.
14. Payment is to be made via website wherever possible. Where payment is to be made on-site, contactless card payment is preferred wherever possible. If cash is to be taken, employees should wear disposable gloves while cash handling and remove them immediately afterwards.
15. Employees should avoid physical contact with customers while handing over souvenirs or receipts.
16. All torches/candles to be used by groups should be tested and placed in the room by employees before the group enter. Customers should be instructed to leave these in the room once they have finished the game in order for them to be cleaned.
17. When resetting a room, employees should start by wiping down a clear surface. They should then wipe down all moveable objects and place them on this surface. They should then wipe down door handles etc before finishing with any other surfaces. They should then proceed to reset the game.

**Hazard : Spacing of customers within the venue** Close proximity to other people increases the risk of infection.

**Control Measures:**

1. Guest numbers are based on the configuration required to accommodate acceptable social distancing.
2. Group photographs will only include members of the same household/bubble.
3. Guest numbers within each room are set at a maximum of 8 although we advise customers they they may like to consider a lower number.
4. Groups of customers are kept separate throughout all areas of the venue and communal areas are wiped down between groups.
5. Staggered start and finish game times have been introduced to reduce large gatherings and allow for increased social distancing.

**Hazard : Food & drink provision** Potential risk or transfer of virus through cross-contamination.

**Control Measures:**

1. Food and beverage are served from vending machines located in lobby area.

2. All cups are disposable and sugar/milk etc are provided in disposable sachets.
3. Packaged food items are sealed in manufacturer packaging and are dispensed from vending machine upon purchase therefore avoiding contact from any person but the purchaser.
4. All food packaging and cups are to be placed in bin immediately after use. Employees will check communal areas to ensure customers have adhered to this policy.
5. Vending machine buttons are wiped down in between each group. Alcohol wipes are available for use to wipe buttons between uses should members of the same group wish to do so.
6. Vending machines accept coins which are placed into a secure cash box. Customers are advised to use exact change wherever possible. Staff will wear single use gloves while emptying cash box. Customers are advised to wash their hands after handling change.
7. Drink machines are hygienically cleaned in line with manufacturer instructions daily.

**Hazard : Children** Potential risk or transfer of virus through cross-contamination.

**Control Measures:**

1. In the event of a child witnessed not being properly supervised by the parent/guardian a member of staff will advise the parent/guardian.

**Hazard : Intoxication of Guests** Intoxication can lead to a disregard for social distancing.

**Control Measures:**

1. No alcoholic beverages are permitted to be consumed on the premises. Any customer who appears to be intoxicated will not be permitted entry.

**Hazard : General Hazards for Employees** Potential risk or transfer of virus through cross-contamination.

**Control Measures:**

1. Staff are required to wash their hands in water and soap regularly, particularly after any breaks or following the use any shared equipment.
2. We provide soap, water, and sufficient disposable hand towels in all toilets.
3. Any staff who are experiencing any symptoms that are consistent with COVID-19 symptoms (new dry cough, fever, loss of taste & smell) will be advised not to come to work and use the NHS 111 online COVID-19 service to check if they need medical help.
4. Any staff whilst at work demonstrating any symptoms that are consistent with COVID-19 symptoms (new dry cough, fever, loss of taste & smell) will be sent home immediately.
5. Any staff who have members of their household demonstrating symptoms of COVID-19 will not be allowed to come into work.

**Hazard : Personal property** Potential risk or transfer of virus through cross-contamination.

**Control Measures:**

1. Customers are requested to leave any personal property within private cars wherever possible. NB: no responsibility is accepted for loss or damage of items stored in vehicles.

2. Where customers cannot leave items of personal property within private cars, they are requested to bring only essential items onto the premises. These should be placed in the designated area within each escape room.

<b>Documents Associated with this Risk Assessment:</b>	
<b>Review Date :</b> 13/08/2020	<b>Reviewer :</b> Matt Butler