



Go Bananas Colchester Limited, 9 & 10 Mason Road, Cowdray Centre, Cowdray Avenue, Colchester, Essex, CO1 1BX

Go Bananas Re-Opening Risk Assessment and Guidance, post COVID-19 Pandemic

Date of Risk Assessment: 17/08/2020

The below risk assessment and guidance will be under constant review and updated accordingly by the management of Go Bananas Colchester Limited, based at the above address, so that it fulfils and meets Government Guidelines and all applicable health and safety regulations whilst also being in line with the Go Bananas Centre Rules.

The Go Bananas Management Team will ensure staff receive appropriate training prior to re-opening, support whilst open and ensure this guidance and information is fully accessible to all staff at all times.

Go Bananas will be completely inclusive, aiming to cater for all individual requirements and needs whilst ensuring a safe, clean and regulated environment.

Cleaning products used as part of our enhancing cleaning programme are sourced from a reputable company, and provide ongoing protection, keeping treated areas contamination free between cleaning cycles. These products form an antimicrobial coating on surfaces by forming an environment which makes it difficult for bacteria, viruses, fungi, spores and mould to reproduce. These products confirm with the relevant British standards, such as EN1276.

Area of Risk Assessment: Tiny Town play area and seating area

<u>RISK MITIGATION CATEGORY</u>	<u>DETAILED MEASURES EMPLOYED IN AREA</u>	<u>EXPECTED IMPACT OF MEASURES</u>
Signage	<ul style="list-style-type: none">- Entry and exit signs indicating social distancing, also placed on walls and free-standing signs and on floors.- Reminder messages on walls and on suitable machines.- Extra signage and 2 metre indications on floor.- For certain areas of Tiny Town area, signs advising only one household in at a time.- Audio announcements every 30 minutes reminding customers to stick to the 2metre distancing rule, sanitise hands and wear face masks when not seated at a table.- Anti Viral handle adhesive wraps installed on high touch point surfaces.- Signs reminding customers to sanitise and wash hands frequently.	Measures used will be a constant reminder to all customers and workers of the need to keep safe by staying distant from each other and to use hand sanitisation often to minimize risk of spreading germs and illnesses, including Coronavirus.

<p>Hand Sanitisation</p>	<ul style="list-style-type: none"> - Multiple hand sanitisation stations around the premises in all areas. - Sanitisation stations to be monitored by duty manager every 60 minutes to ensure not empty and working correctly. - Sanitisation products always accessible to customers and workers, with back up supply always in place. - Sanitisation product to be sourced from a reputable source with staff having appropriate training where necessary and all COSHH and safety data sheets for products accessible to all. 	<p>Frequent use by customers and workers will cut down potential transmission risk of germs and illnesses, including Coronavirus.</p>
<p>Layout</p>	<ul style="list-style-type: none"> - Tables and chairs spaced at 2 metres apart in seating areas. - Tables and chairs cleared of any unnecessary items. - Tables assigned to customers by pre-booking system - Small items removed from role play kitchen (play food etc) with anything remaining being products that are easy to sanitise between uses. - Ball pit area has been deep cleaned and cleared of balls. - For certain areas of Tiny Town area, signs advising only one household in at a time. - 2 metre marked queuing system at kitchen and reception counter. - Clear separate entry and exit points at reception desk. 	<p>Creates natural social distancing and gives constant guidelines of practice for customers and workers in a visual way.</p>

Barrier Use	Plexi-glass screens used on reception and kitchen counters.	Creates a physical barrier between customers and others, including workers where they might be in close proximity to each other for longer periods of time
Customer Numbers	<ul style="list-style-type: none"> - Limit determined by reference to floor space of areas where a cluster is likely as well as overall area. - Numbers constantly monitored by supervisor. - Pre booking system in place with entry only by pre-booking. Under the pre-booking system they will tick to confirm that neither they nor anyone in their family have not had any COVID symptoms for 14 days prior to entry. They will agree by pre-booking provide their contact details for track and trace purposes. Details will be kept for 21days, after they will be correctly deleted in line with. GDPR. They will agree that by booking, they are agreeing to the Centre rules of admission and the Centre's guidelines, terms and conditions of entry. - We will advise at pre-booking that pushchairs/buggies are to be left in the car. - If highchairs are required, these are to be pre-booked, with us then allowing for them in layout spacing, prior to arrival. They will be sanitised before and after use. 	Provides capacity for social distancing measures in the Centre, thereby minimising the transmission risk.

Cleaning	<ul style="list-style-type: none">- Enhanced cleaning throughout the day using disposable products and sanitisers from reputable source, which staff have had appropriate training on the use of, prior to work commencing.- Dedicated hygiene team ensuring all surfaces/toys in Tiny Town regularly cleaned after use and in between children. As this team will be in play area, they will be included and accounted for in headcount of numbers allowed.- Use of AirSteril system over night and in-between sessions to effectively clean and sanitise the air inside and all surfaces it comes into contact with. To aid this, doorways to be left open within the building.-Air Ventilation system to be turned on at all times.- Centre cleaned and sanitised between prebooked sessions.- All vents to be cleaned before reopening. The centre has been cleaned three times per week during lockdown and the taps have been run, toilets flushed etc to ensure there is no bacteria build up or sitting water.- Waste oil and refuse waste/recycling collected 3 times a week and stores in wheelie bins outside of the premises by a reputable company- Staff to ensure full uniform washed between shifts	<ul style="list-style-type: none">- To ensure the risk of human transmission is minimised and all areas are as consistently safe as possible.- Ventilation system ensures Centre is well ventilated with clean air constantly.
----------	--	---

<p>Personal Protective Equipment (PPE)</p>	<ul style="list-style-type: none"> - All staff are provided with visors by the company for them to wear. - Where appropriate, the company will provide staff with adequate PPE for certain roles and ensure there is always a stocked supply each day. - All adult customers, unless medically exempt are required to wear a face covering whilst inside, except when sitting at their table and eating or drinking. - Disposable gloves which correctly fit will be provided by the business at all times, with staff having access to them continually. Gloves will be correctly disposed of after use and when changing from one area to another 	<p>Minimises transmission risk</p>
<p>Training</p>	<ul style="list-style-type: none"> - Prior to re-opening all staff are to have an adequate re-induction and return to work interview with management. - Prior to re-opening, staff to receive thorough training and role play on the company's health and safety policies and procedures including any new measures that have been put into place, including how to deal with customers not wearing face covering. - Refresher training and management observation of staff to be provided regularly with measure assessment and thereafter on a basis of need. - Management will create a guidance folder for staff, which they can always access and are aware of that contains any applicable risk assessments, guidance, health and safety policies and all training, staff development will be recorded in writing. 	<p>Staff to understand Company's health and safety policy and all safety measures for safer working.</p> <p>Staff able to practice interactions with customers, ensuring good customer service levels.</p> <p>Staff have plenty of opportunities to increase their knowledge and level of practice whilst always knowing where to go for guidance if unsure.</p>

Temperature checks	<ul style="list-style-type: none">- Temperature checks are to be carried out on everyone entering the centre, in order to gain entry. If they refuse, admission may not be given, customers to be aware of this requirement at the time of pre-booking.- Staff will have their temperatures checked at the start of their shift .	Minimises the transmission risk
--------------------	--	---------------------------------

Area of Risk Assessment: Aztec Adventure play area and seating area

<u>RISK MITIGATION CATEGORY</u>	<u>DETAILED MEASURES EMPLOYED IN AREA</u>	<u>EXPECTED IMPACT OF MEASURES</u>
Signage	<ul style="list-style-type: none">- Entry and exit signs indicating social distancing, also placed on walls and free-standing signs and on floors.- Reminder messages on walls and on suitable machines.- Extra signage and 2 metre indications on floor.- Audio announcements every 30 minutes reminding customers to stick to the 2metre distancing rule, sanitise hands and wear face masks when not seated at a table.- Anti Viral handled adhesive wraps installed on high touch point surfaces.- Signs reminding customers to sanitise and wash hands frequently.- In the play frame a one-way system has been put in place by signs and floor stickers for children and adults to follow.- Children and adults encouraged by signage to use a separate entry point and separate exit point.	Measures used will be a constant reminder to all customers and workers of the need to keep safe by staying distant from each other and to use hand sanitisation often to minimize risk of spreading germs and illnesses, including Coronavirus.

Hand Sanitisation	<ul style="list-style-type: none">- Multiple hand sanitisation stations around the premises in all areas.- Sanitisation stations to be monitored by duty manager every 60 minutes to ensure not empty and working correctly.- Sanitisation products always accessible to customers and workers, with back up supply always in place.- Sanitisation product to be sourced from a reputable source with staff having appropriate training where necessary and all COSHH and safety data sheets for products accessible to all.- Before anyone is permitted to enter the soft play frame they will need to apply hand sanitiser at the point of entry to the play area. This is mandatory with a zero-tolerance policy.	Frequent use by customers and workers will cut down potential transmission risk of germs and illnesses, including Coronavirus.
-------------------	--	--

<p>Layout</p>	<ul style="list-style-type: none"> - Tables and chairs spaced at 2 metres apart in seating areas. - Tables and chairs cleared of any unnecessary items. - Tables assigned to customers by pre-booking system - Loose soft play items such as hanging punch bags have been removed - In the play frame a one-way system has been put in place by signs and floor stickers for children and adults to follow. - Children and adults encouraged by signage to use a separate entry point and separate exit point. - 2 metre marked queuing system at kitchen and reception counter. - Clear separate entry and exit points at reception desk. 	<p>Creates natural social distancing and gives constant guidelines of practice for customers and workers in a visual way.</p>
<p>Barrier Use</p>	<p>Plexi-glass screens used on reception and kitchen counters.</p>	<p>Creates a physical barrier between customers and others, including workers where they might be in close proximity to each other for longer periods of time</p>

Customer Numbers	<ul style="list-style-type: none">- Limit determined by reference to floor space of areas where a cluster is likely as well as overall area.- Total centre capacity will never exceed the total number of persons allowed on the frame.- Numbers constantly monitored by supervisor.- Pre booking system in place with entry only by pre-booking. Under the pre-booking system they will tick to confirm that neither they nor anyone in their family have not had any COVID symptoms for 14 days prior to entry. They will agree by pre-booking provide their contact details for track and trace purposes. Details will be kept for 21days, after they will be correctly deleted in line with GDPR. They will agree that by booking, they are agreeing to the Centre rules of admission and the Centre's guidelines, terms and conditions of entry.- We will advise at pre-booking that pushchairs/buggies are to be left in the car.- If highchairs are required, these are to be pre-booked, with us then allowing for them in layout spacing, prior to arrival. They will be sanitised before and after use.	Provides capacity for social distancing measures in the Centre, thereby minimising the transmission risk.
------------------	--	---

Cleaning	<ul style="list-style-type: none">- Enhanced thorough cleaning throughout the day using disposable products and effective sanitisers from reputable source, which staff have had appropriate training on the use of, prior to work commencing- Dedicated hygiene team ensuring all surfaces/toys in play area regularly cleaned after use and in between children. As this team will be in play area, they will be included and accounted for in headcount of numbers allowed.- Use of AirSteril system over night and in-between sessions to effectively clean and sanitise the air inside and all surfaces it comes into contact with. To aid this, doorways to be left open within the building.-Air Ventilation system to be turned on at all times.- Centre cleaned and sanitised between prebooked sessions.- All vents to be cleaned before reopening. The centre has been cleaned three times per week during lockdown and the taps have been run, toilets flushed etc to ensure there is no bacteria build up or sitting water.- Waste oil and refuse waste/recycling collected 3 times a week and stores in wheelie bins outside of the premises by a reputable company- Staff to ensure full uniform washed between shifts	<ul style="list-style-type: none">- To ensure the risk of human transmission is minimised and all areas are as consistently safe as possible.- Ventilation system ensures Centre is well ventilated with clean air constantly.
----------	--	---

<p>Personal Protective Equipment (PPE)</p>	<ul style="list-style-type: none"> - All staff are provided with visors by the company for them to wear. - Where appropriate, the company will provide staff with adequate PPE for certain roles and ensure there is always a stocked supply each day. - All adult customers, unless medically exempt are required to wear a face covering whilst inside, except when sitting at their table and eating or drinking. - Disposable gloves which correctly fit will be provided by the business at all times, with staff having access to them continually. Gloves will be correctly disposed of after use and when changing from one area to another 	<p>Minimises transmission risk</p>
<p>Training</p>	<ul style="list-style-type: none"> - Prior to re-opening all staff are to have an adequate re-induction and return to work interview with management. - Prior to re-opening, staff to receive thorough training and role play on the company's health and safety policies and procedures including any new measures that have been put into place, including how to deal with customers not wearing face covering. - Refresher training and management observation of staff to be provided regularly with measure assessment and thereafter on a basis of need. - Management will create a guidance folder for staff, which they can always access and are aware of that contains any applicable risk assessments, guidance, health and safety policies and all training, staff development will be recorded in writing. 	<p>Staff to understand Company's health and safety policy and all safety measures for safer working.</p> <p>Staff able to practice interactions with customers, ensuring good customer service levels.</p> <p>Staff have plenty of opportunities to increase their knowledge and level of practice whilst always knowing where to go for guidance if unsure.</p>

Temperature checks	<ul style="list-style-type: none">- Temperature checks are to be carried out on everyone entering the centre by contact-free thermometers, in order to gain entry. If they refuse, admission may not be given, customers to be aware of this requirement at the time of pre-booking.- If temperature higher than required, admission will not be allowed.- Staff will have their temperatures checked at the start of their shift .- For customers whose temperature is higher than allowed, they will not be allowed to visit within 14 days.	Minimises the transmission risk
--------------------	---	---------------------------------

Area of Risk Assessment: Go Bananas Café and stock rooms

Our Go Bananas Café/Kitchen area will run in accordance with Food Standards Agency guidelines and the Local Authority

<u>RISK MITIGATION CATEGORY</u>	<u>DETAILED MEASURES EMPLOYED IN AREA</u>	<u>EXPECTED IMPACT OF MEASURES</u>
Signage	<ul style="list-style-type: none"> - Signs will be displayed throughout the Centre to continually make customers aware of social distancing in a visual way. - Separate entry and exit points will be established to ensure flow and not obstruction throughout the area. - Cleanable signs displayed in kitchen and stock room areas to remind staff to keep a social distance. - Extra signage and 2 metre indications standing markers on floor for customers queuing. Queuing to be done in a direction where space would not be compromised. - Customers advised to queue in single numbers. - Anti Viral handled adhesive wraps installed on high touch point surfaces. - Signs reminding customers to sanitise and wash hands frequently throughout the centre. - Signs displaying hand washing techniques and reminders for staff above all sink areas. - Posters to inform of cleaning taking place. 	<p>Measures used will be a constant reminder to all customers and workers of the need to keep safe by staying distant from each other and to use hand sanitisation often to minimize risk of spreading germs and illnesses, including Coronavirus.</p> <p>Separate entry and exit points will minimise congestion and increase human flow of the area.</p> <p>As is standard good practice for this area, staff; particularly those who handle food and drink will wash hands effectively and regularly throughout the day reducing risk.</p>

<p>Hand Sanitisation</p>	<ul style="list-style-type: none"> - Multiple hand sanitisation stations around the premises in all areas, including multiple stations of sanitiser and non-perfumed hand soap within the café area. - Sanitisation stations to be monitored by duty manager every 60 minutes to ensure not empty and working correctly. - Sanitisation products always accessible to customers and workers, with back up supply always in place. - Effective sanitisation products to be sourced from a reputable source with staff having appropriate training where necessary and all COSSH and safety data sheets for products accessible to all. - Upon return to work, staff will be re-trained on the importance of regular hand washing and hand sanitisation. - Hand sanitisation and hand washing is covered in the accredited Level 2 Food Hygiene Certificate training, which all of management has completed along with main members of kitchen workers. There will always be a minimum of 1 staff member on duty at all times in the kitchen area who has completed this training within the 3 year timeframe of qualification. - Disposable gloves which correctly fit will be provided by the business at all times, with staff having access to them continually. The use of gloves will be of particular importance when handling raw products. Gloves will be correctly disposed of after use when changing from one area to another, such as between cleaning and food/drink food preparation. 	<p>Frequent use by customers and workers will cut down potential transmission risk of germs and illnesses, including Coronavirus. This is of particular importance in the food preparation sector of the business and will constantly be monitored by the management team.</p> <p>Effective and constant good handwashing and sanitisation procedures is common in the food preparation industry so is inbuilt into all daily practices. Daily practices will continually be monitored by management and evaluated, being improved as is felt applicable.</p> <p>The use of disposable gloves is a key part of standard safe food practices so will reduce the potential transmission risk of germs and illnesses, including Coronavirus.</p>
--------------------------	---	---

<p>Layout</p>	<ul style="list-style-type: none"> - Staff numbers in this area will be determined by spacing of area to ensure social distancing. - Use of kitchen utensils will only be used by one specific worker at a time. For example cake tongs, knives used in food prep. - Walls, work surfaces, storage facilities and floors will be cleared of any unnecessary items. All items remaining will be easy to clean and sanitised regularly. - Tables and chairs in main customer areas will be spaced at 2 metres apart. - Separate entry and exit points will be determined to ensure flow and no obstruction throughout the area. - 2 metres marked queuing/standing point system at kitchen and reception counter for customers. - Plexi-glass screens installed on counter, acting as a barrier between customer and workers. Counter area to be cleared of non-essential items. 	<p>Creates natural social distancing and gives constant guidelines of practice for customers and workers in a visual way.</p> <p>Removal of excess products will aid sanitisation and thorough cleaning procedures</p> <p>Creates a physical barrier between customers and others, including workers where they might be in close proximity to each other for longer periods of time</p>
<p>Barrier Use</p>	<p>Plexi-glass screens used on reception and kitchen counters.</p>	<p>Creates a physical barrier between customers and others, including workers where they might be in close proximity to each other for longer periods of time</p>

Customer Numbers	<ul style="list-style-type: none">- Limit determined by reference to floor space of areas where a cluster is likely as well as overall area.- Numbers constantly monitored by supervisor.- Pre booking system in place with entry only by pre-booking. Under the pre-booking system they will tick to confirm that neither they nor anyone in their family have not had any COVID symptoms for 14 days prior to entry. They will agree by pre-booking provide their contact details for track and trace purposes. Details will be kept for 21 days, after they will be correctly deleted in line with. GDPR. They will agree that by booking, they are agreeing to the Centre rules of admission and the Centre's guidelines, terms and conditions of entry.- We will advise at pre-booking that pushchairs/buggies are to be left in the car.- If highchairs are required, these are to be pre-booked, with us then allowing for them in layout spacing, prior to arrival. They will be sanitised before and after use.	Provides capacity for social distancing measures in the Centre, thereby minimising the transmission risk.
------------------	--	---

Cleaning	<ul style="list-style-type: none">- Enhanced thorough cleaning programme implemented throughout the day using mostly disposable products and Covid effective sanitizing products from reputable source, which staff have had appropriate training on the use of, prior to work commencing.-Where reusable cleaning products used, ensure they are still changed frequently and kept in soap and water after use.-Consistent cleaning and daily deep clean of high touch point areas such as taps, coffee machine buttons.- Use of AirSteril system over night and in-between sessions to effectively clean and sanitise the air inside and all surfaces it comes into contact with. To aid this, doorways to be left open within the building.- Air Ventilation system to be turned on at all times.- Centre cleaned and sanitised between prebooked sessions.- All vents to be cleaned before reopening. The centre has been cleaned three times per week during lockdown and the taps have been run, toilets flushed etc to ensure there is no bacteria build up or sitting water.- Cleaning products to always be stored safely and used at the concentration as directed by the manufacture recommendations.- Waste oil and refuse waste/recycling collected 3 times a week and stores in wheelie bins outside of the premises by a reputable company- Staff to ensure full uniform washed between shifts	<ul style="list-style-type: none">- To ensure the risk of human transmission is minimised and all areas are as consistently safe as possible.- Ventilation system ensures Centre is well ventilated with clean air constantly.
----------	--	---

<p>Personal Protective Equipment (PPE)</p>	<ul style="list-style-type: none"> - All staff are provided with visors by the company for them to wear. - Where appropriate, the company will provide staff with adequate PPE for certain roles and ensure there is always a stocked supply each day. - All adult customers, unless medically exempt are required to wear a face covering whilst inside, except when sitting at their table and eating or drinking. - Disposable gloves which correctly fit will be provided by the business at all times, with staff having access to them continually. The use of gloves will be of particular importance when handling raw products. Gloves will be correctly disposed of after use when changing from one area to another, such as between cleaning and food/drink food preparation. 	<p>Frequent use by customers and workers will cut down potential transmission risk of germs and illnesses, including Coronavirus. This is of particular importance in the food preparation sector of the business and will constantly be monitored by the management team.</p> <p>Effective and constant good handwashing and sanitisation procedures is common in the food preparation industry so is inbuilt into all daily practices. Daily practices will continually be monitored by management and evaluated, being improved as is felt applicable.</p> <p>The use of disposable gloves is a key part of standard safe food practices so will reduce the potential transmission risk of germs and illnesses, including Coronavirus.</p>
--	---	---

<p>Training</p>	<ul style="list-style-type: none"> - Prior to re-opening all staff are to have an adequate re-induction and return to work interview with management. - Prior to re-opening, staff to receive thorough training and role play on the company's health and safety policies and procedures including any new measures that have been put into place, including how to deal with customers not wearing face covering. - Refresher training and management observation of staff to be provided regularly with measure assessment and thereafter on a basis of need. - Management will create a guidance folder for staff, which they can always access and are aware of that contains any applicable risk assessments, guidance, health and safety policies and all training, staff development will be recorded in writing. 	<p>Staff to understand Company's health and safety policy and all safety measures for safer working.</p> <p>Staff able to practice interactions with customers, ensuring good customer service levels.</p> <p>Staff have plenty of opportunities to increase their knowledge and level of practice whilst always knowing where to go for guidance if unsure.</p>
<p>Temperature checks</p>	<ul style="list-style-type: none"> - Temperature checks are to be carried out on everyone entering the Centre, in order to gain entry. If they refuse, admission may not be given, customers to be aware of this requirement at the time of pre-booking. - Staff will have their temperatures checked at the start of their shift. - For customers whose temperature is higher than allowed, they will not be allowed to visit within 14 days. - For customers whose temperature is higher than allowed, they will not be allowed to visit within 14 days. 	<p>Minimises the transmission risk</p>

Products used	<ul style="list-style-type: none">- When possible; disposable, single use products such as salt sachets etc will be used.- When disposable single use products are not possible; individual and washable products will be used instead, such as ceramic plates and individual milk jugs. They will be sanitised with product from a reputable company, meeting British regulations- All food and drink products to be used in line with best before and expiry dates.	Minimises the transmission risk as limited people touching products
---------------	---	---

Area of Risk Assessment: Go Bananas Reception, Entrance and Exit Area

<u>RISK MITIGATION CATEGORY</u>	<u>DETAILED MEASURES EMPLOYED IN AREA</u>	<u>EXPECTED IMPACT OF MEASURES</u>
Signage	<ul style="list-style-type: none">- Signs will be displayed throughout the Centre to continually make customers aware of social distancing in a visual way.- Separate entry and exit points will be established to ensure flow and not obstruction throughout the area.- Cleanable signs displayed in areas to remind staff to keep a social distance.- Extra signage and 2 metre indications standing markers on floor for customers queuing. Queuing to be done in a direction where space would not be compromised.- Customers advised to queue in single numbers.- Anti Viral handled adhesive wraps installed on high touch point surfaces.- Signs reminding customers to sanitise and wash hands frequently throughout the centre and sanitise before entering soft play areas.- Posters to inform of cleaning taking place.	<p>Measures used will be a constant reminder to all customers and workers of the need to keep safe by staying distant from each other and to use hand sanitisation often to minimize risk of spreading germs and illnesses, including Coronavirus.</p> <p>Separate entry and exit points will minimise congestion and increase human flow of the area.</p>

<p>Hand Sanitisation</p>	<ul style="list-style-type: none">- Multiple hand sanitisation stations around the premises in all areas, including multiple stations of sanitiser and non-perfumed hand soap within the café area.- Sanitisation stations to be monitored by duty manager every 60 minutes to ensure not empty and working correctly.- Sanitisation products always accessible to customers and workers, with back up supply always in place.- Effective sanitisation products to be sourced from a reputable source with staff having appropriate training where necessary and all COSSH and safety data sheets for products accessible to all.- Upon return to work, staff will be re-trained on the importance of regular hand washing and hand sanitisation.- Disposable gloves which correctly fit will be provided by the business at all times, with staff having access to them continually. Gloves will be correctly disposed of after use when changing from one area to another	<p>Frequent use by customers and workers will cut down potential transmission risk of germs and illnesses, including Coronavirus. This is of particular importance in the food preparation sector of the business and will constantly be monitored by the management team.</p> <p>Effective and constant good handwashing and sanitisation procedures is common in the food preparation industry so is inbuilt into all daily practices. Daily practices will continually be monitored by management and evaluated, being improved as is felt applicable.</p>
--------------------------	--	---

<p>Layout</p>	<ul style="list-style-type: none"> - Staff numbers in this area will be determined by spacing of area to ensure social distancing. - Walls, work surfaces, storage facilities and floors will be cleared of any unnecessary items. All items remaining will be easy to clean and sanitised regularly. - Tables and chairs in main customer areas will be spaced at 2 metres apart. - Separate entry and exit points will be determined to ensure flow and no obstruction throughout the area. - 2 metres marked queuing/standing point system at kitchen and reception counter for customers. - Plexi-glass screens installed on counter, acting as a barrier between customer and workers. Counter area to be cleared of non-essential items. 	<p>Creates natural social distancing and gives constant guidelines of practice for customers and workers in a visual way.</p> <p>Removal of excess products will aid sanitisation and thorough cleaning procedures</p> <p>Creates a physical barrier between customers and others, including workers where they might be in close proximity to each other for longer periods of time</p>
<p>Barrier Use</p>	<p>Plexi-glass screens used on reception and kitchen counters.</p>	<p>Creates a physical barrier between customers and others, including workers where they might be in close proximity to each other for longer periods of time</p>

Customer Numbers	<ul style="list-style-type: none">- Limit determined by reference to floor space of areas where a cluster is likely as well as overall area.- Numbers constantly monitored by supervisor.- Pre booking system in place with entry only by pre-booking. Under the pre-booking system they will tick to confirm that neither they nor anyone in their family have not had any COVID symptoms for 14 days prior to entry. They will agree by pre-booking provide their contact details for track and trace purposes. Details will be kept for 21 days, after they will be correctly deleted in line with. GDPR. They will agree that by booking, they are agreeing to the Centre rules of admission and the Centre's guidelines, terms and conditions of entry.- We will advise at pre-booking that pushchairs/buggies are to be left in the car.- If highchairs are required, these are to be pre-booked, with us then allowing for them in layout spacing, prior to arrival. They will be sanitised before and after use.	Provides capacity for social distancing measures in the Centre, thereby minimising the transmission risk.
------------------	--	---

<p>Cleaning</p>	<ul style="list-style-type: none"> - Enhanced thorough cleaning programme implemented throughout the day using mostly disposable products and Covid effective sanitizing products from reputable source, which staff have had appropriate training on the use of, prior to work commencing. -Where reusable cleaning products used, ensure they are still changed frequently and kept in soap and water after use. -Consistent cleaning and daily deep clean of high touch point areas such as taps, coffee machine buttons. - Use of AirSteril system over night and in-between sessions to effectively clean and sanitise the air inside and all surfaces it comes into contact with. To aid this, doorways to be left open within the building. - Air Ventilation system to be turned on at all times. - Centre cleaned and sanitised between prebooked sessions. - All vents to be cleaned before reopening. The centre has been cleaned three times per week during lockdown and the taps have been run, toilets flushed etc to ensure there is no bacteria build up or sitting water. - Cleaning products to always be stored safely and used at the concentration as directed by the manufacture recommendations. - Staff to ensure full uniform washed between shifts 	<ul style="list-style-type: none"> - To ensure the risk of human transmission is minimised and all areas are as consistently safe as possible. - Ventilation system ensures Centre is well ventilated with clean air constantly.
-----------------	--	--

<p>Personal Protective Equipment (PPE)</p>	<ul style="list-style-type: none"> - All staff are provided with visors by the company for them to wear. - Where appropriate, the company will provide staff with adequate PPE for certain roles and ensure there is always a stocked supply each day. - All adult customers, unless medically exempt are required to wear a face covering whilst inside, except when sitting at their table and eating or drinking. - Disposable gloves which correctly fit will be provided by the business at all times, with staff having access to them continually. Gloves will be correctly disposed of after use and when changing from one area to another 	<p>Minimises transmission risk</p>
<p>Training</p>	<ul style="list-style-type: none"> - Prior to re-opening all staff are to have an adequate re-induction and return to work interview with management. - Prior to re-opening, staff to receive thorough training and role play on the company's health and safety policies and procedures including any new measures that have been put into place, including how to deal with customers not wearing face covering. - Refresher training and management observation of staff to be provided regularly with measure assessment and thereafter on a basis of need. - Management will create a guidance folder for staff, which they can always access and are aware of that contains any applicable risk assessments, guidance, health and safety 	<p>Staff to understand Company's health and safety policy and all safety measures for safer working. Staff able to practice interactions with customers, ensuring good customer service levels. Staff have plenty of opportunities to increase their knowledge and level of practice whilst always knowing where to go for guidance if unsure.</p>

	policies and all training, staff development will be recorded in writing.	
Temperature checks	<ul style="list-style-type: none">- Temperature checks are to be carried out on everyone entering the Centre, in order to gain entry. If they refuse, admission may not be given, customers to be aware of this requirement at the time of pre-booking.- Staff will have their temperatures checked at the start of their shift.- For customers whose temperature is higher than allowed, they will not be allowed to visit within 14 days.- For customers whose temperature is higher than allowed, they will not be allowed to visit within 14 days.	Minimises the transmission risk

Area of Risk Assessment: Customer Toilets

<u>RISK MITIGATION CATEGORY</u>	<u>DETAILED MEASURES EMPLOYED IN AREA</u>	<u>EXPECTED IMPACT OF MEASURES</u>
Signage	<ul style="list-style-type: none">- Signs will be displayed throughout the Centre to continually make customers aware of social distancing in a visual way.- Cleanable signs displayed in areas to remind staff to keep a social distance.- Anti Viral handled adhesive wraps installed on high touch point surfaces.- Signs reminding customers to sanitise and wash hands frequently throughout the centre and sanitise before entering soft play areas.- Posters to inform of cleaning taking place regularly by staff.	Measures used will be a constant reminder to all customers and workers of the need to keep safe by staying distant from each other and to use hand sanitisation often to minimize risk of spreading germs and illnesses, including Coronavirus.

<p>Hand Sanitisation</p>	<ul style="list-style-type: none"> - Multiple hand sanitisation stations around the premises in all areas, including multiple stations of sanitiser and non-perfumed hand soap within the café area. - Sanitisation stations to be monitored by duty manager every 60 minutes to ensure not empty and working correctly. - Sanitisation products always accessible to customers and workers, with back up supply always in place. - Effective sanitisation products to be sourced from a reputable source with staff having appropriate training where necessary and all COSSH and safety data sheets for products accessible to all. - Upon return to work, staff will be re-trained on the importance of regular hand washing and hand sanitisation. - Disposable gloves which correctly fit will be provided by the business at all times, with staff having access to them continually. Gloves will be correctly disposed of after use when changing from one area to another 	<p>Frequent use by customers and workers will cut down potential transmission risk of germs and illnesses, including Coronavirus. This is of particular importance in the food preparation sector of the business and will constantly be monitored by the management team.</p> <p>Effective and constant good handwashing and sanitisation procedures is common in the food preparation industry so is inbuilt into all daily practices. Daily practices will continually be monitored by management and evaluated, being improved as is felt applicable.</p>
<p>Layout</p>	<ul style="list-style-type: none"> - Walls, work surfaces, storage facilities and floors will be cleared of any unnecessary items. All items remaining will be easy to clean and sanitised regularly. - Tables and chairs in main customer areas will be spaced at 2 metres apart. - Multiple toilet facilities in the centre will avoid a cluster at just one facility 	<p>Creates room for natural social distancing and gives constant guidelines of practice for customers and workers in a visual way.</p> <p>Removal of excess products will aid sanitisation and thorough cleaning procedures</p>

Barrier Use	Plexi-glass screens used on reception and kitchen counters.	Creates a physical barrier between customers and others, including workers where they might be in close proximity to each other for longer periods of time
Customer Numbers	<ul style="list-style-type: none"> - Limit of whole centre determined by reference to floor space of areas where a cluster is likely as well as overall area. - Numbers constantly monitored by supervisor. - Pre booking system in place with entry only by pre-booking. Under the pre-booking system they will tick to confirm that neither they nor anyone in their family have not had any COVID symptoms for 14 days prior to entry. They will agree by pre-booking provide their contact details for track and trace purposes. Details will be kept for 21 days, after they will be correctly deleted in line with. GDPR. They will agree that by booking, they are agreeing to the Centre rules of admission and the Centre's guidelines, terms and conditions of entry. 	Provides capacity for social distancing measures in the Centre, thereby minimising the transmission risk.

<p>Cleaning</p>	<ul style="list-style-type: none"> - Enhanced thorough cleaning programme implemented throughout the day using mostly disposable products and Covid effective sanitizing products from reputable source, which staff have had appropriate training on the use of, prior to work commencing. -Where reusable cleaning products used, ensure they are still changed frequently and kept in soap and water after use. -Consistent cleaning and daily deep clean of high touch point areas such as taps, coffee machine buttons. - Use of AirSteril system over night and in-between sessions to effectively clean and sanitise the air inside and all surfaces it comes into contact with. To aid this, doorways to be left open within the building. - Air Ventilation system to be turned on at all times. - Centre cleaned and sanitised between prebooked sessions. - All vents to be cleaned before reopening. The centre has been cleaned three times per week during lockdown and the taps have been run, toilets flushed etc to ensure there is no bacteria build up or sitting water. - Cleaning products to always be stored safely and used at the concentration as directed by the manufacture recommendations. - Staff to ensure full uniform washed between shifts 	<ul style="list-style-type: none"> - To ensure the risk of human transmission is minimised and all areas are as consistently safe as possible. - Ventilation system ensures Centre is well ventilated with clean air constantly.
-----------------	--	--

<p>Personal Protective Equipment (PPE)</p>	<ul style="list-style-type: none"> - All staff are provided with visors by the company for them to wear. - Where appropriate, the company will provide staff with adequate PPE for certain roles and ensure there is always a stocked supply each day. - All adult customers, unless medically exempt are required to wear a face covering whilst inside, except when sitting at their table and eating or drinking. - Disposable gloves which correctly fit will be provided by the business at all times, with staff having access to them continually. Gloves will be correctly disposed of after use and when changing from one area to another 	<p>Minimises transmission risk</p>
<p>Training</p>	<ul style="list-style-type: none"> - Prior to re-opening all staff are to have an adequate re-induction and return to work interview with management. - Prior to re-opening, staff to receive thorough training and role play on the company's health and safety policies and procedures including any new measures that have been put into place, including how to deal with customers not wearing face covering. - Refresher training and management observation of staff to be provided regularly with measure assessment and thereafter on a basis of need. - Management will create a guidance folder for staff, which they can always access and are aware of that contains any applicable risk assessments, guidance, health and safety 	<p>Staff to understand Company's health and safety policy and all safety measures for safer working. Staff able to practice interactions with customers, ensuring good customer service levels. Staff have plenty of opportunities to increase their knowledge and level of practice whilst always knowing where to go for guidance if unsure.</p>

	policies and all training, staff development will be recorded in writing.	
Temperature checks	<ul style="list-style-type: none">- Temperature checks are to be carried out on everyone entering the Centre, in order to gain entry. If they refuse, admission may not be given, customers to be aware of this requirement at the time of pre-booking.- Staff will have their temperatures checked at the start of their shift.- For customers whose temperature is higher than allowed, they will not be allowed to visit within 14 days.- For customers whose temperature is higher than allowed, they will not be allowed to visit within 14 days.	Minimises the transmission risk