

hollywood bowl group

COVID – 19 Risk Assessments

England Hollywood Bowl / AMF Bowling

Version 11 England. Issued 28th January 2022

Written by Darryl Lewis / Ben Carne.

In advance of reopening our bowling centres, a comprehensive review of our operations has taken place and a Hollywood Bowl Group Covid-secure operations protocol has been developed.

It has been written following extensive consultation and incorporates advice from the Scottish Government, Welsh Government, South Gloucestershire Council (our primary local authority) and others. The trade association UK Hospitality has developed and published protocols and guidance which have been incorporated where relevant.

<https://www.ukhospitality.org.uk/page/UKHospitalityGuidanceforHospitality>

<https://www.ukhospitality.org.uk/page/WalesGuidance>

<https://www.ukhospitality.org.uk/page/ScotlandGuidance>

Operating safely is a matter of trying to eliminate the risk of transmission of the virus and introducing mitigating measures – for the safety of team members, customers and others who visit our centres. Please note that local guidelines may differ from this document and must be followed

Our COVID-19 risk assessment is shown below which has been applied to every centre - leading to centre specific risk assessments being created, which are specific to the centre and any localised lockdown

What are the hazards?	Who might be harmed?	Controls required	Additional controls	Action by who?	Action by when?	Done
Spread of COVID – 19 virus	<ul style="list-style-type: none"> • Team • Customers • Visitors • Hemel • Contractors <p>High risk groups</p>	<p>1. General cleaning, handwashing, and hygiene</p> <p>1a. Handwashing</p> <ul style="list-style-type: none"> • Hand wash facilities to be available in all key areas • Team to be trained on how to wash hands correctly • Posters in all key team areas with hand washing process • Centre Managers/Manager to ensure that adequate stock holding in place for all PPE <p>Hand sanitiser dispensers to be available for all to use in each centre/Hemel. Located at</p> <ul style="list-style-type: none"> • Front entrance • Reception • Lanes • Amusement Area <p><u>1b. Cleaning and Hygiene</u></p> <p>There are procedures to ensure the cleaning of high impact areas</p>	<p>1. Team members will be reminded through posters to wash their hands before, during and after their shifts for 20 seconds. Drying hands using hand dryers or blue roll.</p> <p>Also reminded to catch coughs and</p>			

		<ul style="list-style-type: none"> • Door handles • Rails • Surfaces • Tables • Chairs/seats/High Chairs • Toilets • Card readers • Cash Machine • Amusement coin mechs, air hockey pucks, basketballs etc • Pool cues, balls, triangle etc • Taps etc. • Lane areas between customers <p>And detailed training plans in place for each 'area' of the operation</p> <ul style="list-style-type: none"> • Hemel • Reception • Lanes • Technicians • Bar • Diner • Amusements • Back of House etc. <p>Cleaning should be completed using the correct surface cleaner and sanitiser for each cleaning task, using disposable blue roll after every use.</p>	<p>sneezes in tissues – Follow catch it, Bin it, kill it guidelines (posters printed in team areas)</p> <p>Managers to ensure rigorous checks are carried out on each shift to ensure the highest standard of compliance. Manager to report to support any issues that they need support resolving.</p> <p>Managers to ensure that all team</p>			
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		<p><u>Daily Cleaning</u></p> <p>Daily cleaning should be undertaken as set out in the due diligence books and records kept.</p> <p>RSMs will review the due diligence books when visiting centres</p> <p><u>Set up at close down</u></p> <p>Additional checks have been introduced to ensure the highest standards of cleaning. A check sheet has been introduced on the close down of each department with key checks as listed below</p> <p>Lanes (Bowling)</p> <ul style="list-style-type: none"> • Remove all excess bowling balls • Clean all bowling balls • Clean down all tables and surfaces • Wipe down the scoring screen • Wipe down all ramps <p>Reception</p> <ul style="list-style-type: none"> • Wipe down and sanitise the sneeze guard • All IT equipment sanitised – PDQ, computer screen, keyboard, and mouse • Any used shoes to be sanitised • Empty litter bins • Wipe down reception surface and P4P cabinet <p>Bar/Diner Kitchen</p> <ul style="list-style-type: none"> • Wipe down and sanitise the sneeze guards • All IT equipment sanitised – PDQ, zonal till 	<p>member complete all training shorts prior to opening and regularly on their shifts. Training records of the completed training to be documented on STRIKES</p> <p>People team to review compliance to the training on a weekly basis</p>			
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		<ul style="list-style-type: none"> • All surfaces sanitised and clean (Kitchen/bar and diner) • All tables/chairs wiped down • Kitchen checked for cleanliness <p>Amusements</p> <ul style="list-style-type: none"> • Remove litter • Sanitise high point touch areas eg pucks, coin mechs etc • Empty litter bins • Wipe down reception surface and P4P cabinet <p>General</p> <ul style="list-style-type: none"> • Office and Cash office - surfaces sanitised • Tech office – surfaces sanitised • Toilets – taps, flushes, and dispenses wiped – soap stocked up • All sanitisers units checked and filled • Check signage and POS <p>Puttstars</p> <ul style="list-style-type: none"> • Clean all clubs and balls • Clean down all tables and surfaces at courses • Wipe down the scoring screen • Wipe down all ramps <p>Duty managers MUST ensure they complete the 'set up at close down' check sheet on each shift and records kept.</p> <p><u>Deep Cleaning</u></p> <p>Contract cleaners are used each morning daily and will follow the agreed cleaning specifications/risk assessments</p>				
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		<p>The duty manager should ensure that a visual check is made daily and any issues reported to the contract cleaning supervisor</p> <p>A monthly cleaning audit and check will be undertaken by the contract cleaning company.</p> <p>Deep cleaning will be arranged as soon as possible through our contract cleaners and a certificate sought before reopening.</p> <p>Centre teams should report such an incident to their line manager ASAP so we can arrange for the deep clean and decide how to proceed</p> <p><u>Use of Bodily Fluid Kits</u></p> <p>Teams members can still use fluid kits to clean up any bodily fluids. Team members MUST wear single use disposable gloves, disposable apron and wear a face covering. Strictly follow the bodily fluid procedure</p> <p>Needles Found Please follow the needle stick procedure</p> <p><u>Noise</u></p> <p>We aim to create a fun atmosphere in all areas of our centres, which includes playing background music and amusement attracts at a volume level that does not require our customers to raise their voices to an uncomfortable</p>				
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		<p>level to converse with one another. CMs should ensure the levels in centre are appropriate on a daily basis.</p> <p><u>2.Social Distancing - Overview</u></p> <p>Ensure the compliance to social distancing measure for both team and customers to create a safe environment in centres and Hemel. Capacities, congested/busy areas, people flow, pinch points, queueing areas, signs, markings, screens and appointments have been considered in each centre and Hemel</p> <p>Procedures and effectiveness will be reviewed by the leadership team WEEKLY. Capacities, congested/busy areas, people flow, pinch points, queueing areas, signs, markings, appointments, and effectiveness of screens will be reviewed weekly in each centre and Hemel</p> <p><u>2a. Social Distancing – Team</u></p> <p>Signage has been created for our team back of house to ensure team member are observing social distancing guidelines in team areas</p> <p>A <u>social distancing plan</u> created for back of house areas for each centre to ensure the correct social distancing measures are undertaken.</p> <ul style="list-style-type: none"> • Team room/lockers/toilets 				
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		<ul style="list-style-type: none"> • Tech areas • Office/Cash office • Storerooms • Plant rooms • Deliveries <p><u>2b. Social Distancing – Customers</u></p> <p>The duty manager will allocate team resource to ensure that social distancing measures are regularly checked in centre.</p> <ul style="list-style-type: none"> • Sanitising / cleaning amusement machines every 2 hours paying particular attention to hand contact points • Ensuring compliance with local guidelines <p><u>2. Team health</u></p> <p>All team members, visitors, suppliers, and delivery persons will have their temperature checked DAILY before entering the building.</p> <p>All instances of COVID cases should be reported to the people team and monitored.</p> <p>Team should ensure they wash their hands and clean their face shield before returning to shift.</p>	<p>Training will be given to team on how to wear and maintain their PPE and records kept on Strikes (CPL)</p>			
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		<p>Team that require smoke breaks must do so outside in the designated area and wash hands before and after the break</p> <p>3. <u>Bar Operations</u></p> <p>Cleaning and hygiene regime to be in place and actioned and recorded accordingly.</p> <p>Poly carbonate screens at all till points to separate team / customers</p> <p>4. <u>Diner Operations</u></p> <p>Poly carbonate screens at all till points to separate team / customers</p> <p>Sauces and salt/pepper to be in sachets, no bottles of any sauce available. Cleaning and hygiene regime to be in place and actioned and recorded accordingly.</p> <p>5. <u>Kitchen Operations</u></p> <p>Kitchen team member to wash hands before and after every order. All touch points for team access and exit to kitchen to be cleaned regularly.</p>				
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		<p>6. <u>Toilets</u></p> <ul style="list-style-type: none">• Signage has been created for the toilets to ensure customers comply with social distancing• Hand wash signage has been introduced to remind customers to wash their hands• Checks to the toilets are every 30 minutes – the duty manager must check on the hour that these are being completed• Every check must include a full clean of taps, flushes, soap dispensers, and door handles. <p>7. <u>Bowling Operations</u></p> <ul style="list-style-type: none">• ALL areas to be sanitised after EVERY use.• Gloves to be provided for customer to bowl in to limit contact• Customers are encouraged to wear their own shoes whilst bowling.• Different balls for each lane (where ball return is shared there will be house balls for one lane and football patterned balls for the other lane)• Sanitiser dispenser / bottle for each pair of lanes				
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		<p>8. <u>Amusement operations</u></p> <p>Spick and Span Environment</p> <ul style="list-style-type: none"> • Machines should be cleaned and sanitised on a regular basis. • High volume machines should be cleaned every 2 hours ensuring the high contact areas are clean. • Hand sanitiser station will be available for customers in all amusement areas. • ALL team members cleaning should follow the cleaning training shorts for amusements. • Team members should always wear gloves when contacting machines <p>Faults</p> <ul style="list-style-type: none"> • Fix the fault – then re-clean the touch points of the machine before letting the customer re play. • Any NAMCO engineer should have their temperature checked before entering the centre and should wear PPE equipment <p>Cash</p> <p>In order to minimise the contact with cash the following should be followed</p> <ul style="list-style-type: none"> • Self collects will ONLY happen at peak trade • INCREASE security checks and visibility in amusements area • A new collection schedule has been introduced <p>Play to Win/restocking prizes</p> <ul style="list-style-type: none"> • Following the cleaning guidelines after every fill (Clean/Open/Restock/Clean) • 				
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		<p>In order to ensure the safe play of pool and AWP machines a self-clean process should be set up in each centre. Providing customers with sanitising wipes to clean down pool cues, pool balls, triangles etc. after use.</p> <p>9. <u>Large gatherings</u></p> <p><u>12. Centre offices/Cash offices</u></p> <p>Centre level risk assessment to ensure capacity limits are placed on each office/cash office/locker room/tech area/kitchen- to ensure compliance to social distancing measures.</p> <p>Signage to be placed in all back of house areas reminding team to wash hand and respect social distancing</p> <p>Regular cleaning to be carried out as per section 1. <i>General cleaning, handwashing, and hygiene</i></p> <p><i>All equipment to be sanitised and wiped down daily</i></p> <ul style="list-style-type: none"> • <i>Desk</i> • <i>Phone</i> • <i>Computers</i> • <i>Desks</i> • <i>Headsets – one per team member, do not share</i> • <i>Keyboard</i> <p>Support team to be limited by department with those that can work at home to do so.</p>				
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		<p>All team members, visitors, suppliers, and delivery persons will have their temperature checked DAILY before entering the building.</p> <p>Water coolers – cleaned daily</p> <p><u>Monitoring</u></p> <p>Incidents and accidents to be recorded on form as per process and reviewed.</p> <p>The Leadership Team (Exec.) to review and monitor all relevant process and ways of working on a regular basis to ensure the safety of team and customers</p>				
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Wales and Scotland Hollywood Bowl / AMF Bowling

Version 9 Scotland. Issued 28th January 2022

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		<p>Team members to be provided with the following PPE</p> <ul style="list-style-type: none"> • Face shield/mask • Gloves <p>A <u>social distancing plan</u> created for back of house areas for each centre to ensure the correct social distancing measures are undertaken.</p> <ul style="list-style-type: none"> • Team room/lockers/toilets • Tech areas • Office/Cash office • Storerooms • Plant rooms • Deliveries <p><u>2b. Social Distancing – Customers</u></p> <p>The duty manager will allocate team resource to ensure that social distancing measures are regularly checked in centre.</p> <ul style="list-style-type: none"> • Ensuring face masks are worn • Sanitising / cleaning amusement machines every 2 hours paying particular attention to hand contact points • Ensuring compliance with local guidelines <p>Customers are required to wear face coverings at all times when in the centre except when eating food and drink.</p>	<p>Training will be given to team on how to wear and maintain their PPE and records kept on Strikes (CPL)</p>			
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		<p>2. <u>Team health</u></p> <p>All team members, visitors, suppliers, and delivery persons will have their temperature checked DAILY before entering the building.</p> <p>To comply with track and trace all team members to fill out a pre shift questionnaire before every shift. Tracked on Fourth system.</p> <p>All instances of COVID cases should be reported to the people team and monitored.</p> <p>ALL team members should tap in and out to ensure we can monitor team members in centre for track and trace</p> <p>Team should ensure they wash their hands and clean their face shield before returning to shift.</p> <p>Team that require smoke breaks must do so outside in the designated area and wash hands before and after the break</p> <p>3. <u>Bar Operations</u></p> <p>Cleaning and hygiene regime to be in place and actioned and recorded accordingly.</p> <p>Poly carbonate screens at all till points to separate team / customers</p>				
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		<p>Centre level risk assessment to ensure capacity limits are placed on each office/cash office/locker room/tech area/kitchen- to ensure compliance to social distancing measures.</p> <p>Signage to be placed in all back of house areas reminding team to wash hand and respect social distancing</p> <p>Regular cleaning to be carried out as per section 1. General cleaning, handwashing, and hygiene</p> <p><i>All equipment to be sanitised and wiped down daily</i></p> <ul style="list-style-type: none"> • <i>Desk</i> • <i>Phone</i> • <i>Computers</i> • <i>Desks</i> • <i>Headsets – one per team member, do not share</i> • <i>Keyboard</i> <p>Support team to be limited by department with those that can work at home to do so.</p> <p>All team members, visitors, suppliers, and delivery persons will have their temperature checked DAILY before entering the building.</p> <p>Water coolers – cleaned daily</p> <p><u>Monitoring</u></p>				
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		<p>Incidents and accidents to be recorded on form as per process and reviewed.</p> <p>The Leadership Team (Exec.) to review and monitor all relevant process and ways of working on a regular basis to ensure the safety of team and customers</p>					
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