

## GENERAL RISK ASSESSMENT

**Cashino Gaming Ltd**  
 Seebeck House, 1A Seebeck Place, Knowlhill, Milton Keynes, MK5 8FR  
**Location: Cashino & Merkur Slot Venues**

<b>Title :</b> Coronavirus Venue Assessment	<b>Date of Assessment :</b> 27/05/2020	<b>Risk Assessor :</b> [REDACTED]
<b>Risk Assessment Reference :</b> COV-002	<b>People involved in making this assessment :</b> [REDACTED]	
<b>Task/ Process :</b> Venue based colleagues	<b>People at Risk :</b> Employees, Contractors, Members of the Public, New and Expectant Mothers	

<b>Hazard :</b> <b>Uninformed Employees</b> Employees who are not fully aware and understanding of the procedures and arrangements we have put in place to work within HM Government Policy on essential working could compromise our arrangements and jeopardise the health of others.
<b>Control Measures:</b>
1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared based on NHS, Public Health and HM Government guidance. They are updated daily to reflect any changes in the official advice and guidance, updates will be shared via Inform People and email.
2. Every employee has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
3. NHS and Public Health England (PHE) warning posters are displayed throughout the venue.
4. HM Government COVID-19 poster displayed at the front of the venue.

<b>Hazard :</b> <b>Food &amp; Drink Preparation Areas</b> Potential risk or transfer of virus through cross contamination
<b>Control Measures:</b>
1. Employees are instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared, any refills of drinks should be in a fresh cup and with only pre-packaged food served.
2. Ensure that when spills of food or liquids occur they are cleaned straight away and work surfaces are left in a clean and sanitised condition.
3. Employees should use disposable cups wherever possible, where crockery must be used it should be cleaned in the dishwasher on the highest temperature setting.
4. Employees should keep their hands out of and not to touch food and waste bins or receptacles as they may contain contaminated products, food or tissues.
5. Wash their hands thoroughly following the relevant guidance in relation to the washing of hands and ensuring suitable hand wash is used.
6. Where applicable, the microwave oven and coffee machine should be left in a clean condition and wiped out after use.
7. Put half eaten food products in a clean, sanitised, sealed wrapper, bag or container, if they are to be stored in the communal refrigerator.
8. To thoroughly wash crockery and cutlery after each use to put them away.
9. Tea towels will be temporarily removed and replaced with single-use paper towels to reduce the risk of cross-contamination and help ensure the welfare of our colleagues and customers.
10. Where a dishwasher is available it must be used to thoroughly clean crockery and cutlery. Crockery and cutlery should be cleaned on the highest suitable temperature setting ensuring suitable detergent is used.

11. Where gloves are used, it is important employees avoid cross-contamination with devices such as mobile phones or keys and also when gloves are removed.

**Hazard : Communal Facilities, Entrance, Toilets, Stairs etc.** Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health.

**Control Measures:**

1. Toilets and communal areas, along with workspaces, are cleaned more frequently than before and the cleaning routine is to a higher specification.
2. Supplies of soap and sanitising agents provided and regularly topped-up at all hand washing stations. NHS and Public Health hand washing advice posters displayed.
3. Employees are instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.
4. Employees made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc) and objects which are visibly contaminated with bodily fluids must not be touched, but reported to a manager.
5. Employees are required to ensure that coats, scarfs and other outdoor items are stored separately avoiding contact with other people's personal items.
6. Employees are 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.
7. Where post is received this will be quarantined for 24 hours once received, parcels and items in plastic bags or wrap will be quarantined for 72 hours once received.
8. Where possible, the GeWeTe (Cash Recycler) will be set not to recycle notes. Notes inserted will be quarantined for 72 hours prior to being placed back into circulation.

**Hazard : Waste** Ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).

**Control Measures:**

1. All waste bins and receptacles are carefully and safely emptied daily by the venue employees, suitable PPE will be available.
2. Employees instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, preferably bagged, or pocketed and taken home.
3. Employees instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.
4. Waste bins are provided at employee desk areas and within kitchen areas.
5. Where employees feel unwell or display COVID-19 symptoms they must remain at home and contact their line manager.
6. Employees will be provided with either N95 or FFP2 face masks as required, guidance will be provided on the correct use of PPE.
7. Hand Sanitiser Dispensers will be provided within venues for use by colleagues and customers, these will be touch-free operation.
8. In addition to face masks, employees will also be provided with gloves and face visors where required.
9. Employees with a respiratory condition should speak with their line manager before using PPE or working in a venue,
10. Employees will be reminded that facial hair may reduce the effectiveness of face masks due to the mask not making a suitable seal around the face.

**Hazard : Smoking Shelters** Inhalation of second hand tobacco smoke and or vapours from e-cigarettes may result in adverse coronavirus health effects.

**Control Measures:**

1. Employees 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 : Meeting Rooms (Where Applicable)** Potential risk or transfer of virus on account of close contact with other persons.

**Control Measures:**

1. Employees instructed that the safe social distance rule must be applied to any interactions with customers or other employees.
2. Employees told to avoid physical contact with clients and visitors, such as handshakes, hugs, etc; and to give a polite explanation of this policy if required.
3. Employees will be provided with either N95 or FFP2 face masks as required, guidance will be provided on the correct use of PPE. Employees will be reminded that facial hair may reduce the effectiveness of face masks due to the mask not making a suitable seal around the face.
4. The number of machines in operation may be reduced so as to allow safe distance between customers playing, screens will also be added where deemed to be required.
5. Refreshments will only be provided to customers where safe social distancing can be observed to ensure the safety of our employees and customers, these will only be provided at a time permissible by HM Government guidance.
6. In the event of an emergency situation such as administering First Aid, colleagues will use suitable PPE and then seek guidance from their line manager whom will review whether self-isolation is deemed appropriate.
7. Customers may have their temperature taken from a safe distance using a non-contact infrared thermometer, those with a temperature of 37.8c will not be permitted entry although will be advised to contact NHS 111.
8. Where queuing is required, persons will maintain a safe social distance between one another with safe distances demarcated.
9. Seats, machines, GeWeTe and the ATM will be sanitised by venue employees after use to ensure a safe environment for employees and customers.

**Hazard : Workstations, IT and Telephony Equipment** Direct contact with potentially cross contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects.

**Control Measures:**

1. Employees instructed not to share phones, head sets and personal mobile phones with others to prevent accidental cross contamination. Where this cannot be avoided, devices should be safely wiped down after use.
2. Telephone equipment is deep cleaned at the end of each working day by the venue teams.
3. Employees are instructed to ensure that their workstations, IT and telephony equipment, such as keyboards, screens, phones and headsets are cleaned and sanitised on a regular basis throughout the working day. Suitable wipes and cleaners that do not damage equipment are provided.

**Hazard : Close Contact** Employees working on the premises may be at risk of exposure to other members of staff or visitors who are carrying coronavirus / COVID-19, knowingly or unknowingly.

**Control Measures:**

1. Employees instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the safe social distance rule.
2. Physical contact, such as handshakes, hugs, pat on the back, etc. is to be avoided. Whilst this may appear draconian, it is essential that proper distances and the HM Government guidance is followed for the welfare of our employees and customers.

3. Employees are required to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans and or ventilation systems that could spread the virus. Where possible the use of such systems will be avoided.
4. Employees will be provided with vinyl gloves for their use, they will be reminded of the need to avoid cross-contamination when using gloves as well as when taking gloves off.
5. Employees will be provided with either N95 or FFP2 face masks as required, guidance will be provided on the correct use of PPE. Employees will be reminded that facial hair may reduce the effectiveness of face masks due to the mask not making a suitable seal around the face.
6. The number of machines accepting cash may be reduced where required, and instead using TiTo (Ticket in Ticket out) reducing the risk from cash handling to both colleagues and customers. Where cash is emptied from machines appropriate gloves will be used.
7. Customers and employees may have their temperature taken from a safe distance using a non-contact infrared thermometer, those with a temperature of 37.8c will not be permitted entry although will be advised to contact NHS 111.
8. The gloves provided will be powder-free vinyl gloves, employees with concerns regarding allergies are to contact their line manager prior to use.
9. Seats, machines, GeWeTe and the ATM will be sanitised before and after use to ensure the safety and welfare of customers and employees.
10. Where queuing is required, persons will maintain a safe social distance between one another with safe distances demarcated where required.

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

**Control Measures:**

1. In accordance with HM Government Policy employees who are in the vulnerable and high risk categories are either working from home or are furloughed and will not be on premise.
2. Employees with family members in at risk categories have been instructed to inform their line manager. Decisions on home working or furlough in accordance with HM Government Policy are taken on a case by case basis.

**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 / COVID-19.

**Control Measures:**

1. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, passenger lifts, building equipment buttons, switches, etc).
2. Suitable disinfectant cleaning products are used by the venue teams.
3. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the building.
4. Employees are required to report anything contaminated or spilled that requires cleaning.
5. Employees will be provided with either N95 or FFP2 face masks as required, guidance will be provided on the correct use of PPE. Employees will be reminded that facial hair may reduce the effectiveness of face masks due to the mask not making a suitable seal around the face.
6. Face visors will be available to employees, in addition to gloves and masks.

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

**Control Measures:**

1. The importance of good personal hygiene has been explained to all employees. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean as well as cross-contamination.
2. Employees instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds. Soap and 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 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. Employees advised to change into their uniforms at work where possible and not travel in uniform to avoid cross-contamination and to promote the safety and welfare of colleagues and customers.

**Hazard : Public or Visitor Access** The number of customers within the venue could negatively influence the level of risk in terms of both contracting COVID-19 and potential spread, in addition this may make it harder to implement correct social distancing.

**Control Measures:**

1. The number of customers permitted into the venue at any one time will be reduced for the welfare of our colleagues and customers and to allow suitable safe social distancing.
2. At the point of entry customers will be requested to sanitise their hands using the touch-free dispensers provided.
3. Where automatic doors are not installed, the doors will be held open to enable entry with fewer touch points. During periods of adverse weather or evening trading the doors will be closed although touch points will be regularly disinfected with suitable products.
4. Customers and employees may have their temperature taken from a safe distance using a non-contact infrared thermometer, those with a temperature of 37.8c will not be permitted entry although will be advised to contact NHS 111.
5. Where entrance doors are not permitted to be held open (for instance local authority planning requirements) the cleaning of touch points will be greatly increased using suitable bactericidal products.

**Hazard : Cash Handling** Risk to employees and customers from cross-contamination and risk of COVID-19 spread.

**Control Measures:**

1. Machines in use will be reviewed with priority given to cashless TITo (Ticket in Ticket out) machines to minimise cash handling.
2. [REDACTED] will be regularly cleaned with anti-bacterial cleaning products, including the coin collection tray which will be wiped down after each use.
3. [REDACTED]
4. [REDACTED]
5. During cash collections (CIT) employees will undertake suitable distancing with the CIT operative.
6. [REDACTED] emptied using gloves with machines being suitably wiped down after use with an appropriate cleaning product.

<p><b>Hazard : Difficult Customers</b> Customers becoming irate, angry or overcome with emotion may no longer observe social distancing and therefore placing themselves, other customers, and employees at risk of COVID-19 contraction and spread.</p>
<p><b>Control Measures:</b></p> <ol style="list-style-type: none"> <li>1. Employees are provided with training on dealing with difficult customers including those displaying signs of anger of adverse emotions.</li> <li>2. Venues have use of the StaffGuard system to assist with deconflicting a situation as well as requesting Police response remotely where deemed to be required.</li> <li>3. The number of customers within venues will be reduced with greater distances between machines and customers as well as venue employees.</li> <li>4. Venue employees may be supported remotely through the remote monitoring of CCTV systems to ensure the safety and welfare of customers and employees.</li> </ol>
<p><b>Hazard : Passenger &amp; Goods Lifts (Where Applicable)</b> The enclosed space within the lift creates a risk of potential contamination through coughing and sneezing and contact with internal surfaces and controls.</p>
<p><b>Control Measures:</b></p> <ol style="list-style-type: none"> <li>1. Where a venue benefits from a lift these are subject to an increased level of regular routine cleaning and sanitising by contract cleaning operatives who have been fully briefed and instructed by their own managers.</li> <li>2. Employees are encouraged to use the staircase to get to the floor on which they work, with most venues single floor.</li> <li>3. Employees encouraged to avoid using passenger lifts when a large amount of users are present.</li> <li>4. Employees instructed to avoid using a fingertip to press buttons; instead to use the back of the knuckle to select the appropriate floor and to wash hands as soon as soon as possible after using a lift.</li> <li>5. Employees are advised to limit the number of passengers in a lift at the same time where these are installed, this should be one passenger per lift car or multiple passengers (up to the lift capacity) if from the same household.</li> </ol>
<p><b>Hazard : Disabilities</b> Those with hearing difficulties or hearing loss may struggle to lip read where face masks are being worn.</p>
<p><b>Control Measures:</b></p> <ol style="list-style-type: none"> <li>1. Where applicable, ensure that hearing aid loops are working and functional with appropriate signage displayed.</li> <li>2. Employees are reminded that customers with hearing difficulties may require additional support in order to communicate and that such customers must be treated respectfully.</li> </ol>
<p><b>Hazard : Sickness</b> Risk of employees continuing to work with symptoms consistent with COVID-19 due to concerns around taking sickness absence.</p>
<p><b>Control Measures:</b></p> <ol style="list-style-type: none"> <li>1. Praesepe HR will provide guidance to Department Heads, Heads of Function and Area Managers as required in relation to sickness absence.</li> <li>2. Employees with questions regarding sickness absence should contact their line manager, further information is available to all employees on Inform People.</li> <li>3. Employees with symptoms consistent with COVID-19 are to follow guidance produced by HM Government, the NHS and Public Health England in relation to self-isolation. Employees with symptoms will not be permitted at any company premises or venues.</li> </ol>

- 4. Employees unsure whether they should self-isolate will be advised not to attend the venue until they have sought professional medical advice and have been advised it is safe for them to do so.
- 5. Support will be available to employees irrespective of whether they are self-isolating through our Employee Assistance Programme (EAP) either online or by phone.

<b>Documents Associated with this Risk Assessment:</b>	
<b>Review Date :</b> 26/06/2020	<b>Reviewer :</b> [REDACTED]

