

Activity	Coronavirus transmission in gaming arenas	Reference No	CRNASPDWIDD010720R7	GAME Retail Ltd. Risk Assessment
Location	Gaming arenas	Assessor (Print)	Sean Widdowson and John Loat	
Date	16 August 2021	Assessor (Sign)		

Risk Assessment Scoring	Severity of hazard (S)		Likelihood of Occurrence (L)		RPN (Risk Priority Number)			
	RPN = S x L	1	Low: First aid injury/property damage only (inconsequential damage to property)	1	Low: Highly Unlikely (Freak accident)	4	8	12
	2	Moderate: Minor consequence (Lost time/light duties injury up to 7 days / Minor damage)	2	Medium: Unlikely (Possible not expected next 12 months)	3	6	9	12
	3	High: Major consequence (Over 7 day injury / Damage that stops operations / HSE enforcement)	3	High: Likely (Hazard constant, daily weekly opportunity)	2	4	6	8
	4	Significant: Critical consequence (Long term injury/ fatality / HSE Prohibition)	4	Very high: Almost certain (Hazard constant, realised if any control absent)	1	2	3	4
1 to 3: Trivial/Low Ensure controls maintained		4 or 7: Moderate Take action to reduce the risk within 3 - 6 months		8 to 11: Substantial Take action to reduce the risk within 1 months		12 to 16: Intolerable Stop activity immediately		

Step 1	Identify the hazards (Anything with the potential to cause harm)	Step 2	Decide who might be harmed & how	Step 3A	Evaluate & then score the risk with the existing controls
Step 3B	Decide on additional controls needed to reduce risk and then evaluate & score the Risk again. Detail who will action the control measure and when	Step 4	Decide the best method to communicate your findings with those affected & then do so <i>Note additional/removed controls from generic stores risk assessments that staff need to be aware of on the "Amended control measures record" & communicate these with the store team</i>	Step 5	Set initial review date and print

Step 1 Summary of hazard	Step 2 Who and how?	Step 3A			Step 3B							
		Existing Control Measures	Risk			Additional controls needed (Where appropriate)	By when and by whom?	Revised Risk				
			S	L	RPN			S	L	RPN		
Transmission of virus due to close proximity to each other while moving around the store and arena	<p>Employees, Visitors and Contractors, customers</p> <p>Employees, visitors and contractors may spread the virus between them due to their close proximity to each other behind tills or in back areas.</p> <p>Customers may spread the virus between them due to their close proximity to each other while waiting or being seated</p> <p>Employees and customers may spread the virus between them due to their close proximity to each other on the sales floor or at the till points</p> <p>Over-crowding in arenas may cause people to unintentionally become in close proximity to each other</p>	<p>Separate risk assessment for general store and arena COVID transmission completed and all arena and store staff trained on findings</p> <p>POS in place and information on website advising customers to wear a mask unless exempt while being seated and for the duration of their session unless eating or drinking</p> <p>Station service and support in place, to allow customers to call staff over to order get assistance when needed</p> <p>Employees trained to check and record customers and employees are following policies in relation to COVID during floor walks</p>	3	1	3							0

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Transmission of virus due close proximity of players while seated at gaming arena stations or in couch co-op areas	Customers Customers in the arena could transmit the virus to each other	Desks moved to ensure compliance with current government guidelines on social distancing. Where this is not possible, an on-off desk policy in place to achieve this with desks out of use clearly marked Stations set up to ensure the distance between arena seats back to back when in use is in line with current government guidance Couch co-op only operating where space for social distancing allows or physical barriers are in place between Employees trained to brief all customers on the rules of entry and usage of equipment Employees trained to check and record customers and employees are following policies in relation to COVID during floor walks Employees trained to abide by current government social distancing, household mixing and other guidelines when admitting people to the arena and not allowing access that would constitute a breach of those restrictions Employees trained to abide by current government social distancing and other guidelines when allowing more than one person to share a couch co-op area. Particularly around household mixing and maximum numbers	3	2	6	Employees trained to seat guests with at least one unused station or a physical barrier between individuals/group bookings (in line with current government restrictions) Employees trained to remove chair and mark stations that are out of use using screen assets or POS POS in place and information on website advising customers to wear a mask unless eating or drinking while seated	Arena manager 17/05/21 Arena manager 17/05/21 Arena manager 17/05/21	3	1	3

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Transmission of virus via use of shared station equipment	<p>Employees and visitors, and customers</p> <p>Employees, visitors and customers may transmit the virus to each other via the surface of equipment such as mice, keyboards, headsets, chairs, game pads and monitors</p>	<p>Stations and couch co-op areas to be cleaned between each user(s) and cleaning recorded</p> <p>Signage indicating when a station/couch area has been cleaned</p> <p>Staff trained on procedure for cleaning stations and couch areas to a high standard and recording completion</p> <p>Customers advised on the website that they can bring their own headset or that they can purchase one in store if they wish</p> <p>Sanitiser provided and employees trained to advise customers to use it before being shown to a desk</p> <p>Station use rotated in cycle to ensure longest possible period is left between each use</p> <p>Employees trained to clean station/couch co-op equipment once they have used it to set them up at beginning of the day or to complete updates and maintenance</p>	3	1	3	Mouse mats rotated so that they are only used once every 72 hours	Arena manager 17/05/21	3	1	3
Increased risk of virus transmission due to extended booking duration	<p>Employees and customers</p> <p>Customers spending long periods of time in the arena will increase exposure between customers and staff</p>	<p>Employees trained to seat customers that are booked for greater than 2 hours together away from major thoroughfares</p>	3	2	6	<p>Employees trained that wherever possible to leave as many empty desks as possible between these customers and those attending for a shorter duration</p>	Arena manager 17/05/21	3	1	3
Increased use of transmission when using communal toilet facilities	<p>Employees and visitors, and customers</p> <p>Communal areas with more intimate and risk of bodily fluid contact may transmit the virus between users</p>	<p>Employees trained to make sure hand wash and sanitiser is available in all toilets</p> <p>Queue markings outside of toilets where needed</p> <p>Toilets cleaned more frequently as part of cleaning schedule</p> <p>Posters placed in toilets to remind users of importance of washing hands for 20 seconds</p>	3	1	3					0

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Transmission of virus due to unnecessary presence of potential customers attending location to make a future booking	<p>Employees and visitors, and customers</p> <p>Customers visiting location to make a future booking when other options are available providing unnecessary opportunity for transmission of virus</p> <p>Potential customers visiting arena to book in when there is no availability providing unnecessary opportunity for transmission of virus</p>	<p>Reconfiguration of customer facing online booking portal, to reflect space and availability accurately</p> <p>Customers encouraged on website to book before ahead of visit, reducing amount of visitation to location</p>	3	1	3						0
Transmission of virus in other areas or via usage of other equipment	<p>Employees and visitors, and customers</p> <p>Business offerings and hospitality where suitable and sufficient control mitigations cannot be implemented cost effectively pose an increased risk of transmission</p>	<p>Closures of VR areas</p> <p>Closures of social seating areas</p> <p>Smaller arenas where measures cannot be implemented to remain closed</p>	3	1	3						0

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Increased risk of virus transmission while staff provide service and support at stations and in couch co-op areas	<p>Employees and customers</p> <p>Increased risk of transmission when providing technical support or setting up equipment</p>	<p>Employees trained to inform and ask customers to stand up and move 1m away if staff have to operate equipment while they are seated at a station or on a couch</p> <p>Employees trained to wash or sanitise hands before and after providing support using equipment at stations</p> <p>Customers advised on POS that they need to stand back and keep their distance while staff are assisting them</p> <p>All staff provided with personal face shield (Shield to be marked with staff name) and PPE for use when attending stations or couch co-op areas</p> <p>Employees trained on the use of PPE including limiting use to one individual and marking face shields with their name</p>	3	2	6						0
Onward transmission of virus by customers and employees that have/may have come into contact with an infected individual	<p>Employees, customers and visitors</p> <p>Further transmission of infection due to the inability to contact people at risk of infection.</p>	<p>Station/couch area clean checklist to detail booking reference and station number on each occasion</p> <p>Employees trained to ensure contact details of customers are up to date on each visit and detail if a customer requests for the information we hold not to be shared for test and trace where they are legally allowed to request this</p> <p>Employees trained to ensure that customers are aware of the the NHS test & trace QR code if they wish to scan it</p>	3	1	3						0

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Transmission of virus while booking people in	Employees and customers Customers and employees may transmit the virus to each other while booking into the arena	Perspex "Sneeze" screens in place at tills and reception desks Stickers placed in floor to indicate where customers need to stand when queuing or at the till/reception desk POS displaying customer information and guidance at reception desk Employees trained that where Belong till pod position does not allow for adequate social distancing, they should direct customers to store tills following queue and service floor markings to transact booking or other purchases	3	2	6	Separate queuing location marked outside the store for arena guests Walkie talkies provided to allow social distancing champion to communicate with arena Employees trained to ensure that when retail area is nearing capacity, they or the social distancing champion must identify arena guests and make them wait in the marked Queue point separate from store customers and then liaise with the arena team to allow entry	Arena manager 17/05/21	3	1	3
Transmission of virus while holding a pre-booked party	Customers Customers may transmit the virus to each other due to their close proximity Customers may transmit the virus to each other by touching the same surfaces or equipment	Employees trained to abide by current government social distancing and other guidelines when booking in parties. Particularly around household mixing and maximum numbers. They are also reminded that any customers accompanying or supervising a party have to be included within the numbers Employees trained to advise customers not to move around the party area in the arena and to maintain social distancing at all times even when seated Employees trained where possible to seat party members at alternate stations to allow for a greater social distancing	3	2	6					0

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eSports and other events		<p>Employees trained to abide by current government social distancing and other guidelines when booking in parties. Particularly around household mixing and maximum numbers. They are also reminded that any customers accompanying or supervising a party have to be included within the numbers</p> <p>Employees trained to instruct customers not to move around the hosted area in the arena and to maintain social distancing at all times even when seated</p> <p>Any events outside of those detailed in this risk assessment are to have an individual risk assessment completed to include any COVID-19 related hazards</p> <p>Employees trained to seat people attending eSports events the same as any other guest as they are not attending together as a group</p>	3	2	6				3	1	3
Transmission of virus while serving slush drinks	<p>Customers</p> <p>Employees may transmit the virus to the customer while preparing them a slush drink</p> <p>Customers may transmit the virus to each other by touching the same surfaces or equipment when serving themselves a slush drink</p>	<p>Employees trained to sanitise hands before and after handling cups and slush machine controls</p> <p>Customers are not to be permitted to serve themselves</p> <p>Posters are positioned on the slush machine informing the customers it is staff use only</p> <p>Slush machine controls cleaned regularly as per cleaning schedule</p>	3	1	3						0

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S	L		RPN	S	L			RPN	
Risk assessment review									
<ul style="list-style-type: none"> If there are additional controls to be implemented, the latest date for completion should be the review date. Once completed a new review date of +12 months should be added (unless the risk assessment dictates otherwise) If there are no additional controls to be implemented, then a review date of +12 months should be added (unless the risk assessment dictates otherwise) If there is a significant change in the workplace including people affected, or a related incident occurs the risk assessment must be reviewed Every 3 years a new risk assessment must be completed 									
Step 5 Review date	Review completed date	Additional controls completed? Y/N/NA	Reviewed by (Print)	Reviewed by (Sign)	I have read and understand the findings of this risk assessment and agree to comply with the control measures as stated				
					Manager (print & sign)	Manager (print & sign)	Manager (print & sign)	Manager (print & sign)	
01/08/2021	16/08/21	Y	S Widdowson						
15/11/21									