

  
Park Lane Club  
London

**Covid-19 Risk Assessment**  
**Club Re-opening 2020 July 2020**

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## Introduction

This risk assessment has been completed to document the perceived risks associated with Covid -19 and the measures that have been put in place to help mitigate those risks that have been identified. This document has assisted Park Lane Club to produce robust internal procedures that allow the company to be Covid Secure.

It is intended to be a live document that will be subject to change as Government and Industry advice evolves and will show any changes made in the document revision table at the end of this document. This risk assessment has been authorised by the Board of Directors at Park Lane Club.

**1. Covid-19 and Premises**

Highlighted Risk	Measures in Place	Responsibility	Actions and Comments
<p>1a. Staff contracting Covid-19 while travelling to work</p>	<p>Staff educated via company notices</p> <p>Staff requirement to practice social distancing while using public transport or consider cycling/walking to work where possible</p> <p>Staff to wear masks and possibly gloves on public transport</p> <p>Staff to sanitise / wash hands immediately upon entering the premises and using disposable towels</p> <p>Shift patterns staggered to try and prevent risk of staff travelling during rush hour and to suit need of the business where possible</p> <p>Ensuring advice is available to all staff who may be living with another vulnerable / self-isolating / shielded individual</p> <p>PLC will make reasonable adjustments that are specific to an employee with a disability and/or are pregnant and returning to the work place</p> <p>Staff to complete a self-declaration form regarding overseas travel prior to re-opening and daily questionnaire when reporting for duty</p>	<p>Board of Directors</p> <p>Club Management</p> <p>All Staff</p>	<p>Responsible actions must be driven from the Senior Management Team down to all staff. Staff must take responsibility for acting in a sensible manner to ensure the risk of infection is minimal both inside and outside the work place.</p> <p><a href="https://www.gov.uk/government/news/face-coverings-to-become-mandatory-on-public-transport">https://www.gov.uk/government/news/face-coverings-to-become-mandatory-on-public-transport</a></p> <p>Hand washing guidance <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p> <p>Daily questionnaire completed when reporting for duty via Surveillance</p>
<p>1b. Staff contracting Covid-</p>	<p>Staff educated via company notices / Government advice in respect of self-isolation</p>	<p>Board of Directors</p>	<p>Responsible actions must be driven from the Senior Management Team down to all staff. Staff must take responsibility for acting in a</p>

<p>19 and entering the work place with symptoms</p>	<p>All staff have temperature screened via Surveillance when reporting for work</p> <p>Staff showing symptoms will be sent home and asked to self-isolate</p> <p>Deep clean process undertaken should a positive diagnosis be given for person who has been on premises</p> <p>Ensuring advice is available to all staff who may be living with another vulnerable / self-isolating / shielded individual</p> <p>PLC will make reasonable adjustments that are specific to an employee with a disability and/or are pregnant and returning to the work place</p> <p>Staff to complete a self-declaration form in respect of overseas travel</p> <p>Information posters and notices displayed throughout the club</p>	<p>Club Management</p> <p>All Staff</p> <p>Surveillance</p>	<p>sensible manner to ensure the risk of infection is minimal both inside and outside the work place.</p> <p><a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19</a></p>
<p>1c. Customers contracting Covid-19 and entering the Club with symptoms</p>	<p>Customer notices displayed in prominent locations</p> <p>Doormen and receptionists must prevent customers seeming unwell from entering the premises and ensuring Management are called to attend to customer</p> <p>Management instructed to be aware of customers</p>	<p>Club Management with the support of Senior Management</p> <p>Front of House Staff</p>	<p>Responsible actions must be driven from the Senior Management Team down to all staff. Staff must take responsibility for acting in a sensible manner to ensure the risk of infection is minimal both inside and outside the work place.</p>

	<p>Temperature screening available should a customer feel unwell</p> <p>Customer asked to leave the premises and return home to self-isolate</p> <p>Stair well and entrance areas cleaned regularly</p> <p>Deep clean process undertaken</p> <p>Information posters and notices displayed throughout the club</p> <p>Customers from overseas must quarantine for 14 days as per Government Guidance – no entry to Club (unless exempt)</p>		<p><a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19</a></p> <p><a href="https://www.gov.uk/government/publications/coronavirus-covid-19-travellers-exempt-from-uk-border-rules/coronavirus-covid-19-travellers-exempt-from-uk-border-rules">https://www.gov.uk/government/publications/coronavirus-covid-19-travellers-exempt-from-uk-border-rules/coronavirus-covid-19-travellers-exempt-from-uk-border-rules</a></p>
1d. Staff and customers being asymptomatic and attending the work place	<p>Staff encouraged to consider testing as soon as available or when showing symptoms</p> <p>Customers and Staff asked to be extra vigilant</p> <p>Wash hands on a regular basis and using disposable towels</p> <p>Information posters and notices displayed throughout the club</p> <p>Customers from overseas must quarantine for 14 days as per Government Guidance – no entry to Club</p>	All staff	<p>Responsible actions must be driven from the Senior Management Team down to all staff. Staff must take responsibility for acting in a sensible manner to ensure the risk of infection is minimal both inside and outside the work place.</p> <p>Hand washing guidance <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p> <p><a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19</a></p>
1e. Covid-19 being spread	Slots and ER terminals all adequately spaced as per guidance	Board of Directors	

<p>within the workplace</p>	<p>Floor space taped out to allow for social distancing measures to be followed</p> <p>Maximum amount of customers permitted within the Club</p> <p>Management to control amount of customers on live gaming tables to ensure numbers are not exceeded</p> <p>Staff provided with masks and gloves to wear while on duty</p> <p>Allocated bins to be used for disposal of gloves and masks and disposed of responsibly</p> <p>Protective barriers in place at Cash Desk and Reception</p> <p>Hand sanitiser stations made readily available around the Club in both front of house and back of house areas</p> <p>Wash hands on a regular basis and using disposable towels</p> <p>Information posters and notices displayed throughout the club</p> <p>Staff and customer disclaimer notices prominently displayed</p> <p>Protective barriers/screens installed in relevant areas</p>	<p>All Management</p> <p>All Staff</p> <p>Cleaning Staff</p>	<p>Bins provided to dispose of masks, gloves and any other relevant items</p> <p>Hand washing guidance <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p> <p><a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19</a></p>
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	<p>Customer and staff direction of travel indicated within the premises to reduce cross transmission</p> <p>Certification sought for Covid-19 safety by external audit company</p> <p>Responsibility for Management to report to RIDDOR;</p> <ul style="list-style-type: none"> <li>• an accident or incident at work has, or could have, led to the release or escape of coronavirus (SARS-CoV-2). This must be reported as a dangerous occurrence</li> <li>• a person at work (a worker) has been diagnosed as having COVID-19 attributed to an occupational exposure to coronavirus. This must be reported as a case of disease</li> <li>• a worker dies as a result of occupational exposure to coronavirus. This must be reported as a work-related death due to exposure to a biological agent</li> </ul> <p>Cleaning measures in place where a person shows symptoms or contracts Covid-19</p> <p>Customers with disabilities will be permitted to enter via Hilton entrance as per current procedures</p>		<p>Audit for Covid-19 safety undertaken 10<sup>th</sup> July 2020 by 'Food Alert' and certification required for successful completion. Option to renew every 6 months should it be required</p> <p><a href="https://www.hse.gov.uk/coronavirus/riddor/index.htm">https://www.hse.gov.uk/coronavirus/riddor/index.htm</a></p> <p>Report where there is clear indication that the infection was sourced from our premises</p> <p><a href="https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings">https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</a></p>
<p>1f. Customer coming into direct contact with Staff</p>	<p>Protective barriers in place at Cash Desk and Reception</p>	<p>Board of Directors</p> <p>All Management</p>	<p>Responsible actions must be driven from the Senior Management Team down to all staff. Staff must take responsibility for acting in a sensible manner to ensure the risk of infection is minimal both inside and outside the work place.</p>



	<p>Hand sanitiser stations made readily available around the Club for both staff and customer usage Wash hands on a regular basis and using disposable towels</p> <p>Floor space taped out to allow for social distancing measures to be followed</p> <p>Staffing of live tables to be controlled by Management and taking into account social distancing</p> <p>Number of customers permitted to play on live gaming tables monitored and controlled by Management</p> <p>Staff provided with masks and gloves to wear while on duty</p> <p>Protective barriers/screens between electrical gaming apparatus</p> <p>Customer and staff direction of travel within the premises where possible to reduce cross transmission</p>	All Staff	<p>Hand washing guidance <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p>
1g. Tampering of signage and social distancing messaging resulting in breakdown of processes	<p>Club Management to implement regular and thorough checks around the front of house areas</p> <p>Surveillance to inspect all areas once per shift - CCTV coverage 24 hours a day</p>	<p>Gaming Management</p> <p>Front of House Manager</p> <p>Surveillance</p>	

<p>1h. Trained first aiders responding to an incident and risking breach of social distancing and risk contracting Covid-19 from another</p>	<p>Government guidance must be read and understood by all trained first aiders</p> <p>Always wash hands prior to and following attendance to an incident</p> <p>Gloves and masks provided for all staff</p>		<p><a href="https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders/interim-guidance-for-first-responders-and-others-in-close-contact-with-symptomatic-people-with-potential-2019-ncov">https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders/interim-guidance-for-first-responders-and-others-in-close-contact-with-symptomatic-people-with-potential-2019-ncov</a></p> <p>Hand washing guidance <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p>
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## 2. Covid-19 and entry / exit to Club

Highlighted Risk	Measures in Place	Responsibility	Actions and Comments
<p>2a. Customers gaining entry to club unsafely</p>	<p>Doormen stationed at Club entrance to ensure the flow of customers is controlled and maximum numbers adhered to</p> <p>Where required, a queue system will be operated and entry to casino will be one at a time</p> <p>Queue markers to be used at the entrance</p> <p>Where possible, only Doormen will open the entrance doors and where a customer touches the door, entry door must be cleaned after each use</p> <p>One way system introduced where possible; entry through main entrance on Park Lane only – Signage posted throughout the Club for customer information</p> <p>Doormen stationed at club entrance have the ability to temperature check customers before entry with a hand held thermometer reader</p> <p>All customers entering the premises are required to sanitise their hands</p> <p>All SIA Doorman will be required to wear PPE</p>	<p>Front of House Staff</p> <p>All Management</p> <p>Office Manager</p>	<p>Main responsibility lies with the Doormen. New Procedures <b>have been created</b> to ensure all are aware of their responsibilities</p>

<p>2b. Customer safely exiting the club without breaching social distancing rules</p>	<p>Only exit via main entrance – signage provided for directions and customer information unless in the case of an emergency when Management will provide guidance</p> <p>Exit controlled by Front of House Staff and Management</p> <p>Signage posted throughout the Club for customer information</p> <p>Exit doors cleaned after each where customer has touched any surface</p> <p>Exits monitored via CCTV 24 hours a day</p>	<p>Gaming Management</p> <p>Front of House Manager</p> <p>Surveillance</p> <p>Cleaning staff</p>	<p>Main responsibility lies with the Gaming Management and Front of House Staff. New Procedures required to ensure all are aware of their responsibilities</p>
<p>2c. Customers not adhering to social distancing measures</p>	<p>Signage posted throughout the Club for customer information</p> <p>Floor space taped out to allow for social distancing measures to be followed</p> <p>Management to fully monitor all gaming customer areas at all times</p> <p>Customer asked to leave premises should they not wish to conform to social distancing rules</p> <p>Surveillance monitoring of gaming floor</p> <p>CCTV recording 24 hours a day</p>	<p>Gaming Management</p> <p>Front of House Manager</p> <p>Surveillance</p>	<p>Main responsibility lies with the Gaming Management and Front of House Staff. New Procedures required to ensure all are aware of their responsibilities</p>

### 3. Covid-19 and Car Service

Highlighted Risk	Measures in Place	Responsibility	Actions and Comments
<p>3a. Customers able to use the company car /valet service without transmitting / catching Covid-19</p>	<p>Use by appointment only – car service needs to be pre-booked in order to manage customer numbers in club</p> <p>Collections from airports permitted but only for customers arriving from countries exempt from quarantine restrictions and within government guidelines</p> <p>Driver must wear masks and gloves while in the car</p> <p>Masks and gloves to be made available to customers to wear within government guidelines</p> <p>Customers only permitted to sit in the rear seats of the car to allow effective social distancing</p> <p>On completion of each journey a full wipe down of the interior of the car must be completed as well as exterior doors handles</p> <p>Any protective items used by a customer or any items used to clean the car must be disposed of in the designated bins/receptacles</p> <p>Customers that are permitted to use the company car will have their temperature</p>	<p>Company Drivers</p> <p>Front of House Manager</p> <p>Receptionists</p>	<p>Main responsibility lies with the Drivers and Front of House Staff.</p> <p>New Procedures required to ensure all are aware of their responsibilities</p>

	taken with a hand held thermometer reader prior to use		
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#### 4. Covid-19 and Electronic Gaming

Highlighted Risk	Measures in Place	Responsibility	Actions and Comments
<p>4a. Customers using Electronic machines and risking the spread of Covid-19</p>	<p>Electronic machines located across all gaming floors at distance from one another</p> <p>Where there is a need some machines will be non-functional and signage displayed</p> <p>Floor space taped out to allow for social distancing measures to be followed</p> <p>Customers only permitted to play one machine at a time – CCTV available</p> <p>Management oversight of each gaming floor to ensure social distancing is adhered to</p> <p>Each machine is cleaned following a customer leaving the machine – additional cleaning services provided – Each machine will have dedicated signage showing if sanitised or awaiting sanitisation</p> <p>Hand sanitising stations made available throughout the Club and to be used prior to and after playing</p> <p>Protective barriers/screens between electrical gaming apparatus installed where required</p>	<p>Gaming Management</p> <p>Gaming Staff</p> <p>Cleaning Staff</p> <p>Surveillance</p>	

	Masks and gloves to be made available to customers to wear within government guidelines		
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## 5. Covid-19 and Live Gaming

Highlighted Risk	Measures in Place	Responsibility	Actions and Comments
<p>5a. Customers using live gaming tables and risking the spread of Covid-19</p>	<p>Floor space taped out to allow for social distancing measures to be followed</p> <p>Customers only permitted to play one table at a time – CCTV available</p> <p>Management oversight of each gaming floor to ensure social distancing is adhered to</p> <p>Each table is cleaned following a customer leaving the area – additional cleaning services / products provided</p> <p>Hand sanitising stations made available throughout the Club and to be used prior to and after playing</p> <p>Customers must sanitise prior to and after playing on a gaming table</p> <p>Tables spaced adequately to provide social distance between other tables and machines</p> <p>Amount of players limited on tables – Customer table markers/playing positions stationed on each live table</p> <p>Masks and gloves to be made available to customers to wear within government guidelines</p>	<p>Gaming Management</p> <p>Gaming Staff</p> <p>Cleaning Staff</p> <p>Surveillance</p>	

<p>5b. Casino cash/plaques and colour chips being handled by person infected with Covid-19</p>	<p>Hand sanitising stations made available throughout the Club</p> <p>Staff provided with masks and gloves to wear while on duty</p> <p>Masks and gloves to be made available to customers to wear within government guidelines</p> <p>All casino chips/plaques subject to regular cleaning</p> <p>TCS Huxley UVC Sanitiser machine for cash and table chips</p> <p>Cash chips not permitted to leave the premises / be transferred to another customer</p> <p>Table rotation to prevent gaming equipment exposure, reduction in chips available (Reduced from 6 variants of colour down to 3)</p>	<p>Gaming Management</p> <p>Gaming Staff</p> <p>Cleaning Staff</p>	<p>Customers may cash out winning from a table in exchange for cash chips however must exchange cash chips at cash desk only</p> <p>Used chips cleaned regularly</p>
<p>5c. Customers handling cards during play at tables while being infected with Covid-19</p>	<p>Cards not handled by customers on any game with the exception of a squeeze game on Baccarat</p> <p>Cards will continue to be changed each hour/after each shoe however cards will not be re-issued to a table once removed but held ready for destruction</p> <p>Amount of players limited on tables</p>		

	<p>Staff provided with gloves and masks while on duty; must sanitise as a minimum prior to handling chips / cards</p> <p>Masks and gloves to be made available to customers to wear within government guidelines</p> <p>CCTV available 24 hours a day</p> <p>Hand sanitising stations made available throughout the Club and to be used prior to and after playing</p>		
5f. Roulette Wheels, regular cleaning of wheels to reduce the risk of spread of Covid-19	<p>Wheels cleaned by trained personnel (Surveillance Officers)</p> <p>Masks and gloves asks provided for all staff</p> <p>Adequate cleaning solutions used</p>	<p>Gaming Staff</p> <p>Surveillance Officers</p>	Surveillance on request will perform live and retrospective deep cleaning of all roulette wheels
5g. Roulette balls, regular cleaning of balls and replacement to reduce the risk of spread of Covid-19	<p>Wheels cleaned by trained personnel (Surveillance Officers)</p> <p>Masks and gloves provided for all staff</p> <p>Adequate cleaning solutions used</p>	<p>Gaming Staff</p> <p>Surveillance Officers</p>	Surveillance on request will perform live and retrospective deep cleaning of all roulette wheels

## 6. Covid-19 and Cash Desk

Highlighted Risk	Measures in Place	Responsibility	Actions and Comments
6a. Customers having contact at the Cash Desk with Staff	<p>Floor space taped out to allow for social distancing measures to be followed</p> <p>Protective barriers in place at Cash Desk screens</p> <p>Staff provided with masks and gloves to wear while on duty</p> <p>Hand sanitising stations made available throughout the Club</p> <p>Masks and gloves to be made available to customers to wear within government guidelines</p>	<p>Cash Desk Manager</p> <p>Cash Desk Staff</p> <p>Gaming Management</p>	Usual methods of dealing with customer may apply as long as measures are adhered to
6b. Usage of cash in machines with the possibility of spreading Covid-19	<p>Where possible encourage customers to use TITO rather than spread cash across terminals and machines</p> <p>Staff provided with masks and gloves to wear while on duty</p> <p>Masks and gloves to be made available to customers to wear within government guidelines</p>	<p>Cash Desk Manager</p> <p>Cash Desk Staff</p> <p>Gaming Management</p>	

<p>6c. Cash counts possibly spreading Covid-19</p>	<p>All staff to adhere to social distancing as much as possible during the count</p> <p>All staff must wear gloves and masks during the cash count</p> <p>Hand sanitising stations made available throughout the Club to be used</p> <p>Hand washing must be undertaken prior to and following the count by staff</p>	<p>Cash Desk Manager</p> <p>Cash Desk Staff</p> <p>Gaming Management &amp; Staff</p> <p>Surveillance</p>	
<p>6d. Casino cash/plaques and colour chips being handled by person infected with Covid-19</p>	<p>Hand sanitising stations made available throughout the Club</p> <p>Staff provided with masks and gloves to wear while on duty</p> <p>Masks and gloves to be made available to customers to wear within government guidelines</p> <p>All casino chips/plaques subject to regular cleaning</p> <p>TCS Huxley UVC Sanitiser machine for cash and table chips</p> <p>Cash Desk to maintain a separate 'clean' and 'infected' shelf for chips / plaques handled by customers and staff</p> <p>Table rotation to prevent gaming equipment exposure, reduction in chips available</p>	<p>Gaming Management</p> <p>Cash Desk Manager</p> <p>Cash Desk Staff</p> <p>Cleaning Staff</p>	<p>Chips/plaques not be transferred between customers or tables</p> <p>Chip movement report to be meticulously checked each day.</p>

	(Reduced from 6 variants of colour down to 3)		
6e. Use of ATM and Passport Technology Machine being used by a customer and risking the spread of Covid-19	<p>Machines cleaned once per hour as a minimum</p> <p>Gloves and masks provided for all staff to wear while on shift</p> <p>Masks and gloves to be made available to customers to wear within government guidelines</p>		

## 7. Covid-19 and Non-Gaming Areas

Highlighted Risk	Measures in Place	Responsibility	Actions and Comments
<p>7a. Customer using non-gaming areas for a break and Covid-19 being spread</p>	<p>Floor space taped out to allow for social distancing measures to be followed</p> <p>Customer notices displayed in all non-gaming areas</p> <p>Hand sanitising stations made available throughout the Club</p> <p>Masks and gloves to be made available to customers to wear within government guidelines</p> <p>Notices displayed in toilet areas for regular handwashing</p> <p>All seating areas to observe social distancing measures</p> <p>Any staff interaction while in these areas must be conducted observing social distancing measures</p> <p>Any refreshments served in these areas must be delivered observing social distancing measures and table service only</p> <p>Any reading materials / paraphernalia to be controlled / removed to stop the spread of virus</p>	<p>Gaming Management</p> <p>Front of House Staff</p>	<p>Need to consider food and drink delivery to customers in these areas i.e no physical contact, minimal time speaking with customer, place items and leave immediately as staff will have masks and gloves</p> <p>Hand washing guidance <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p>

	<p>Contactless payments encourages where possible (£45 per transaction at current levels)</p> <p>Terrace area - ashtrays to be removed and replaced with clean one, surface to be cleaned to stop the spread of Covid-19</p>		
7b. Customer using toilet facilities and spreading / contracting Covid-19	<p>Floor space taped out to allow for social distancing measures to be followed</p> <p>Customer notices displayed in all non-gaming areas</p> <p>Hand sanitising stations made available throughout the Club</p> <p>Regular hand washing encouraged</p> <p>Masks and gloves to be made available to customers to wear within government guidelines</p> <p>Frequent cleaning of areas to be undertaken - schedules displayed</p> <p>Gaming Management and Front of House Staff to be vigilant in these areas</p> <p>Additional bins provided for hand towels and potentially contaminated materials</p> <p>Enhanced cleaning by outsourced cleaning professionals to ensure that all</p>	<p>Gaming Management</p> <p>Front of House Staff</p> <p>Cleaning Staff</p>	<p>Hand washing guidance <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p> <p>Cleaning contractors employed – deep clean prior to opening, Bacterial Cleansing to take place and checked every 21days for effectiveness and re-done when applicable</p>



	areas are sanitised to prevent the spread of Covid-19		
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## 8. Covid-19 and Back of House

Highlighted Risk	Measures in Place	Responsibility	Actions and Comments
<p>8a. Staff entering back of house office space while on shift and spreading Covid-19</p>	<p>Staff to sanitise hands immediately upon entering the premises</p> <p>All staff have temperature screened via Surveillance when reporting for work and required to answer brief questions on a daily basis</p> <p>One way system in place for entering and exiting</p> <p>Staff provided with masks and gloves to wear while on duty</p> <p>Hand sanitising stations made available throughout the Club</p> <p>Regular hand washing encouraged</p> <p>Staff to observe social distancing at all times</p> <p>Floor space taped out to allow for social distancing measures to be followed as much as possible</p> <p>Staff to provide their own drinking and eating utensils or use disposable utensils as provided. This includes food containers that must be used by individual only</p>	<p>All staff</p>	<p>Responsible actions must be driven from the Senior Management Team down to all staff. Staff must take responsibility for acting in a sensible manner to ensure the risk of infection is minimal both inside and outside the work place.</p> <p>Hand washing guidance <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p>

	<p>Desk space in main office and Compliance Office to be organised to allow for social distancing including the consideration of barriers/back to back and side to side working or reducing the number of people each person has contact with by using 'fixed teams or partnering'</p> <p>Where able home working on a rota basis permitted for all eligible back office staff or staggering arrival and departure times</p> <p>Enhanced cleaning by outsourced cleaning professionals to ensure that all areas are sanitised to prevent the spread of Covid-19</p> <p>System in place to report non-compliance by a staff member to all procedures put in place</p> <p>No unauthorised employees or contractors to enter offices</p>		
<p>8b. Home working staff being able to perform their duties without suffering from any well-being issues</p>	<p>Regular calls from Line Manager to ensure well-being</p> <p>Video conferencing to ensure work flows are clear</p> <p>Clear instruction on rota requirements to be provided by Line Manager</p>		<p><a href="https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/">https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/</a></p>

	<p>Staff all aware of employee assistance programmes, policies or helplines</p> <p>Staff encouraged to share any struggles they may be experiencing</p>		
8c. Requirement to hold staff meetings in Board Room areas (both back of house and casino side) and risking spread of Covid-19	<p>Staff to sanitise hands immediately upon entering the premises</p> <p>All staff have temperature screened via Surveillance when reporting for work</p> <p>Staff provided with masks and gloves to wear while on duty</p> <p>Hand sanitising stations made available throughout the Club</p> <p>Regular hand washing encouraged</p> <p>Staff to observe social distancing at all times</p> <p>Floor space taped out to allow for social distancing measures to be followed as much as possible</p>	All staff	<p>Responsible actions must be driven from the Senior Management Team down to all staff. Staff must take responsibility for acting in a sensible manner to ensure the risk of infection is minimal both inside and outside the work place.</p> <p>Hand washing guidance <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p>
8d. Staff risking the spread of Covid-19 in staff areas while on a rest break	<p>Hand sanitising stations made available throughout the Club</p> <p>Regular hand washing encouraged</p> <p>Appliances used by numerous staff must be wiped down after use</p>		<p>Hand washing guidance <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p> <p>Applies to objects such as hair straighteners and dryers</p>

	<p>Staff to observe social distancing at all times – maximum numbers permitted in canteen area</p> <p>Staff areas re-organised to allow for social distancing</p> <p>Changing room usage to be used sensibly by staff to avoid overcrowding – maximum numbers permitted in area</p> <p>Should staff leave premises during breaks social distancing must be adhered to</p> <p>System in place to report non-compliance by a staff member to all procedures put in place</p>		
8e. Equipment that is used by multiple staff not cleaned correctly and risking the spread of Covid-19	<p>Hand sanitising stations made available throughout the Club</p> <p>Regular hand washing encouraged</p> <p>Equipment to be cleaned prior to and following use by a staff member</p> <p>No use of hot desks permitted</p>	<p>Management</p> <p>Back office staff</p>	
8f. Dirty Laundry carry the risk of Covid-19 contamination	<p>All dirty uniforms are placed in a clear bin liner, sealed and stored in the bin provided.</p> <p>Completed at the end of the staff members shift</p>	<p>Front of House Manager</p> <p>Relevant Back of House Staff</p>	

	Laundry collected and replaced by external laundry company		
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## 9. Food Preparation and Service

Highlighted Risk	Measures in Place	Responsibility	Actions and Comments
9a. Risk of Covid-19 as a result of poor food hygiene standards during preparation	<p>Staff to continue following Food Safety standards</p> <p>All staff required to wear gloves and masks at all time</p> <p>Frequent hand washing observed following 20 sec government recommendations</p> <p>All dishwashers to run at a minimum of 60 degrees for all culinary items</p> <p>More frequent deep cleaning processes of preparation areas</p>	<p>Front of House Manager</p> <p>All catering staff</p>	<p><a href="https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19">https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19</a></p> <p>Hand washing guidance <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p>
9b. Risk of spread of Covid-19 as a result of poor hygiene standards during food and drink service	<p>Staff to continue following Food Safety standards</p> <p>All staff required to wear gloves and masks at all time</p> <p>Frequent hand washing observed following 20 sec government recommendations</p> <p>Table service only to be offered to all customers including taking orders for any kind of food or beverage</p>	<p>Front of House Manager</p> <p>All catering staff</p> <p>Waiting Staff and Valets</p>	<p>Hand washing guidance <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p>

	<p>Seating areas where refreshments are served to be cleaned following each customer vacating the area</p> <p>Social distancing observed at all times by customers and staff</p> <p>Hand sanitising stations located around the club, Customers to be encouraged to use when they sit</p>		
9c. Risk of Covid-19 as a result of poor hygiene standards during drink preparation	<p>Staff to continue following Food Safety standards</p> <p>All staff required to wear gloves and masks at all time</p> <p>Frequent hand washing observed following 20 sec government recommendations</p> <p>All dishwashers to run at a minimum of 60 degrees for all culinary items</p> <p>More frequent deep cleaning processes of preparation areas to be undertaken by PLC staff</p> <p>Table service only to be offered</p> <p>Social distancing observed at all times by staff and customers</p>	<p>Front of House Manager</p> <p>All catering staff</p> <p>Waiting Staff and Valets</p>	<p><a href="https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19">https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19</a></p> <p>Hand washing guidance <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p>
9d. Food Prep areas becoming overcrowded and	<p>Rotas adequately completed</p> <p>Staff to be vigilant on number of others in prep areas- maximum</p>	<p>Front of House Manager</p>	



risking spread of Covid-19	amount of staff permitted in these areas  Staff not permitted to loiter unnecessarily in the prep areas – areas to be used as intended	Gaming Managers  Hospitality Staff	
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## 10. Staff Training regarding Covid-19 protocols

Highlighted Risk	Measures in Place	Responsibility	Actions and Comments
10a. Staff not receiving adequate training in relation to managing the risk related to Covid-19 and becoming at risk of spreading or contracting the disease	<p>Staff to be consulted regarding the risk assessment and measures put in place</p> <p>Risk Assessment to be published on our website in accordance with Government Guidelines</p> <p>Staff to receive training on additional procedures relating to the management of preventing Covid-19 prior to re-opening or the employees very first shift</p> <p>Staff responsibility to follow all guidance and ensure any future updates are read and understood</p>	<p>Board of Directors</p> <p>All Management</p> <p>All Staff</p> <p>Cleaning Staff</p> <p>Surveillance</p>	Responsible actions must be driven from the Senior Management Team down to all staff. Staff must take responsibility for acting in a sensible manner to ensure the risk of infection is minimal both inside and outside the work place.
10b. First aid trained staff not fully briefed on up to date guidance from Government for treatment of individual	<p>Government guidance must be read and understood by all trained first aiders</p> <p>Requirement to sign for any issued guidance</p>		<a href="https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders/interim-guidance-for-first-responders-and-others-in-close-contact-with-symptomatic-people-with-potential-2019-ncov#safe-working">https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders/interim-guidance-for-first-responders-and-others-in-close-contact-with-symptomatic-people-with-potential-2019-ncov#safe-working</a>
10c. Club Management not briefed on Covid-19 measures and risking failure to	<p>Management to receive full briefing prior to opening</p> <p>Management required to follow all guidance issued by Club and</p>	<p>Managing Director</p> <p>Director of Gaming</p>	

apply during an emergency evacuation	follow social distancing where possible	Management Team	
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## 11. Contractors and Delivery Staff

Highlighted Risk	Measures in Place	Responsibility	Actions and Comments
11a. PLC working with companies that have not prepared adequately for Covid-19 mitigation measures	<p>Companies to provide a copy of their risk assessment where available (for companies of fewer than 5 persons employed this is not a requirement)</p> <p>Confirmation that all external staff that visit our site have been provided with adequate training</p> <p>All external staff to use own equipment and tools and not use PLC equipment</p>		
11b. Contractors and Delivery external staff entering the premises and being Covid – 19 positive	<p>All persons visiting the premises to undergo temperature checks</p> <p>Hand washing / sanitising required prior to / upon entry and exit</p> <p>All persons visiting the premises to complete questionnaire regarding Covid-19 exposure</p> <p>Any indicators of possible infection, person will be asked to leave premises and company contacted</p>	<p>Front of House Manager</p> <p>Surveillance and Front of House Staff</p> <p>Back of House and Kitchen Staff</p>	Responsible actions must be driven from the Senior Management Team down to all staff. Staff must take responsibility for acting in a sensible manner to ensure the risk of infection is minimal both inside and outside the work place.
11c. Contractors and Delivery external staff	All staff, contractors and delivery staff undergo temperature	Front of House Manager	Responsible actions must be driven from the Senior Management Team down to all staff. Staff must take responsibility for acting in a sensible

<p>entering the premises and contracting Covid-19</p>	<p>checks and questionnaire prior to entry / shift start</p> <p>Hand washing / sanitising required prior to / upon entry and exit</p> <p>PLC staff and Contractors/Delivery Staff not to use same equipment – own equipment and tools to be used</p>	<p>Surveillance and Front of House Staff Back of House and Kitchen Staff</p>	<p>manner to ensure the risk of infection is minimal both inside and outside the work place.</p>
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## 12. Covid-19 outbreak at PLC

Highlighted Risk	Measures in Place	Responsibility	Actions and Comments
12a. Covid-19 outbreak at casino	<p>Establish a single point of contact (SPOC) who will take the lead should a report to the Public Health England (PHE) be required (more than one case reported)</p> <p>Take advice from the PHE team if they declare an outbreak at PLC</p> <p>In the case of an isolated case, inform victim that they need to self-isolate and contact NHS for testing.</p> <p>As a result of an infected person being identified and Test and Trace being used ensure all guidance is followed</p> <p>Deep clean process undertaken should a positive diagnosis be given for person who has been on premises</p>		<p><b>Local PHE Office;</b></p> <p>PHE North West London Health Protection Team          61 Colindale Avenue          London          NW9 5EQ  <a href="mailto:phe.nwl@nhs.net;%20nwlhpt.oncall@phe.gov.uk">mailto:phe.nwl@nhs.net;%20nwlhpt.oncall@phe.gov.uk</a>          Phone: 020 3326 1658</p>

**NB: In the event of a Fire, staff should follow the standard operating procedure for Fire evacuation.**

## Document Revision

<b>Date</b>	<b>Version</b>	<b>Changes</b>	<b>Completed By</b>	<b>Authorised By</b>
24/07/2020	V1.0	New Document	D Dunn B Doran	Board of Directors