

# **Operational Safety Management Plan**

**NW UK - Chelmsford**

**Version 1**

**Revised: 25/08/2023**

Prepared by  
**Jon Matthey for Prime Leisure - ITV**

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## **Risk Assessments**

- 1. Attendance of Emergency Services : Delays to emergency response
- 2. Emergency Evacuation : Delayed or incomplete evacuation
- 3. Operational Safety Management : Persons unaware of safety responsibilities
- 4. General Operations : Fire
- 5. Emergency Equipment : Risk of injury or damage to property due to insufficient fire fighting equipment
- 6. Emergency evacuation : Obstructed exit routes leading to serious injury or fatality
- 7. Flame Retardancy : Risk of injury through flame spread through flammable materials
- 8. Means of raising the alarm : Risk of injury or damage to property due to inability to raise the alarm in the event of an emergency
- 9. Use of flammable materials : Flammable materials coming in to contact with sources of ignition
- 10. Rubbish accumulation : Risk of injury or damage to property from combustion of accumulated materials
- 11. General Venue Operations : Electrical fault
- 12. Child / Vulnerable People Safeguarding : Lost Child / Exposure to dangerous or inappropriate behaviour
- 13. Safety Management : Contractor competency & safety
- 14. Fall from height - Staff / Contractors : Personal injury due to falls from height
- 15. Work at height - Staff : Personal injury to those beneath work at height due to falling objects
- 16. Transporting materials / stock within the venue : Staff injury due to manual handling
- 17. Transporting Food And Equipment Between The Ground And First Floor : Slips trips and falls / Impact with other Staff
- 18. General Operations - Staff : Slips, trips & falls
- 19. Using substances harmful to health : Risk to health and welfare of those who come in to contact with harmful substances
- 20. Alcohol & Drugs Usage : Accident caused by mental and/or physical impairment

21. Busy / Demanding Work Environment : Stress \ Poor Mental Health
22. Flashing Lights : Epilepsy
23. General Work Duties - Noise : Hearing Loss
24. Storage of equipment / stock : Risk of injury or damage to property through improper storage
25. Long Working Hours : Fatigue, causing personal injury and / or property damage
26. Food Preparation : Cross Contamination / Injuries While Preparing Food
27. Contaminated Water Supply : Legionellosis / Pontiac fever / Lochgoilhead fever
28. Food Preparation / Serving / Consuming : Allergic Reaction / Anaphylactic Shock
29. Handling of Sharp Objects : Cuts
30. Catering Duties : Burns / Scalds
31. Cleaning Procedures : Injury due to not carrying out correct cleaning procedures / incorrect use of cleaning chemicals
32. Operational Phase with Reduced Lighting : Slips Trips and Falls
33. Use of High chairs and Baby Changing Facilities : Fall from Height
34. Crowd Control : Crush Injuries / Fall from Height
35. Public using Obstacle Course : Fall from Height
36. Inflatable Obstacle Course : Deflation of inflatable course
37. Mount Sasuki : Fall from height / being struck by a falling person / Collisions at the bottom of the slide
38. Par Cour : Risk of Injury
39. Internal Door Safety : Trapped Fingers
40. Use of Public Lift : Failure of Equipment / Persons Trapped
41. Vulnerable people with Anxiety : Risk of public getting anxiety when on obstacles
42. COVID- 19 Protocols : Risk of Infection / Contamination
43. Public Disorder : Injury due to antisocial behaviour
44. Increased Injury Rates During Peak Times : Injury due to unsupervised obstacles

## Supporting Documents

- 1 - Kitchen Daily Checklist
- 2 - Front of House Open and Close Checklist
- 3 - Court Open and Close Checklist
- 4 - Weekly Performance Review
- 5 - Immediate Maintenance Request
- 6 - Monthly Check - Furniture, Carpets and Stairs
- 7 - Internal Cleaning Audit
- 8 - H+S Monthly Checklist
- 9 - Toilet Cleaning Checklist

- 10 - Deep Clean Schedule
- 11 - Cleaning Standards Checklist
- 13 - Certificate of Completion - Ansul System
- 16 - Certificate of Completion - Fire Alarm System
- 17 - Certificate of Completion - Fixed Obstacles
- 18 - Certificate of Completion - Inflatable
- 19 - Child / Vulnerable Person Welfare and Protection Policy
- 24 - Fire Extinguisher Plan
- 25 - Fire Marshal Certificates
- 27 - Fire Zone Plan
- 28 - First Aid Certificates
- 29 - Fixed Obstacle RAMS
- 30 - Food Hygiene Certificates
- 31 - Health and Safety Policy and Statement
- 32 - Inflatable RAMS
- 37 - Waste Agreement - General
- 41 - Employee Handbook
- 42 - Disabled Persons Risk Assessment
- 43 - GDPR Certificates

## 1. Scope of Operational Management Plan

This Operational Management Plan has been written for the activities occurring during operational phase of NWUK Chelmsford

This is the 1st draft of the Operational Management Plan and still includes an amount of placeholder information pending final plans being confirmed for the venue. Updated versions will be available when amendments are made.

The safety management will be a live & ongoing process and we will continue to develop our safety management planning throughout the Operational Phase

## 2. Notice

This document deals with the operational phase for NWUK Chelmsford

This manual is a confidential document and should not be reproduced in any way without prior written permission from NWUK Chelmsford.

The elements mentioned herein are for guidance purposes only, and do not guarantee a contractual duty to perform.

Do not share this document – if you feel other people in your department / team should have access, please contact NWUK Chelmsford and individual copies will be provided.

This document has been prepared by the safety team at Event Safety Plan and is specific to the activity identified on the front cover.

While every precaution has been taken in the preparation of this document, Event Safety Plan assumes no responsibility for errors or omissions resulting from the client's / organisers failure to disclose relevant information.

This document should be reviewed in conjunction with other relevant build and deconstruction documentation, including but not limited to:

- Operational Safety Plan Risk Assessments
- Operational Management Plan
- Contractor Risk Assessments

As safety advisors to NWUK Chelmsford, Event Safety Plan have responsibility for advice relating to health and safety during planning. The primary duties for supervision and implementation remain with NWUK Chelmsford, and their management team, for the health safety and welfare of their staff; and the health and safety of the contractors and other persons not in their employment affected by their undertaking.

Event Safety Plan will advise and train on implementation of policies written for clients, but only accepts responsibility for active supervision and operational implementation of such policies when it has staff on site engaged in that specific role. Such a contract must be in writing, there can be no implied contract for supervision merely by presence on site of Event Safety Plan staff.

Event safety Plan only undertakes its role as site safety advisors to clients when one of its staff are on duty on site, as identified in the safety log. Staff will sign in and out with Event Safety Plan management representative. At all other times NWUK Chelmsford and its contractors are responsible for the implementation, monitoring and coordination of safety management.

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### **3. Project Description**

Ninja Warrior UK Adventure park- Consisting of an Air park & fixed obstacles.

Hosting parties and group events along with every day customers.

Sessions range from 45 minutes to 3 hours.

Café area serving hot & cold food



## **4. Site Plan**

The full site plan drawings are available within the Supporting Documents file accompanying this document

## 5. Project Key Dates

Date	Phase
10/08/2023	Operational Phase

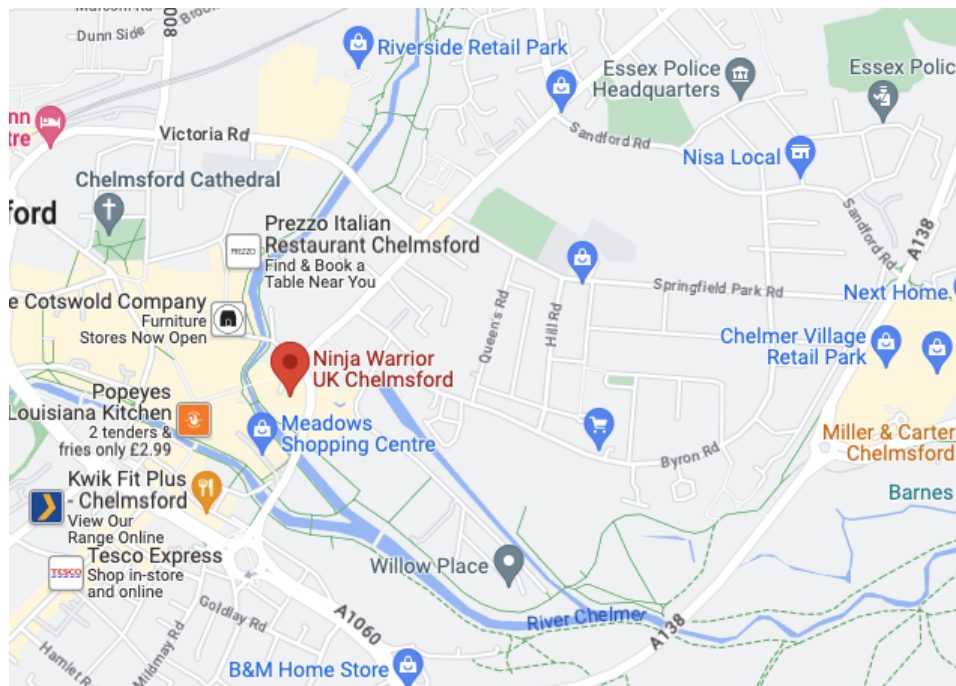
## 6. Venue Location

Ninja Warrior Guildford

32-48 Springfield Rd,

Chelmsford

CM2 6JX









## 7. Opening Hours

Day	Hours
Weekdays	12.00 - 19.00
Weekends	09.30 - 20.00

## 8. Project Management Contacts

The following individuals and companies are responsible for the management of the project.

### For NWUK Guildford

Name	Role / Company	Phone	Email
Tim Morrison	Owner	07808 943540	geoff.green@primeleisure.co.uk
Geoff Green	Owner	07778 344675	geoff.green@primeleisure.co.uk
Paul Horwood	General Manager	07920 826461	paul.horwood@primeleisure.co.uk
Jane Nolan	Catering Manager	07825 156018	Chelmsford.cafe@ninjawarrioruk.co.uk
Jack Anderson	Director - Innovation Leisure LTD	07703 799569	jack@innovationleisure.com
Fergus Campbell	ITV Studios Global Entertainment	07827 553948	fergus.campbell@itv.com
Jon Matthey	Health and Safety Advisor - ESP	07730 621480	jon.matthey@eventsafetyplan.com

## **9. Communication Management**

NWUK Chelmsford have a communication system installed to assist operational management within the venue

All radios used during the operational hours will be issued with earpieces to provide a discreet method of communication without distracting from the public experience.



## 10. Staff Accreditation

All staff at NWUK Chelmsford will have different skill sets to assist in the smooth running of the space.

These will include, but are not exclusive to:

- First Aid
  - Management - FAW
  - General Staff - EFA
- Fire Marshal's
- Food Hygiene
  - Management - level 3
  - Staff - level 2

Please refer to supporting documents for staff certification

## **11. Staff Welfare**

### **Toilets**

Toilet facilities are positioned within the venue for used by all staff and public. These will include hand washing facilities.

### **Catering**

A dedicated area will be available for a staff welfare to include tea, coffee drinking water, microwave and washing up facilities.

Catering is provided on site.

## **12. Expectant Mothers (working at NWUK)**

Please refer to separate Risk Assessment in the Supporting Documents

## 13. Roles & Responsibilities

Role	Responsibilities
Operations Team - Closed to Public	<ul style="list-style-type: none"> <li>• Monitoring fire escapes and emergency access for obstruction</li> <li>• Monitoring that storage areas on offices and non-technical areas are kept free from the build up of combustible materials</li> <li>• Encouraging Good housekeeping and maintaining corridors and access routes are free from a the build up of combustible materials</li> <li>• Monitoring overall compliance with the venue Fire Management Plan</li> <li>• Confirming that pre-opening fire zone checks have been carried out.</li> </ul>
Departmental Managers - Closed to Public	<ul style="list-style-type: none"> <li>• Coordination of evacuation of contractors</li> <li>• Monitoring that fire escapes and emergency exits are accessible and free from obstruction</li> <li>• Monitoring the storage of materials within their areas of control to ensure that they are stored safely and do not infringe fire exit routes</li> <li>• Bringing to the attention of senior managers any hazards the could result in a fire on the premises.</li> <li>• Monitoring overall compliance with the venue fire management plan within the areas of their control.</li> </ul>
H+S Advisor - All modes Operations Manager - All modes	<ul style="list-style-type: none"> <li>• Developing the venue emergency procedure.</li> <li>• Briefing of the venue emergency procedure to key personnel</li> <li>• Monitoring overall compliance with venue emergency procedures</li> </ul>

Reception Manager - Open to public	<ul style="list-style-type: none"> <li>○ Monitoring that front of house fire escapes and emergency exits are accessible and free from obstruction</li> <li>• Monitoring that reception storage areas are kept free from the build up of combustible materials.</li> <li>• Maintaining corridors and access ways free from the build -up of combustible materials throughout the reception areas</li> <li>• Monitoring overall compliance with the venue Fire Management Plan</li> <li>• Confirming with operations manager that reception pre opening fire zone checks have been carried out.</li> </ul>
Course Supervisors - All modes	<ul style="list-style-type: none"> <li>• Coordination of public movement during open mode</li> <li>• Directing public movement and assisting in the event of an evacuation</li> <li>• Monitoring overall compliance with the Venue Emergency Procedure within their areas of control.</li> </ul>
General Manager - All modes	<ul style="list-style-type: none"> <li>• Communication of evacuation status to all departments</li> <li>• Coordination of emergency evacuation.</li> </ul>
Fire Wardens - All Modes	<ul style="list-style-type: none"> <li>• Checking that fire exit routes are accessible and clear from obstruction</li> <li>• Monitoring housekeeping &amp; cable management throughout the zones</li> <li>• Checking that fire extinguishers are in position</li> <li>• Carrying out visual checks on emergency lighting</li> <li>• carrying out a sweep of the zone in the event of evacuation if it is safe to do so.</li> </ul>
All NWUK Chelmsford employees -open and closed modes.	<ul style="list-style-type: none"> <li>• Complying with all fire safety measures implemented by NWUK Chelmsford</li> </ul>
NW NWUK Chelmsford contractors & freelancers - All modes	<ul style="list-style-type: none"> <li>• Complying with all fire safety measures implemented by NWUK Chelmsford</li> </ul>



## 14. Briefings and Inductions

A new staff induction will take place as new staff are hired.

All workers/contractors must be inducted by NWUK Chelmsford Management before any work can commence.

### **Contractor Induction - contents:**

1. Welcome and introduction
2. Overview of the duties and tasks
3. Health, Safety & Evacuation
4. Welfare

**Please refer to supporting documents for contractor and new staff inductions**

## 15. Emergency Management Plan

### Venue evacuation

#### Emergency response during The Operational Phases

- In the event of an emergency inform the Duty Manager by radio.
- If necessary, activate the manual call point for the alarm system and shout "Fire" (even if the emergency is not a fire, it will attract attention)
- He/ she will immediately attend the emergency whilst a nominated second will call the emergency services as required.
- A team member will be sent to the front of the building to await the emergency services and guide them to the correct part of the venue.
- Once the emergency services have been called, all vehicle movements on site will be stopped and all access roads cleared of vehicles and pedestrians

#### Part emergency evacuation during The Operational Phases

- In the event of an emergency inform the Duty Manager by radio.
- If necessary, activate the manual call point for the alarm system, shout "Fire" (even if the emergency is not a fire, it will attract attention)
- Should it be necessary to evacuate part of the venue, the Duty Manager will work with Staff to clear personnel from the required areas to another part of the venue.
- A team member will be sent to the front of the building, to await the emergency services and guide them to the correct part of the venue
- Once the emergency services have been called, all vehicle movements on site will be stopped and all access roads cleared of vehicles, pedestrians
- The Duty Manager should ensure that the emergency services can access the site and remove any locks and gates as required.
- The RVP point for all on site staff, in the event of a part evacuation is the main car park outside the venue
- Each contractor should provide their own first aid staff.

#### Full emergency evacuation during The Operational Phases



- In the event of an emergency inform the Duty Manager by radio.
- If necessary, activate the manual call point for the alarm, shout "Fire" (even if the emergency is not a fire, it will attract attention)
- Should it be necessary to evacuate the whole venue, the Duty Manager will work with Staff to clear personnel from the required areas to the Muster Point at main car park
- All personal belongings should be left behind.
- A team member will be sent to the front of the building, to await the emergency services and guide them to the correct part of the venue
- Once the emergency services have been called, all vehicle movements on site will be stopped and all access roads cleared of vehicles, pedestrians
- The duty Manager should ensure that the emergency services can access the site and remove any locks and gates as required.
- The RVP point for all on site staff, in the event of a full evacuation is the main car park outside the venue
- Each contractor should provide their own first aid staff.

On induction, all workers will be made aware of the muster points and the evacuation procedure. they will also be informed of the policy of Run, Hide, Tell, if any suspect packages are detected.

#### **Emergency Evacuation Plan during Operational Phase**

**There will be a minimum of 4 Fire Marshals on duty during the operational phase, in addition to NWUK Chelmsford staff.**

The evacuation will be managed by the operations team. The alert will be communicated through the venue audio systems, in the event of an evacuation all sound will be cut automatically. In the event of a power failure, a battery powered backup evacuation tannoy system will be utilised.

#### **When an Alarm call point is activated:**

- The public will be taken to the muster point and held there until it is safe to retrieve their belongings. The primary muster point will be the main car park outside the venue. The secondary muster point will be the service area at the rear of the building. This can be found on the site plan and will be communicated to all staff in the safety briefing.
- In the event of mechanical or electrical breakdown, battery powered loud hailers will be used to provide instructions to the crowd.
- Emergency vehicle access will be at the main entrance or the rear service road
- During an evacuation during any of the phases, Venue Fire Marshals will sweep the buildings to ensure everybody has left the site.

All public and personnel on-site will be instructed, via the PA system, to evacuate the site in the case of emergency. They will be requested to make use of stairs and ramps (if safe to do so) and to make their way to the nearest emergency door exit.

**"Ladies and Gentlemen, unfortunately we must evacuate the venue. Please quickly but carefully follow our venue personnel out of the venue to the nearest emergency exit to the muster point. You will be able to collect your belongings when it is safe to do so."**

**Please Refer to supporting Documents for Fire Marshal Handbook**

## 16. Fire Safety Provision

**Please refer to separate Fire Management booklet within Supporting Documents for full details**

**Please Refer to Supporting Documents for:**

- Fire Exit Routes Plan
- Fire Equipment Location Plan

## 17. Medical Provision

The nearest Hospital with 24hrs A+E Department is:

Broomfield Hospital,

Court Rd,

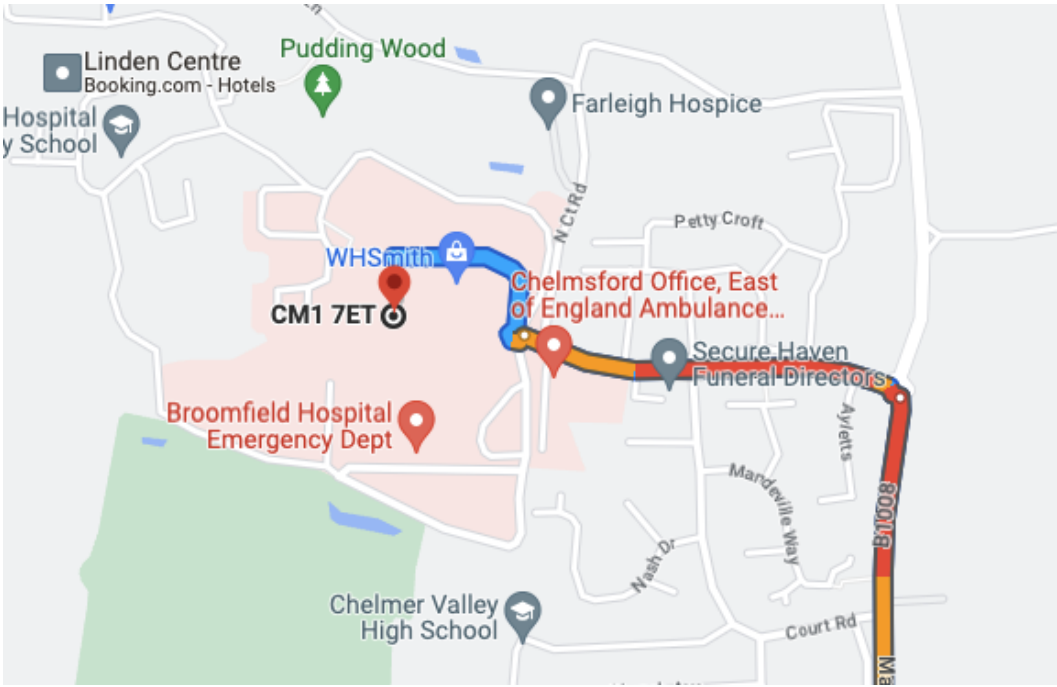
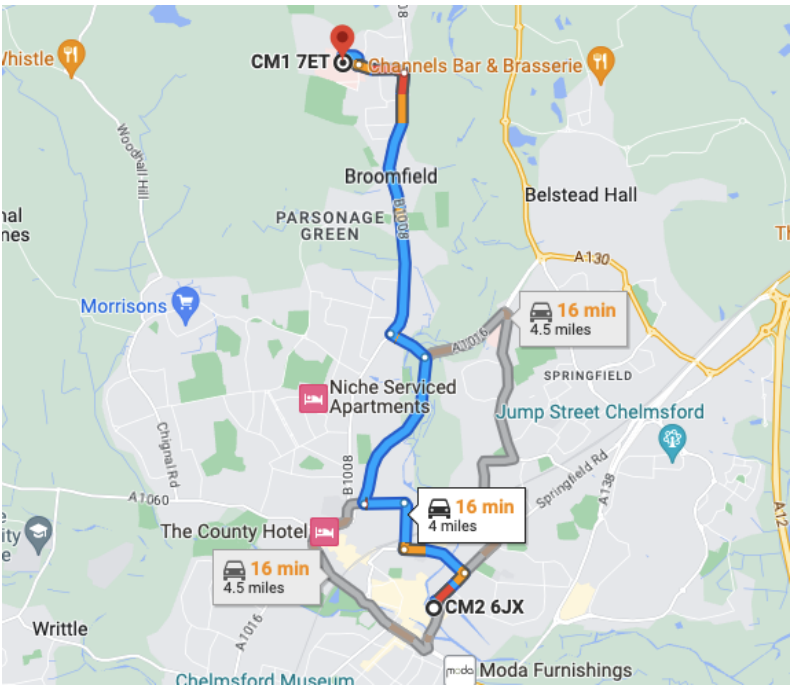
Broomfield,

Chelmsford CM1 7ET

### First Aid and Emergency Response

The primary responsibility is to preserve life and first aid will be administered if required and until the emergency services attend.

- The provision of adequate first aid resources have been agreed between the relevant parties on site
  - Those members of staff expected to continue their role as first aiders have been included in discussions and planning to ensure they are confident in the role they are expected to undertake and still feel able to fulfil it in current circumstances
  - Emergency plans including contact details are kept up to date
  - Consideration has also been given to potential delays in emergency services response, due to the current pressure on resources
  - NWUK Chelmsford will consider preventing or rescheduling high-risk work or providing additional competent first aid or trauma resources.
  - NWUK Chelmsford will ensure on-site first aid kits are always replenished with gloves, resuscitation shields, hand sanitiser and dedicated bags for disposal of medical items.
- 
- The minimum level of cover is: x2 - Level 3, First Aiders on shift at any time
  - NWUK Chelmsford will have 30-50% of Staff trained in First Aid





## 18. Incident Reporting

In the case of a specified injury on site, the information must be passed on to the HSE in line with RIDDOR 2013 (Reporting of Incidents, Disease and Dangerous Occurrences Regulations).

This includes:

- Death
- Hospitalisation of a third party (for example a member of the public)
- An employee being unable to return to work after 7 days due to an accident at work
- Fractures (excluding fingers, toes or thumbs)
- Amputation
- Loss of sight
- Chemical or hot metal burn
- Penetrating injury to the eye
- Injury leading to unconsciousness or which results in the person being detained in hospital for more than 24 hours
- An acute illness requiring medical treatment arising from exposure to biological agent or other substance.

The incident reporting form is available at: [www.hse.gov.uk/riddor/report.htm](http://www.hse.gov.uk/riddor/report.htm)

Or online

[online form](#)

All accident reports will be shared with the Local Authority / Health & Safety Executive as required, as part of the on-going safety management program. In addition, near misses and dangerous occurrences will also be logged and held on file after each occurrence to help improve overall site safety and spot any trends that might require additional control measures.

All employees/contractors must report any near miss, accident or injury to the Venue Manager when on site. Details of all accidents will be entered into the company's accident record book using the online 'Safety First Package'.

It will be the responsibility of the Directors to notify the Health & Safety Executive in respect of any accident or occurrence for which notification is required by the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1997 (RIDDOR).

## 19. Site Security

### Security Staff

There will be 24 hour security for the external of the site, provided by the Retail Park

Their role will be:

- Prevention of access to unauthorised personnel
- Checking of access credentials
- Advising site management of deliveries
- Maintaining a watch over the site activities to reduce the likelihood of theft from site

### CCTV

Access doors / routes and park areas will be monitored by CCTV systems which will offer a recording facility.

## 20. Venue Security During Opening Hours

Staff will have radio comms between themselves and the Duty Manager.

Staff have set positions as defined by audience movement and activity, however, at the end of public arrivals, a number of front of house staff are freed up which will allow them the flexibility to take on a reactive role if required. Most staff will move between positions depending on the different parts of the venue being used at different times.

Minimum Staffing levels of 3 supervisors on the court at any time must be observed during quieter times:

- Fixed Obstacles
- Inflatable
- Mount Sasuki

There will be ratio of 1:30 staff to customers during busier times



## 21. Drugs Policy / Entry Policy

### Drug Policy

NWUK Chelmsford operate a zero tolerance policy on drug use on site. This applies to Public and staff.

If a customer is in possession of what is thought to be a class A drug (Heroin, methadone, cocaine, Ecstasy, LSD, amphetamines (if prepared for injection) or magic mushrooms), regardless of the amount involved, the police will be called using the 101 system and the person found in possession of the drugs held under citizen arrest.

If a customer is found in possession of a small amount of suspected illegal drugs not covered in the list above and those drugs are deemed to be for personal use, these will be confiscated, placed in sealed bag, labelled and left in the drugs safe. The incident will be recorded on an incident report together with the customer's details, if they are given. Any suspected illegal drugs found, together with details of the incident, will be passed at an appropriate time to the police who will determine what further action will be taken. Where a customer refuses to hand over the suspected drugs, the police will be called immediately.

### **The customer will be refused entry.**

- If security, staff or visitors find suspected illegal drugs on the premises, the drugs will be removed to the drugs safe, having first been bagged and labelled. Any drugs found, together with details (day/time etc), will at an appropriate time be passed to the police.
- If a large amount of suspected illegal drugs is discovered or staff have grounds for suspecting dealing may be taking place within the premises, the police will be called immediately.
- **If for any reason staff suspect that a person may put others in danger with their actions**

## 22. Public Disorder

- Over enthusiastic members of the public asked to take a time out to calm down
- All staff on radio to be prepared to respond to a call from a member of staff having difficulties with anti social behaviour
- Set procedures in place regarding anti social behaviour
  - Be polite but firm
  - Do not put yourself in danger
  - Request the person / persons keep calm stop the behaviour
  - Be prepared to escalate to upper management
  - If any employee regards themselves or others to be in danger of impending physical abuse or any other sort of public disorder, call 999 and request immediate assistance
- The situation will be reviewed regularly and changes made if required.

## **23. Venue Capacities**

NWUK Chelmsford , under normal conditions will operate with a capacity of 202 public on the courses, with a further 202 public spectators, guardians, and up to 25 staff within the venue.

## **24. Covid - 19 Protocols**

**Please refer to Separate Covid -19 protocols Safety Plan**

## 25. Audience Demographics

The adventure park is promoted via social media, print and word of mouth.

The anticipated demographic of the audience is 60/40 Male/Female, with an age range of between 3 and 60. Historical data from our sister sites, shows that the audience profile is predominantly one of families with children and teenagers.

Data from our sister sites show, that approximately 0.2% of attendees will have access requirements, therefore for every 1000 attendees this will be approx 2 persons requiring assistance. Wheelchair spaces will be allocated on booking for each session and accessible parking is be offered on site. The site has been designed with accessibility in mind, including (but not limited to):

- Accessible sanitary facilities
- Ramped accesses to public areas
- Ramped access and egress points
- Assistance for patrons with access issues

## **26. Audience Logistics**

### **INGRESS**

NWUK visitors will be encouraged to use public transport to access NWUK Chelmsford

Regional Bus services run to the venue

There is a public car park for vehicles

### **EGRESS**

When the session ends, the public will be directed out of the venue and into the venue car park.

Taxi pickup will be available from the front of the venue

The management team will ensure that public will not be allowed to leave site with any food or drink from the venue.

## 27. Increased Injury rates During Peak Times

NWUK have identified increased injury rates on certain obstacles while at peak capacity

To Aid in accident reduction rates, the following measures may be taken:

- Operating with a 20% reduction in capacity
- Supervision of obstacles that have been identified with increased injury rates eg. Warped Wall
- Guidance offered to participants in the correct procedures when using the obstacles by supervising staff.
- Signage displayed to explain correct procedures for the obstacles in question

## **28. Operational Phase Tech. Management**

Internal - A suitable level of lighting will be achieved by a range of different lighting options throughout the internal venue space. All egress points will be illuminated.

Sound - all music will be controlled by the Operations Team

Inflatables - Will be controlled by the Operations Team

EPOS - Managed by Reception Manager

Roller booking system - Managed by Reception Manager



## 29. Disabled Mobility Arrangements

### Introduction

These arrangements will be subject to ongoing appraisal and review during the running of the venue by the operations teams to ensure that they remain relevant and current. Any significant changes to these arrangements will be incorporated into the plan.

Public are asked to confirm any specific requirements ahead of their attendance via email.

On arrival, a dedicated staff member will be made available to assist people with accessibility needs.

### Accessibility

The venue is wheelchair accessible (including electric and mobility scooters).

Accessible toilets with dedicated signage are located within the venue. Catering areas do not have lowered counters but staff offer personalised service as required and have been trained accordingly.

### Emergency Evacuation Plans

Disabled persons will be discreetly 'shadowed' by a member of the front of house staff and give any person with reduced mobility assistance to an exit/assembly point. In the event of an evacuation, people with accessibility requirements will be taken by staff, who will manage their safe evacuation. No person requiring assistance will be left on their own.

**Please refer to Separate Disabled Persons Risk Assessment in the Supporting Documents Section**

## 30. Catering

All catering is managed by NWUK Chelmsford

Catering will offer hot and cold food and beverages, and pre-packed snacks.

Once at the venue, checks will be made by management staff to ensure compliance with the food safety guidelines set out by Food alert.

**Please refer to Supporting Documents for catering hygiene certificates**

**Please refer to Supporting Documents for Catering Checklist and Procedures.**

## **31. Cash Handling / Security**

- This venue will be a cashless,
- No Cash will be present on site
- All consumables / Merchandise will be Credit card only

## 32. Contractor Selection

Selection of contractors will be largely undertaken based on their previous experience of working with the Client and/or similar projects, along with proven track record and recommendations. They will be expected to provide thorough safety paperwork and evidence of training and insurance documentation required by The Client.

NWUK Chelmsford , as the Client ,will ensure the following:

- A suitable contractor will be selected with the right skills and knowledge to do the job safely and without risks to health and safety
- The risks associated with the project will be assessed by NWUK Chelmsford and their contractors
- Provision of information, instruction and training to employees and the provision of appropriate information to contractors on the risks from NWUK Chelmsford activities and the controls in place.
- Effective communication, co-operation and co-ordination to ensure the health and safety of everyone who could be affected by NWUK Chelmsford activities

### 33. Contractor List

Name	Supply	Email	Phone
Heather Wildman - Brakes	Catering	heather.wildman@brakes.co.uk	
Landlord	General Waste		
Sam Fletcher - Simply Washrooms	Personal Hygiene Waste	sam.fletcher@simplywashrooms.com	07530 687113
Innovation Leisure	Electrician		
Innovation Leisure	Maintenance		

## 34. Existing Utility Services & Facilities

Water supply is available, but will mainly only be used for washing & toilet flushes. A potability test will be undertaken.

Drinking water will be supplied to staff & audience from bottles or water coolers around site.

Service	Provision
Potable Water	Venue
Mains Power	Venue
Mains Drainage	Venue
Internet	Venue
Fire Alarm System	Venue
Fire detection system	Venue

## 35. Substances Hazardous to Health

The Control of Substances Hazardous to Health Regulations (2002) manage the use of hazardous substances in the workplace. At this stage it i thought that only cleaning chemicals will be used, however this section will be updated and the relevant interested parties informed.

- NWUK Chelmsford must ensure that their staff have the correct training and PPE to carry out the tasks requested of them.
- NWUK Chelmsford must supply their own COSHH Risk Assessments and Method Statements for the work they will be carrying out.

**Please refer to separate Covid-19 cleaning protocols for full cleaning regime**

## **36. Deliveries / Traffic Management**

### **Service Vehicles**

All vehicles will access the venue directly from the rear loading bay areas.

At all times site security will manage access to the vehicle route.

An assessment of the entrance way, routes to site and any obstacles will be made, and delivery directions sent to all contractors with specific information for different classes of vehicle. Where necessary, delivery drivers will be inducted into the site rules prior to access.

### **Staff Parking**

Staff will be directed to use the main car park or public transport to access the venue.

### **Public Parking**

The public usually take public transport or use their own cars to access NWUK Chelmsford

### **Emergency Access**

In the event that the emergency services are called, emergency vehicles will access the site via the vehicle access route and be directed to the RVP at the entrance to the venue or a briefing by the Duty Manager.



## **37. Waste Management**

Waste collection is provided by Landlord

Cans, cardboard, paper and plastic will be recycled

Clinical Waste (sanitary, Nappy Bins) is provided by Simply Washrooms

## **38. Noise Management**

### **Introduction**

The management of sound is a critical part of the creation of a venue space such as that proposed by NWUK Chelmsford. As the venue is within a retail park, there are no anticipated noise issues.

## 39. Working at Height

Working at Height is managed under the Work at Height Regulations (2005)

Working at height remains one of the biggest causes of fatalities and major injuries. Common cases include falls from ladders and through fragile surfaces. 'Work at height' means work in any place where, if there were no precautions in place, a person could fall a distance liable to cause personal injury (for example a fall from an upper level of a temporary demountable structure).

### Overview

Staff are reminded of duties under the Work at Height Regulations 2005 which must be complied with. As part of the Regulations, all staff must ensure:

- all work at height is properly planned and organised;
- those involved in work at height are competent;
- the risks from work at height are assessed and appropriate work equipment is selected and used;
- the risks from fragile surfaces are properly controlled; and
- equipment for work at height is properly inspected and maintained.
- avoid work at height where they can;
- use work equipment or other measures to prevent falls where they cannot avoid
- working at height; and
- where they cannot eliminate the risk of a fall, use work equipment or other measures to minimise the distance and consequences of a fall should one occur

### Scaffold Towers

- Where a scaffold tower is to be supplied by a contractor, the contractor must provide a competent member of staff to construct and sign off the construction of the tower.
- Contractors should ensure that they have all component parts for their scaffold towers including outriggers and toe boards where supplied.
- The use of access platforms on site should follow the user recommendations set out by the supplier. In general terms the platform should not be moved whilst it is occupied by any member of staff unless manufactured to do so e.g. Cherry Picker/ Scissor Lifts.

### MEWPs and Access Equipment

Working At Height plant machinery that will be used on site is detailed in the Plant, Machinery and Vehicles section of this CPP.

### Personal Protective Equipment (PPE)

- As a last resort, and where no other option is available, PPE must be worn when working on any structure where there is a risk of falling greater than 1.8m
- The correct PPE should be used when operating plant and machinery
- Hard hats should be worn by those working beneath those working at height

## **40. Slips Trips and Falls**

All staff are to be briefed on ensuring good housekeeping, preventing items causing trip hazards to others and hazard spotting.

The Operations Manager will manage the site throughout, to remove/mitigate these hazards where possible.

The installed steps and access points will have a contrasting edge on the bullnose of the step.

## 41. Manual Handling

It is well accepted that manual handling is one of the most common causes of absence through workplace injury. These injuries may often have long-term effects, severely affecting earning potential and subsequently lifestyle and leisure activities.

Where possible, mechanical means will be used to undertake material handling to eliminate or reduce the amount of lifting which is required.

The management of the safety of manual handling is governed by Manual Handling Operations Regulations 1992 (MOHR) where manual handling is interpreted as the transporting or supporting of any load.

Individual risk assessments and method statements will be provided by each of the contractors, and manual handling will be highlighted as a risk within the induction process.

Specifically, the acronym T.I.L.E. can be used to undertake a manual handling assessment:

### The Task

- Bending and stooping to lift a load significantly increases the risk of a back injury.
- Items should ideally be lifted from no higher than knee-height to no higher than shoulder height.
- Outside this range, lifting capacity is reduced and the risk of injury is increased.
- When items are required to be lifted from above shoulder height, a stand or suitable means of access should be used.
- Items which are pushed or pulled should be as near to waist level as possible.
- Pushing is preferred, particularly where the back can rest against a fixed object to give leverage.
- Carrying distances should be minimised, especially if the task is regularly repeated.
- Repetitive tasks should be avoided whenever possible.
- Tasks which involves lifting and carrying should be designed in such a way as to allow for significant rest breaks (rotation of tasks) of to avoid fatigue.
- Avoid tasks which require twisting the body where ever possible.

### The Individual

- The consideration must be given to age, body weight and physical fitness.
- Regard must be given to personal limitation, employees must not attempt to handle those which are beyond their individual capability.
- Assistance must be sought where this is necessary.
- Persons with genuine physical or clinical reasons for avoiding lifting should be made allowance for, as should pregnant women, who should not be required to undertake hazardous lifting or carrying tasks.
- Significant knowledge and understanding of the work is an important factor in reducing the risk of injury.
- Individuals undertaking lifting of carrying will be given suitable instruction, training and information to undertake the task with minimum risk.

### **The Load**

- The Load should be kept as near as possible to the body trunk to reduce strain and should be not of such size as to obscure vision.
- An indication of the weight of the load and the centre of gravity should be provided where appropriate. Unstable loads should be handled with particular caution. The change in the centre of gravity is likely to result in over balancing.
- Ensure there is a secure hand hold, using gloves were necessary to protect against sharp edges or splinters.

### **The Environment**

- There must be adequate space to enable the activity to be conducted in safety and the transportation route must be free from obstruction.
- Lighting, heating and weather conditions must be taken into account.
- Floors another working services must be in a safe condition, and adequate ventilation is required, particularly where there is no natural ventilation

### **Other factors**

- The use of personal protective equipment may be necessary whilst carrying out manual handling activities. If the use of personal protective equipment restricts safe and easy movement, this should be reported.
- Constant interruptions from other employees must be avoided, as this can reduce the concentration of an individual.

### **Safe System of Work**

- Poor lifting and carrying techniques can result in discomfort and increase the risk of injury.
- In extreme circumstances, these injuries can have permanent effects. These risks can be reduced by adopting the following simple precautions:
  - Ensure that formalised systems of work have been designed for the work activity are complied with.
  - Make full and proper use of aids to lifting and carrying, such as trolleys, and lifting equipment
  - Store heavy items between the shoulder and hip height. Where possible only store small, light items above shoulder or below knee height.
  - Use the legs and knees to bend and lift - do not stoop or bend the back.
  - Avoid tasks which require stretching or twisting.
  - Ensure that there are no sharp, hot or cold edges which could cause injury.
  - Ensure that walkways are free from obstructions.
  - Make full and proper use of personal protective equipment.
  - Ensure that regular rest breaks are taken where manual handling activities are repetitive to prevent the onset of fatigue.
  - Report any problems or concerns associated with manual handling operations to a responsible person without delay.



## **42. Personal Protection & Safety Equipment**

The following personal protective equipment (PPE) and safety equipment has been identified as part of the control measures within this project's risk assessments.

## Safety Induction

- Alcohol & Drugs Usage : Accident caused by mental and/or physical impairment
- Attendance of Emergency Services : Delays to emergency response
- Emergency Evacuation : Delayed or incomplete evacuation
- Safety Management : Contractor competency & safety
- Operational Safety Management : Persons unaware of safety responsibilities
- Emergency Equipment : Risk of injury or damage to property due to insufficient fire fighting equipment
- Emergency evacuation : Obstructed exit routes leading to serious injury or fatality
- Flame Retardancy : Risk of injury through flame spread through flammable materials
- Means of raising the alarm : Risk of injury or damage to property due to inability to raise the alarm in the event of an emergency
- Use of flammable materials : Flammable materials coming in to contact with sources of ignition
- Long Working Hours : Fatigue, causing personal injury and / or property damage
- Storage of equipment / stock : Risk of injury or damage to property through improper storage
- Transporting materials / stock within the venue : Staff injury due to manual handling
- Work at height - Staff : Personal injury to those beneath work at height due to falling objects
- General Operations : Fire
- General Operations - Staff : Slips, trips & falls
- Fall from height - Staff / Contractors : Personal injury due to falls from height
- Using substances harmful to health : Risk to health and welfare of those who come in to contact with harmful substances
- General Venue Operations : Electrical fault
- Food Preparation : Cross Contamination / Injuries While Preparing Food
- Par Cour : Risk of Injury
- Vulnerable people with Anxiety : Risk of public getting anxiety when on obstacles
- Inflatable Obstacle Course : Deflation of inflatable course
- Public Disorder : Injury due to antisocial behaviour
- Increased Injury Rates During Peak Times : Injury due to unsupervised obstacles
- Transporting Food And Equipment Between The Ground And First Floor : Slips trips and falls / Impact with other Staff
- Cleaning Procedures : Injury due to not carrying out correct cleaning procedures / incorrect use of cleaning chemicals
- Catering Duties : Burns / Scalds
- Crowd Control : Crush Injuries / Fall from Height
- Handling of Sharp Objects : Cuts
- Use of High chairs and Baby Changing Facilities : Fall from Height
- Internal Door Safety : Trapped Fingers
- Contaminated Water Supply : Legionellosis / Pontiac fever / Lochgoilhead fever

- General Work Duties - Noise : Hearing Loss
- Food Preparation / Serving / Consuming : Allergic Reaction / Anaphylactic Shock
- Child / Vulnerable People Safeguarding : Lost Child / Exposure to dangerous or inappropriate behaviour

## **Signage**

- Attendance of Emergency Services : Delays to emergency response
- Emergency Evacuation : Delayed or incomplete evacuation
- Emergency Equipment : Risk of injury or damage to property due to insufficient fire fighting equipment
- Emergency evacuation : Obstructed exit routes leading to serious injury or fatality
- Use of flammable materials : Flammable materials coming in to contact with sources of ignition
- Work at height - Staff : Personal injury to those beneath work at height due to falling objects
- General Operations : Fire
- General Operations - Staff : Slips, trips & falls
- Using substances harmful to health : Risk to health and welfare of those who come in to contact with harmful substances
- Food Preparation : Cross Contamination / Injuries While Preparing Food
- Operational Phase with Reduced Lighting : Slips Trips and Falls
- Transporting Food And Equipment Between The Ground And First Floor : Slips trips and falls / Impact with other Staff

## **Fire Fighting Equipment**

- Emergency Evacuation : Delayed or incomplete evacuation
- Emergency Equipment : Risk of injury or damage to property due to insufficient fire fighting equipment
- Use of flammable materials : Flammable materials coming in to contact with sources of ignition
- Rubbish accumulation : Risk of injury or damage to property from combustion of accumulated materials
- General Operations : Fire
- Using substances harmful to health : Risk to health and welfare of those who come in to contact with harmful substances

## **Emergency Lighting**

- Emergency Evacuation : Delayed or incomplete evacuation
- Rubbish accumulation : Risk of injury or damage to property from combustion of accumulated materials
- General Operations : Fire

## **Safety Signage**

- Means of raising the alarm : Risk of injury or damage to property due to inability to raise the alarm in the event of an emergency
- Par Cour : Risk of Injury
- Inflatable Obstacle Course : Deflation of inflatable course
- Cleaning Procedures : Injury due to not carrying out correct cleaning procedures / incorrect use of cleaning chemicals

## **Induction**

- Use of flammable materials : Flammable materials coming in to contact with sources of ignition
- Rubbish accumulation : Risk of injury or damage to property from combustion of accumulated materials
- Using substances harmful to health : Risk to health and welfare of those who come in to contact with harmful substances
- Public using Obstacle Course : Fall from Height

## **Fire Bucket**

- Use of flammable materials : Flammable materials coming in to contact with sources of ignition

## **Gas cage**

- Use of flammable materials : Flammable materials coming in to contact with sources of ignition

## **Gloves**

- Storage of equipment / stock : Risk of injury or damage to property through improper storage
- Transporting materials / stock within the venue : Staff injury due to manual handling
- Using substances harmful to health : Risk to health and welfare of those who come in to contact with harmful substances

## **Safety Shoes**

- Storage of equipment / stock : Risk of injury or damage to property through improper storage
- Transporting materials / stock within the venue : Staff injury due to manual handling
- Using substances harmful to health : Risk to health and welfare of those who come in to contact with harmful substances

## **Barrier**

- Work at height - Staff : Personal injury to those beneath work at height due to falling objects
- General Operations - Staff : Slips, trips & falls

## **Safety Harness**

- Work at height - Staff : Personal injury to those beneath work at height due to falling objects

## **Secondary Lighting**

- General Operations : Fire

## **Disposable Gloves**

- Using substances harmful to health : Risk to health and welfare of those who come in to contact with harmful substances
- Food Preparation : Cross Contamination / Injuries While Preparing Food
- Cleaning Procedures : Injury due to not carrying out correct cleaning procedures / incorrect use of cleaning chemicals

## **First Aid Kit**

- Using substances harmful to health : Risk to health and welfare of those who come in to contact with harmful substances
- Flashing Lights : Epilepsy

## **Eye protection**

- Using substances harmful to health : Risk to health and welfare of those who come in to contact with harmful substances
- Cleaning Procedures : Injury due to not carrying out correct cleaning procedures / incorrect use of cleaning chemicals

## **Face Mask**

- Using substances harmful to health : Risk to health and welfare of those who come in to contact with harmful substances

## **White Gaffer Tape**

- Operational Phase with Reduced Lighting : Slips Trips and Falls

### **Low Level Lighting**

- Operational Phase with Reduced Lighting : Slips Trips and Falls

### **Safety Netting**

- Par Cour : Risk of Injury

### **Crash Matts**

- Par Cour : Risk of Injury

### **Correct Uniform**

- Catering Duties : Burns / Scalds

### **Periodic Checks**

- Use of High chairs and Baby Changing Facilities : Fall from Height

### **Finger Entrapment Guards**

- Internal Door Safety : Trapped Fingers

### **Hearing Protection**

- General Work Duties - Noise : Hearing Loss

### **Epi Pens**

- Food Preparation / Serving / Consuming : Allergic Reaction / Anaphylactic Shock

### **Grip Socks**

- Mount Sasuki : Fall from height / being struck by a falling person / Collisions at the bottom of the slide

## Risk Assessment 1

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Attendance of Emergency Services		
<b>Hazards</b>	Delays to emergency response		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	4	Serious
	Risk rating	16	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>One nominated and named person (with a nominated deputy) will be responsible for calling the emergency services.</li> <li>The emergency services procedure will be written and kept in the Operational Management Plan.</li> <li>The nominated person will be clear on the location of the venue and identify how to explain the location to the emergency services.</li> <li>The site design has given consideration for access by emergency vehicles, including nearest entrances, height, width and weight restrictions to avoid any delays in getting emergency vehicles where they are needed.</li> <li>A nominated person will meet the emergency services at the RVP and direct them to the incident.</li> <li>A nominated person will check that the location of the venue assembly point does not block the route for the emergency services.</li> <li>A communication system is in place (e.g. radios, mobile telephones) to ensure fast communication is possible when liaising with the emergency services and navigating vehicles on to site.</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Signage	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	1	Very unlikely
	Severity	4	Serious
	Risk rating	4	No further action, but ensure controls are maintained
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 2

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Emergency Evacuation		
<b>Hazards</b>	Delayed or incomplete evacuation		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	4	Serious
	Risk rating	16	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>• An emergency evacuation strategy has been developed and forms part of the Operational Management Plan</li> <li>• The emergency evacuation strategy will be communicated to all staff, security, contractors and operations team members</li> <li>• The emergency evacuation strategy will be re-briefed at the commencement of each shift</li> <li>• All staff will be briefed regarding the layout of the venue, including exit doors, routes and assembly points.</li> <li>• Staff, contractors and attendees will be asked to leave personal belongings in the event of an evacuation.</li> <li>• The venue will be designed with sufficient exit routes.</li> <li>• A nominated person will ensure that good housekeeping is maintained to ensure clear exit routes.</li> <li>• An assembly point will be pre-agreed and communicated to all staff and contractors. Additional signage will be installed to demarcate this as required.</li> <li>• Battery back-up communications systems are used within the venue to ensure that clear and concise communication can be undertaken in the event of an emergency</li> <li>• All key security, operational, and technical staff are connected via the same communications system</li> <li>• A clear management chain-of-command is in place for the management of an emergency situation</li> <li>• Battery back-up lighting systems to be used to guide and provide lighting to emergency exit routes and places of safety in the event of an electrical failure.</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Signage, Fire Fighting Equipment, Emergency Lighting	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	4	Serious
	Risk rating	8	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024



### Risk Assessment 3

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Operational Safety Management		
<b>Hazards</b>	Persons unaware of safety responsibilities		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	4	Serious
	Risk rating	16	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>• Permanent staff to undertake training (either regularly as a team or on induction as required) to explain their role and responsibility under the UK legal requirements of The Health &amp; Safety at Work Act 1974 (HASAWA 1974), The Management of Health &amp; Safety at Work Regulations 1999 (MHWSR 1999) and any other legislation as appropriate.</li> <li>• Training records will be kept by the organiser and can be produced on request.</li> <li>• Temporary or freelance staff to be advised or inducted either before they come to site or when they arrive on site of their responsibilities - HASAWA 1974.</li> <li>• Supervising staff to be required to provide all necessary information to allow contractors and freelancers to undertake their role safely - MHSWR 1999.</li> <li>• All permanent staff will ensure that clear (written, if required) instructions are given and temporary workers are informed of any safety considerations - MHSWR 1999.</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	4	Serious
	Risk rating	8	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey	<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024	

## Risk Assessment 4

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	General Operations		
<b>Hazards</b>	Fire		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	5	Major
	Risk rating	20	Stop activity and make immediate improvements
<b>Control measures</b> <ul style="list-style-type: none"> <li>• A fire risk assessment will be undertaken by a person with sufficient training, experience &amp; skills of identifying fire hazards and control measures.</li> <li>• The accumulation of combustible materials (e.g. cardboard boxes, packaging etc.) will be prevented by instigating regular inspections of the venue.</li> <li>• All staff and contractors will be instructed to keep work areas clear and free from debris. Particular attention will be paid to areas near electrical equipment, emergency exits, vehicle movement and public smoking areas.</li> <li>• Flammable fuels, gases and chemicals will be transported, handled, stored and used in accordance with their own specific risk assessments and material safety data sheets (MSDS)</li> <li>• Materials used in scenic and structural constructions will be fire rated to relevant British Standard numbers.</li> <li>• Electrical equipment will be electrically safety tested annually (PAT).</li> <li>• Additional fire fighting equipment will be deployed in high risk areas, especially where electrical equipment is congregated.</li> <li>• Smoking will not be allowed.</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Signage, Fire Fighting Equipment, Emergency Lighting, Secondary Lighting	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	5	Major
	Risk rating	10	Look to improve within specified timescale
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 5

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV													
<b>Activity</b>	Emergency Equipment														
<b>Hazards</b>	Risk of injury or damage to property due to insufficient fire fighting equipment														
<b>Location</b>	NWUK Chelmsford Venue														
<b>Stage of project</b>	Operational Phase														
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors														
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible												
	Severity	4	Serious												
	Risk rating	12	Look to improve within specified timescale												
<b>Control measures</b> <ul style="list-style-type: none"> <li>Fire extinguishers will be placed around the venue</li> <li>Different types of extinguisher will be deployed depending on their location and intended use</li> </ul> <table border="1"> <tr> <td><b>Class A:</b></td> <td>SOLIDS such as paper, wood, plastic etc</td> </tr> <tr> <td><b>Class B:</b></td> <td>FLAMMABLE LIQUIDS such as paraffin, petrol, oil etc</td> </tr> <tr> <td><b>Class C:</b></td> <td>FLAMMABLE GASES such as propane, butane, methane etc</td> </tr> <tr> <td><b>Class D:</b></td> <td>METALS such as aluminium, magnesium, titanium etc</td> </tr> <tr> <td><b>Class E:</b></td> <td>Fires involving ELECTRICAL APPARATUS</td> </tr> <tr> <td><b>Class F:</b></td> <td>Cooking OIL &amp; FAT etc</td> </tr> </table> <ul style="list-style-type: none"> <li>All extinguishers will be serviced in line with guidance and manufacturer's recommendations</li> </ul>				<b>Class A:</b>	SOLIDS such as paper, wood, plastic etc	<b>Class B:</b>	FLAMMABLE LIQUIDS such as paraffin, petrol, oil etc	<b>Class C:</b>	FLAMMABLE GASES such as propane, butane, methane etc	<b>Class D:</b>	METALS such as aluminium, magnesium, titanium etc	<b>Class E:</b>	Fires involving ELECTRICAL APPARATUS	<b>Class F:</b>	Cooking OIL & FAT etc
<b>Class A:</b>	SOLIDS such as paper, wood, plastic etc														
<b>Class B:</b>	FLAMMABLE LIQUIDS such as paraffin, petrol, oil etc														
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<b>Class D:</b>	METALS such as aluminium, magnesium, titanium etc														
<b>Class E:</b>	Fires involving ELECTRICAL APPARATUS														
<b>Class F:</b>	Cooking OIL & FAT etc														
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Signage, Fire Fighting Equipment													
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	1	Very unlikely												
	Severity	4	Serious												
	Risk rating	4	No further action, but ensure controls are maintained												
Controls to be reviewed, monitored and checked on site by:		Venue Manager													
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024												

## Risk Assessment 6

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Emergency evacuation		
<b>Hazards</b>	Obstructed exit routes leading to serious injury or fatality		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible
	Severity	4	Serious
	Risk rating	12	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>• All staff, contractors will be informed (during their site induction) that aisle ways must be kept clear</li> <li>• All staff, contractors will be informed (during their site induction) that doorways must be kept clear</li> <li>• Daily inspections (pre-opening) will be undertaken by the operations teams to ensure that all routes and doorways are clear</li> <li>• Daily inspections (pre-opening) will be undertaken by the operations teams to ensure that all external routes and gateways are clear</li> <li>• Where necessary, signage will be used to remind staff and contractors that routes should be kept clear</li> <li>• Where necessary routes will be marked on the floor with paint / tape to show areas that must be kept clear</li> <li>• Assessments will be made of equipment which is stored onsite to ensure that               <ul style="list-style-type: none"> <li>◦ It does not block a fire route</li> <li>◦ It does not block the lighting of, or the lit signage of an exit way</li> <li>◦ It cannot fall or become dislodged in a way as to cause a blockage</li> <li>◦ Cannot be removed to an offsite location to reduce onsite storage requirements</li> </ul> </li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Signage	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	4	Serious
	Risk rating	8	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 7

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Flame Retardancy		
<b>Hazards</b>	Risk of injury through flame spread through flammable materials		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	4	Serious
	Risk rating	16	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>Where possible set pieces, materials and decor will be manufactured from inherently flame retardant materials</li> <li>If this is not possible, all elements will be treated with flame retarding materials and tested for compliance</li> <li>Retreating will take place in line with manufacturers guidance</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	4	Serious
	Risk rating	8	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 8

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Means of raising the alarm		
<b>Hazards</b>	Risk of injury or damage to property due to inability to raise the alarm in the event of an emergency		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	4	Serious
	Risk rating	16	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>• Thorough briefing on emergency procedure</li> <li>• Familiarisation of venue layout</li> <li>• Set material and fabric used on site are fire retardant</li> <li>• Regular venue check during the operating hours</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Safety Signage	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	1	Very unlikely
	Severity	4	Serious
	Risk rating	4	No further action, but ensure controls are maintained
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 9

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Use of flammable materials		
<b>Hazards</b>	Flammable materials coming in to contact with sources of ignition		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	4	Serious
	Risk rating	16	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>• Flammable materials will be stored in line with manufacturers guidance</li> <li>• The storage of materials (paper, wood, equipment etc) will be in a tidy and well-planned manner</li> <li>• Rubbish will not be allowed to accumulate on the site, with daily and continuous cleaning of all areas</li> <li>• Bins will be stored away from other equipment</li> <li>• Smoking will be prohibited in all areas other than designated smoking areas, and specifically in storage areas</li> <li>• See also the risk assessment / method statement for the use of flammable materials as a part of the performance</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Signage, Fire Fighting Equipment, Induction, Fire Bucket, Gas cage	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	4	Serious
	Risk rating	8	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 10

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Rubbish accumulation		
<b>Hazards</b>	Risk of injury or damage to property from combustion of accumulated materials		
<b>Location</b>	Catering Area, Storage areas, NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Visitors, Crew		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible
	Severity	4	Serious
	Risk rating	12	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>Contractors will be made aware that they are responsible for their own waste disposal</li> <li>Operations staff will undertake daily checks of all areas for accumulation</li> <li>Stock, equipment and consumable storage will not be allowed to allow for rubbish accumulation</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Fire Fighting Equipment, Emergency Lighting, Induction	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	4	Serious
	Risk rating	8	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024



## Risk Assessment 11

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	General Venue Operations		
<b>Hazards</b>	Electrical fault		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible
	Severity	3	Moderate
	Risk rating	9	Look to improve at next review
<b>Control measures</b> <ul style="list-style-type: none"> <li>The power supply and distribution system will be designed and installed by a competent contractor.</li> <li>The power supply will be adequate for the equipment and the distribution designed to avoid overheating and/or unnecessarily long cable runs.</li> <li>All electrical equipment will be electrical safety tested and have test documents available on request.</li> <li>All electrical equipment will be visually inspected on installation by users to check for obvious safety faults or damage (loose cables, burn marks, broken casing, broken or damaged cables and plugs).</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	3	Moderate
	Risk rating	6	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 12

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Child / Vulnerable People Safeguarding		
<b>Hazards</b>	Lost Child / Exposure to dangerous or inappropriate behaviour		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors, Vulnerable People - Young People		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible
	Severity	4	Serious
	Risk rating	12	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>• CCTV in Place</li> <li>• All Staff and Management personnel are subject to DBS checking</li> <li>• Reception team to stay vigilant to any children attempting to leave the premises alone.</li> <li>• Staff available to oversee all areas of the adventure zone &amp; communal areas.</li> <li>• Any child under 12 must always have a parent or guardian on site.</li> <li>• 1-1 parent supervision enforced in soft play areas</li> <li>• Management EAP in place to deal with aggressive behaviour.</li> <li>• First aider always available on site.</li> <li>• Parent supervision within the café &amp; eating toilet and changing areas compulsory</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	4	Serious
	Risk rating	8	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 13

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Safety Management		
<b>Hazards</b>	Contractor competency & safety		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	4	Serious
	Risk rating	16	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>NWUK Chelmsford will ensure that contractors are competent to undertake their work activities</li> <li>All contractors will be required to complete a contractor competency questionnaire prior to the commencement of any works.</li> <li>Contractors will provide event specific risk assessment, method statements and insurance for all services and products provided.</li> <li>Contract staff to be advised / inducted either before they come to site or when they arrive on site of their responsibilities under the Health &amp; Safety at Work Act 1974.</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	4	Serious
	Risk rating	8	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 14

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Fall from height - Staff / Contractors		
<b>Hazards</b>	Personal injury due to falls from height		
<b>Location</b>	Obstacle Course, NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	4	Serious
	Risk rating	16	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>Contractor work at height method statements will be reviewed in advance for sufficiency</li> <li>Adequate working procedures for NWUK Staff</li> <li>Permit to work issued to NWUK Staff before any works take place.</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	4	Serious
	Risk rating	8	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 15

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Work at height - Staff		
<b>Hazards</b>	Personal injury to those beneath work at height due to falling objects		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible
	Severity	4	Serious
	Risk rating	12	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>• Areas beneath work at height cordoned off using barrier and signage</li> <li>• Those working at height briefed to ensure their area is cordoned off before beginning work at height</li> <li>• Tools attached to lanyards to avoid falling from height</li> <li>• Toe boards used on scaffold towers to avoid tools falling</li> <li>• Access to the area of work at height restricted to other crew members for the duration of the works</li> <li>• Hard hats required</li> <li>• Information about cordoned off areas and work at height included in safety briefing</li> <li>• Harness and short lanyard must be worn</li> <li>• Supervision of work at height provided by the Venue Manager.</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Signage, Barrier, Safety Harness	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	4	Serious
	Risk rating	8	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 16

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Transporting materials / stock within the venue		
<b>Hazards</b>	Staff injury due to manual handling		
<b>Location</b>	Catering Area, NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible
	Severity	3	Moderate
	Risk rating	9	Look to improve at next review
<b>Control measures</b> <ul style="list-style-type: none"> <li>• Manual handling advice will be included within the staff safety induction</li> <li>• Trolleys and pallet trucks will be provided for moving items around site</li> <li>• Management team to advise workers on the correct equipment to use, the correct use of this equipment and the maximum weights which apply to that equipment</li> <li>• Management team to undertake regular supervision of workers</li> <li>• Gloves and safety shoes to be used when undertaking manual handling of equipment</li> <li>• Good housekeeping will be maintained</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Gloves, Safety Shoes	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	3	Moderate
	Risk rating	6	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Health and Safety Advisor, Operations manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 17

Project: Operational Safety Management Plan		Client: Prime Leisure - ITV	
Activity	Transporting Food And Equipment Between The Ground And First Floor		
Hazards	Slips trips and falls / Impact with other Staff		
Location	Catering Area, Upstairs Cafe Area, Downstairs Seating Area		
Stage of project	Operational Phase		
People at risk	Venue Staff, Contractors, Public, Visitors		
Risk rating before control measures  See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	3	Moderate
	Risk rating	12	Look to improve within specified timescale
Control measures			
<ul style="list-style-type: none"><li>• Do not take more than can be carried in one hand when going up or down the staircase – may mean reduced loads/more trips</li><li>• Always hold the handrail</li><li>• Stair treads to be clean and kept clean</li><li>• Any spills/contamination to be removed immediately</li><li>• Warning sign advising caution when using stairs at top and bottom of staircase in place</li><li>• Look to provide a suitable container that will allow multiple items to be carried up and down the stairs in one hand</li><li>• Heavier loads to be taken around the building where the load is significant – use of sack trucks advised If possible, create a people chain on the stairs to pass loads up/down rather than carrying G or use a lift if applicable</li></ul>			
<ul style="list-style-type: none"><li>• Competency-based training for all staff on hazards, risks and associated control measure</li><li>• Hot food and drinks are served to customers from the side and not overhead</li><li>• Non-slip trays used and not overloaded</li><li>• Vision panels are installed on doors between the kitchen and the dining area</li><li>• Door-self closers in good order if applicable</li><li>• Staff do not run-on stairs</li><li>• Stair handrails are in good condition and are checked regularly to ensure they are not loose</li><li>• The staircase is well lit and stair nosings are in good condition</li><li>• Damage to the staircase is reported to management and logged for repair immediately</li></ul>			

- Competency based training for all staff on hazards, risks and associated control measures
- There are adequate levels of lighting throughout the premises
- Floors are maintained in good condition.
- Damage to flooring is reported to management and temporary repairs are made until the flooring is suitably refurbished or repaired
- Spillages are identified with hazard signage and are cleared up immediately
- Good housekeeping is maintained - items are stored in a tidy manner and off the floor
- Defective equipment is not used by staff and reported to management Vision panels are installed on doors
- Suitable pans/cooking equipment are used for cooking and are not overfilled
- Foods are decanted into smaller manageable containers where possible
- Staff incorporate good manual handling practises when handling food/deliveries/food containers etc
- The staircase is well lit and stair nosings are in good condition
- Damage to the staircase is reported to management and logged for repair immediately
- Stair handrails are in good condition and are checked regularly to ensure they are not loose
- Staff do not run on stairs
- Provision of system to prevent collisions - staff keep left/right in corridors/staircase
- Hot food and drinks are served to customers from the side and not overhead
- Non-slip trays are used for table service and are not overloaded
- Waiting staff only carry as many containers/dishes as they feel comfortable with
- Trolleys have been provided and are used for transportation of food/heavy food items

<b>PPE or safety equipment required for control measures</b>		Safety Induction, Signage	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	3	Moderate
	Risk rating	6	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager, Catering Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024



## Risk Assessment 18

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	General Operations - Staff		
<b>Hazards</b>	Slips, trips & falls		
<b>Location</b>	Catering Area, Storage areas, Obstacle Course, Inflatable Obstacle Course, NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	2	Minor
	Risk rating	8	Look to improve at next review
<b>Control measures</b> <ul style="list-style-type: none"> <li>• Staff will practise good housekeeping, removing waste to designating storage areas.</li> <li>• Changes in flooring height and flooring edges will be clearly demarcated with high visibility tape.</li> <li>• Non-slip finishes will be used on flooring with warning signage employed where this is not possible.</li> <li>• All spills will be cleared immediately and the area will be isolated until the flooring has dried.</li> <li>• Adequate lighting will be provided with walkways clearly defined.</li> <li>• Staff, and contractors will be instructed to wear suitable footwear</li> <li>• Staff will be reminded to watch where they walk and plan their route when carrying heavy items</li> <li>• Specific trip hazards will be highlighted using caution tape, barrier or signage</li> <li>• Site to be monitored regularly and any trip hazards spotted to be dealt with instantly.</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Signage, Barrier	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	2	Minor
	Risk rating	4	No further action, but ensure controls are maintained
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 19

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Using substances harmful to health		
<b>Hazards</b>	Risk to health and welfare of those who come in to contact with harmful substances		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible
	Severity	3	Moderate
	Risk rating	9	Look to improve at next review
<b>Control measures</b> <ul style="list-style-type: none"> <li>• Substances will be transported, stored and used as per their material safety data sheets</li> <li>• Use of harmful substances will be avoided where possible</li> <li>• Only people with the correct skills, knowledge, training and experience will handle and use substances</li> <li>• Suitable PPE will be worn while using substances</li> <li>• Hot water is available for washing</li> <li>• First aid support is on site during high risk activities</li> <li>• Fire fighting equipment is available</li> <li>• A spills kit is available</li> <li>• Signage will be used to clearly label harmful substances and their storage areas</li> <li>• Where necessary storage will be locked and access restricted</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Signage, Fire Fighting Equipment, Induction, Gloves, Safety Shoes, Disposable Gloves, First Aid Kit, Eye protection, Face Mask	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	1	Very unlikely
	Severity	3	Moderate
	Risk rating	3	No further action, but ensure controls are maintained
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 20

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Alcohol & Drugs Usage		
<b>Hazards</b>	Accident caused by mental and/or physical impairment		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible
	Severity	3	Moderate
	Risk rating	9	Look to improve at next review
<b>Control measures</b> <ul style="list-style-type: none"> <li>All staff and contractors will be advised during their onsite induction that the taking of recreational drugs or being under the influence of alcohol whilst working is prohibited.</li> <li>It is the policy of NWUK that anyone caught in contravention of these rules will be sent home.</li> <li>All staff and contractors will be supervised while on site.</li> <li>Staff will be asked if they are taking any prescription or over the counter medication causing drowsiness, and informed that they should inform their supervisor, and consider their work for the day (to ensure that they are not operating machinery, working at height etc)</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	1	Very unlikely
	Severity	3	Moderate
	Risk rating	3	No further action, but ensure controls are maintained
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 21

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Busy / Demanding Work Environment		
<b>Hazards</b>	Stress \ Poor Mental Health		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible
	Severity	3	Moderate
	Risk rating	9	Look to improve at next review
<b>Control measures</b> <ul style="list-style-type: none"> <li>• Staff have access to Human Resources</li> <li>• There is a commitment of the management to avoid excessive stress throughout the business</li> <li>• Adequate human resources are provided by the company</li> <li>• Medical assistance is provided to affected person if applicable</li> <li>• Medical and government guidance followed</li> <li>• A return-to-work assessment is undertaken with any staff member following stress related time off</li> <li>• Job roles and job descriptions are clearly defined</li> <li>• There are regular recorded reviews of staff</li> <li>• Managers are trained on detecting signs of stress in team members</li> <li>• There is a zero tolerance approach to workplace bullying</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	3	Moderate
	Risk rating	6	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 22

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Flashing Lights		
<b>Hazards</b>	Epilepsy		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	3	Moderate
	Risk rating	12	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>• Staff member is not exposed to flashing lights</li> <li>• No shift work, or an agreed working rota in place</li> <li>• Time given so regular meals can be taken</li> <li>• Flexibility given for work times</li> <li>• Sufficient space around working area for seizure to take place</li> <li>• Lone working is avoided</li> <li>• Time allowed for medical appointments</li> <li>• No driving</li> <li>• Provision of emergency first aiders on site</li> <li>• Emergency First Aider to make themselves aware of treatment of seizure treatment</li> <li>• Colleagues are informed of condition so in the event of an emergency, they know what is happening</li> <li>• Additional training to staff to ensure they are aware what to do during a seizure</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, First Aid Kit	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible
	Severity	3	Moderate
	Risk rating	9	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 23

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	General Work Duties - Noise		
<b>Hazards</b>	Hearing Loss		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	4	Serious
	Risk rating	16	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>Sources of noise have been removed or reduced as far as reasonably practicable</li> <li>Any work activities which are noisy or those which are carried out in noisy environments have been identified</li> <li>When new equipment is purchased, the specifications are checked, and quieter equipment is purchased wherever practicable</li> <li>Noise sources and noisy equipment is located away from staff and working areas as far as reasonably practicable.</li> <li>Equipment is not left running unnecessarily</li> <li>Staff are informed of the noise levels and associated risks</li> <li>Where possible staff are rotated away from noisy areas</li> <li>Questionnaire of staff undertaken regarding loss of hearing</li> <li>Audiometric testing is arranged for those stating they are suffering from hearing loss</li> <li>Health surveillance carried out for those who are suffering from hearing loss</li> <li>Equipment is positioned where possible to direct the travel of sound away from persons and working areas</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Hearing Protection	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	4	Serious
	Risk rating	8	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 24

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Storage of equipment / stock		
<b>Hazards</b>	Risk of injury or damage to property through improper storage		
<b>Location</b>	Storage areas, NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible
	Severity	2	Minor
	Risk rating	6	Look to improve at next review
<b>Control measures</b> <ul style="list-style-type: none"> <li>At all times the Venue Manager should understand what items are stored in which locations, and what the relative risk of the stored items is               <ul style="list-style-type: none"> <li>i.e. flammability</li> <li>weight</li> <li>quantity</li> <li>how stored</li> </ul> </li> <li>Storage areas will be kept secure and are out of bounds for anyone who is not authorised to access that area</li> <li>Training will be given to staff who are responsible for the management of storage areas</li> <li>Equipment will be stored in line with the guidance that is available or the manufacturers guidance</li> <li>Stored items will not be so high as to pose a risk for those trying to access them</li> <li>Shelving units should be used to effectively store items</li> <li>Staff should not climb on or over any stacked items</li> <li>Trolleys should be correctly used (based on assessment) to move items around the venue</li> <li>Items should not be stored where they will block access to doors, exit routes, fire fighting equipment or emergency lighting</li> <li>Items with specific risk should be clearly marked, and where appropriate, external signage should indicate what is stored in each area</li> <li>Good housekeeping should be maintained at all times</li> <li>Waste should be removed immediately</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Gloves, Safety Shoes	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	2	Minor
	Risk rating	4	No further action, but ensure controls are maintained
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 25

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Long Working Hours		
<b>Hazards</b>	Fatigue, causing personal injury and / or property damage		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible
	Severity	3	Moderate
	Risk rating	9	Look to improve at next review
<b>Control measures</b> <ul style="list-style-type: none"> <li>• Working hours will be monitored by the Venue Manager</li> <li>• Teams will be expected to work together to discourage a culture of unnecessary / long working hours</li> <li>• Crew will be monitored on site for health and fatigue, those seeming unfit for work will be sent home</li> <li>• Suitable staff rest areas and times will be confirmed in the safety induction</li> <li>• Shifts will not be designed to cause long working hours</li> <li>• Additional staff will be brought in to cover others where necessary</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	3	Moderate
	Risk rating	6	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024



## Risk Assessment 26

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Food Preparation		
<b>Hazards</b>	Cross Contamination / Injuries While Preparing Food		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	3	Moderate
	Risk rating	12	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>Food Hygiene qualifications for catering manager and staff.</li> <li>Clean as you go policy</li> <li>Training certificates for all catering staff will be viewed before work starts</li> <li>Checks will be carried out that appropriate equipment is used for the job and staff was trained to use equipment</li> <li>Task specific PPE</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Signage, Disposable Gloves	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	1	Very unlikely
	Severity	3	Moderate
	Risk rating	3	No further action, but ensure controls are maintained
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 27

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Contaminated Water Supply		
<b>Hazards</b>	Legionellosis / Pontiac fever / Lochgoilhead fever		
<b>Location</b>	Catering Area, Baby Changing Area, Toilets		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	3	Moderate
	Risk rating	12	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>Action points from risk assessment progressed and marked off</li> <li>Cold water stored below 20°C (checks carried out and recorded)</li> <li>Emergency procedures documented in case of outbreak</li> <li>Hot water distributed above 50°C (checks carried out and recorded)</li> <li>Hot water stored above 60°C (checks carried out and recorded)</li> <li>Hot water supply not re-circulating Internal 'competent person' assigned to take responsibility for managing the control scheme</li> <li>Legionella risk assessment (under COSHH) carried out by 'competent' contractor</li> <li>Spray heads (e.g. showers, dish-wash spray-rinses) cleaned and de-scaled quarterly with records</li> <li>Water storage tanks cleaned and disinfecte</li> <li>Health questionnaire for employees to recognise people with lower immune system</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	3	Moderate
	Risk rating	6	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 28

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Food Preparation / Serving / Consuming		
<b>Hazards</b>	Allergic Reaction / Anaphylactic Shock		
<b>Location</b>	Catering Area, Upstairs Cafe Area, Downstairs Seating Area		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	4	Serious
	Risk rating	16	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>Fully trained staff</li> <li>Easy to use allergen matrix</li> <li>Allergen process in place that is regularly reviewed and communicated to the team Verbal communication with the guest</li> <li>Informative posters</li> <li>Clear cooking process in place for allergy orders including personal hygiene, sanitisation of the food surface, hand washing, and us</li> <li>Discussions held with the team member and controls agreed</li> <li>Team aware of staff member's known allergies</li> <li>Dishes with nuts designed off the menu</li> <li>Chefs trained regarding the prevention of allergen trace contamination</li> <li>Nibbles on bar analysed for the presence of allergens and information made available to bar staff and guests</li> <li>Good quality detergent provided for cleaning surfaces and hand contact surfaces</li> <li>First aiders trained in the use of Epi-pens Epi-pen held on site by affected staff member in case of use</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Epi Pens	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	4	Serious
	Risk rating	8	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager, Catering Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 29

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Handling of Sharp Objects		
<b>Hazards</b>	Cuts		
<b>Location</b>	Catering Area, Upstairs Cafe Area, Downstairs Seating Area		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	3	Moderate
	Risk rating	12	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>• Sharps Bins in place for broken glass and broken crockery</li> <li>• Easy to use knife sharpener with a guide for staff</li> <li>• In the event of knife sharpener breakage, additional guide in place to dispose of the broken item and the blunt knife into the sharps bin</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	3	Moderate
	Risk rating	6	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager, Catering Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 30

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Catering Duties		
<b>Hazards</b>	Burns / Scalds		
<b>Location</b>	Catering Area, Upstairs Cafe Area, Downstairs Seating Area		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	3	Moderate
	Risk rating	12	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>• Competency based training for all staff on hazards, risks and associated control measures</li> <li>• Good housekeeping is maintained in all areas</li> <li>• The flooring around hot equipment/surfaces is maintained free from obstruction</li> <li>• Care is taken by staff when handling hot food and equipment</li> <li>• Staff verbally warn others before/whilst carrying hot equipment</li> <li>• Refer to the risk assessment for carrying food and drinks</li> <li>• Covers and cling film are carefully removed from hot food in the microwave oven</li> <li>• PPE (oven gloves/cloths) is used by staff when they're handling hot equipment and containers/trays</li> <li>• Equipment is allowed to cool prior to cleaning</li> <li>• Staff and contractors are not permitted to stand on cooking equipment when accessing areas such as the extraction canopy</li> <li>• The oil in the deep fat fryers is cooled to below 40c before manually emptying/draining</li> <li>• Hot oil is not to be carried by staff</li> <li>• Oil must be allowed to cool below 40c before moving or handling</li> <li>• Cold oil is not poured into hot oil</li> <li>• Food is not dropped into hot oil in the fryer</li> <li>• Fryer baskets are used to lower food into the fryers</li> <li>• Fryer baskets are stored using the basket hangers attached to the fryer whilst the oil is hot</li> <li>• Fryer baskets and other utensils for use with the fryers shall be maintained in a good condition at all times</li> <li>• Oil is only be emptied from the fryer via the designated drain valve</li> <li>• Oil is never removed by jug or bucket directly from the oil basin</li> <li>• An automatic oil filtering system is used for clean and filtering the oil in the deep fat fryers</li> <li>• Warning signs are displayed near the fryer stating to 'drain oil when cool'</li> <li>• Thermostatic mixer valves fitted, and mixer taps to control water temperature in public areas Warning signage provided to notify of hot water/steam outlets</li> <li>• The boiling water tap is serviced and maintained in accordance with the manufacturer's instructions</li> <li>• The boiling water tap has been installed by a competent person in a suitable location with adequate surrounding space</li> <li>• The coffee machine is has been installed by a competent person in accordance with manufacturer's instructions</li> <li>• The coffee machine is used in accordance with the manufacturer's instructions</li> <li>• Coffee machines are only used by trained members of staff</li> <li>• Staff using the coffee machine are to take care whilst the machine is in use</li> <li>• The coffee machine is subject to routine maintenance at a frequency determined by the manufacturer</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Correct Uniform	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	3	Moderate
	Risk rating	6	Look to improve at next review

Controls to be reviewed, monitored and checked on site by:		Venue Manager, Catering Manager	
Prepared by: Jon Matthey	Date prepared: 27/07/2023		Date of review: 27/07/2024

## Risk Assessment 31

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Cleaning Procedures		
<b>Hazards</b>	Injury due to not carrying out correct cleaning procedures / incorrect use of cleaning chemicals		
<b>Location</b>	Catering Area, Storage areas, Obstacle Course, Inflatable Obstacle Course, Mount Sasuki, Upstairs Cafe Area, Downstairs Seating Area, Public Area, Baby Changing Area, Toilets, NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	3	Moderate
	Risk rating	12	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>• COSHH data sheets available in the office and COSHH Cupboard</li> <li>• COSHH Risk assessments for each chemical</li> <li>• COSHH knowledge training available to staff</li> <li>• Standard Operating procedures trained out to all staff covering Fryer cleaning, Pizza oven cleaning, Waffle maker cleaning, Defrosting freezers, Toilets and sink cleaning</li> <li>• Checklists with guides available for staff to use and sign off on "Trail" - online management system</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Safety Signage, Disposable Gloves, Eye protection	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	1	Very unlikely
	Severity	3	Moderate
	Risk rating	3	No further action, but ensure controls are maintained
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 32

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Operational Phase with Reduced Lighting		
<b>Hazards</b>	Slips Trips and Falls		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Public		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	3	Moderate
	Risk rating	12	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>• An assessment has been made of venue areas where light levels are especially low, and additional lighting added where required</li> <li>• Daily venue checks will look for areas where light levels are especially low</li> <li>• Any trip hazards will be removed where possible</li> <li>• Leading edges will be highlighted with a contrast colour</li> <li>• Obstructions which cannot be removed will be firmly fixed in place and highlighted with a contrast colour</li> <li>• In the event of power failure, battery lighting will illuminate key escape routes</li> <li>• Running man signage will be positioned to ensure that escape routes can be viewed from all areas of the venue</li> <li>• Front of house and security staff will utilise torches to assist patrons where required</li> <li>• In the event that drapes or other obstructions block emergency lighting, adjustments will be made to increase the number of light units, or to remove the obstruction</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Signage, White Gaffer Tape, Low Level Lighting	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	3	Moderate
	Risk rating	6	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024



## Risk Assessment 33

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Use of High chairs and Baby Changing Facilities		
<b>Hazards</b>	Fall from Height		
<b>Location</b>	Upstairs Cafe Area, Downstairs Seating Area, Baby Changing Area		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Public, Visitors, Vulnerable People - Young People		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible
	Severity	3	Moderate
	Risk rating	9	Look to improve at next review
<b>Control measures</b> <ul style="list-style-type: none"> <li>• Monthly recorded inspection of chairs/baby change units</li> <li>• Staff assist in finding chair and advising parent/guardian on use</li> <li>• Staff report defective chairs/changing units</li> <li>• Staff trained in hazards and controls</li> <li>• Warning sign on baby change unit regarding leaving unattended</li> <li>• Warning signs displayed on chairs: do not leave child unattended</li> <li>• Highchairs numbered for ease of identification</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Periodic Checks	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	3	Moderate
	Risk rating	6	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 34

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Crowd Control		
<b>Hazards</b>	Crush Injuries / Fall from Height		
<b>Location</b>	Obstacle Course, Inflatable Obstacle Course, Mount Sasuki		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	4	Serious
	Risk rating	16	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>• All staff are trained in the evacuation procedures and their specific roles and responsibilities</li> <li>• The suitability of the venue/site has been assessed to ensure people are able to enter, assemble, move around and exit the space safely.</li> <li>• The design of the venue allows for rapid evacuation in the event of an emergency</li> <li>• Venue capacities are not exceeded</li> <li>• Queues are managed through use of barriers and staff</li> <li>• When busier days are anticipated, additional staff are deployed to aid in managing the increased risks</li> <li>• All fire exit doors should be unlocked and free of obstructions inside and out whenever the business is occupied</li> <li>• All emergency escape routes are clearly identified with signage and are always maintained free from obstruction</li> <li>• Regular checks of fire doors and emergency escape routes should be conducted throughout times of operation</li> <li>• An adequate number of fire marshals are present on site which is commiserate for the number of persons on the premises</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	4	Serious
	Risk rating	8	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 35

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Public using Obstacle Course		
<b>Hazards</b>	Fall from Height		
<b>Location</b>	Obstacle Course, Inflatable Obstacle Course		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Public		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	3	Moderate
	Risk rating	12	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>The Pubic will be 'managed' when on the course and helped up &amp; down steps where appropriate.</li> <li>Step edges delineated with white lines to ensure visibility.</li> <li>Adequate light provided during operational stage</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Induction	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	3	Moderate
	Risk rating	6	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey	<b>Date prepared:</b> 27/07/2023		<b>Date of review:</b> 27/07/2024

## Risk Assessment 36

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Inflatable Obstacle Course		
<b>Hazards</b>	Deflation of inflatable course		
<b>Location</b>	Inflatable Obstacle Course		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Public		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible
	Severity	4	Serious
	Risk rating	12	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>• In the event of power failure to the inflatable course, it will take 2 minutes for the course to fully deflate.</li> <li>• Signage on the course will help to indicate the nearest exit point.</li> <li>• NWUK Chelmsford course supervisors will direct the public out of the inflatable area</li> <li>• Zip doors are located within the inflatable course to aid efficient egress.</li> <li>• Zip doors are supported by framework to enable egress even if the inflatable has deflated</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Safety Signage	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	4	Serious
	Risk rating	8	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager, Course Supervisors	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 37

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Mount Sasuki		
<b>Hazards</b>	Fall from height / being struck by a falling person / Collisions at the bottom of the slide		
<b>Location</b>	Mount Sasuki		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	4	Serious
	Risk rating	16	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>• Equipment to be checked daily by course monitors.</li> <li>• Ensure equipment is secure and in good repair.</li> <li>• Ensure staff member monitors from the top of the tower at all times</li> <li>• Ensure 1 user attempts the slide at a time. Ensure the bottom of the slide is clear before use.</li> <li>• Ensure a sufficient gap is kept between children climbing the side of the tower.</li> <li>• Users are to wear socks with grips (trainers are not allowed)</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Grip Socks	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	4	Serious
	Risk rating	8	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 38

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Par Cour		
<b>Hazards</b>	Risk of Injury		
<b>Location</b>	Obstacle Course, Mount Sasuki, NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Public		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	4	Serious
	Risk rating	16	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>• Warm up time, equipment and facilities provided</li> <li>• Venue to be kept a warm ambient temperature for warm up.</li> <li>• Consultation to be undertaken with course designer on suitability of obstacles, and changed if deemed unsuitable.</li> <li>• Public to be advised to report any discomfort at earliest opportunity to avoid aggravating any possible injury.</li> <li>• Access to basic first aid to be provided throughout</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Safety Signage, Safety Netting, Crash Mats	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	1	Very unlikely
	Severity	4	Serious
	Risk rating	4	No further action, but ensure controls are maintained
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 39

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Internal Door Safety		
<b>Hazards</b>	Trapped Fingers		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors, Vulnerable People - Young People		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible
	Severity	2	Minor
	Risk rating	6	Look to improve at next review
<b>Control measures</b> <ul style="list-style-type: none"> <li>Regular door inspections</li> <li>Door safety checklist in place</li> <li>Finger entrapment guards installed</li> <li>Regular maintenance for the finger entrapment guards</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction, Finger Entrapment Guards	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	1	Very unlikely
	Severity	2	Minor
	Risk rating	2	No further action, but ensure controls are maintained
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 40

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Use of Public Lift		
<b>Hazards</b>	Failure of Equipment / Persons Trapped		
<b>Location</b>	Upstairs Cafe Area, Downstairs Seating Area		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors, Vulnerable People - Young People, Vulnerable People - Disabled		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible
	Severity	2	Minor
	Risk rating	6	Look to improve at next review
<b>Control measures</b> <ul style="list-style-type: none"> <li>• Training given to staff</li> <li>• Lifts come under the Provision and Use of Work Equipment Regulations 1998, specifically Lifting Operations and Lifting Equipment Regs (LOLER)</li> <li>• Any lifting equipment must be properly inspected and maintained by a qualified contractor and suitable records kept including any work undertaken</li> <li>• Do not exceed weight capacity in any lifts</li> <li>• Ensure correct signage is displayed on and around the lift</li> <li>• If lift is damaged or not working correctly take out of service and place a callout on immediately</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	2	Minor
	Risk rating	4	No further action, but ensure controls are maintained
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024



## Risk Assessment 41

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Vulnerable people with Anxiety		
<b>Hazards</b>	Risk of public getting anxiety when on obstacles		
<b>Location</b>	Obstacle Course, Inflatable Obstacle Course, NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Public		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible
	Severity	3	Moderate
	Risk rating	9	Look to improve at next review
<b>Control measures</b> <ul style="list-style-type: none"> <li>• Employees suffering from anxiety to make themselves known to the safety team</li> <li>• Venue Managers to be briefed on potential triggers &amp; symptoms and measures to take in the event of a panic attack</li> <li>• Areas to be identified by the venue management team where someone suffering a panic attack can be taken in the event of not being able to return to the dressing rooms</li> <li>• Person's medication to be kept available by the venue management team in the event of an attack</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	1	Very unlikely
	Severity	3	Moderate
	Risk rating	3	No further action, but ensure controls are maintained
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 42

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	COVID- 19 Protocols		
<b>Hazards</b>	Risk of Infection / Contamination		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	4	Serious
	Risk rating	16	Look to improve within specified timescale
<b>Control measures</b> Please refer to separate Covid -19 protocols documentation			
<b>PPE or safety equipment required for control measures</b>			
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	4	Serious
	Risk rating	8	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 43

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Public Disorder		
<b>Hazards</b>	Injury due to antisocial behaviour		
<b>Location</b>	NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	3	Possible
	Severity	4	Serious
	Risk rating	12	Look to improve within specified timescale
<b>Control measures</b> <ul style="list-style-type: none"> <li>• Over enthusiastic members of the public asked to take a time out to calm down</li> <li>• All staff on radio to be prepared to respond to a call from a member of staff having difficulties with anti social behaviour</li> <li>• Set procedures in place regarding anti social behaviour               <ul style="list-style-type: none"> <li>◦ Be polite but firm</li> <li>◦ Do not put yourself in danger</li> <li>◦ Request the person / persons keep calm stop the behaviour</li> <li>◦ Be prepared to escalate to upper management</li> <li>◦ If any employee regards themselves or others to be in danger of impending physical abuse or any other sort of public disorder, call 999 and request immediate assistance</li> </ul> </li> <li>• This policy will be reviewed regularly with changes made if required</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	4	Serious
	Risk rating	8	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b> 27/07/2024

## Risk Assessment 44

<b>Project:</b> Operational Safety Management Plan		<b>Client:</b> Prime Leisure - ITV	
<b>Activity</b>	Increased Injury Rates During Peak Times		
<b>Hazards</b>	Injury due to unsupervised obstacles		
<b>Location</b>	Obstacle Course, Inflatable Obstacle Course, Mount Sasuki, NWUK Chelmsford Venue		
<b>Stage of project</b>	Operational Phase		
<b>People at risk</b>	Venue Staff, Contractors, Public, Visitors		
<b>Risk rating before control measures</b> See risk matrix explanation for details.	Likelihood	4	Likely
	Severity	4	Serious
	Risk rating	16	Look to improve within specified timescale
<b>Control measures</b> NWUK Chelmsford have identified increased injury rates on certain obstacles while at peak capacity <ul style="list-style-type: none"> <li>• Operating with a 20% reduction in capacity</li> <li>• Supervision of obstacles that have been identified with increased injury rates eg. Warped Wall</li> <li>• Guidance offered to participants in the correct procedures when using the obstacles by supervising staff.</li> <li>• Signage displayed to explain correct procedures for the obstacles in question</li> </ul>			
<b>PPE or safety equipment required for control measures</b>		Safety Induction	
<b>Risk rating with control measures</b> See risk matrix explanation for details.	Likelihood	2	Unlikely
	Severity	4	Serious
	Risk rating	8	Look to improve at next review
Controls to be reviewed, monitored and checked on site by:		Venue Manager	
<b>Prepared by:</b> Jon Matthey		<b>Date prepared:</b> 27/07/2023	<b>Date of review:</b>

## Risk Assessment Definitions

To evaluate the risk rating, a score has been given to the likelihood (the chance of an incident occurring) and the severity (how bad the consequences are, should an incident occur).

Risk Rating		Explanation
18-25	Substantial	Resources might have to be allocated to reduce the risk. Urgent action should be taken.
10-17	Moderate	Look at risk reduction measures, which should take cost into account and should be implemented within a defined time period. Priority for improving control measures should be given to risks with greater consequences over those with greater likelihood.
5-9	Tolerable	No major additional precautions required. However, there might be a need for reasonably practicable improvements that involve minor or limited cost.
1-4	Trivial	No action is required and no detailed records need be kept.

## Likelihood Definitions

Risk Rating	Likelihood	
5	Probable	It is inevitable that an incident would result, with an immediate danger to health and safety of the public, staff or property and resources. For example, there may be a 1 in 100 chance of the hazardous event happening.
4	Likely	A similar incident is known to have occurred in the past, and likely to occur again in the future one or more times. For example, there may be a 1 in 1,000 chance of the hazardous event happening.
3	Possible	An incident is possible to occur over time if the hazard is not corrected, or when additional factors are present. For example, there may be a 1 in 10,000 chance of the hazardous event happening.
2	Unlikely	An incident will require a combination of factors, multiple failures of safety and/or management systems but otherwise should not occur. For example, there may be a 1 in 100,000 chance of the hazardous event happening.
1	Very Unlikely	An incident will require an unusual combination of factors, otherwise harm will seldom occur. For example, there may be a 1 in a million chance of the hazardous event happening.

## Severity Definitions

Risk Rating	Severity	
5	Major	Death, major injury or illness causing long term disability to more than one person OR Damage to equipment with enough severity to result in operations ceasing OR Long term impact to the environment with a recovery time of more than 12 months.
4	Serious	Death, major injury or illness causing long term disability to one person, or more than one person suffering work time loss injuries and illness causing short term disability OR Damage to equipment with enough severity to result in operations being temporarily halted, where repairs to, or replacement of equipment is required OR Medium term impact to the environment with a recovery time of between 1 and 12 months.
3	Moderate	Hospitalisation, minor injury or persistent health effects for one person with work time loss OR Minor damage to equipment where local repairs can enable operations to recommence OR Short term impact to the environment with a recovery time of up to 1 month.
2	Minor	First aid treatment (on premises), reversible illness with no work time loss OR Aesthetic damage only with no impact on use or operation of equipment OR Minimal impact to the environment with a recovery time of one day.
1	Negligible	Slight injury or health implications with no work time loss OR No damage or physical loss to equipment OR No impact to the environment.