

Covid Secure Risk Assessment Findings for Grosvenor Casinos



Aim

- To mitigate associated risk of Covid-19 in our Grosvenor Casinos venues.
- Serve as a basis for site specific assessment and action plan.

Note: this deck will constantly evolve as the government release more information.

Assessment for our return

- **Eliminate:** Continue to ensure vulnerable colleagues work from home where possible.
- **Reduce:** Enable social distancing and dilute people density in circulation routes and gaming areas through limited site occupancy.
- **Isolate:** Separate with screens at book sales and tills, plus control access and egress and welfare facilities.
- **Control:** Suitable cleaning of potentially contaminated surfaces and touchpoints as quickly as possible.
- **Protect:** PPE use where effective, particularly for those areas where social distancing cannot be maintained.
- **Education:** Promote and encourage good behavioural practices.

Risk assessment

- Grosvenor Casinos has completed a detailed risk assessment.
- This risk assessment controls were reviewed by employees and the unions.
- These will be signed off by each General Manager.

Maintenance and servicing completed before reopening

- All water systems chlorinated before sites were reoccupied.
- Pest visits arranged and treatments given where required before reoccupation.
- Heating and ventilation serviced and maintained
- Servicing of plant and equipment reinstated and completed.

The assessment

High

- Capacity of the sites;
- Building entrances and exits;
- High traffic circulation routes;
- Narrow stairs;
- Catering areas;
- Lifts and stairs;
- Toilets;
- Gaming floor;
- Gaming tables;
- Gaming machines;
- Till points;
- Kitchens, bars and serveries; and
- Colleague changing areas.

Medium

- General desking areas;
- Colleague rest rooms;
- Lounge and break out areas;
- Meeting rooms; and
- Smoking areas.

Low

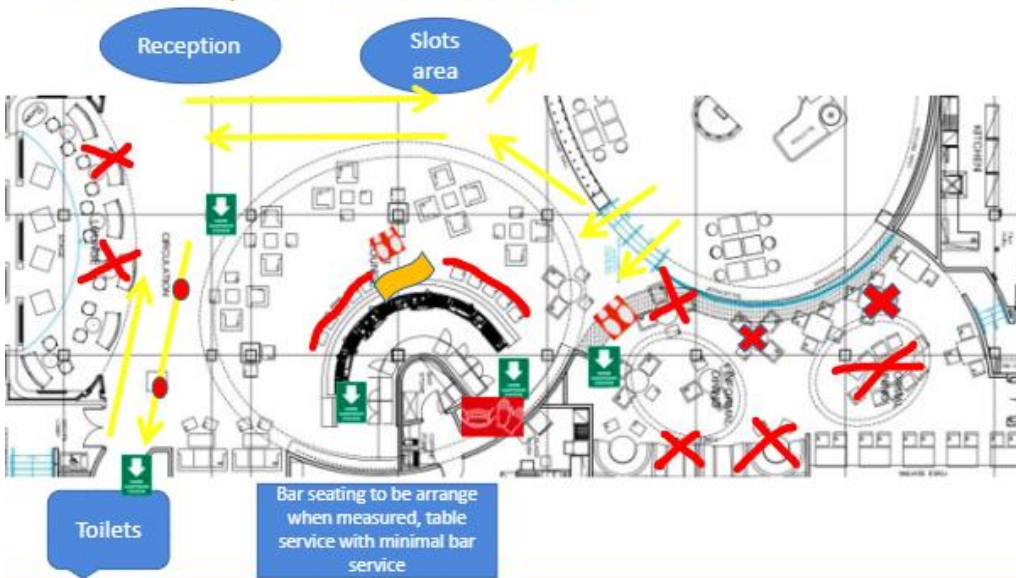
- Car parks and external areas;
- Plant rooms; and
- Bin and external areas.

Cleaning and hygiene requirements

- All venues deep cleaned before colleagues and customers return.
- Introduction of an enhanced level of cleaning focusing on touch point cleaning by all colleagues.
- EN14476 Viricidal disinfectant purchased for all venues to clean all touchpoints on an hourly basis and recorded.
- Cleaning belts purchased for colleagues to enable clean as you go.
- Implement clear desk and clean as you go policy.
- Provision of a rapid response for any additional cleaning required.
- Signs and posters on display to build awareness of good handwashing technique.
- Colleagues are instructed to clean their hands after each task.
- Barrier creams installed.
- Hand sanitiser stations and dispensers allocated throughout the venues.

Reduced capacity, screens and circulation routes required to adhere to social distancing guidelines

Aberdeen | F&B – restaurant area & Bar



Hand sanitiser
F&B 3 Toilets 1
Egaming 1

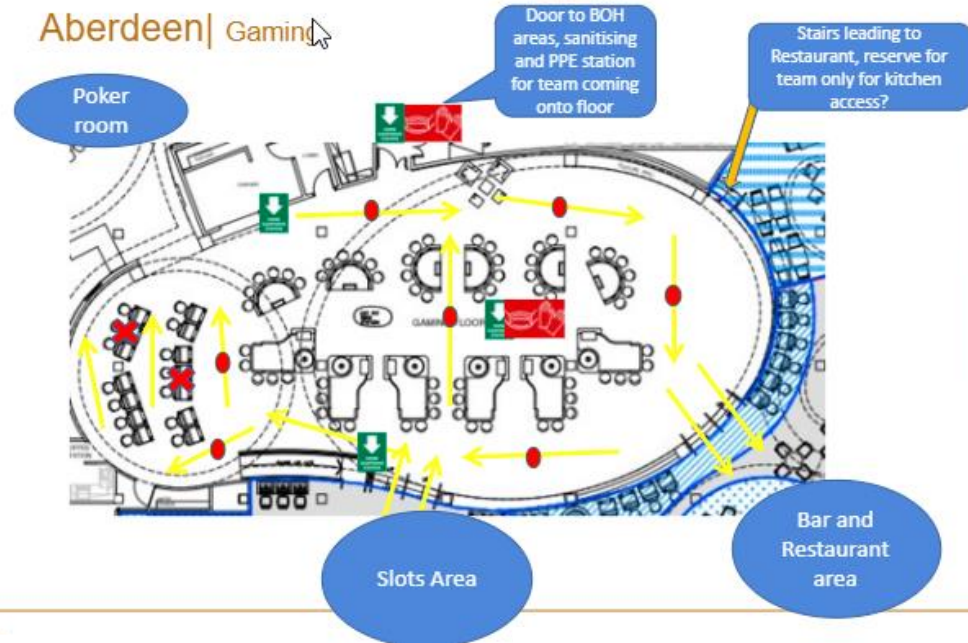
Resource Impact

1. F&B hosts to monitor customers and numbers
2. Have screen at till locations, but possibility of table service on review?
3. Someone available to control toilet area? Corridor can be tight.

Notes:

1. Exact restaurant tables that need to be removed to be reviewed once measured.
2. Bar seating arrangements may need to be adjusted.

Aberdeen | Gaming



Resource Impact

1. Would not be one way due to being tight in regards to 2M. Possibly need someone to control the flow of customers.

Notes:

1. There is a walk way in between the pit which is new. This will allow more of a flow through the area.

Social distancing controls

- Screens installed at till points and cash desks.
- Gaming floor plan for seating customers to meet social distancing guidelines.
- Screens installed for gaming machines.
- Dedicated screens on the tables for Black Jack games.
- Moveable screens for Roulette and Poker.
- Black Jack dealer to wear cloth face mask and Roulette dealers to wear face shields.
- Gaming machines either side of a customer playing to be placed out of order in order to maintain social distancing guidelines.
- Queuing system in place at the following areas:
 - entrance;
 - reception;
 - max boards; and
 - bar areas
- Social distancing floor and wall signage in place throughout the venue, both front and back of house.
- Directional floor and wall signs throughout the venue, both front and back of house.

Other control measures

- All colleagues trained on Covid-19 awareness and social distancing.
- Training videos made and all colleagues have been taken through the changes within our new Covid-19 operations.
- All colleagues have been issued with three washable cloth face masks; to be worn when unable to maintain social distancing guidelines.
- Any pens used are cleaned before use.
- Specific controls around the cleaning of chips and playing cards.
- Specific guidance on playing roulette, black jack and poker.
- Dealers will sanitise their hands every 15 mins.
- ID Scan in place for track and trace purposes.

Other control measures cont'd

- Social distancing controls are in place for supplying change and winnings to customers.
- Colleagues advised to stay at home if they show signs/symptoms of Covid-19; to book a test and advise line manager.
- If anyone in their household has Covid-19 they are to stay at home and self isolate for 14 days.
- First aiders are **not** to give mouth to mouth resuscitation as advised by the British Red Cross & St John Ambulance.
- Team member rest rooms/kitchens/changing rooms have been reduced to allow for social distancing.
- Viricidal disinfectant in place to clean these areas as they are used.
- Any plates, cups and cutlery are cleaned after each use or placing them directly into the dishwasher.
- Food can be ordered at the tables as well as at the bar (queuing and screens in place).

Other control measures cont'd

- Systems and processes in place for colleagues to deliver food to the customers.
- Kitchen areas to be divided into the following areas prep, cooking and cleaning areas to maintain social distancing guidelines.
- Separate Food and Beverage detailed RA in place for all kitchens.

Branded safety signage

