

This is the statement of general policy and arrangements for:		clueQuest Ltd. Main Building 169-171 Caledonian Road, London, N1 0SL New Building 167 Caledonian Road, London, N1 0SL
CEO & Manager of Operations and Sales		Has overall and final responsibility for health and safety
Team Leaders		Have day-to-day responsibility for ensuring this policy is put into practice
Statement of general policy	Responsibility of:	Action/Arrangements
Prevent accidents and cases of work-related ill health by managing the health and safety risks in the workplace	Manager of Operations	Relevant risk assessments completed and actions arising out of those assessments implemented. (Risk assessments reviewed when working habits or conditions change. Updated on 17/05/21 due to Covid-19)
Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work	Team Leaders	Staff given necessary health and safety induction and provided with appropriate training. We will ensure that suitable arrangements are in place to cover employees engaged in work remote from the main company site.
Engage and consult with employees on day-to-day health and safety conditions	Manager of Operations, Team Leaders, All staff	Staff routinely consult on health and safety matters as they arise.
Implement emergency procedures – evacuation in case of fire or other significant incident.	Chief Operation Officer	Escape routes well signed and kept clear at all times. Evacuation plans are tested from time to time and updated as necessary.
Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances	Manager of Operations, Team Leaders, Contracted External Staff	Toilets, washing facilities and drinking water provided. System in place for routine inspections and testing of equipment and machinery and for ensuring that action is promptly taken to address any defects.

Authorised by clueQuest Ltd.	Last updated:	17/05/2021
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Health and safety law poster is displayed at (location)	Main Building Staff kitchen, New Building Mission Control
First-aid box is located:	Main Building: Upstairs Mission Control Room & Downstairs Mission Control Room New Building: Mission Control

Accident book is located:

Main Building Upstairs Mission Control Room

Company name: clueQuest Ltd

Last updated: 17/05/2021

What Hazards	Risk level	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Covid-19, Physical contact with virus or contaminated materials and airborne contraction of the virus.	Medium	Staff and visitors	<ul style="list-style-type: none">All non-essential visitors, clients, guests or customers are not permitted to visit the location.Essential visitors, clients, guests and customers are informed of the four Covid-19 guidelines they are required to follow:<ul style="list-style-type: none">Face masks must be worn at all times within the venue for visitors 11 years of age or older, unless they show our staff a medical exemption button/stickerSocial Distancing between one booking party and another booking party or staff memberHand sanitizing and or hand washing is compulsory prior to entering the escape roomChecking in to the venue using either the official NHS track and trace app with our venue specific QR code, or using our personal track and trace formThe whole venue along with escape rooms and the props / puzzle elements are sprayed every 30-45 days with an antimicrobial solution brand name: Zoono. It's used by many airlines and London Underground for fogging and providing an antimicrobial shield on its surfaces which lasts for 30-45 days.	Adjust the modifications when new guidance is given.	All staff	Ongoing	Ongoing

			<ul style="list-style-type: none"> • Our escape rooms only allow 6 people maximum inside, which abides by the rule of 6 or two households set out by the UK government guidelines. • Cash refused / Card Payments Only / Online Payments Only & Shift Leaders will be the only ones taking payment as much as possible • Customers will be informed no beverages or refreshments are onsite for purchase and only water can be consumed in reception areas. • Guest Books and crayons will remain out of use. • Sheep-o-shooter monitor/pc will be removed from reception. • All employees are encouraged to use the Zoono 24hr protection solution we have spread throughout the reception areas for customers and staff. • Face masks and shields are available for all staff to use during hosting and during resetting of escape rooms. • Equipment frequently shared in the past like GM phones are wiped frequently. GM phones will replace the use of the Tablet except for track and trace form filling. • Workstations should be regularly cleaned and disinfected after each use (this includes break spaces as well). • Non-essential props and props unable to be altered / redesigned for sanitising purposes will be either removed from missions, OR placed in a rotating set to allow for thorough cleaning and airing out in our Sanitation Stations. • Rotating sets of essential paper based props will be allocated and switched out every 3 days. • Alternating Padlock Sets will be designated so no padlocks are used back to back (b2b) games. Unless the padlock set has been sprayed. Padlock sets will be cleaned prior to use for a new game in their designated Sanitation Station. 				
Slips and trips	Low	Staff and visitors may be injured if they trip over briefing area furniture & stairs or slip on spillages.	<ul style="list-style-type: none"> • General good housekeeping is carried out on a daily basis by a contracted professional cleaner. • All risk areas are well lit, including stairs. • Steps are marked individually. • No trailing leads or cables present. • Staff keep work areas clear (e.g. no boxes left in walkways, deliveries stored immediately). Spillages are immediately cleaned up or marked with a slip-hazard warning notice. 	Better housekeeping around the water dispenser e.g. on spills.	All staff, Team Leaders	Ongoing	Ongoing

Overcrowding	Medium	Staff and visitors might be harmed in case of an emergency evacuation.	<ul style="list-style-type: none"> • All customers advised to arrive on time for their allotted time slot as delays can cause overcrowding in the briefing area at times. Staff trained to manage big groups. • Access to the venue is controlled/refused if customers arrive too early or too late for their booking as this can lead to overcrowding. • The maximum number of players allowed per escape room is capped at 6 in order to lower risk of an impeded exit in case of an emergency and/or evacuation. 	N/A	All staff, Team Leaders	Ongoing	Ongoing
Fire	Low	If trapped, customers could suffer life threatening injuries from smoke inhalation/burns.	<ul style="list-style-type: none"> • Fire risk assessment done and necessary action taken. • Fire safety equipment is to be tested and logged weekly/ More like quarterly? • Fire drills are to be carried out, tested and logged monthly/ More like Yearly 	Ensure the actions identified as necessary by the fire risk assessment are completed.	Manager of Operations	Ongoing	Ongoing

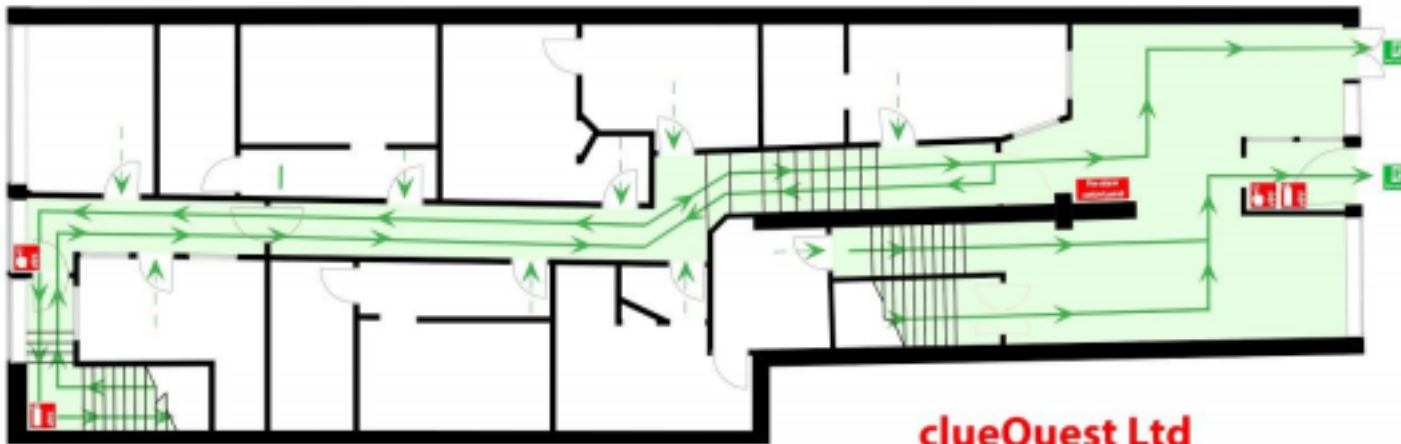
			<ul style="list-style-type: none">●Smoke detectors fitted with alarm sounders and some include light beacons. These are fitted in all escape room units and corridors across the building.● The corridors and the staircase in the front and back of the building will withstand fire for 30 Minutes creating a fire safe zone for evacuation purposes. This is the official escape route leading up to the briefing area.● Staff trained to ensure safe evacuation.● There are two escape routes around the building depending on the location of the fire. Please see floor maps below in Annex 1 and 2.● All doors opening to the corridor will always close automatically and the walls are fireproof and will stop fire from spreading for at least 30 Minutes.● If there is a fire in any room the aim is to keep it local and keep the smoke inside.● The briefing area is a fire safe area which has a very low risk of fire and can be reached through the basement or through the corridor running next to our downstairs mission control room.● The green marked space next to the downstairs mission control room is a refuge area for people with reduced mobility, where any person with reduced mobility should wait for the firemen to arrive and rescue them.● Fire safety procedure and evacuation plan displayed in the briefing area above the water fountain.● We try to ensure that at least one fire warden is present per shift.● All rooms are fitted with fire doors which are locked with magnets only in order to automatically release in case the fire alarm goes off or the electricity cuts off.● There is also a safety button next to each door which releases them manually. All teams are instructed as part of the briefing how to operate the safety button in case of an emergency.				
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			<ul style="list-style-type: none"> • Staff are trained to escort teams out safely to the Fire Assembly Point which is in front of HSS Tool Hire (143 Caledonian Rd, N1 0SL). 				
Slips, trips and falls	Medium	Staff and visitors may be injured if they trip over furniture /objects/, slip on objects or climb on top of furniture.	<ul style="list-style-type: none"> • Visitors are informed that no running, jumping or climbing is required during the game. • Staff monitor the game via CCTV and warn players about possible health & safety risks in real time via radio communication. 	Ensure flooring is properly maintained.	All staff, Team Leaders	Ongoing	Ongoing
Manual handling	Medium	Players risk injuries or back pain from handling heavy objects.	<ul style="list-style-type: none"> • Players are advised during briefing that they should NOT move or lift any heavy objects, nor force anything. • Staff monitor the game via CCTV and warn players about possible health & safety risks. • Heavy items bolted to the floor or marked appropriately to discourage players from lifting/ moving them. • All objects relevant to the game are easy to move/lift. 	N/A	All staff, Team Leaders	Ongoing	Ongoing
Choking	Low	Young children (0-3) or Individuals, whom are neuro-diverse could choke on small objects and props.	<ul style="list-style-type: none"> • Legal guardians are advised by staff to take extra caution during the game. • At risk players are not allowed in the rooms unsupervised. • Recommended lower age limit is 9+. 	N/A	All staff, Team Leaders	Ongoing	Ongoing
Broken props	Low	Players could suffer cuts due to broken props.	<ul style="list-style-type: none"> • Regular maintenance carried out on a daily basis, ensuring prop quality and integrity • Broken/damaged props immediately replaced. • In the case of props breaking during the game, staff will warn players to avoid contact with sharp shards of either glass, plastic or ceramics. 	N/A	All staff, Team Leaders	Ongoing	Ongoing

Lighting	Low	Players could suffer injuries, visual discomfort or seizures triggered by flashing lights in some of the escape units (Revenge of the Sheep)	<ul style="list-style-type: none"> At risk players are not allowed in the rooms unsupervised. 	N/A	All staff, Team Leaders	Ongoing	Ongoing
Sound	Low	Players with ADS (autism spectrum disorders) or are neuro-diverse might find the sounds accompanying our games is disturbing.	<ul style="list-style-type: none"> Customers are guided to notify staff about neuro-diverse party members or members with disabilities. At risk players are informed about sounds prior to game. Staff can arrange for sounds not to be played during games. 	N/A	All staff, Team Leaders	Ongoing	Ongoing
Fire	Low	If trapped, customers could suffer life threatening injuries from smoke inhalation/burns.	<ul style="list-style-type: none"> Fire risk assessment done and necessary action taken. Smoke detectors fitted with alarm sounders and some include light beacons. These are fitted in all escape room units and corridors across the building. Safety button added to unlock room in case of an emergency or evacuation. Customers instructed about operating safety button. Staff are trained to escort teams out safely to the Fire Assembly Point which is in front of HSS Tool Hire (143 Caledonian Rd, N1 0SL). 	Ensure the actions identified as necessary by the fire risk assessment are done.	Manager of Operations	Ongoing	Ongoing

ANNEXE 1 - Fire Evacuation Routes - clueQuest Ltd. Main Building 169-171 Caledonian Road, London, N1 0SL

Ground Floor



clueQuest Ltd
169-171 Caledonian Road
N1 0SL London

Basement




In front of HSS Tool Hire
143 Caledonian Road N1 0SL

**Do not return to the building
for any reason until
authorised to do so.
Do not use lifts.**



Fire
Exit



Fire Alarm
Call Point



Fire
Extinguisher



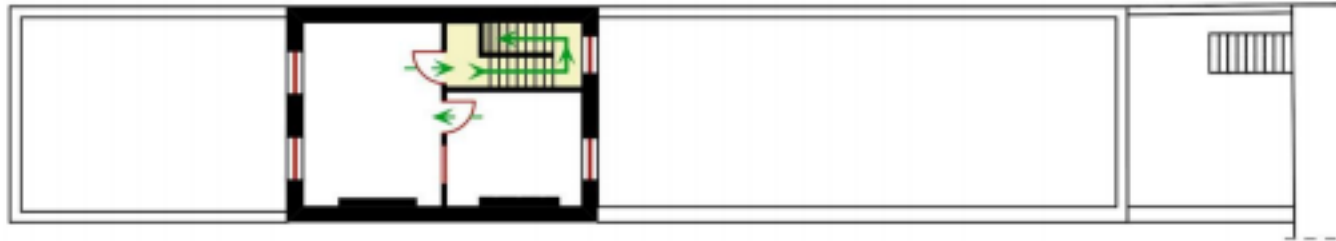
Refuge
Point



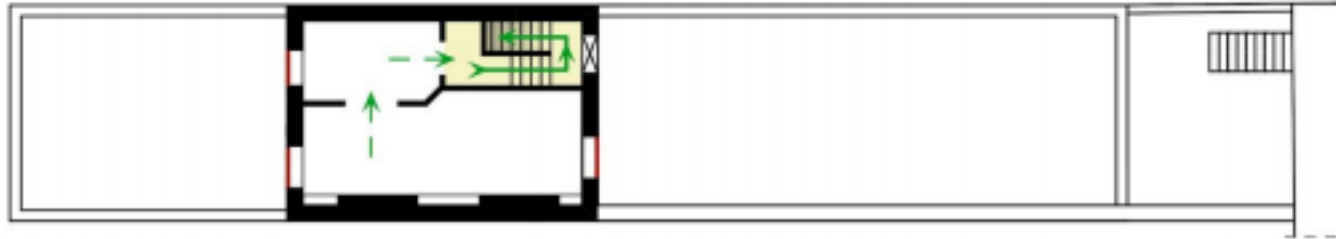
Assembly
Point

New Building 167 Caledonian Road, London, N1 0SL

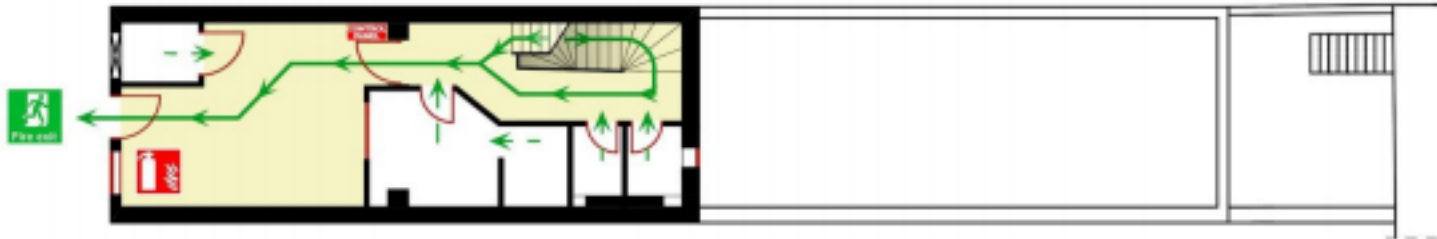
SECOND FLOOR



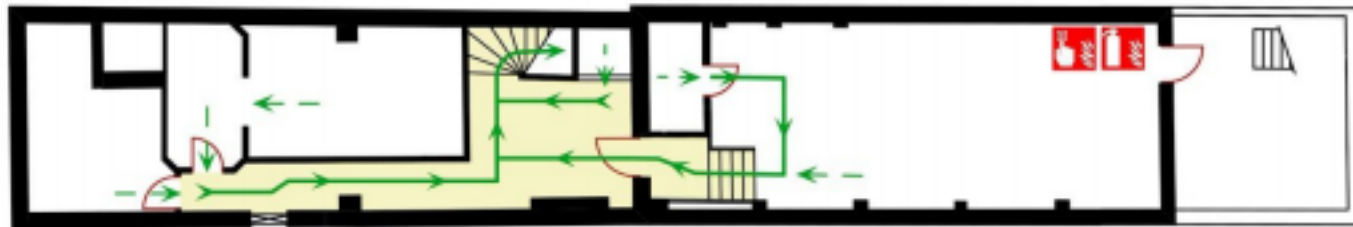
FIRST FLOOR



GROUND FLOOR



BASEMENT



Do not return to the building for any reason until authorised to do so. Do not use lifts.

In Event of Fire Call 999
167 Caledonian Road N1 0SL



Fire Exit



Fire Alarm Call Point



Fire Extinguisher



Refuge Point



Assembly Point