

# Health and Safety Policy

<b>This is the statement of general policy and arrangements for:</b>		clueQuest Ltd. Main Building 169-171 Caledonian Road, London, N1 0SL New Building 167 Caledonian Road, London, N1 0SL
<b>Operations Manager</b>		Has overall and final responsibility for health and safety
<b>Shift Leaders</b>		Have day-to-day responsibility for ensuring this policy is put into practice
<b>Statement of general policy</b>	<b>Responsibility of:</b>	<b>Action/Arrangements</b>
Prevent accidents and cases of work-related ill health by managing the health and safety risks in the workplace	Operations Manager	Relevant risk assessments completed and actions arising out of those assessments implemented. (Risk assessments reviewed when working habits or conditions change.)
Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work	Shift 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	Operations Manager, Shift Leaders, All staff	Staff routinely consulted on health and safety matters as they arise.
Implement emergency procedures – evacuation in case of fire or other significant incident.	Operations Manager	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	Operations Manager, Shift Leaders	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.

<b>Authorised by clueQuest Ltd.</b>	<b>Last updated:</b>	25/02/2022
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<b>Health and safety law poster is displayed at (location)</b>	Main Building Staff kitchen, New Building Mission Control
<b>First-aid box is located:</b>	Main Building: Upstairs Mission Control Room & Downstairs Mission Control Room New Building: Mission Control
<b>Accident book is located:</b>	Main Building Upstairs Mission Control Room

# Risk Assessment

Company name: clueQuest Ltd

Last updated: 25/02/22

CUSTOMER FACILITIES (E.g. SEATING AREA & TOILETS)							
What are the 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
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"> <li>General good housekeeping is carried out on a daily basis by a contracted professional cleaner.</li> <li>All risk areas are well lit, including stairs.</li> <li>Steps are marked individually.</li> <li>No trailing leads or cables present.</li> <li>Staff keep work areas clear (e.g. no boxes left in walkways, deliveries stored immediately).</li> <li>Spillages are immediately cleaned up or marked with a slip-hazard warning notice.</li> </ul>	Better housekeeping around the water dispenser e.g. on spills.	All staff, Shift Leaders	Ongoing	Ongoing
Overcrowding	Medium	Staff and visitors might be harmed in case of an emergency evacuation.	<ul style="list-style-type: none"> <li>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.</li> <li>Access to the venue is refused if customers arrive too early or too late for their booking as this can lead to overcrowding.</li> <li>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.</li> </ul>	N/A	All staff, Shift Leaders	Ongoing	Ongoing
Fire	Low	If trapped, customers could suffer life threatening injuries from smoke inhalation/burns.	<ul style="list-style-type: none"> <li>Fire risk assessment done and necessary action taken.</li> <li>Fire safety equipment is to be tested and logged weekly.</li> <li>Fire drills are to be carried out, tested and logged monthly.</li> </ul>	Ensure the actions identified as necessary by the fire risk assessment are done.	Operations Manager	Ongoing	Ongoing

# Risk Assessment

			<ul style="list-style-type: none"><li>• Smoke detectors fitted with alarm sounders and some include light beacons. These are fitted in all escape room units and corridors across the building.</li><li>• 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.</li><li>• Staff trained to ensure safe evacuation.</li><li>• There are two escape routes around the building depending on the location of the fire. Please see floor maps below in Annexe 1 and 2.</li><li>• 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.</li><li>• If there is a fire in any room the aim is to keep it local and keep the smoke inside.</li><li>• 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.</li><li>• 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.</li><li>• Fire safety procedure and evacuation plan displayed in the briefing area above the water fountain.</li><li>• We try to ensure that at least one fire warden is present per shift.</li><li>• 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.</li><li>• There is also a safety button next to each door which releases them manually. All teams are</li></ul>				
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# Risk Assessment

			<p>instructed as part of the briefing how to operate the safety button in case of an emergency.</p> <ul style="list-style-type: none"> <li>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).</li> </ul>				
Infection	Low	If a player is touching surfaces or playing in an area where other players have been, there is a chance of viral infection.	<ul style="list-style-type: none"> <li>We encourage mask wearing throughout our venue, for all of our protection.</li> <li>We regularly clean and sanitise touch points throughout the experience, i.e. radios and tablets.</li> </ul>	React to changes in the guidance quickly, to make sure everybody is safe.	All staff, Shift Leaders	Ongoing	Ongoing
<b>ESCAPE UNITS: PLAN52, OPERATION BLACKSHEEP, REVENGE OF THE SHEEP, cQ ORIGENES.</b>							
What are the 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
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"> <li>Visitors are informed that no running, jumping or climbing is required during the game.</li> <li>Staff monitor the game via CCTV and warn players about possible health &amp; safety risks.</li> </ul>	Ensure flooring is properly maintained.	All staff, Shift Leaders	Ongoing	Ongoing
Manual handling	Medium	Players risk injuries or back pain from handling heavy objects.	<ul style="list-style-type: none"> <li>Players are advised during briefing that they should NOT move or lift any heavy objects, nor force anything.</li> <li>Staff monitor the game via CCTV and warn players about possible health &amp; safety risks.</li> <li>Heavy items bolted to the floor or marked appropriately to discourage players from lifting/ moving them.</li> <li>All objects relevant to the game are easy to move/lift.</li> </ul>	N/A	All staff, Shift Leaders	Ongoing	Ongoing
Choking	Low	Young children (0-3) or individuals with intellectual disabilities could choke on small objects and props.	<ul style="list-style-type: none"> <li>Legal guardians are advised by staff to take extra caution during the game.</li> <li>At risk players are not allowed in the rooms unsupervised.</li> </ul>	N/A	All staff, Shift Leaders	Ongoing	Ongoing

# Risk Assessment

			<ul style="list-style-type: none"> <li>Recommended lower age limit is 9+.</li> </ul>				
Broken props	Low	Players could suffer cuts due to broken props.	<ul style="list-style-type: none"> <li>Regular maintenance carried out on a daily basis.</li> <li>Broken/damaged props immediately replaced.</li> <li>In case of props breaking during the game, staff will warn players to avoid contact with sharp shards of either glass, plastic or ceramics.</li> </ul>	N/A	All staff, Shift 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"> <li>At risk players are not allowed in the rooms unsupervised.</li> </ul>	N/A	All staff, Shift Leaders	Ongoing	Ongoing
Sound	Low	Players with ADS (autism spectrum disorders) might find the sounds accompanying our games irritating.	<ul style="list-style-type: none"> <li>At risk players are informed about sounds prior to the game.</li> <li>Staff can arrange for sounds not to be played during games.</li> </ul>	N/A	All staff, Shift Leaders	Ongoing	Ongoing
Fire	Low	If trapped, customers could suffer life threatening injuries from smoke inhalation/burns.	<ul style="list-style-type: none"> <li>Fire risk assessment done and necessary action taken.</li> <li>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.</li> <li>Customers are instructed about the operating safety button.</li> <li>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).</li> </ul>	Ensure the actions identified as necessary by the fire risk assessment are done.	Operations Manager	Ongoing	Ongoing
Infection	Low	If a player is touching surfaces or playing in an area where other players	<ul style="list-style-type: none"> <li>At periods of increased risk of infection we encourage mask wearing throughout our venue, for all of our protection.</li> </ul>	React to changes in the guidance quickly, to make sure everybody is safe.	All staff, Shift Leaders	Ongoing	Ongoing

# Risk Assessment

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## VIRTUAL REALITY ESCAPE MISSIONS

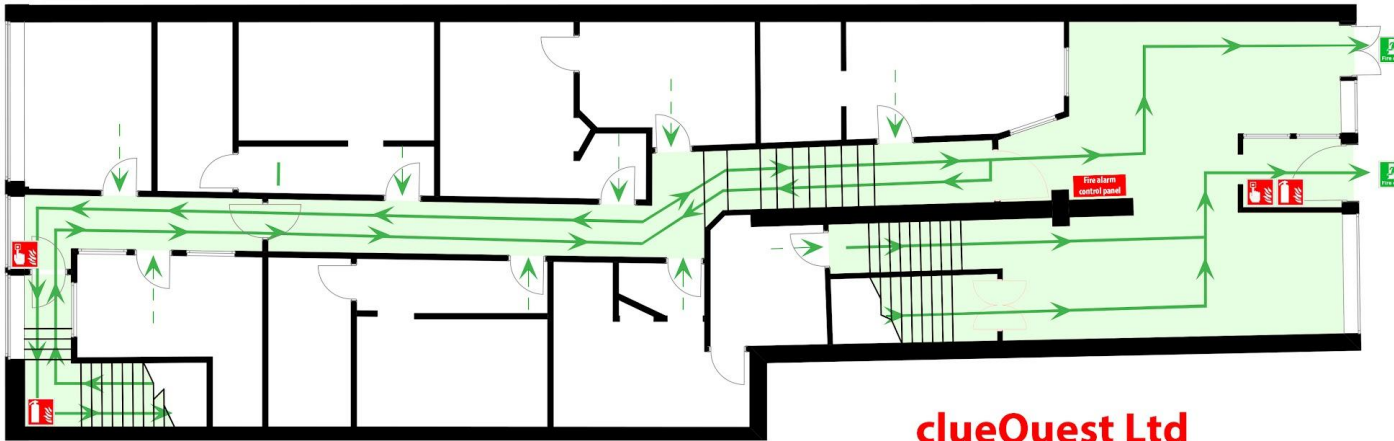
What are the hazards?	Risk level	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Slips, trips and falls	Medium	Staff and visitors may fall over and cause damage to themselves and also break the equipment.	<ul style="list-style-type: none"> <li>Visitors are informed that no running, jumping or climbing is required during the game.</li> <li>Staff detail ways of moving during the game and tell the customers they need to use the teleport function instead of walking.</li> </ul>	Ensure flooring is properly maintained.	All staff, Shift Leaders	Ongoing	Ongoing
Epilepsy	Low	Visitors could be susceptible to flashing lights and other strobing effects.	<ul style="list-style-type: none"> <li>Providing visitors with the knowledge that these effects are present in the game.</li> </ul>	N/A	All staff, Shift Leaders	Ongoing	Ongoing
Vertigo, nausea and motion sickness	Low	Visitors who are not used to the technology and the way of moving around the game space.	<ul style="list-style-type: none"> <li>Visitors are informed that they should need to take the headset off in the eventuality that they feel sick.</li> </ul>	Ensure correct gameplay rules are described to the team.	All staff, Shift Leaders	Ongoing	Ongoing
Eye strain, reactions to prolonged periods of playing.	Low	Visitors who are not used to the technology can feel fatigued during long playing sessions.	<ul style="list-style-type: none"> <li>Customers are informed that they should take breaks if necessary.</li> <li>Staff have a time limit they are trying to stick to, one group shouldn't be playing a game for longer than 90 minutes at a time.</li> </ul>	N/A	All staff, Shift Leaders	Ongoing	Ongoing
Infection	Low	Visitors who use the headsets are at a low risk of catching infections from other customers.	<ul style="list-style-type: none"> <li>We are regularly sanitising our headsets and controllers that people are using during their game, with both a UV clean and an antibacterial wipe.</li> </ul>	Ensure this practice is maintained thoroughly.	All staff, Shift Leaders	Ongoing	Ongoing

# Risk Assessment

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

# Risk Assessment

## Ground Floor



**clueQuest Ltd**  
169-171 Caledonian Road  
N1 0SL London

## Basement



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

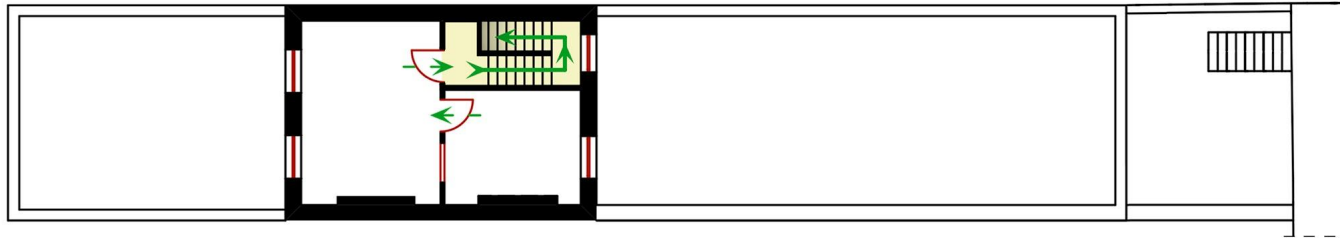
**Do not return to the building  
for any reason until  
authorised to do so.  
Do not use lifts.**

 Fire Exit     Fire Alarm Call Point     Fire Extinguisher     Refuge Point     Assembly Point

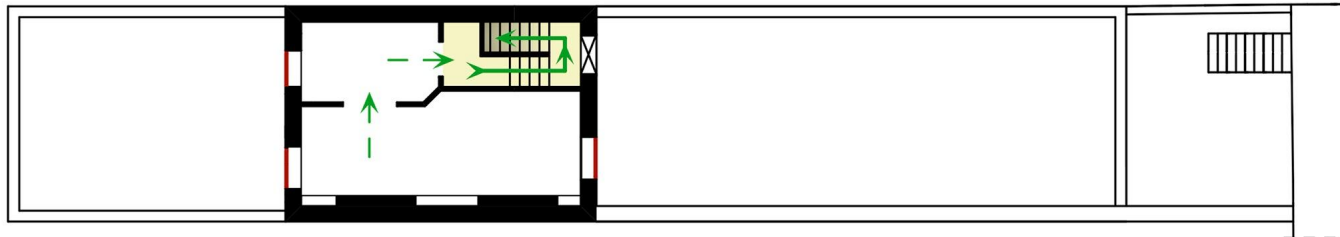


# Risk Assessment

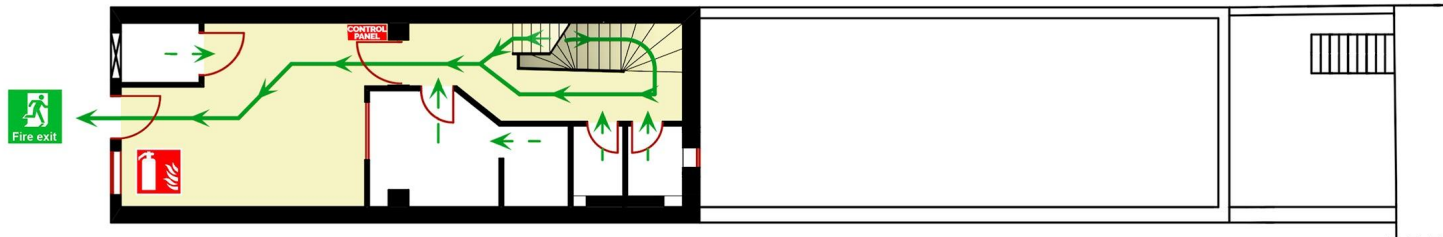
**SECOND FLOOR**



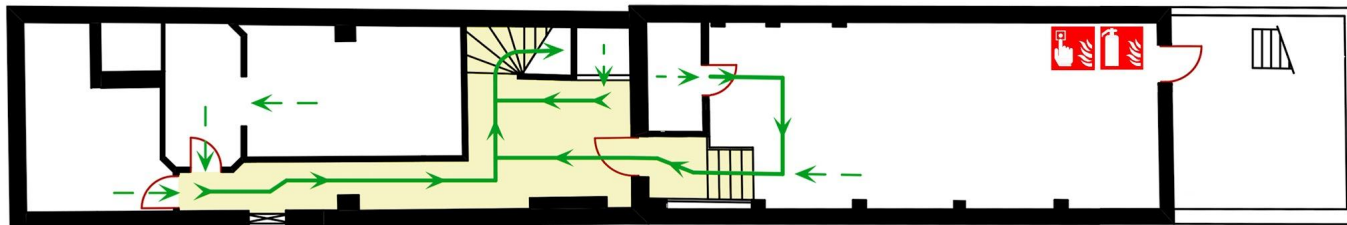
**FIRST FLOOR**



**GROUND FLOOR**



**BASEMENT**



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

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



Fire Exit



Fire Alarm Call Point



Fire Extinguisher



Refuge Point



Assembly Point