

About KidZania

At KidZania London, we believe that the best way to learn is by ‘doing’. We know that educational visits outside the classroom are powerful experiences that can allow children to explore the wider world independently, whilst assisting development of important life skills including critical thinking, teamwork, and self-awareness.

KidZania London is the perfect destination for children in key stages 1,2 and 3 to discover experiential learning through play in a fully immersive indoor city with a wide range of activities that support the national curriculum, as well as encouraging careers education and financial literacy.

Please note that there is an updated section at the bottom of this risk assessment in relation to the precautions taken surrounding COVID-19.

Advice

We are happy to give advice to schools who are planning on booking a visit, or making

Public Liability	KidZania is covered by Public Liability Insurance to the amount of £10m.
Local Enforcement Agency	London Borough of Hammersmith & Fulham
Food Safety and Hygiene	All food outlets and eateries operate in accordance with the Food Safety Act 1990. They are regularly inspected by the local Environmental Health Department.
Security	KidZania and Westfield London has a dedicated and fully trained security team who are able to deal with any security issues on site.

changes to their visit itinerary; please contact schools@kidzania.co.uk.

Venue Information

Supervision and Behaviour

- KidZania is situated within a public building, therefore teachers and group leaders must ensure that groups are well supervised and courteous towards other groups or visitors. Group leaders are responsible for supervising behaviour, health and safety and accompany groups in the event of an evacuation. Group leaders must follow instructions of KidZania London employees in the unlikely event of a site evacuation.
- Groups must have the correct adult-to-student ratio (1:5 for Primary; 1:10 for Secondary)

- If the behaviour of anyone in the group adversely affects the safety or enjoyment of other visitors or staff, or causes any property damage; the offending person or group may be asked to leave.
- We kindly request that students are briefed about appropriate behaviour, and group leaders have their own measures in place in case anyone is asked to leave KidZania. We accept no responsibility for ensuring the safety of anyone who is ejected from our site.

KidZania Employees

- All employees are easily recognisable; wearing uniforms and lanyards/name badges.
- Full DBS Criminal Record Checks are carried out on all employees throughout the attraction and company.
- All staff are fully trained to ensure competence in delivery of their role.

First Aid

- KidZania has trained employees, able to provide First Aid treatment. Please contact schools@kidzania.co.uk if you require any assistance prior to your visit.
- Our First Aid Centre is located on the entry level, next to the 'Building in Flames'.
- The First Aid Centre also acts as a Lost Children's centre, if groups become separated from their parties.
- All First Aid incidents should be reported to the First Aid Centre, where they are treated and recorded.

Health and Safety

- KidZania has written Health and Safety Policy Statement, which is available upon request.
- All staff attend regular, mandatory Health and Safety training courses.
- KidZania is subject to an annual independent audit to ensure Health and Safety standards are met and maintained.
- KidZania's public areas have been designed, and are maintained as safe spaces for all our visitors.
- Establishments and activities are designed with full consideration of risk control measures. Risk assessments are completed or updated for all new works and activities.
- Daily checks are carried out, with any potential hazards addressed as soon as reasonably practicable.

Risk Assessment

<p>Vehicle Traffic</p>	<p>Within the site, some activities use small, slow moving vehicles (e.g. Fire Engine). These are speed restricted and will be fully supervised by trained staff. Activity risk assessments control risks associated with this.</p> <p>Westfield London offers designated drop-off points for coaches; located near the centre's valet parking service and taxi drop off point. This area is on a public road and groups must cross via a zebra crossing to gain access to the Westfield Car Park. There are designated pedestrian walkways in the Westfield Car Park. Children must be supervised by their group leaders at all times.</p>
<p>Weather</p>	<p>KidZania is located within Westfield Shopping Centre; the building is fully covered and is all-weather friendly.</p>
<p>Slips, Trips & Falls</p>	<p>The following hazards should be noted:</p> <ul style="list-style-type: none"> • Occasional wet flooring (always denoted with the appropriate signage) • Care should be taken on sloped areas • Steps, stairs, elevators and escalators • Care must be taken when entering/exiting selected activities and establishments
<p>High Level Areas</p>	<p>KidZania is situated on the first floor of Westfield Shopping Mall, use of stairs, escalators and elevators will be required when gaining access into KidZania. The venue is built upon 2 floors. All activities and establishments are on a flat levelled surface.</p>
<p>Reduced Lighting</p>	<p>Please note the theming of a small selection of Establishments means they operate with reduced lighting. These are all fully supervised and covered by a risk assessment.</p>
<p>Activity Specific Risks</p>	<p>All our activities are maintained to the highest standard of safety, and our staff are fully trained to operate and perform in all establishments. Group leaders must ensure they read all safety notices and guidelines on the census panel before entering the activities.</p>

<p>London</p>	<p>Some activities may have restrictions meaning not all visitors are able to partake. These are to ensure visitor safety and must be adhered to.</p>
<p>Door Entrapment</p>	<p>Doors have been designed to reduce the risk of entrapment and ‘pinch points’ as low as is reasonably practicable. There is still a remote possibility of this occurring, so we advise group leaders to inform children to take care of this prior to entering the City.</p>

Venue & Activity Arrangement

<p>Arrival Arrangements</p>	<p>The drop off/pick up point is situated outside the valet parking entrance to Westfield Shopping Mall. Pre-booked tickets must be collected first for schools, to then be fast tracked through the priority entrance at ‘Airport Check-in and Immigration’.</p>
<p>Parking</p>	<p>Travelling by car is simple. Westfield London provides easy access from the West Cross route and offers 4500 housed parking spaces. Westfield additionally offers express parking, valet parking, motorcycle and scooter parking, taxi lounge, shop mobility and free electric car charging – all services can be booked in advance via Westfield’s website.</p>
<p>Wheelchair Access</p>	<p>KidZania has been designed to consider the needs of visitors with disabilities. The attraction is accessible to wheelchair users. There are lifts and/or ramps to aid with floor or level change. Only designated lifts may be used in the event of a fire evacuation; KidZania staff will direct wheelchair users to these if required.</p>
<p>Lockers & Storage Facilities</p>	<p>Lockers are available on a first come, first served basis and are located between the ‘Building in Flames’ and the ‘Dentist’.</p>
<p>Eating & Dining</p>	<p>There are many food and beverage options within the attraction; serving a variety of hot and cold meals/drinks. Some establishments and activities will offer visitors the opportunity to make and take home food and souvenir items.</p>
<p>Additional Costs</p>	<p>While the main experience is included in the admission price, a very small number of establishments may incur a small, additional cost. All additional costs will be made obvious before partaking in the activity.</p>

Signage	All visitors must adhere to safety signage around the site. Digital maps are available around the site and on request from the airport.
Food Safety and Hygiene	All food outlets and eateries operate in accordance with the Food Safety Act 1990. They are regularly inspected by the local Environmental Health Department. Relevant Food Safety information is available on request.

COVID –19 Site Risk Assessment

Assessment Criteria	Y	N	Comments/ specific detail/ current controls	Further Action Required - prior to unit being deemed safe for opening for operation	Actions completed - (Date completed and by whom)
<u>Have Risk Assessments been conducted in all areas of the site?</u>	Y		RA's have been carried out in each area of city establishments, airport, F&B, retail and all BOH areas.	No further action required	25/09/2020 – TA/WM/PR
<u>Is Visitor Social Distancing possible within unit/site?</u>	Y		Social Distancing is possible in all areas of the site following measure & Map out plan with reduced capacity on site in Common & activity areas . All as per govt. directive.	No further action required	20/05/2020 -DM
<u>Is Operational Staff social distancing possible within unit/site?</u>	Y		Social Distancing is possible in all working areas of the site for employees. This was ascertained through measure & map out plan of all areas.	No further action required	20/5/2020- DM
<u>Have correct measures been taken to control capacity levels on site?</u>	Y		Timed ticketing slots have been restricted to control capacity levels. Following measure & map out in general and establishment areas, safe capacity levels have been identified to allow for social distancing	No further action required	01/08/2020 -BW
<u>Are there enough control measures in place for social distancing?</u>	Y		The entire site from Entry has signage on floors and at eye level to guide visitors & staff on social distancing. All Q lines are carefully marked to ensure social distancing is adhered to.	No further action required	18/09/2020-DM
<u>Are procedures in place to deal with any social distancing breaches?</u>	Y		The city has traffic wardens in place to help control social distancing. Each case scenario will be analyzed and if it is deemed a person within a controlled area refuses to adhere to these measures then this may		18/09/2020-PR



			lead to visitor being exited from premise.		
<u>Is there enough signage in place to support Sanitization as well as social distancing?</u>	Y		There is signage from point of entry and throughout all activities emphasizing the importance of sanitizing and washing your hands.	No further action required.	18/09/2020-DM
<u>Is there information available for visitors to understand expectations and guidelines that need to be adhered to when attending site/venue?</u>	Y		Website has been updated with all relevant information pertaining to COVID-19, it outlines expectations when visitor arrives in conjunction with what rules visitor need to adhere to. (ie.ppe on arrival unless exempt for medical reasons, temp checks and scanning against covid-19 NHS QR code).	No further action required	13/08/2020-AM
<u>Are there control measures in place before entry to site to minimize risk of infection.</u>	Y		All visitors and employees will have to be temperature checked and standard COVID questions answered before access is permitted. Track & Trace NHS QR code on entry.	No further action required	13/08/2020-PR
<u>Is there process in place if visitor reports signs of COVID-19</u>	Y		As per T&Cs, health checks are taken prior to entry. Health Checks will not be stored. If anyone shows signs, advises of symptoms or have been in contact with someone who has been diagnosed with covid, entry will not be permitted. Track & Trace system in place to support reported cases. If Visitor reports signs after admission, visitor will be taken to a quarantined first aid room in first instance, & either paramedics will be called if deemed severe or visitor requested to leave and contact NHS.	No further action required	13/08/2020-PR
<u>Are there control measures in place for employees entering and exiting site.</u>	Y		All employees come through a controlled entry and separate exit route. Temp checks and sanitization are conducted on entry.	No further action required	
<u>Is there process in place for employees to social distance during break time?</u>	Y		Canteen areas laid out with screens and restricted numbers to adhere to social distancing.	No further action required	13/08/2020
<u>Is there process in place if employee advises signs of COVID symptoms?</u>	Y		All employees will be requested to not attend site and get tested before being permitted back to work. Employees undergo same	No further action required	13/08/2020

			temp checks and questioning on entry to work.		
Is there sufficient PPE in place for visitors & employees	Y		Hand Sanitizer stations in place throughout. All visitors expected to arrive with their own Face Coverings but there will be PPE available . All Employees are provided with Masks, visors,& hairnets & aprons in areas that are required.	No further action required	20/08/2020-PR/WM
Are all service areas/counters fitted with Screen protectors?	Y		Safe- Guard Screens are in place at all ticket ,immigration (exit area),bank, retail & F&B counter areas.	No further action required	25/09/2020-DH
Are other measures in place to minimize risk of infection.	Y		Site is set up to operate cashless inclusive of KidZos. Props removed from certain activities .Under 4 soft-play area closed until further notice. Activities incorporate regular cleaning before & after each activity. Role play uniforms removed. Keyboard Coverings in place on certain activities for easy wipe down. Antibacterial sprays , wipes ,soap & Water in each activity for employee to use. Signage promoting handwashing in place throughout.	No further action required	25/09/2020-DM/PR
Have necessary cleaning measures been taken?	Y		The site has undergone deep cleaning and been fogged with Anti-Viral disinfectant.	No further action required	25/09/2020-PR
Has the site sufficient stock of cleaning materials?	Y		Site normally stocks one month in advance ,currently site has up to three months of Anti-Viral cleaning products.	No further action required	01/09/2020 -PR
Has enhanced cleaning been introduced in activities?	Y		Training program delivered to all employees running activities to incorporate more regular cleaning in between sessions.	No further action required	20/09/2020 - AJ
Has enhanced cleaning been introduced throughout the site?	Y		There is an onsite cleaning team dedicated to different zones of the city to continually sanitize areas and keep the city clean.	No further action required	20/09/2020-AC
Are suitable hand washing facilities available within the site/working area, (this should include soap, fresh water, hand towels and appropriate hand sanitizer	Y		There are sufficient WC & Sink areas for visitor and staff. All are sufficiently stocked regularly replenished.	No further action required	20/09/2020-AC

Are there bins in place to dispose of any damaged, used or contaminated PPE?	Y		There are separate closed bins for all PPE items (masks, gloves) situated in key areas throughout the site so they can be handled and disposed of separately.	No further action required	20/09/2020-PR
Are sufficient control measures in place in F&B areas.	Y		Separate risk assessment conducted in this area to allow for safe COVID working practices. Table service system in place as per govt. guidelines. Contactless system in place to avoid cash handling. Wipes used on PDQ machines after every use.	No further action required	25/09/2020-WM
Are food consumption areas, in the direct vicinity, safe for use and social distancing requirements possible?	Y		All tables set for social distancing. Visitors requested to sit only with their own bubble. Regular cleaning conducted after each sitting.	No further action required	25/09/2020-WM
Can areas be serviced/ cleaned and sanitized safely by members of staff (with social distancing requirements adhered to	Y		All dining areas at hut & Time square can be serviced without issue. Working areas in kitchen are kept to minimum staffing. All establishments have restricted capacity to allow for movement and cleaning whilst adhering to social distancing)	No further action required	20/09/2020-PR/WM/DM
Were deep cleans carried out in kitchens?	Y		As with the rest of site, all kitchen cooking items were deep cleaned, surfaces sanitized. Grease traps serviced.	No further action required	20/09/2020-WM
Are employees COVID-19 Trained?	y		As per training plan all employees undergo COVID-19 training before returning to work, both online whilst on furlough and onsite before return.	No further action required	20/09/2020-AJ
Are procedures in place to deal with any social distancing breaches?	Y		Traffic Wardens in place to support control. Any Visitor knowingly refusing to adhere risks been requested to leave the site.	No further action required	13/08/2020 -PR
Are all AHUs serviced prior to opening?	Y		All AHU's have been serviced to ensure correct level of airflow.	No further action taken	20/09/2020

For any other queries or questions, please email schools@kidzania.co.uk