

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

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.

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>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>

Door Entrapment	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.
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Venue & Activity Arrangement

Arrival Arrangements	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’.
Parking	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.
Wheelchair Access	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.
Lockers & Storage Facilities	Lockers are available on a first come, first served basis and are located between the ‘Building in Flames’ and the ‘Dentist’.
Eating & Dining	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.
Additional Costs	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.
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

HOD/ Dept Management:

Name: Patricia Rayneau

Date: 30/07/2021

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	29/07/2021 - TA
<u>Is Visitor Social Distancing possible within unit/site?</u>	Y		Social Distancing is no longer a requirement as of 16 th July. However certain areas such as establishments this will be retained as per measure & map out plan. This will be phased out accordingly from 01 st August. All as per govt. directive.	No further action required	29/07/2021 -PR
<u>Is Operational Staff social distancing possible within unit/site?</u>	y		Social Distancing is no longer a requirement as per govt. directive from 16 th July. However, this will be retained within the establishments and phased out accordingly from 01 st August and back to normal capacities by October half term. As per map out staff can still socially distance within establishments, stickers and reduced capacity remains.	No further action required	29/07/2021 -DM
<u>Have correct measures been taken to control capacity levels on site?</u>	Y		Following measure & map out in establishment areas, safe capacity levels have been identified to allow for social distancing. All general areas are back to normal.	No further action required	29/07/2021
<u>Are there enough control measures in place for social distancing?</u>	Y		Although this is no longer a requirement as per govt. directive, the entire site from Entry has signage in place encouraging social distancing. There are signs on floors within establishments where social distancing remains currently until phased out from 01 st August	No further action required	29/07/2021-DM

Are procedures in place to deal with any social distancing breaches?	Y		This is no longer a requirement as per govt.directive. However, KZ still encourages social distancing within establishments and Zupervisors are trained to ensure this is adhered to.		29/07/2021 -PR/DM/TA
<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.	29/07/2021 - 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. (i.e. we encourage face coverings ;sanitization and we continue with temp checks and have optional scanning of NHS QR code in place).	No further action required	29/07/2021-BW
<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 are on display at entrance for both visitors and employees. Track & Trace NHS QR code is on display at both points of entry.	No further action required	29/07/2021-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	29/07/2021-PR
<u>Are there control measures in place for employees entering and exiting site.</u>	Y		All employees come through a controlled entry and exit route. Temp checks and sanitization are conducted on entry.	No further action required	29/07/2021-PR

Is there process in place for employees to social distance during break time?	Y		This is no longer a requirement.	No further action required	29/07/2021-PR
Is there process in place if employee advises signs of COVID symptoms?	Y		All employees will be requested to not attend site and get tested before being permitted back to work. Employees undergo continued process of temp checks before entry. All employees are encouraged to take regular lateral flow tests at home. If an employee shows signs whilst at work KZ has stock of lateral flow tests to conduct tests on site if required to do so	No further action required	29/07/2021-PR
Is there sufficient PPE in place for visitors & employees	Y		Hand Sanitizer stations in place throughout. All visitors encouraged to arrive with their own Face Coverings but there will be PPE available for purchase . All Employees are provided with Masks, visors,& hairnets & aprons in areas that are required. As with Visitors we encourage all employees to wear face coverings.	No further action required	29/07/2021-AC
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. These to remain in place until further notice	No further action required	29/07/2021 -PR/DH
Are other measures in place to minimize risk of infection.	Y		Site is set up to operate cashless inclusive of KidZos, however KZ accepts cash but encourages use of cards where possible. Props removed from certain activities until phased back in from 01 st Aug up to October half term. Activities incorporate regular cleaning before & after each activity. Role play uniforms removed but will be phased back in by Oct half term. 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	20/07/2021- DM/PR
Have necessary cleaning measures been taken?	Y		The site has undergone deep cleaning and been fogged with Anti-Viral	No further action required	29/07/2021-AC

			disinfectant. This is a regular schedule.		
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	29/07/2021 -AC
Has enhanced cleaning been introduced in activities?	Y		Training program delivered to all employees running activities to incorporate more regular cleaning in between sessions. This to remain in place.	No further action required	29/07/2021 - 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	29/07/2021-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	29/07/2021-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, all clearly marked.	No further action required	29/07/2021-AC
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. Regular cleaning and sanitizing within kitchen areas mandatory & logbooks in place. Although no longer a requirement Table service system to remain in place and to be phased back to normal by Oct half term. Contactless card use encouraged to avoid cash handling. Wipes used on PDQ machines after every use.	No further action required	29/07/2021- EC/PR
Are food consumption areas, in the direct vicinity, safe for use and social distancing requirements possible?	Y		Although no longer a requirement, Signage on tables remains in place encouraging visitors on sanitization and washing of hands. Regular cleaning conducted after each sitting. Table service will continue and phased out gradually by Oct half term	No further action required	29/07/2021 -EC/PR
Can areas be serviced/ cleaned and sanitized safely by members of staff (with social distancing requirements adhered to)	Y		This is no longer a requirement. However, all dining areas at hut, & Time square can be serviced without issue.	No further action required	29/07/2021- PR

			All establishments have restricted capacity to allow for movement and cleaning whilst adhering to social distancing)		
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	29/07/2021-EC
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	29/07/2021-AJ
Are procedures in place to deal with any social distancing breaches?	Y		This is no longer a requirement as of govt. directive 16 th July. However, as a business we will continue to encourage social distancing with visitors and employees and take action where necessary in places (such as establishments) where social distancing remains in place until phased out by October Half term.	No further action required	29/07/2021 -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	29/07/2021

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