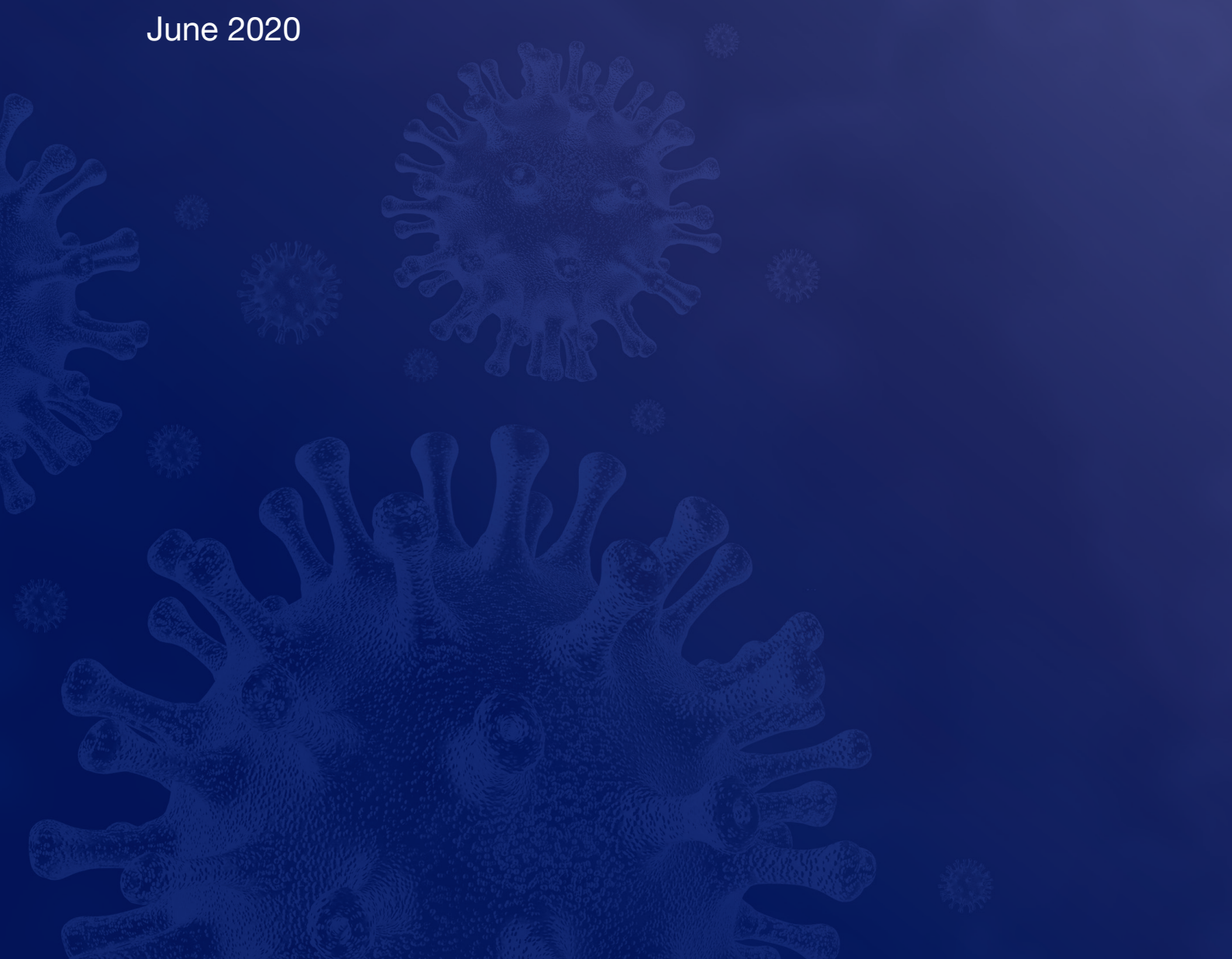


Bingo

THE BINGO ASSOCIATION

Covid-19: **A plan for re-opening**

June 2020



Foreword

Miles Baron, Chief Executive, The Bingo Association

FAO DCMS/Gov.Scot/Gov.Wales,

The Licensed Bingo Industry in Great Britain attaches its Key Principles for reopening as part of step three in the UK government's 'Our Plan to Rebuild'.

The Bingo Association has provided all its Members with a detailed briefing document that covers the Key Principles of Licensed Bingo Club's social distancing plans, supported by illustrations of detailed Risk Assessments that Local Authorities can expect to receive from operators of Licensed Bingo Clubs. The document also contains examples of marketing and messaging materials that will be used by Association members to underpin their Covid-19 and Social Distancing Protocols.

The document is a one stop shop for BA members offering exclusive agreements for the free provision of external Covid-19 risk assessments as well as the supply of PPE through the Regency Purchasing Group.

Finally the document provides guidance for members to ensure that whilst preparing for reopening Licensed Bingo Clubs do not lose sight of their Licensing and Regulatory obligations.

Bingo Association members understand that failing to put in place sufficient measures to manage the risk of COVID – 19, could constitute a breach of health and safety law and are expected to respond to any advice or notices issued by enforcing authorities.

The Bingo Association hopes that our Key Principles will meet with the approval of all regulatory bodies, and will give confidence that the Licensed Bingo Industry is ready and prepared for a safe reopening in England from 4th July, and as soon and possible in Scotland and Wales.

Many thanks and I look forward to any comments or questions.

Yours faithfully,



Miles Baron
Chief Executive
The Bingo Association

Please Note: The guidelines in this document have been updated to reflect the change in Category level from 4 to 3. These changes are shown in blue.

Key Principles

For Re-opening Retail Bingo Clubs:
Compliance with Covid-19 Secure Guidelines (BA recommended standards)

Entering and Exiting Our Bingo Clubs

- Entry to Bingo Clubs will be made in a controlled manner and team members/colleagues will be used to maintain the appropriate social distancing requirement.
- Hand sanitiser will be available to customers prior to entry.
- Signage will clearly promote social distancing, club hygiene measures and personal hygiene responsibilities via constructive 'nudge' style messages.
- Bingo Clubs will maintain Social Responsibility procedures regarding age verification and self-exclusion at point of entry as normal.
- Depending on space and design limitations Bingo Clubs will consider using reception areas for entry only; arranging for separate exits to be used for leaving the building.

Maintaining Social Distancing

- Social Distancing will be maintained throughout the Bingo Clubs in-line with the Government's Covid-19 Secure Guidelines which are current at that time.
- Each Bingo Club will adhere to a capacity level the calculation of which will ensure that current appropriate social distancing guidelines are maintained at all points in the customer journey.
- Colleagues will ensure that appropriate capacity limits will be maintained in specific zones (such as smoking areas, lifts, toilets).
- Service points (including for book sales, bar and food) will be reconfigured to allow for appropriate social distancing.
- Environments should be avoided where there is encouragement for singing, shouting or conversing loudly such as the playing or broadcasting of loud music.
- Toilets – Members will ensure that toilets are kept open and to ensure/promote good hygiene, social distancing and cleanliness in toilet facilities.

Maintaining Safety Whilst Playing Bingo and Gaming Machines

- Sanitiser will be available upon request to customers when playing bingo or gaming machines in Bingo Clubs where possible available from roving employees.
- Tables and seating restrictions will be arranged to maintain appropriate social distancing within the Bingo Club. This will include a proportion of seating becoming unavailable for use by customers but will form part of the Bingo Clubs working capacity calculations.
- Areas for customers who are from the same group will be clearly marked with adequate signage.
- Interval game 'scatter boards' will be cleaned pre-session. Cashline counters (where used) will be pre-bagged and issued to players for their own exclusive personal use on request.
- Gaming machine positions will be reconfigured to maintain social distancing between players. In zones where this is not possible, machines will be made unavailable, or screens will be deployed between the positions.

- Gaming machines will be cleaned before a Bingo Club opens and after a customer has finished playing. Voucher Redemption Terminals and ATMs will be cleaned at least once per hour.
- Where a premises delivers a mix of services, only those services that are permitted to be open should be available.

Our Colleagues' Role in Promoting Covid-19 Secure Guidelines

- Our Team members/colleagues will be trained to remind our customers of current social distancing guidance.
- All customer-facing colleagues will be given the option to wear face coverings and these will be provided. Colleagues will be encouraged to follow Government guidance on the use of face coverings <https://www.gov.uk/>
- Hand sanitiser stations will be available throughout Bingo Clubs, including back of house areas.
- In line with HSE / PHE guidance, all Bingo Clubs will have undertaken risk assessments so that colleagues are able to receive guidance on making the necessary adjustments to their role (for instance, guidance on hygiene and social distancing).
- Seating in staff rooms and office areas will be re-configured to maintain social distancing.

Additional Safeguards

- Our Bingo Clubs will ensure a high level of compliance with the Government's published Covid-19 Secure Guidance for shops and branches <https://www.gov.uk/guidance/working-safwly-during-coronavirus-covid-19>
- Operators will support NHS Test and Trace by keeping records of visitors, employees and customer visits for at least 21 days.
- A high level of cleaning will always be maintained in Bingo Clubs, supported by documented protocols and risk assessments.
- Where practical, our Bingo Clubs will utilise one-way systems in public areas including bar and restaurant areas.
- Customers will be encouraged to make contactless transactions wherever possible.
- Each Bingo Club will be assessed for the installation of screens in appropriate locations.
- Shift times and working hours will be reviewed and where possible start and finish times staggered. Where possible shift patterns will be arranged to match up colleagues within the same teams. The aim will be to reduce the number of colleagues coming into contact with each other wherever possible.

Social Responsibility

- Our Bingo Club teams will be trained to support customer interventions that promote Safer Gambling only using techniques that are consistent with Covid-19 Social Distancing guidelines.

Emergencies

- In the event of a fire or other similar emergency Team members/Colleagues will not be expected to maintain social distancing protocols where to do so would put the safety of customers and other team members at increased risk.