



Hotels, Hospitality and Leisure Intelligence:

# Leisure Facilities





# Operational Processes

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Risk Features

Material Damage  
and Business  
Interruption Hazards

We know that your clients take risk management seriously and that it plays a key role in the service you offer. We've produced this guide to highlight the controls and prevention measures your clients can take to help reduce the risks associated with the leisure sector.

## Trade overview

The leisure sector is diverse but all firms have one thing in common, a high usage rate by the general public. As such, keeping the public safe is a top priority. Slips, trips and falls are a major concern and with high tourism rates, claims from outside of the UK are expected. Food preparation is also a common theme and therefore high hygiene safety standards need to be observed. The leisure sector includes: gyms, day spas, swimming pools, saunas and steam rooms with appropriate care and maintenance needed as a priority.

Cooking continues to dominate the fire risks within the sector, with high levels of control needed to protect kitchens and the premises. There's also an increased fire risk associated with saunas.

Finally, flood can be a real concern with drying and decontamination taking a considerable amount of time before premises can start re-trading.



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### **Business Interruption**

The leisure sector trades on the enjoyment of their customers and once trust is broken, it's very difficult to recover. Business continuity planning positively reduces the impact of an incident and appointing a media spokesperson will ensure consistent, positive messages are communicated. Offering alternate options during periods of "downtime" is beneficial for premises such as health clubs. Even temporary facilities or activities can make members feel valued and create a community spirit during a difficult period which will help to encourage members to stay.

### **Employers Liability**

The main potential incidents tend to be slips, trips, falls, musculoskeletal and handling type issues arising from the movement of equipment. There's also some potential for exposure to chemicals associated with the management of pool and spa facilities.

Kitchen staff within leisure facilities will also be at risk from cuts and burns from cooking.

Maintenance activities in relation to leisure equipment, which may include items outside such as cricket nets, tennis courts, basketball hoops. Floodlighting may also introduce risks from the use of portable power tools or work at height. Hazards from work outside in inclement weather should be considered if sports fields or courts are part of the facilities provided.



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## Public and Products Liability

In leisure, public liability concerns focus on slips, trips, and falls, particularly around pools and wet areas. The suitable design of flooring and regular cleaning is considered essential in reducing the potential for these incidents. Adequate supervision of pool activities is needed to avoid drowning incidents and serious injuries. There's also potential for injuries arising from either misuse of gym equipment or faulty equipment, this is generally due to failing to maintain or service equipment properly.

Personal trainer/instruction/coaching regimes should be covered by individual Professional Indemnity Insurances as incidents can result in significant claims. Supply of supplements to aid training and weight loss must be carefully managed to avoid any issues arising.

Legionella is an area of potentially high risk leading from the poor management of water systems, pools, cooling towers, and spa pools. Areas where bacteria can accumulate must be properly assessed and controlled to ensure that the risk is low.

The food safety risk must be managed by ensuring that all staff have the appropriate food safety and hygiene qualifications and that there is a HACCAP control system in place. External contractors must be vetted and carry their own EL/PL insurances.

## Material Damage

Fire from commercial kitchens continues to be a major issue, fuelled by a build-up of fats, oil and grease (FOG) in cooker canopies, filters, baffles, internal surfaces of plenums and extraction ducting. Even a small fire or flaming within the kitchen can cause a large loss. High standards and frequent cleaning including specialist contractors for the extract ducting will reduce the risk. Installing a suitably designed and approved kitchen fire suppression system can substantially reduce the fire risk.

Sauna fires are also a consideration with plastic cups/bottles, robes and towels being left on or near heating elements or hot stones plus the use of undiluted essence oils. Use of chlorinated water (or excessive water) can cause thermal shock of the heating elements which must be avoided. There are also added complications if the thermostat fails or the sauna is used excessively, this can dry out the timber linings making fire more likely.



# Material Damage and Business Interruption Hazards

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and Business  
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The tables below highlight some specific hazards present in the leisure sector environments, along with the associated controls which will help prevent major loss of physical property. Generic risks resulting from arson, normal electrical sources and waste aren't mentioned here.

## Features always present

Hazard	Control
Overheating of oils/fats from cooking.	<ul style="list-style-type: none"><li>▪ Training of staff.</li><li>▪ Work within safe temperature range.</li><li>▪ Thermostatic controls and a non-resettable high temperature cut-out device should be used.</li><li>▪ Regular oil replacements are essential and spillages addressed promptly.</li><li>▪ No unattended processes.</li><li>▪ Provision of fire blanket and Class F fire extinguisher.</li><li>▪ Installation and ongoing maintenance of Ansul R102 fire suppression system (or similar approved system).</li></ul>
Build-up of grease on filters and within ductwork.	<ul style="list-style-type: none"><li>▪ Weekly cleaning of grease baffles or filters.</li><li>▪ Deep clean of the full length of kitchen extraction system at 3, 6 or 12 month intervals, depending on usage in accordance with Standard TR19 Grease: Fire Risk Management of Grease Accumulation within Kitchen Extract Systems.</li></ul>



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## Features sometimes present

Hazard	Control
Fire from saunas.	<ul style="list-style-type: none"><li>Start of day checks to ensure the sauna is suitable to turn on (i.e. heater rail in place, no scorching to timbers, electrical installations appear safe).</li><li>End of day checks (i.e. remove any articles left inside the sauna, turned off and door left open, thermostat set to low temperature).</li><li>User instructions and how to operate is publicised and well known.</li><li>Inspections of the sauna should be undertaken by staff during the day and a final check after shutdown.</li><li>Keep the sauna clean (i.e. remove hair and dust).</li><li>Consider automatic fire detection and/or a suitable fire suppression system tested for use within the sauna.</li></ul>
Fire risk (overload) from electrical gaming machines.	<ul style="list-style-type: none"><li>Ensure Residual Current Devices (RCDs) are in use.</li><li>Consider thermographic electrical surveys (as well as normal electrical condition reporting), turn off machines when closed.</li></ul>



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Operational Processes

Risk Features

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The table below highlights some specific hazards present in leisure facilities, along with the associated controls to help prevent significant injury or third-party property damage. Generic risks arising from manual handling, warehousing or any work away from the premises aren't mentioned here.

## Employer's Liability and Public Liability

Hazard	Control
Risk of manual handling musculoskeletal injury.	<ul style="list-style-type: none"> <li>Adequate training and retention of records.</li> </ul>
Risk from the use of chemicals (i.e. inhalation or absorption).	<ul style="list-style-type: none"> <li>Formal training and handling of chemicals etc.</li> </ul>
Injury from the misuse of equipment.	<ul style="list-style-type: none"> <li>Adequate induction/training and supervision of trainers and activities.</li> </ul>
Injury through the use of personal fitness training/programs.	<ul style="list-style-type: none"> <li>Third party instructors must be vetted and carry adequate PI Insurance.</li> </ul>
Injury from faulty equipment.	<ul style="list-style-type: none"> <li>Formal service and maintenance of gym equipment, including daily checks.</li> </ul>
Risk from food safety issues.	<ul style="list-style-type: none"> <li>Ensure food safety management system is in place, with appropriately trained staff.</li> </ul>

Hazard	Control
Injury from the use of ground keeping / maintenance tools and machinery.	<ul style="list-style-type: none"> <li>Employee training in use of tools and appropriate selection procurement.</li> </ul>
Risk of falls from work at height.	<ul style="list-style-type: none"> <li>If unavoidable following assessment, use of appropriate access equipment by trained and authorised staff.</li> </ul>
Slips, trips and falls.	<ul style="list-style-type: none"> <li>Design of flooring and management of wet areas.</li> </ul>
Legionella.	<ul style="list-style-type: none"> <li>Inspecting, checking, dosing and management of all water systems and temperatures.</li> </ul>
Drowning.	<ul style="list-style-type: none"> <li>Supervision of all pool activities by trained lifeguards.</li> </ul>



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