

## Protecting places that bring people together

While we're here to pay to claims if the worst happens, we're all about trying to keep you and your property safe and secure in the first place.

Indoor entertainment centres can include cinemas, bowling alleys, amusement arcades, indoor sports centres and more. They're places full of energy and excitement – but they're not without their risks either. There's a lot to consider when it comes to reducing risks in an entertainment venue. From getting to know fire risks and assessing combustible materials, to commercial kitchens or cafes – even storing alcohol and cash safely – we've compiled a list of essential must-haves and important things to think about.



## Weather watch outs



While you can't control wild weather, you can reduce the risks that come with it.

### Best practice

- Be aware of what weather or flood events are likely to affect your building or business. This can help you plan what needs to be done.
- Keep trees and shrubbery well-trimmed, and remove diseased or damaged limbs. Ask a professional arborist to assess and strategically remove branches to allow wind to blow through the trees.
- Protect water and other pipes from freezing using insulation, or install heat tape.

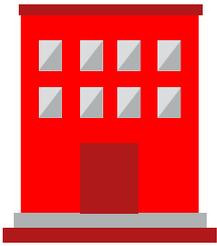
- Remove snow and hail from gutters as soon as it's safe to do so. This will reduce the possibility of subsequent rain overflowing gutters.

### Must haves

- ✓ Ensure the building is well maintained, that walls and roof are watertight. Make sure doors and windows are close fitting.
- ✓ Make sure gutters and down pipes are not blocked by leaves or rubbish. Check before the winter season, or more frequently if needed.
- ✓ Inspect channel drains, yard storm water outlets and sumps and make sure they are all free-flowing and that curb side gutters are not blocked by leaves and rubbish.

## Keep your site safe

---



The whole building should be kept secure and in good structural condition.

### Must haves

- ✓ Any exterior cladding, access doors, windows and their locks, latches and hinges should be in good working order.
- ✓ Any access roller doors need to be secure with pins and padlocks once the business is closed for the day. Motorised doors should have their electric open/close switch locked – while manual doors should be locked and chained to the building.

### ✓ Organise regular maintenance to check that:

- There aren't any holes in fire walls and that fire doors can be easily opened and closed.
- Fragile or exposed cladding is protected from impact damage with bollards or barriers.

## Maintaining a secure space

---



Good physical and electronic security will deter criminals.

### Best practice

- It's a good idea to fence the site – but if that isn't possible, make sure you take all the right steps to stop any outside equipment being stolen or used when they shouldn't be.

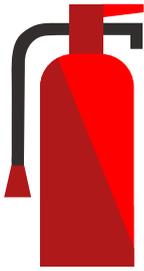
### Must haves

- ✓ Install a monitored intruder alarm with a security patrol response that's professionally maintained at least once a year. If the site has a lot of glazing, glass break sensors might be a good addition to the alarm. Make sure your alarm sensors are left clear too unobstructed. You might also want to consider random after-hours security patrols. Along with glass break sensors, PIR or Reed switches if the site has a lot of glazing.

- ✓ Set up CCTV both inside and out – think high definition, motion sensing and infrared, for clear images.
- ✓ Give coin change machines extra physical security so they can't be broken into or removed.
- ✓ Have a proper and thorough cash handling process. Make sure you and the team have good processes when it's time to close up and cash up. Leave the till drawers open and empty. And keep cash in an appropriate safe that's bolted to the floor and close enough to protected by the intruder alarm.
- ✓ Store high-value items like alcohol or expensive equipment in locked areas that are covered by CCTV and fitted with intruder alarms.

## Putting out fire risks

---



Having the correct equipment and protection in place can reduce the potential for loss.

### Best practice

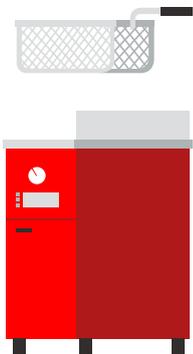
- Consider installing a monitored fire detection system that's fitted with smoke and heat detectors – but make sure the detector unit you choose is suitable for your site to avoid false alarms.
- Make sure insulating materials (for noise or temperature control etc.) are non-combustible.

### Must haves

- ✓ Install an appropriate number of fire extinguishers, which are located throughout the site and can be easily accessed by staff. 2.5kg dry powder and/or 3.5kg CO2 units are recommended as a minimum.
- ✓ Have a 3.5 litre Wet Chemical Fire Extinguisher on-hand if deep fat frying is taking place. We can give you more information on suitable units and locations. You should always have a wall-mounted fire blanket in your kitchen too.
- ✓ Yearly maintenance is a must for all fire extinguishers and hoses.
- ✓ If installed automatic sprinklers should be properly maintained and kept clear of any fit out or entertainment equipment.

## If you're cooking on site

---



Cooking and commercial kitchens can be risky if not managed properly.

### Must haves

- ✓ Clean your kitchen extract systems regularly – ideally once a week for filters and once a year for ducting. You can find out more in our Commercial Cooking Advice sheet.
- ✓ Prevent the oil in deep fat fryers from overheating by fitting them with mechanical or electronic temperature controls. Each vat should be fitted with a close-fitting steel lid when it's not being used.
- ✓ Store waste oil/fat in a metal bin with a close-fitting metal lid until it's taken from the premises.
- ✓ Drain and filter oil/fat at least once a week, removing crumbs and replacing oil if it is not clear. Cooking oils/fats deteriorate with use, and need to be well managed.
- ✓ Any other cooking appliances (like popcorn machines) should be properly operated, cleaned and maintained.
- ✓ Where immersion heaters are used to heat the oil in popcorn machines, staff need to be fully trained on how to do this safely.
- ✓ Any cooking and heating equipment for oil should not be left unattended when in use.

## Good housekeeping counts

---



Good housekeeping can help reduce the seriousness of a fire and how quickly it spreads.

### Best practice

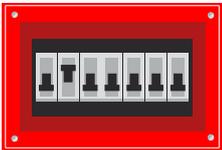
- Make sure public areas are neat and tidy and that the exits are always easily accessible.

### Must haves

- ✓ Keep storerooms/plant rooms clear of any items that aren't needed – especially if they're combustible.
- ✓ External waste bins, pallets, skips or local cardboard disposal bins, etc. should be kept clear of the building (ideally, at least 10m) with their lids locked closed.

## Electrical and lighting

---



Faulty or damaged electrical systems can result in fires.

### Best practice

- Undertake thermographic imaging of switchboards – to spot any higher temperatures or overloading.
- Undertake periodic verification (visual inspection and limited testing) for older buildings, where there are ongoing electrical problems or where the electrical system shows wear and tear. An electrician will be able to assist with this. Periodic verification is a comprehensive check of the entire electrical system.
- Make sure that only authorised people have access to switch boards, switch/plant rooms and projection rooms.

### Must haves

- ✓ Test and tag all portable electrical equipment – and keep the use of extension leads and power boards to a minimum.
- ✓ Maintain electrical equipment according to the manufacturer's guidelines – including any emergency generators.
- ✓ Keep lighting systems in good working order.
- ✓ Replace high intensity discharge lights (HID) according to the manufacturers timeframes. Fires can start when the lamp fails due to hot debris falling. These lights should be switched off, allowed to cool down then switched back on, at least once a week. They are most likely to fail on start-up.
- ✓ Check that fluorescent lights and tubes are in good working order and replace any lamps that aren't properly lit. If you notice any recurring problems, have an electrician check them out.

## Watching out for water damage

---



With routine checks and a proper plan, the risks can be seriously reduced.

### Best practice

- Plumb washing machine and dishwasher outlets into the wastewater pipe, not simply with the waste pipe hooked over a sink.

### Must haves

- ✓ Know where the water shut off valve(s) are for the water supply. Where possible, shut off the water supply during extended shutdowns or when not needed e.g. over the summer holidays or in an unoccupied building.
- ✓ Ensure flexi-hoses are checked regularly and replaced if showing signs of damage – or every 10 years otherwise.
- ✓ Check shower enclosures for signs of deterioration, especially to the wall boards/tiling
- ✓ Inspect plumbing, water pipes and waste lines for leaks, damage or corrosion. Check that all basins, tanks, etc have overflow facilities. Process tanks should be banded.
- ✓ Check and clean the roof regularly. This is important before the winter season and after storms. Pay attention to membrane-style roof coverings as these have a limited life and can be affected by environmental exposures.
- ✓ Check flashings where the walls and roof meet, and also pipes and skylights where they penetrate the roof covering.

## Hazardous substances

---



These should be stored and handled safely.

### Must haves

- ✓ Properly secure and restrain any gas bottles. You should also check with Worksafe if you have LPG – as you might need a compliance certification change to certificate.
- ✓ Separating non-compatible substances, limiting quantities to the minimum necessary amounts and checking if licensing is required. Keep small quantities in dangerous goods cabinets and larger quantities in a dangerous goods store.

## Good management controls

---



Have controls in place to manage to help mitigate fire or loss.

### Best practice

- Make sure everyone's on the same page when it comes to housekeeping. The more your team knows what's needed, the more likely you are to avoid losses occurring.

### Must haves

- ✓ Have the right permit to work systems in place for potentially hazardous activities – like hot work, working at height or in a confined space.

- ✓ Before leaving at the end of the day, take a look around all of the areas to see that everything's as it should be – and that any electrical or gas appliances that don't need to be kept on have been turned off.
- ✓ Limit smoking to a designated area that's free of any waste bins and equipped with proper receptacles for throwing away cigarette butts.

## Don't get disrupted

---



Have a plan in place for business interruption.

### Best practice

- Consult with a professional to check if your cyber security measures are good enough, especially if you maintain confidential records such as a customer database or bank account details.

### Must haves

- ✓ Back up critical data weekly and consider using secure Cloud services.
- ✓ Ensure you've got antivirus protection on your computer and regularly update it.
- ✓ Keep important paper records in a fireproof box/cabinet.

---

Visit [vero.co.nz/risk-profiler](https://vero.co.nz/risk-profiler) to check out our other advice sheets for more tips and in-depth information about managing risk.

**vero**

**Disclaimer** – The information presented is of a general nature only and is provided only to help you understand some of the physical risks a business may have and what an insurer might expect you do to manage those risks. It is not intended for any other purpose. You should always seek appropriate professional advice about how you manage the particular risks in your business. No representation or warranty, expressed or implied, is made as to the accuracy or completeness of the information and no responsibility is accepted for any loss, penalty or damages (including special or consequential damages) arising out of the use of all or part of the information. The information presented does not replace the need for appropriate professional advice. Reliance on this communication will not affect or influence policy response.