

COVID-19 Risk Assessment		
Location: Oake Manor Golf Club	Assessment by: Ginny Gillingham	Date: 26.06.20
1st Review Date Due: 01.09.20	Manager Approval: Steve Purchase	Date: 26.06.20



HAZARD/RISK

- Spread of COVID-19

WHO IS AT RISK

- Team Members
- Golf Club Members
- Visitors to the Golf Club
- Delivery drivers
- Vulnerable groups or people – elderly, pregnant workers, those with existing underlying health conditions

CONTROL MEASURES REQUIRED

Hand washing

- Hand washing facilities in place with hot running water, anti-bacterial soap, and disposable paper roll to dry hands.
- Placing hand sanitisers throughout workplace where washing facilities are not readily available. Sanitising stations throughout the building for customers to use, including those located by each door asking people to use them before entering the building.
- Ensuring is it consistently communicated to employees that hand washing is imperative throughout the day, ensuring they are effectively washing their hands, using posters to remind how to effectively wash your hands.
- To ensure the team members can access hand sanitiser when required, they will each have a personal hand sanitiser on a belt clip.

Personal Hygiene

- Encouraging team members to not touch their face, eyes, nose, or mouth.
- Ensure team members cough or sneeze into a tissue which goes in the bin and they wash their hands. Alternatively, into their elbow if a tissue is not readily available.
- Getting changed into their uniform when they arrive at work.
- Ensuring clean uniform is worn every day.

Cleaning

We already operate a strict and regular cleaning schedule; this needs to be upheld but extra procedures need adding to combat the spread of COVID-19.

- Sanitise all surfaces regularly, paying particular attention to surfaces frequently touched by multiple people including card machines, tables, door handles, window handles, chairs, beer pump handles, phones, light switches, calculators, flushes, the edge of the bar, toilets, keyboards, and keys.
- Ensuring correct cleaning products are used for each area.
- Schedules to be put in place to ensure cleaning is regularly done and documented.

Social Distancing for Team Members

Social distancing for team members is very challenging as our bar area, office and kitchen are small. But there are extra procedures we can put in place to assist with social distancing.

- We will facilitate social distancing for team members by allocating a specific job to each person, with only one person serving behind the bar and only one chef working in each section of the kitchen.
- We have some team members who live together so we will be utilising this to assist with shift patterns and when working closely is more likely. We will also be working in teams to facilitate easier isolation if symptoms appear.
- Team members will be given separate breaks to avoid clustering and contact in the staff room.
- We will be ensuring any change over in working areas is done after cleaning and that team members are washing their hands frequently.
- We are limiting our menu and products to in turn limit the number of staff required to operate the business.
- Placing a screen at the service point to limit the contact.
- Offering a takeaway menu and limiting the contact between customers and team members.
- The food will be put on the serving table for the customers to collect so face to face contact will be limited and distance can be maintained.
- Working in hospitality sadly means working from home is not possible.
- Ensuring team members who are vulnerable or have vulnerable people within their household are given jobs and tasks where they can of social distance. It is imperative these team members are identified.

Social Distancing for customers and visitors

We will have clear guidelines sent to our members. We will also display these guidelines on posters, and they will be monitored by our Duty Managers.

- A clearly marked out square on the ground for customers to stand in while being served.
- A clearly marked area to queue around the bar that will be 2 meters from the service square.
- A clearly marked out square on the ground for customers to stand and collect their food.
- We are aiming to have a serving table for the customers to collect so face to face contact will be limited and distance can be maintained. However, during busy periods this could mean customers are all waiting in one area to collect food, should this become a problem will deliver the food to the customers at their table.
- We are fortunate enough to have a large building with just a few narrow passing areas, to combat this we will be making them one way to avoid bottle necking or close contact.
- All tables will be positioned to accommodate the 2-metre social distancing rule. We will insist the tables are not moved; duty managers will also enforce this rule.

PPE

Public Health guidance on the use of PPE to protect against COVID-19 relates to health care settings. When managing the risk of COVID-19, additional PPE beyond what is usually worn is not beneficial. This is because COVID-19 is a different type of risk and needs to be managed through social distancing, hygiene, and good working practices not through the use of PPE.

We respect that some employees may feel more comfortable wearing a mask so we will have them available for their use, but we will not be encouraging or promoting their use.

ACTION REQUIRED BY WHO

Action on all the above points is required from the Catering Manager and Deputy Catering Manager at the golf club. It is essential that they convey the requirements to the team working and ensure all protocols are followed.

ACTION REQUIRED WHEN

From this point onwards

Hazard/Risk	Who is at Risk?	Control Measures required	Action required by who?	Action required when?	Completed
Money carrying COVID-19.	Team members who handle money and all customers.	<ul style="list-style-type: none">• Sanitiser Gel by each till to use after each transaction.• Minimise cash contact by encouraging contactless payments.• Gloves to be worn when cashing up the tills.• Frequent cleaning of the tills, till drawers, calculators, and card machines.	All cash handlers, supervised by the managers.	From now on.	
Contact with delivery drivers.	Team members who supervise deliveries and delivery drivers.	<ul style="list-style-type: none">• Reduce the number of deliveries received by ordering larger quantities less often.• Where possible have one person unload a delivery to minimise contact, while the other checks the delivery from a safe distance. Do not share pens, clipboards, or paper.• Have deliveries put directly in storage areas, ideally by a team member. Do not allow drivers to enter the kitchen or building unless completely necessary.• Try to minimise the surfaces touched by drivers, by opening doors for them.• Regularly sanitise any areas that are touched.• Encourage delivery drivers to use hand sanitiser before unloading.	Everyone who accepts deliveries supervised by the managers.	From now on.	

Hazard/Risk	Who is at Risk?	Control Measures required	Action required by who?	Action required when?	Completed
Team members having COVID-19.	Team members and anyone who encounters team members.	<ul style="list-style-type: none"> • Team members could be asymptomatic so we will be taking every team member's temperature before they begin their shift. We will be using non touch thermometers. If they have a temperature, they will be sent home and advised to continue monitoring their temperature and watching for other symptoms. • We will be regularly reminding team members what symptoms to look for, we will also display posters. • There will be clear guidelines about the importance of self-isolating if an employee or member of their household has symptoms of COVID-19. • Ensuring there is open and constant communication between all managers and team members. • Ensuring team members are not penalised for needing to isolate or take time off. 	All team members and duty managers.	From now on.	
Contact with customers when serving food and drinks.	Team members and customers.	<ul style="list-style-type: none"> • Clearly marked square on the ground for customers to stand in when they collect food and drinks. • 2 meters markers to ensure customers are a suitable distance when queuing. • Drinks will be made and left on the bar, the team members will step back so the customer can step forward and collect the drinks. • Food will be collected from the carvery. • The food will be placed when possible on the carvery and the chef will step back so the customers can step forward and collect the food. During busy periods this could lead to customers gathering, to avoid this we will deliver the food to the customer instead. • Serving food in disposable single use containers that the customers can put straight in the bin. • Single use individual sachets of sugar and condiments instead of the usual sauce bottles we have. • Glasses will need to be cleared by team members, who will wash their hands before and after clearing. Gloves will also be available if team members would rather wear them. 	All Team members and customers need to be aware of the guidelines and what is expected. This needs to be enforced by the management.	From now on.	

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<p>Toilets.</p> <p>Toilets contain many frequently touched surfaces. Our toilets are small so social distancing needs to be considered.</p>	<p>Team members and customers</p>	<ul style="list-style-type: none"> • Frequent and thorough cleaning of the toilets throughout the day. • A cleaning schedule to make sure the cleaning is completed. • Ensuring all frequently touched surfaces are regularly sanitised including, doors, door handles, flushes, dryer buttons and taps. • We have 2 sets of toilets, but one set are rarely used. I am going to put up signs to encourage people to use the second set. • Ensuring there is always plenty of antibacterial soap. • Posters showing correct and effective hand washing technique. • We will prop the doors open to minimise the surfaces that are frequently touched. This will also allow easier vision which should assist with social distancing. 	<p>The managers need to enforce these control measures.</p>	<p>From now on.</p>	
<p>Coronavirus being airborne</p>	<p>Anyone who enters the clubhouse</p>	<ul style="list-style-type: none"> • We have a very good ventilation system that constantly operates, filtering in clean fresh air which is better than air conditioning units that simply recycle the air. • We have a very large building which should assist with air flow. • We will have all doors propped open including external doors which will allow a flow of fresh air which in turn will assist with minimising the risk of transmission. • We will also be maximising our outside space with additional tables and chairs which will be placed 2 meters apart to facilitate social distancing. 	<p>Duty Managers who open up in the morning must ensure that all doors are propped open.</p>	<p>From now on.</p>	