

COVID-19 Risk Assessment - updated		
Location: Oake Manor Golf Club	Assessment by: Ginny Gillingham	Date: 16.09.20
1st Review Date Due: 16.12.20	Manager Approval: Steve Purchase	Date: 16.09.20



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 outside asking people to use them before entering the building.
- Ensuring it is 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 in 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.
- 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.
- All team members will have visors to wear throughout their entire shifts.
- When taking orders and serving tables team members will keep their distance, limiting the amount of time spent in close contact with customers.
- Drinks will be placed at the end of a table left on the tray for the customers to remove which again will limit the amount of time spent at close contact with customers.
- 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 and all team members.

- The whole building will be opened up to assist with social distancing.
- Any smaller passing areas will be made one way to avoid bottle necking or close contact.
- There are floor stickers at every entrance to remind people to social distance.
- Customers are not permitted to walk around, they must sit down when they come and remain seated until they are leaving.
- 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.
- Customers are only permitted to sit in groups of 6, none of our tables will be set up for more than 6 people.
- When we have busier restaurant days such as Sunday lunch time we will be using an alternative entrance for restaurant customers. This is to limit the contact between golf customers and restaurant tables.

PPE

It is now a legal requirement that all hospitality team members in customer facing positions wear a face covering while working. We have provided all team members with a visor that covers from their forehead to below their chin.

- It is not imperative that we have face masks as we have limited close contact with customers.
- The chefs will not be wearing a face visor when they are in the kitchen but anytime they could come into contact with customers or delivery drivers they will put their visor or mask on.

It is now a legal requirement that all customers wear a face mask when they enter the building, only removing this once they are sat at their table.

- We have signs on all our doors reminding customers of this law.
- We also have added this to the bottom of all emails that are sent.
- Any customers who book a table are told that they are required to wear a face mask.
- Whenever a customer enters without a face mask they are stopped and asked to go and get one. We do have some face masks here is required.

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.

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 absolutely 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.	<p>A certain amount of contact is unavoidable in this industry. However, we will be limiting close contact as much as possible in the following ways.</p> <ul style="list-style-type: none"> • The team members will maintain a safe distance when taking orders. • Payment can also be taken at the table contactless. • When placing drinks on the table, the team members will put the tray at the end of the table and leave it for the customers to take the drinks off. • Food will also be handed to each customer at the end of the table, we will not be reaching over any customers at all. • Every menu and table number will be sanitised after each use. • Single use individual sachets of sugar and condiments. • 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. • We will be clearing tables once the customers have left unless they are able to pass the glasses and plates to the end of the table. 	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.	

Hazard/Risk	Who is at Risk?	Control Measures required	Action required by who?	Action required when?	Completed
<p>Toilets.</p> <p>Toilets contain many frequently touched surfaces. Our toilets are small so social distancing needs to be considered.</p>	Team members and customers	<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. 	The managers need to enforce these control measures.	From now on.	

Ensuring we adhere to all additional legal requirements

All customers and team members must wear face coverings

This is achieved through signs, posters and communication.

Track and Trace must be completed by every individual that enters the building

We have an NHS Track and Trace QR code located at every entrance, we also have a signing in sheet for those who do not have the app. We have signs asking people to use the track and trace, we also tell everyone as they enter.

Customers cannot eat and drink within the premises standing up

We do not allow customers to stand for any period, they are asked to take a seat as soon as they arrive. Only getting up to use the toilet or when they are leaving. We operate table service for everything including takeaway drinks and cashback, we do not offer any bar service.

It must be table service for any premises with an alcohol license

We operate full table service, the only exception being our Carvery which we have another extensive risk assessment for.