

## Novel Corona Virus (Covid19), Risk Assessment for N&C Clubhouse Reopening Project Phase 1 Version 2

A Risk Assessment has been carried out to identify, assess and minimise the risks associated with the first phase of reopening the clubhouse.

The clubhouse has been closed since the start of Lockdown on 23 March 2020. The only exceptions to this have been access to the toilets, wash hand basin areas, changing rooms (and access to golf club lockers) and the trolley store. The administration offices in the clubhouse were also reopened for staff from 20 May 2020 (see Risk Assessment dated 16 May 2020).

On Tuesday 23 June 2020 the Government announced a further relaxation in Lockdown measures whereby some public houses and restaurants in England will be allowed to reopen for the provision of food and drink from Saturday 4 July 2020. The 2 metre Social Distancing (SD) rule has also been relaxed to 1 metre plus (with mitigation).

The Clubhouse Reopening sub-committee have therefore been planning to implement Phase 1 of the clubhouse reopening from Saturday 4 July 2020.

The sub-committee will continue to monitor and respond quickly and accordingly to further Government guidelines changes / relaxations.

Source of Contamination	Nature of Risk	Exposed Risk	Controls	Residual Risk
Clubhouse changing rooms, restrooms and access to lockers and trolley store.	People being in close proximity to one another, risk of contamination of the Covid19 virus.	Possible	<p>Regularly clean and sanitise all hard surfaces.</p> <p>Toilets will be cleaned every 4 hours for the time the changing rooms are open – a visible Cleaning Schedule will be maintained.</p> <p>Disinfectant spray for other surfaces.</p> <p>Availability of hand sanitiser.</p> <p>Signs, labelling and floor markings to remind all users and raise awareness of SD.</p> <p>Communication to all golfers by way of emails, Friday Round Up and the public area of the club's website.</p> <p>Promote regular hand washing for a minimum of 20 seconds.</p> <p>Reduce contact points to a minimum, remove any non-essential objects.</p> <p>Hand driers to be disconnected and paper towels will be available.</p> <p>Hairbrushes, notices, magazines etc... to be removed from changing rooms.</p> <p>Doors (except fire doors) and windows will be kept open to improve airflow and ventilation.</p> <p>In the men's changing rooms there will be designated areas marked out as changing areas - these will be areas away from the thoroughfare and one-way system.</p>	Minimised

			Showers in the ladies and gentlemen changing rooms will remain closed – this will be reviewed w/c 20 July 2020.	
Clubhouse changing rooms, restrooms and access to lockers and trolley store.	Common contact points, eg. door handles, desk in ladies changing room and other hard surfaces ... These areas can become contaminated and there is the risk of virus transmission.	Possible	<p>Regularly clean and sanitise all hard surfaces.</p> <p>Toilets will be cleaned every 4 hours for the time the changing rooms are open – a visible Cleaning Schedule will be maintained.</p> <p>Disinfectant spray for other surfaces.</p> <p>Availability of hand sanitiser.</p> <p>Signs, labelling and floor markings to remind all users and raise awareness of SD.</p> <p>Communication to all golfers by way of emails, Friday Round Up and the public area of the club's website.</p> <p>Promote regular hand washing for a minimum of 20 seconds.</p> <p>Reduce contact points to a minimum, remove any non-essential objects.</p>	Minimised
Clubhouse navigation	People being in close proximity of one another, risk of contamination of the Covid19 virus.	Unlikely	<p>Changing rooms – access via your respective changing room entry door. There is a marked one-way system in the men's changing room.</p> <p>To access other areas of the clubhouse people should exit through the same door as they entered and walk round to the main clubhouse entrance. The corridor from the changing rooms to the lounge bar should not be used. Signage will be in place to make this clear. (The doors leading off the corridor cannot be locked as this is fire evacuation route.)</p> <p>Clubhouse foyer, Spike and Lounge bars and dining room – access through the main clubhouse entrance double doors keeping to the left-hand side.</p> <p>If customers have to wait, they should queue below the left-hand side of the entrance steps.</p> <p>To exit the spike bar customers should use the patio doors or the main entrance (keeping to the left-hand side). To exit the lounge bar or dining room customers should use the main clubhouse double doors keeping to the left-hand side.</p> <p>Suitable signage and floor markings will be in operation.</p> <p>A floor plan will be issued and displayed in the clubhouse for members and guests clearly showing access routes, sanitising stations etc...</p> <p>External and internal doors except fire doors will be wedged open to reduce contact points.</p> <p>There will be an exception to this system for wheelchair users where the normal procedure will stay in operation, ie. entry to and exit from</p>	Minimal

			the clubhouse will be by way of the wheelchair ramp by the door to the dining room (closest to the kitchen door).	
Clubhouse foyer.	People being in close proximity of one another, risk of contamination of the Covid19 virus.	Unlikely	<p>The foyer will only be used as a thoroughfare (except for sanitising station) for members, guests and staff entering and exiting the clubhouse.</p> <p>The coffee machine will be moved from it's normal position to behind the spike bar. Drinks from the coffee machine will be available to members and guests but the machine will only be used by bar staff.</p> <p>(Members, guests and staff will have access to the Defibrillator and 'Grab &amp; Go' PPE bag (situated in the foyer) as follows:</p> <ul style="list-style-type: none"> <li>- during office hours golfers can alert an office staff worker.</li> <li>- outside of office hours there is a notice on the main clubhouse entrance door with the mobile number of the resident House Manager.)</li> </ul>	Minimal
Clubhouse staff.	Transmission of virus.	Possible	<p>Common contact points such as door handles and other hard surfaces will be regularly wiped and cleaned with disinfectant.</p> <p>Availability of hand sanitiser.</p> <p>Signs, labelling and floor markings to remind all users and raise awareness of SD.</p> <p>Promote regular hand washing for a minimum of 20 seconds.</p> <p>Reduce contact points to a minimum, remove any non-essential objects.</p>	Unlikely
Clubhouse corridor.	Transmission of virus.	Unlikely	<p>As mentioned above, this area is not to be used by members or guests.</p> <p>Exceptions to this:</p> <ul style="list-style-type: none"> <li>- female members of staff can use the corridor to access the disabled toilet.</li> <li>- disabled customers using disabled toilet.</li> <li>- staff can access the store cupboards off the corridor.</li> <li>- it can still be used as a fire evacuation route.</li> </ul> <p>Common contact points such as door handles and other hard surfaces will be regularly cleaned and sanitised.</p> <p>All the club news notices have been removed from the notice boards (these have all been put online – please see the club's website or Howdidido).</p>	Unlikely
Clubhouse kitchen.	Transmission of virus.	Possible	<p>The kitchen will not be used in it's normal operation during Phase 1.</p> <p>There will be no access to the kitchen other than for clubhouse staff. If</p>	Unlikely

			<p>appliances or work surfaces are used, they will be wiped down and cleaned with disinfectant. Hand sanitiser and wipes will be available and hand washing for a minimum of 20 seconds should be done. Signage supporting these measures will be in place.</p> <p>The plan is to reopen the kitchen from Monday 13 July 2020 (Phase 2) and an updated version of the Risk Assessment will be issued.</p>	
Clubhouse disabled toilet.	Transmission of virus.	Possible	Under Phase 1 this facility will be used by female members of staff and any disabled customers. In addition to normal hand hygiene, hand sanitiser and wipes are available.	Unlikely
Clubhouse lounge and spike bars and dining room.	<p>A drinks service for golfers will be available from Saturday 4 July 2020.</p> <p>This could potentially introduce a risk of virus transmission due to the close proximity of customers and staff and /or contamination from common contact points.</p> <p>Risk of overcrowding, exceeding agreed capacities of each of the 3 rooms: -</p> <p>Spike bar 6 tables x 2 customers = 12 Lounge bar 9 x 2 =18 Dining room 11 x 2 = 22 TOTAL of 52 customers maximum indoors.</p>	Possible	<p><b>Opening Hours:</b></p> <p>In trying to strike the right balance between the best times to accommodate as many members and guests as possible, whilst also utilising the staff within their working hours, we will operate as follows from Saturday 4 July 2020: -</p> <p>Initially we will trial Monday - Saturday 12-8, Sunday 12-6.</p> <p>Golfers are asked not to enter the spike and lounge bars or dining room before noon each day.</p> <p>Golfers are asked not to meet or congregate in the clubhouse before they play golf.</p> <p>There will be a minimum of 3 members of staff on duty to ensure the clubhouse environment is as safe as possible and for the smooth running of the service.</p> <p><b>Staff rota system:</b></p> <p>One person behind the bars. One person serving drinks (people serving drinks will be wearing PPE). One person responsible for cleaning and coordinating / seating customers.</p> <p>The House Manager and her team will respond to demand accordingly with additional staff and multi-tasking as necessary.</p> <p>The House Manager and her team are not especially vulnerable to Covid19.</p>	Minimised

		<p>The House Manager and her staff rota system will manage the risk of overcrowding. Customers arriving at the main clubhouse entrance will be asked to wait outside (supported by suitable signage) until a member of the bar staff team provide the number of a vacant table. If all tables are occupied (capacity of 52 customers reached), new customers will need to queue outside the clubhouse until a table becomes available.</p> <p>Customers will be respectfully asked to be considerate to others and to limit their time to approximately 30 mins, particularly indoors and if there is a queue outside.</p> <p>To further reduce the risk of social gathering and overcrowding no live sports will be shown where it may lead to cheering and singing.</p> <p><b>Safe ordering:</b> In order to adhere to the SD rule (currently 2 metres or 1 metre plus mitigation), we will adopt the following process: -</p> <ul style="list-style-type: none"><li>- Indoor orders: Orders will be made via the TableDrop app. - a completely, contactless process. (Members will receive suitable instructions how to set up the app etc..., societies will be briefed and guests will be informed via the Pro shop. The club's website will also be updated to communicate the club's policy.) Drinks will then be prepared and delivered to the customers (each table has a unique number) in the spike and lounge bars and dining room.</li></ul> <p>Signage supported by proactive communication will inform and remind all customers not to move or alter the configuration of the tables and chairs. The configuration has been carefully thought through so it complies with current guidelines, SD and that two households can now meet indoors.</p> <p>Signage and proactive communication will also inform and remind all customers of the indoor seating capacities in each of the three indoor areas.</p>	
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		<p>Large bins with no lids will be available so plastic glasses and paper cups can be safely disposed of by the customer.</p> <p>*The lawn area will be available for societies; on days without societies obviously any members or guests can use this area - there will be a bin available for rubbish.</p> <p>A safe, effective and coordinated system for the disposal of rubbish and recycling will be in operation.</p> <p>(It is noted that there will be some members and guests who do not possess a mobile phone or are unable to use this technology. Your playing partner may be able to help out. However, our bar staff team will be able to provide support where it is needed. It is expected however, that this way of ordering will become common practice in many pubs and restaurants.)</p> <p><b>Other food and drink:</b> No food will be available but there will be bar snacks, peanuts, crisps etc... on offer.</p> <p>Drinks will be available from the coffee machine (only to be operated by bar staff).</p> <p>Tea will not be available until the kitchen reopens on Monday 13 July 2020.</p> <p>Food from the kitchen will also not be available until Monday 13 July 2020.</p> <p><b>Payment:</b> All payments must be contactless, no cash will be taken. The Table Drop app supports payments from member's pre-loaded swipe cards (members should make top ups to their swipe cards by way of online bank transfers) or contactless payments from guests.</p>	
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			<p>It is not acceptable for customers to exchange cash between themselves as a result of playing golf, eg. birdie pots, match wagers etc...</p> <p><b>Large groups, societies, presentations:</b> There are some fairly large groups within the club and part of the experience for them is the social get together afterwards. Distancing signs will be put up in the carpark and members will be sent an email reiterating that this is a trial and if rules are flaunted the service will have to stop.</p> <p>Further consideration will be given to the Covid19 legal limit of 30 people as the maximum gathering and the possible impact this may have on societies and trophy presentations. It may be possible to arrange a prize giving, with prior agreement, if just the presenter, recipients and well-wishers were not greater than the maximum allowed in an individual room.</p> <p>It is not possible to use the microphone across multiple users.</p> <p><b>Staying within the government guidelines whatever they are is a must.</b></p>	
Clubhouse	Children in the clubhouse not adhering to SD rules	Possible	The House Manager's team will monitor people entering the clubhouse. Customers and/or guests who are accompanied by children will be reminded that they are responsible for supervising them at all times and should follow SD guidelines.	Negligible
Clubhouse offices	With the clubhouse reopening members and guests could try and enter the offices to speak to members of staff.	Possible	Approaches in person should not be made to office staff to reduce risk of virus transmission. If contact is needed, members and guests should phone or email the office.	Unlikely
Clubhouse offices	With the clubhouse reopening, Linda / Sue's desk will move from the lounge bar to the main office. Two people working in the same office in close proximity, risk of virus transmission.	Possible	Regularly clean and sanitise all hard surfaces. Disinfectant spray for other surfaces. Availability of hand sanitiser. Promote regular hand washing for a minimum of 20 seconds. Reduce contact points to a minimum, remove any non-essential objects. Dedicated stationery kit per staff member.	Unlikely

			<p>Leave doors open up to noon (when bars open) and leave windows open to improve airflow and ventilation.</p> <p>Stagger lunches, change work patterns and work from home to minimise any exposure and ensure only one person is working in main office at one time when the door has to be shut.</p>	
Contact Tracing.	Unable to provide contact details of all people who have used the clubhouse or outside areas within last 21 days.	Possible	<p>The office will maintain a temporary record (the minimum data capture here is name and contact number or email) of members and guests for 21 days: -</p> <p>The BRS system maintains a list of all members who have played by date.</p> <p>The club (Pro shop or House Manager) will collect contact details from guests by date on a rolling 21 days basis.</p> <p>The TableDrop app maintains a record of all customers who have ordered in the clubhouse.</p> <p>Societies will appoint a lead person who agrees to provide, if necessary, contact details of all who played.</p> <p>The bar staff team will maintain a record of social members who attend the clubhouse.</p>	Negligible
Fire.	Fire and evacuation	Possible	<p>Check the emergency lighting and fire alarms are operational and no faults are showing on fire panel.</p> <p>Check all evacuation routes are clear, accessible and allow SD.</p> <p>Check fire extinguishers are within date, no leaks and gauges are pointing to full.</p>	Minimised
Gas and Electricity.	Gas and electricity	Possible	<p>Check kitchen gas auto-safe valve is operational.</p> <p>Check main fuse board for tripped RCD's, both before and after turning on bulk of electrical appliances.</p>	Minimised
Water systems.	Water systems and contamination	Possible	<p>Follow and implement our locally agreed L8 control of Legionella bacteria in water systems. Run water to flush through systems and disinfect all water outlets.</p> <p>Check building for signs of water leaks</p>	Minimised
Insurance.	Uninsured. Premiums not renewed or insurance invalidated.	Possible	<p>Check all insurance policies are all paid, valid and that all policy conditions are being met.</p>	Minimised

**Additional Measures available for all of the risks identified above:**

Golfers and members of staff may also wish to use biologically resistant gloves and face masks to help prevent further the spread of Coronavirus.

Comparison of good practice – Gareth will check how other golf clubs (through his contacts and with reference to the GCMA [Golf Club Manager’s Association] are managing the reopening of their clubhouses, catering, showers etc...

Whilst all these precautionary measures will be put in place to provide a safe environment as possible, it should be noted that all golfers and staff have a **Duty of Care** not only to themselves to stay safe but also to one another.

Phil Allen.

Health & Safety.

Newbury & Crookham Golf Club.

3 July 2020.