

CLACTON ON SEA GOLF CLUB BAR & RESTAURANT/CATERING REOPENING 04/07/2020 - RISK ASSESSMENT



<u>Risk</u>	Likelihood of harm (scale 1-5)	<u>Response</u>	
Condiment bottles (ketchup, brown, mayo, salt pepper, vinegar) cannot now be shared	4	Introduce individually wrapped sachets and will be handed out as requested rather than left on tables available for customers to help themselves	4 = fairly high because if customers share the same bottle, and then consume the food with their hands into their mouth, the risk of the virus spreading from person to person is higher
Staff having to go out into the restaurant - contact with customers and having to collect contaminated used crockery, cutlery and glasses	3	Supply staff with PPE (gloves and face masks) when entering the restaurant	3 = although risk would be very high if the staff were not wearing PPE to protect them as they collected contaminated crockery, the risk is reduced as we able to control this by providing PPE and training to the staff to prevent this
Customers coming into contact (less than the government 2 meters) with staff or other customers	5	Directional indicator arrows, one way system where possible, clear 2m signage in queue, tables and chairs spaced out 2m with signage telling customers not to move furniture, screens at the till	5 = government guidance dictates to limit the spread people must stay 2 meters away and therefore the risk of them spreading the disease by not doing so is very high
Customer contact with menus	4	Have taken away menus and replaced with a large copies, laminated copies and throw away paper copies for customers to look at only and not handle, or to keep and throw away	4 = fairly high because if customers share the same menu, and then consume the food with their hands into their mouth, the risk of the virus spreading from person to person is higher
Customers or staff could bring the virus into our restaurant / premises	5	Signage asks anyone showing symptoms to not come in. All staff and customers are asked to use the hand sanitising station on arrival	5 = if you do not have signage or a hygiene station the risk of carriers or infected people bringing the virus into building is very high
Risk of customers contaminating the table and chairs where they have been sat	4	Staff will be COSH trained staff allowing them to clean the tables and chairs after each use, using our sanitising spray in accordance with effective directions	4 = when arriving at the table, customer is likely to touch the chair to sit down, and once seated, if talking/eating etc could put droplets from their mouth onto the table. Would be a 5 if we didn't have a sanitising station
Staff could contaminate food whilst preparing or delivering to customers	5	Staff requested to wear facemasks and gloves, which will be changed regularly as necessary	5 = without face masks the likelihood of droplets from staff speaking landing on the food whilst preparing and delivering is very high (ASSUMING WE ALL HAVE THE VIRUS!)
Staff could come into close contact with one another in a close working environment	5	Limit the amount of staff on at anyone one time, without increasing the risk of other tasks not being completed	5 = government guidance dictates to limit the spread people must stay 2 meters away, although it is allowed if not possible in the workplace, and therefore the risk of them spreading the disease is very high
Customers ignore social distancing rules and general COVID-19 government guidance	5	Regular checks will be made by staff with strict enforcement and zero tolerance on rule breakers	5 = government guidance dictates to limit the spread people must stay 2 meters away and therefore the risk of them spreading the disease by not doing so is very high
Small mens urinal toilets could easily lead to customers unable to keep 2m apart	5	Middle urinal and toilet cubicles (men's and women's) will be closed	5 = government guidance dictates to limit the spread people must stay 2 meters away and therefore the risk of them spreading the disease by not doing so is very high
Use of club facilities, door handles to toilets, toilets themselves, wash basins, all present risk of spread of COVID-19	5	Doors where possible are held open, signage reminding customers how to wash hands, where the sanitiser is, and sanitising soap all readily available and visible, toilets sanitised daily	5 = when using facilities, customer is likely to touch the toilet doors, lids, handles, flush, taps, and could put droplets from their mouth or germs on hands onto these surfaces
Temporarily removing face masks if a customer is hard of hearing or any other reason	2	Ask staff where possible not to touch facemasks but can be replaced if needed	2 = medium risk, staff have been trained, and will be washing hands regularly, risk of contaminating face mask is low
Cash payment would create contact between customers and staff, and the transfer of money between people could increase spread of COVID	5	Contactless payment only through bank card or members bar card	5 = touching money which many other people has touched which then goes into a till to touch lots of other money
Large number of people queuing at any one time in the clubhouse	2	We have maintained the 2m distancing and not reduced it to the 1mPLUS for queues	2 = we do not have a lot of customers arrive at once, given the nature of golf, and with tee times in place, the arrival of customers is staggered every 5-10 minutes anyway.