



0117 956 7007
kendleshire.com

The Kendleshire
Henfield Road
Coalpit Heath
Bristol
BS36 2UY

Reopening The Clubhouse: RISK ASSESSMENT & PLAN v2.2

This assessment has been carried out on 16th May 2021, in advance of the reopening of the indoor Hospitality areas of the Clubhouse on 17th May 2021 ("Step 3"). It is an extension of the 'Risk Assessment & Plan 1.1' issued for the first reopening on 13th May 2020.

A further update will be made in advance of the reopening of the indoor Hospitality areas of the Clubhouse on (or after) 21st June 2021 ("Step 4").

This assessment has been carried out for all stakeholders.

A copy of this assessment has been published on the kendleshire.com website and all queries should be emailed to rob@kendleshire.com

Introduction

This is a living document that will be continuously edited and updated as understanding of the (COVID-19) virus improves and government guidance changes.

SARS-CoV-2 is a respiratory virus that can invade a host via the respiratory route or via hand to eye/mouth/nose contact, causing the disease COVID-19.

Virus Symptoms and Roadmap

People who may appear healthy - including those who have been vaccinated - may be carrying and shedding the virus, which can be passed on either directly or indirectly to others. This means that we need to assume that anyone could be carrying the virus.

The virus can be transmitted by:-

- direct contact to face (ie. eyes, nose from droplets or aerosols spraying from an infected person onto another person who is in close contact).
- contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands onto eyes, nose and mouth. Other means of secretions getting onto surfaces could be from people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.
- contaminated hands of infected people can transfer the virus directly to others (eg. handshakes) or onto hand contact surfaces which can be picked up by other people's hands and transferred to their eyes, nose or mouth.
- possible transmission from faeces to hands and the directly or indirectly to the body via hands and hand contact surface transfer.
- air to air transfer, meaning rooms should be ventilated well.

The main controls are:-

- social distancing with government guidelines
- disinfecting hand contact surfaces.
- hand washing and hand sanitiser use at key moments.
- not touching eyes, mouth or nose with contaminated fingers.
- ventilating rooms thoroughly and often.

Scope of "Step 3"

The government has prescribed detailed guidance on how hospitality will return from 12th April onwards. This assessment looks at the way in which we will operate during 'Step 3', from 17th May onwards.

The golden rules for Step 3 include a maximum of 6 people seated in a group indoors, and up to 30 in a group outdoors. For organised events the limit on number of guests is 30 indoors or outdoors. There is no longer a requirement for tables to be space apart by 2m, instead putting the responsibility onto the customer/guest to establish if they are safe enough. Table service is required throughout, meaning that a customer must be seated to order, pay for and consume their food and/or drink.

Safe Areas

Essentially we will reopen all of the customer areas inside the Clubhouse building in a staged, safe manner.

From 17th May the Customer areas are defined as:-

- The Secret Garden entrance and toilets
- The main patio
- The garden terrace
- The garden
- All functions rooms
- All changing rooms
- The main toilet areas

Specifically excluded Customer areas include:-

- *The Offices*
- *The bay window areas of the ground floor bar area*

Hospitality Staff **[HS]** areas are defined as:-

- The bay window areas of the ground floor bar area
- The Main Kitchen

Specifically excluded HS areas include:-

- *The Offices*
- *The Pro Shop*

Office Staff **[OS]** areas are defined as:-

- The Offices

Diagrams showing the different zones are included as appendices.

- yellow zones are for Hospitality Customers
- green zones are for Golf Customers

- purple zones are for Office Staff
- white zones are for Hospitality Staff

Customer Journey

Upon arriving at the Clubhouse a customer should use the Secret Garden front doors, head through the barriered corridor and out onto the patio.

Upon entering they will see a **Contact Tracing** station. This will have the golf club's QR code displayed prominently, and all customers are now required to check in this way.

We are still using contact tracing cards for those who cannot use the app. One of these should be collected and completed if the customer cannot use the QR Code. A post box is provided at the same point.

The customer should head outside and find a table to sit at.

The customer leaves via the same route they entered.

There are two toilets located inside the main entrance for customers to use. These toilets are to be cleaned on a three-hourly schedule.

If as the result of communication from NHS Test & Trace you are found to have had close contact with a positive-testing person you may be contacted by them and instructed to self-isolate.

Customers WILL NOT be contacted by the golf club.

If a customer starts showing symptoms whilst at the golf club they should go home immediately and then inform us by telephone as soon as possible. We will then carry out deep cleaning procedures to all of the areas you visited.

Restrictions

As per current government rules we are limited to tables of up to six guests indoors. There is no current limit to the number of households amongst those six.

When moving through the building to access the patio areas, and when using the toilets, all customers should wear face coverings unless otherwise exempt.

Contact Tracing

Children are permitted however they must be under close supervision of a responsible adult at all times in order to monitor social distancing rules.

Every customer must either scan the NHS COVID-19 App QR code on arrival or complete a manual Contact Tracing card, containing their name, phone number and the names of all people in their party who they are able to contact. We have to keep this data for 21 days and pass it to the government if instructed. Staff are instructed not to accept an order until a customer has checked in, or a Contact Tracing card has been completed.

After 21 days all cards will be destroyed. We will not be tabulating the data from these cards.

Disabled Access

The Secret Garden entrance has steps. Should a disabled customer need assistance accessing the patio and/or Secret Garden room please see a member of staff or call us and we will gladly help. In addition access can be made to the disabled toilet via a member of staff.

Due to the limited nature of our hospitality space as well as limitations on numbers of people at tables there may be times when all tables are in use. We may have to restrict access, limit numbers and impose similar restrictions in order to cope with demand.

Total Capacity:

- Patio = 60
- Sailshade Patio = 28
- Downstairs bar = 40
- Secret Garden = 40

Emergencies

In case of emergency:-

- first aid is available from the bar hatch and the Halfway House.
- a defibrillator is available from the main office.

In case of the Clubhouse fire alarm sounding, all hospitality customers should congregate in the Emergency Assembly Point in the garden. Golfers should ensure that all golf clubs, bags, trolleys, shoes, etc are safely put away into cars before attempting to use the hospitality area. For obvious reasons of distancing and lack of space there should be no golf clubs/bags/trolleys/shoes/etc on the patio or in the Secret Garden room at any time.

Initially there is no access to the Hospitality Area from the Golf Area (whether through the building or via the patio) to assist in Track & Trace efforts. This situation will be remedied with the introduction of a new picket fence and gateway on the patio, with a weather-proof Track & Trace station. At that point the main foyer and front doors will be opened up fully.

Cleaning

We have increased the frequency and scope of our cleaning procedures across the entire clubhouse, now including three-hour cleaning of our toilets - to include all touchable surfaces including soap dispensers, taps, hand driers, locks, door handles, toilet roll dispensers, and toilet furniture.

Touchable surfaces are cleaned throughout the day, including door handles and frames, building fixtures and furniture.

Serving equipment such as trays are cleaned after each use. Glasses are in use for drinks, to be cleaned with an industrial glass washer after each use, and disposable plastic cups are on standby for peak times.

Hot drinks will all be served in disposable cups. Straws have been withdrawn until further notice.

Once an outside table has been cleared it - and its chairs - will be sponged down with disinfectant and then left to dry before the next use.

Sanitising stations will be provided inside the Secret Garden room entrance and on the patio.

Customers are encouraged to wash their hands frequently, especially after using the toilets.

App Ordering

Orders will be able to be taken from members via the IG Member app. This process requires sufficient funds to be in the member's account prior to completing.

Once sent to the bar the HS will accept the order and a notification will be returned confirming its acceptance, payment and a lead time for its delivery.

Payments

Payments can be taken by:-

- contactless card (preferred)
- members' bar account
- cash (discouraged)

Where a member goes to use their bar card they should show it to a member of staff - it should not be handled. Staff can instead type the surname onto the screen and choose the correct member's name.

As per company policy, all outstanding tabs should be settled in full prior to the customer leaving the Clubhouse/hospitality area.

Confidence in Staff

Serving staff will fall into three categories:-

- the bar person will prepare orders. They will clean hands after each order and ensure all serving equipment is cleaned frequently, meeting our required standards of cleanliness.
- the serving person will bring the order to the customer from the bar. They will be wearing appropriate PPE and clean their hands frequently. When clearing glasses they will wear appropriate PPE.
- the ordering person will come to the customer's table wearing appropriate PPE, changing and cleaning when appropriate.

As per government instruction our Hospitality Staff should be wearing face coverings (not visors) at all times indoors and optional outdoors. Visors are specifically not allowed in a hospitality setting because they do not provide adequate protection to the sides and underneath the face.

There will be times when the second and third roles merge into one, and times when staff switch roles during a shift.

In these circumstances it is necessary to ensure that all touchable surfaces within the role's working space are sanitised by the person handing over as well as the person taking on the role.

Staff should make themselves aware of their vulnerability outside of the workplace including the likelihood of contracting the virus in different settings; they should take steps to reduce their risk of contracting the virus and be on the lookout for symptoms both in themselves and those they live with.

Workplace Testing

We are operating Workplace Testing for COVID-19, using Lateral Flow Devices (LFDs). The facility is available for all staff and volunteers to be tested twice weekly.

Vaccinated Staff

It should not be taken for granted that a vaccinated member of staff is automatically 'safe', due to inefficiencies in the vaccines themselves as well as the proportion of people for whom the vaccines simply do not work. Therefore all staff should still treat as though they are as vulnerable as every other member of staff and act accordingly.

Opening Procedure

The Secret Garden front doors will be opened at the same time as the Pro Shop daily, allowing use of the toilets. The two inner doors to the Secret Garden/lounge (henceforth referred to as the "front doors") must be locked shut at this point to stop people going into the Secret Garden unattended.

Once staff arrive they will use the downstairs office to access the bar area. Personal belongings should be kept in the ground floor office. The sign-in machine is located in the Secret Garden bar.

Once the working and customer areas are cleaned and prepared for the day, the "front doors" should be opened.

Opening Procedure

At the end of the day, once customers have all gone, the "front doors" should be locked from the inside. The whole working area and customer area should be cleared, cleaned, mopped, touchable surfaces sanitised, and the toilets cleaned.

At the final close the key holder should check that the "front doors" have been locked already.

Fire Safety

Regarding fire/building safety care should be given to the availability of onward access to golfers into the main building - even if there are

signs in place - when the hospitality area is closed. This is because internal and external fire doors should also be locked until the hospitality staff arrive for their shift.

Cleaning regimes have been extended to cover the usable areas, door handles, touchable areas, etc and both sets of toilets.

Events.

From Monday 17th May we are permitted to host small scale events within the building under certain circumstances.

Essentially every event enquiry should be examined on its own merits, according to the total number of people, the way in which people will need to interact during the event, and the types of activity permitted.

There is a solid rule that an organised event cannot exceed 30 guests. No activity should take place that will bring people close to each other and/or raise the risk of contraction of the virus.

For instance, singing and dancing are both currently not permitted.

Tables no longer need to be 2m distanced but should be positioned to allow for people to make more space if they feel they need to.

Hand sanitiser stations should be provided, customer journey routing worked out and at every stage the risks should be kept to a minimum. Rooms should be well-ventilated and windows opened wherever possible. All event guests should be asked to check-in prior to entering their respective function room.

The use of shared equipment should be minimised or ruled out and disposable/single use items used wherever possible.

Detailed guidance on marriage ceremonies, receptions and funeral wakes is available at the [.gov.uk](https://www.gov.uk) website.

Hospitality Staff Considerations.

Staff Journey

Upon arrival at the Clubhouse all HS should scan the QR Code and then report to the Bar. This is where personal items such as coats should be kept. Any valuables should be locked safely in cars or left at home.

Apart from the first person to arrive, HS **should not enter the offices** at any time.

The timesheet machine has been moved to the Secret Garden bar and should be used as normal. Please be conscious of cleaning the touchable surfaces prior to use.

At the end of the shift all personal items should be removed from the area.

Mobile Phones

Mobile Phones must be locked away in your car, left in the Secret Garden bar or left at home. They **must not** be on your person whilst working.

Uniform

Uniform must be cleaned daily to ensure any particles collected during one shift are not brought back the next time.

Staff should be conscious of the journey they take after putting their uniform on; for instance, visiting a shop or seeing other people and risking picking up virus particles on the journey to work.

For this reason it is advisable to only come to work once you have put your uniform on.

Aprons must be worn by all HS **at all times**.

Symptoms

If you begin displaying any COVID-19 symptoms you **must not** come in to the Clubhouse; stay at home and contact us by telephone to let us know. If you begin showing symptoms at work you must go home and we will find cover.

You may be asked to have a test and wait for results before you can return to work.

Other than this you will need to isolate for seven days.

If someone in your household begins displaying symptoms you should follow current government guidance regarding isolating, and not return to work. Isolation should take place for fourteen days.

If you are taking part in a COVID study and are required or asked to take a PCR test please inform your manager prior to taking the test.

Staff Safety

Staff safety is paramount. We have deliberately made the Offices quarantine zones so the HS do not compromise the Office Staff.

We are introducing bi-weekly COVID-19 Workplace Testing through the deployment of Lateral Flow Devices. This process is not mandatory but is very much encouraged, and involves staff taking the tests home. A positive result will then require a full PCR test to determine the actual virus risk. A 'positive' LFD test result will mean the member of staff staying off work and away from the premises until a full PCR test result is received.

A 'positive' LFD and/or PCR test result will result in the likely self-isolation of those who have been in close contact with the member of staff, so it is important to keep social distancing principles in use amongst staff, including the cleaning down of equipment as much as possible in between uses.

If at any time you feel unsafe or feel we could make reasonable adjustments in order to increase safety please let us know. Any concerns should be highlighted with your duty manager and or similar appropriate manager.

If a customer (or member of staff) is diagnosed with the virus we may have to close temporarily for deep cleaning, and we may have to disclose the names of staff working on the day that the customer visited to the government's Test & Trace agencies.

Using the NHS COVID app and the QR code should help with this, as if you've checked in and the app determines you weren't at risk (ie. the customer was in a different part of the site or you were there at different times) then you won't need to self isolate.

PPE is advised for different activities during your shift in order to protect you, your colleagues, other staff teams and customers. The wearing of PPE as per our advice has been reinforced by Public Health England liaison and failure to wear appropriate PPE as per our advice may mean that you could be contacted by NHS Test & Trace and instructed to self isolate for 14 days. This is out of our control and could affect the colleagues you are working with.

An example of a vulnerable activity is the serving of drinks from the bar to the customer, for which a face mask is mandated. By wearing a face mask, regularly hand washing, sanitising surfaces (eg. a tray) after use, etc you could avoid the need to self-isolate if you unwittingly serve a customer who subsequently tests positive.

The use of shared items obviously creates risk as they are passed around by staff working together, and as the next team of staff come in to take over. All we can do in such circumstances is to all have a heightened state of cleanliness and alert, ensuring regular cleaning of things like:-

- the till
- the credit card machines
- the ordering iPad
- taps, bar pumps and associated serving equipment (eg. trays)
- keys
- clubhouse telephones

In all of these circumstances we recommend frequent cleaning during use, and at the start of using each one making yourself satisfied that the item is clean enough for your own use.

- Wipes, cleaning sprays and blue roll are provided for this use.
- Use hot water wherever possible for cleaning [non electrical] items and washing your hands.
- Wash your hands for the 20-second guided time.

There is no provision for staff storage of personal food items. Clubhouse fridges should not be used for this purpose.

We are operating five-hour shift patterns so staff lunch breaks are not advised; indeed you are advised to eat away from the Clubhouse. Any food to be consumed should be bought on-site from our kitchen.

Staff are not permitted to eat alongside customers or in any of the customer areas at any time.

Ensure distancing guidelines are adhered to at all times.

If you are going to sneeze you are advised to do so into a tissue, then dispose of the tissue safely and wash your hands.

If you cannot get a tissue use the crook of your arm then wash your hands.

Other Considerations

During cleaning processes and everyday use,

- blue roll should be disposed of immediately
- tea towels should be washed daily
- sponges/jay cloths should be disposed of daily

When entering the cellar you should wash your hands, and all normal cellar safe practices followed. Every member of the HS will be required to be able to change barrels at the appropriate time. Please ensure you are trained in how to do this safely.

When moving stock around be aware of cleaning trolley handles, moving bottles around by their bases (not their necks), and washing hands immediately afterwards.

Be aware that a main transfer points for the virus are **in the air** and **your hands**.

During Step 2 we will only be serving people outdoors where ventilation is easy.

Your hands are therefore the bigger risk. By cleaning them frequently you'll reduce your risk of catching it. You should also be aware of not touching your face, mouth or eyes in order to reduce the risk further.

All staff should make themselves aware of their vulnerability outside of the workplace including the likelihood of contracting the virus in different settings; you should take steps to reduce your risk of contracting the virus and be on the lookout for symptoms both in yourself and anyone you live with.

Office Staff Considerations.

- due to the nature of HS mixing with more people from outside of the building and the need for Contact Tracing, Office Staff [OS] should remain separated physically from HS.
- this involves HS not using the Offices at all, and instead using the Bar Lounge as the HS base.
- hand sanitisers are provided in both offices and should be used upon arriving at the office each time.
- visitors and other non-Office staff should be kept from entering both offices in order to keep a controlled environment.
- OS should be mindful of touching surfaces outside of the office area, as well as using glasses, crockery, cutlery, etc from the wider clubhouse.
- OS should consider moving to different parts of the building in order to reduce the risk of sharing the same air as others, and offices should be ventilated well when more than one person needs to work within them.
- the same symptom controls apply equally to OS as HS.
- OS should be mindful of the sharing of desk equipment such as pens, staplers, hole punches, desk phones, computer equipment, etc. Wipes are provided to assist where this is necessary.
- visitors to the office should instead be taken into one of the customer areas. In doing so you maintain the office as a restricted safe space and lower the risk.
- taped zones have been installed around desks in the office to encourage distancing amongst users.

Sanitation Controls.

The following risk areas should be given **heightened** cleaning at a minimum of every three hours:-

- door handles and push pads
- door frames
- customer toilets, including all touchable surfaces

The following risk areas should be given **critical** cleaning after each use:-

- tables
- chair backs/arm rests
- trays
- table condiments
- trolley handles

The following risk areas should be given **critical** cleaning prior to each use:-

- staff timesheet machine (now located in the Bar/Lounge)
- till screen and touchable areas
- credit card machines

The following risk areas should be given **critical** cleaning at the end of each shift:-

- till screen and touchable areas
- credit card machines
- clubhouse telephone
- bar top surfaces
- bar pump handles, etc
- iPad screen/back
- bins emptied in the bar and in the customer areas
- coffee machine, portafilters, brush, etc

At the start of each day:-

- all inside tables should be sanitised
- the toilets should be cleaned
- door handles/push pads sanitised

At the end of each day:-

- all customer areas should be cleaned
- all outside tables and chairs sponged down with disinfectant

- all inside tables and chairs sanitised
- all bar surfaces sanitised
- all inside floor surfaces sanitised
- all outside spaces checked for litter
- all bins emptied
- toilets cleaned and prepared for the next day

Other considerations:-

- a hand sanitising point is provided in the corridor between the Secret Garden front doors and the patio, the most central place for all incoming and departing guests.
- hand sanitisers are also positioned in the bar for staff to use.