

Foxhills

MANAGEMENT RISK ASSESSMENT

Department: Golf	Area/Task: Phased return to golf operations during Novel Coronavirus (Covid-19) pandemic	Assessor/s: Chris Fitt/ Steve Barrass	Date: 12/13/18/29 May 2020 24 June/24 July 28 September 2020	RA Ref No: FOX/L/G/MRA
-------------------------	---	---	--	-------------------------------

Note: Following an announcement by the UK Government and subsequent guidance from ministers, PHE and England Golf Foxhills will open the Longcross, Bernard Hunt and Manor golf courses on Thursday 14 May 2020. Reference documents from the R&A, the PGA, England Golf and BIGGA.

ASSOCIATED RISK ASSESSMENT (RA) DOCUMENTATION

Manual Handling RA Ref: Currently not applicable	COSHH RA Ref: Currently not applicable	DSE RA Ref: Currently not applicable	Lone Working RA Ref: Currently not applicable	Young Person RA Ref: Currently not applicable	Fire Risk Assessment Ref: Currently not applicable
--	--	--	---	---	--

Hazard Identification and Initial Risk Level Classification

Within the department, review the work area or tasks that are undertaken. Consider the **significant** hazards in the work area or within the task or job. Observe all the work area or how the task is undertaken. When conducting this assessment, ensure you consult personnel who work in the area or who are involved in or may be involved in the task. Allocate a risk rating and consider if the risks are adequately controlled.

Step 1 IDENTIFY THE HAZARDS												
1	Slips & Trips	6	Storage, space & obstructions	11	Use of vehicles & buggies/driving at work	16	Fire hazards	21	Food preparation/ allergens	List any specific Hazards:		
2	Storage at height Falling objects	7	Use of electrical equipment	12	Working outdoors/ extremes of weather	17	Flammable materials	22	Extremes of temperature	26	Contacting Covid-19	✓
3	Inappropriate housekeeping	8	Use of portable tools	13	Working at height	18	Work in confined spaces	23	Lone working	27		
4	Manual handling tasks/activities	9	Fixed work equipment	14	Noise & Vibration	19	Work with hazardous substances	24	Out of hours/night working	28		
5	Display screen equipment	10	Lighting levels – internal/external	15	Naked flames	20	Condition of the building/structure	25	Violence or verbal abuse to staff	29		

Proceed to Step 2 and list the hazards that have been identified, along with what is being done to control the risk and any further action to eliminate or reduce the risk

Step 2 EVALUATE THE RISK CONTROLS							
Hazard No	Hazard Description	Who could be harmed?	Existing Control Measures	Is the risk adequately controlled?			Further action to reduce the risk
				Risk H/M/L	YES	NO	
Covid-19 Generic							
26	Spread of Covid-19 Coronavirus	Members, Guests Golfers & Staff	Hand Washing <ul style="list-style-type: none"> Hand washing facilities with soap and water in place. Stringent hand washing taking place. See hand washing guidance. https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ Drying of hands with disposable paper towels. 	M	✓		Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, kill it and to avoid touching face, eyes, nose, or mouth with unclean hands.

Step 2							EVALUATE THE RISK CONTROLS					
Hazard No	Hazard Description	Who could be harmed?	Existing Control Measures	Is the risk adequately controlled?			Further action to reduce the risk					
				Risk H/M/L	YES	NO						
Covid-19 Generic												
26	Spread of Covid-19 Coronavirus	Members, Guests Golfers & Staff	<ul style="list-style-type: none"> Gel sanitisers (60% alcohol based) in any area where washing facilities not readily available 	M	✓							
26	Spread of Covid-19 Coronavirus	Members, Guests Golfers & Staff	<p>Cleaning</p> <p>Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.</p>	M	✓		Checks will be carried out by Managers/Duty Manager to ensure that the necessary procedures are being followed.					
26	Spread of Covid-19 Coronavirus	Members, Guests Golfers & Staff	<p>Social Distancing</p> <p>We will make every reasonable effort to comply with the social distancing guidelines set out by the government - 2m, or 1m with risk mitigation. Where 2m is not viable, we will consider and set out the mitigations you will introduce.</p> <p>Further mitigating actions include:</p> <ul style="list-style-type: none"> Further increasing the frequency of hand washing and surface cleaning. Keeping the activity time involved as short as possible. Using screens or barriers to separate staff from each other and staff from customers at points of service. Using back-to-back or side-to-side working (rather than face-to-face) whenever possible. Reducing the number of people each person has contact with by using 'fixed teams or partnering <p>Finally, if people must work face-to-face for a sustained period with</p>	M	✓		<p>Staff to be reminded daily of the importance of social distancing both in the workplace and outside of it.</p> <p>Management/Duty Manager checks to ensure compliance.</p>					

Step 2							EVALUATE THE RISK CONTROLS		
Hazard No	Hazard Description	Who could be harmed?	Existing Control Measures	Is the risk adequately controlled?			Further action to reduce the risk		
				Risk H/M/L	YES	NO			
Covid-19 Generic									
26	Spread of Covid-19 Coronavirus	Members, Guests Golfers & Staff	<u>Wearing of Gloves</u> Where the wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.	M	✓		Management/Duty Manager checks to ensure compliance.		
26	Spread of Covid-19 Coronavirus	Members, Guests Golfers & Staff	<u>Face Coverings</u> Tasks and activities fall outside of a clinical setting. The role of PPE in providing additional protection is extremely limited. Other controls should be used such as screens, social distancing, increased hand/surface washing/wearing gloves However, a face covering and/or a face visor must be worn in enclosed spaces. Face coverings are available to staff from their manager.	M	✓		The wearing g of face coverings by customer facing staff is mandatory by Foxhills from 21 September 2020. If worn, dispose of face covering in a secure bin prior to leaving the complex. Management/Duty Manager checks to ensure compliance.		
26	Spread of Covid-19 Coronavirus	Members, Guests Golfers & Staff	<u>Symptoms of Covid-19</u> If anyone becomes unwell with a new continuous cough or a high temperature, or loss of smell or taste in the workplace, they will be sent home and advised to self-isolate at home for 14 days. Managers will maintain regular contact with staff members during this time.	M	✓		Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast-changing situation. Managers will offer support to staff who are affected by Coronavirus or has a family member affected.		
26	Spread of Covid-19 Coronavirus	Members, Guests Golfers & Staff	<u>Mental Health</u> Managers will promote mental health & wellbeing awareness to staff during the pandemic and will offer whatever support they can to help Reference - https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/ www.hse.gov.uk/stress	L	✓		Regular communication of mental health information and open-door policy for those who need additional support. Initially contact relevant manager or Hospitality Action Hospitality Action 0808 8020282 www.hospitalityaction.org.uk		

Step 2							EVALUATE THE RISK CONTROLS		
Hazard No	Hazard Description	Who could be harmed?	Existing Control Measures	Is the risk adequately controlled?			Further action to reduce the risk		
				Risk H/M/L	YES	NO			
Covid-19 Generic									
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	Test and Trace All visitors to the complex must provide their name, contact details and time of arrival via either a booking, by using the venue QR code or a manual system. This information must be retained securely for 21 days	L	✓		All managers and staff to ensure that this information is collected and made available to the Group H&S Manager and PHE upon request. Staff rota information available electronically.		
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	Test and Trace Register for the HNS Test and Trace App from 24 September 2020. - https://www.nhs.uk/apps-library/nhs-covid-19/ Display venue specific Test and Trace QR code at each building entrance. Ask each guest/lead guest to complete the venue check in by using the QR code	L	✓		Follow-up and liaise if contacted by NHS Test and Trace. Staff rota information available electronically.		
Golf Events									
26	Golf Events Spread of Covid-19 Coronavirus Golf Events	Members, Guests & Staff	Golf only events with no F&B offering. Personal and society golf bookings – maximum of 6 players, socially distanced. Business events booked through a limited company – maximum 30 players, socially distanced. Business event F&B offering in a restaurant setting, tables of 6, socially distanced.	M	✓		Managers and staff to monitor area/situation to ensure compliance		
26	F&B Outlets Spread of Covid-19 Coronavirus Guests mixing/mingling	Members, Guests & Staff	From 24 September 2020 bars/restaurants only allowed to open from 05.00 to 22.00. Managers, supervisors and staff to ensure that all guests have finished and departed the food outlet by 22.00. No guests allowed to remain after 22.00.	M	✓		Food Outlet and Duty Manager to ensure compliance of the 22.00 curfew		

Pro Shop and Public Areas						
26	Access/Security Common point of contact when entering the pro shop and toilets.	Members. Golfers & staff	Essential doors will be left open if members of staff are in attendance. Where this cannot be achieved essential security doors will be cleaned with disinfectant on a regular basis.	M	✓	Cleaning staff allocated specifically to complete cleaning tasks in this area. Managers and staff to monitor area/situation to ensure compliance
26	Other Clubhouse Doors Common point of contact when moving through the clubhouse.	Members. Golfers & staff	A clearly visible sign placed at entry points restricting entry only to essential staff for administrative purposes and toilet access	M	✓	Cleaning staff allocated specifically to complete cleaning tasks in this area. Managers and staff to monitor area/situation to ensure compliance
26	Pro Shop Doors Common point of contact when moving through the clubhouse.	Members. Golfers & staff	A disinfectant spray, sanitising hand gel and paper towels will always be available in the Pro Shop.	M	✓	Managers and staff to monitor area/situation to ensure compliance
26	Pro Shop Cross contamination from customers	Members. Golfers & staff	As from 24 July 2020 it is now mandatory for customers to wear a face covering in retail outlets and other enclosed areas. Clear signs to inform customers. Additional face coverings made available at the door. Staff to ask customers to wear a face covering.	M	✓	Managers and staff to monitor area/situation to ensure compliance. It is not mandatory for staff to wear a face covering. They may wish to do so at their discretion. Ensuresafe disposal of face coverings.
Pro Shop and Public Areas						
26	Hire Buggies	Members. Golfers & staff	Sanitised buggies are available for hire, single person use only	M	✓	Managers and staff to monitor area/situation to ensure compliance
26	Hire Trolleys	Members. Golfers & staff	Sanitised trolleys are available for hire, single person use only	M	✓	Managers and staff to monitor area/situation to ensure compliance
26	Pro Shop General Areas Common point of contact	Members. Golfers & staff	Customers will be informed not to touch retail goods unless they intend to purchase. The number of people permitted to be in the pro shop will be restricted to enable social distancing.	M	✓	Managers and staff to monitor area/situation to ensure compliance
26	Pro Shop Counter Common point of contact	Members. Golfers & staff	A protective screen is always in place to segregate counter staff and user of the Pro shop. The contactless payment system only will be used with no handling of cash. Staff will always have access to hand sanitiser or will wear gloves.			Managers and staff to monitor area/situation to ensure compliance

Step 2		EVALUATE THE RISK CONTROLS					
Hazard No	Hazard Description	Who could be harmed?	Existing Control Measures	Is the risk adequately controlled?			Further action to reduce the risk
				Risk H/M/L	YES	NO	
Booking							
26	Booking a Round of Golf Inadequate social distancing whilst playing on the course	Members. Golfers & staff	Members only to book a round. Booking a tee time by phone or via the website is compulsory. The booking window will be 7 DAYS in advance of play. Tee time for two balls and four balls at 12-minute intervals. Restrictions apply. Tee times 07.30-17.30 (M-F) 07.00-17.30 (S&S)	L	✓		The Foxhills "Guide to Safe Golf during Covid-19" is available on the Foxhills website and was advised to members Any player who shows signs of the virus on the golf course will be instructed to leave and return home immediately. If this is not possible staff or other players will call 111. Take advice and call an ambulance.
Golfers Equipment							
26	Golf Clubs Used or picked up by a golfer other than the owner.	Members. Golfers & staff	Players Have been instructed; to clean their clubs; only to remove a single club from their bag at a time, keep unused clubs in their golf bags at all times; not to share clubs and not to pick up golf clubs that do not belong to them.	M	✓		
26	Golf Bags / Trolleys Picked up or moved by golfer other than the owner	Members. Golfers & staff	Players have been instructed not to move another players bag or trolley even if it is in their way, but to ask the owner to move the item.	M	✓		
26	Players Golf Balls Picked up by a player other than the owner.	Members. Golfers & staff	Players have been instructed not to pick up or move another payers golf ball; players are to move, always mark and remove their own ball from the hole cup.	M	✓		
26	Scorecards, Pencils Handled by a player other than the owner.	Members. Golfers & staff	Scorecard rules have been amended so that players can self-sign their scorecards. Players have been instructed not to swap scorecards at the beginning or end of a round.	M	✓		
26	Umbrellas Handled by players other than the owner, shared to protect from elements.	Members. Golfers & staff	Players have been instructed not to share umbrellas and reminded that social distancing must always be observed.	M	✓		

Step 2								EVALUATE THE RISK CONTROLS			
Hazard No	Hazard Description	Who could be harmed?	Existing Control Measures	Is the risk adequately controlled?			Further action to reduce the risk				
				Risk H/M/L	YES	NO					
Golf Course											
26	Range Finders Handled by a player other than the owner.	Members. Golfers & staff	Players have been instructed not to share any golfing equipment	M	✓						
26	Mobile Phones Handled by a player other than the owner.	Members. Golfers & staff	Players have been instructed not to share mobile phones.	M	✓						
26	Flagsticks Common contact point for all players when putting out or retrieving a ball from hole cup.	Members & Golfers	Golfers have been instructed not to remove the flags from the hole cups, to putt out with the flag in place at all times Flag sticks are decontaminated by staff on a regular basis.	M	✓						
26	Hole Cups Common contact point for all players when retrieving a ball from hole cup.	Members & Golfers	The depth of the hole cup has been shallowed so that golf balls can be retrieved without physical contact of the hole cup. Hole cups are removed and decontaminated by staff on a regular basis.	M	✓		Course Superintendent to source a golf ball raising device for each golf hole.				
26	Ball washers Common contact point for all players when cleaning a golf ball.	Members & Golfers	Removed from the golf course till further notice.	M	✓						
26	Bunker Rakes Common contact point for all players when raking a bunker after having played out.	Members & Golfers	Removed from the golf course till further notice.	M	✓						
26	Divot Boxes Common contact point for all players to repair divots on tees	Members & Golfers	Removed from the golf course till further notice.	M	✓						
26	Benches and Seats Common contact point for all players if resting or waiting between playing holes.	Members & Golfers	Removed from the golf course till further notice.	M	✓						

Step 2							EVALUATE THE RISK CONTROLS		
Hazard No	Hazard Description	Who could be harmed?	Existing Control Measures	Is the risk adequately controlled?			Further action to reduce the risk		
				Risk H/M/L	YES	NO			
Personnel									
26	Other Golfers Players making contact shaking hands, embracing, standing next to each other.	Members & Golfers	All players and staff will be issued with strict guidelines on revised golf course etiquette and social behaviour - "A Guide to Safe Golf during Covid-19", Copy attached. Greenkeepers will always plan work to avoid contact and observe good social distancing.	M	✓		The Foxhills "Guide to Safe Golf during Covid-19" is available on the Foxhills website and was advised to members in a recent e mail		
26	Greenkeepers Players coming into close contact with Greenkeepers	Members Golfers & staff	All players and staff will be issued with strict guidelines on revised golf course etiquette and social behaviour - "A Guide to Safe Golf during Covid-19", Copy attached. Greenkeepers will always plan work to avoid contact and observe good social distancing.	M	✓				
26	Pro Shop Staff Players coming into close contact with Pro Shop staff.	Members Golfers & staff	All players and staff will be issued with strict guidelines on revised golf course etiquette and social behaviour - "A Guide to Safe Golf during Covid-19", Copy attached. Greenkeepers will always plan work to avoid contact and observe good social distancing.	M	✓				
26	Spread of Covid-19 Coronavirus Lack of customer confidence	Members, Guests	Covid-19 specific information on website for guests and e mailed to members. Foxhills Charter and specific Covid risk assessments displayed on website and in each bedroom. Guests asked Covid-19 specific questions when booking. AA Covid Confident accreditation	M	✓		General Manager to monitor area/situation to ensure compliance		

If you have identified that there is a need for any specific risk assessments to be completed, **list these in Step 3 below**

Risk Matrix – calculate the level of risk (High/Medium/Low), using the likelihood and severity risk matrix

		SEVERITY				
		Nil 1	Minor 2	3-day 3	Major 4	Fatal 5
LIKELIHOOD	Very likely – 5	5	10	15	20	25
	Probably - 4	4	8	12	16	20
	Possible – 3	3	6	9	12	15
	Remote – 2	2	4	6	8	10
	Improbable – 1	1	2	3	4	5

LEVEL OF RISK	ACTION AND TIMESCALE
High	You should not start work until the risk has been reduced. You may have to set aside considerable resources to reduce the risk. If the risk involves work in progress, you should take urgent action. If it is not possible to reduce the risk even with unlimited resources, you must stop all work.
Medium	You must try to reduce the risk, but should carefully measure the cost of prevention. You should use measures to reduce the risk within a defined time period. If the medium risk is associated with extremely harmful consequences, you may need to carry out another assessment to identify more precisely the likelihood of harm. This will help you decide whether you need to use improved control measures.
Low	You don't need to take action at this time. Monitoring is necessary to make sure that the controls are still effective and being used by those involved.

Step 3 SPECIFIC RISK ASSESSMENTS						
The Management Risk Assessment has identified the need for the following specific risk assessments to be completed						
	YES	NO	Responsibility	Target Date	Completion Date	Specific risk assessment reference number
Fire risk assessment		✓				
Manual handling risk assessment		✓				
Lone working		✓				

Step 4 RISK ASSESSMENT ACTION PLAN					
Following the completion of the Management Risk Assessment, the points detailed have been identified as requiring action by the person/s detailed below					
Hazard No	Action Plan Point	Action to be completed by:	Target Date	Completion Date	Comments
26	Course Superintendent to source a golf ball raising device for each golf hole.	David Wyborn	15 May 2020	18 May 2020	
26	Managers and staff to monitor area/situation to ensure compliance	Staff on site	Ongoing	Ongoing	
26	If a member of staff or a player shows signs of the virus they will be instructed to leave and return home immediately. If this is not possible staff or other players will call 111, take advice and call an ambulance.	Staff on site	Ongoing	Ongoing	

Initial Assessment		
Signature of Assessor/s	Signature of Assessor/s	Signature of Head of Department/Manager
Name: Chris Fitt Date: May-September 2020	Name: Steve Barrass Date: 13 May 2020/24 July 2020	Name: Date:

Step 5 RISK ASSESSMENT DISTRIBUTION					
Senior Manager	Head of Department	Facilities Manager	H&S Champion	Employees	Contractor/s
Copy to: Tej Walia Chris Fitt	Copy to: Greg Hopkins Sean Graham	Copy to:	Copy to:	Copy to: All relevant staff	Copy to:

Step 6 RISK ASSESSMENT REVIEW					
Review Date	Name	Signature	Review Date	Name	Signature

--	--	--	--	--	--

Confirmation

By signing below, I confirm that I have read the content of this risk assessment, understand, and will implement the control measures identified above. If I am unsure of any element outlined within this document, I will request clarification from a relevant Manager.

Date	Name	Job Title	Signature