

Covid-19 Workplace Risk Assessment – Adventure Experience Limited

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

This is a **Generic Risk Assessment** for dealing with the current Covid-19 situation in the workplace. It is not likely to cover all scenarios and each General Manager should consider their own unique, site specific circumstances. To keep up to date with Covid-19 advice to workplaces in this fast-changing situation visit: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public> **AND** <https://www.gov.uk/coronavirus>

What are the hazards?	Who Might be Harmed?	Controls Required:	Additional Controls:	Action by who?	Action by when?	Done
Spread of Covid-19 Coronavirus in the workplace	Employees	<u>Hand Washing</u> Employees are reminded on a regular basis to wash their hands frequently throughout the day for 20 seconds with warm water and soap and the need for proper drying.	Hand washing facilities with soap and hot water are in place.	GM	23/03/21	Yes
	Customers		Paper towel OR hand dryers are in place.	GM	23/03/21	Yes
	Visitors		Employees are trained in the NHS guidelines on how to wash their hands:	GM	23/03/21	Yes
	Contractors		https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/	GM	23/03/21	Yes
	Delivery Drivers		Employees are trained to wash their hands frequently with soap and water for 20 seconds, and directly after removing gloves, and other protection used while cleaning. Gel sanitisers are available in any	GM	23/03/21	Yes
	Vulnerable Groups: Elderly, Pregnant Workers, People with Existing Underlying Health Conditions Anyone else who					

Covid-19 Workplace Risk Assessment – Adventure Experience Limited

	<p>physically comes in contact with you in relation to daily operations</p>	<p>Respiratory Hygiene Employees are reminded daily 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:</p> <p>https://www.england.nhs.uk/south/wp-</p>	<p>area where washing facilities are not available.</p> <p>Gel sanitiser is permanently located at reception for use by customers.</p> <p>Employees will be issued a supply of hand sanitiser for their own personal use.</p> <p>Tissues will be made available throughout the workplace.</p> <p>Employees are trained to follow good respiratory hygiene and cover their mouth and nose with a bent elbow or tissue when they cough or sneeze. Then dispose the tissue immediately.</p> <p>Face coverings must be worn at all times in the workplace. This includes both indoor and outdoor settings. Subject to the exemptions as set out by the government. Go to: https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-</p>	<p>GM</p> <p>GM</p> <p>GM</p> <p>GM</p> <p>GM</p>	<p>23/03/21</p> <p>23/03/21</p> <p>23/03/21</p> <p>23/03/21</p> <p>23/03/21</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>
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Covid-19 Workplace Risk Assessment – Adventure Experience Limited

		content/uploads/sites/6/2017/09/catch-bin-kill.pdf	own#exemptions			
			Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.	GM	23/03/21	Yes
			Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.	GM	23/03/21	Yes
			To remove the mask; remove it from behind [do not touch the front of the mask] ; discard immediately and clean your hands with alcohol-based hand rub or soap	GM	23/03/21	Yes
			Team members must remind members of the public to wear face coverings in indoor settings	GM	23/03/21	Yes
			NHS QR Code posters are displayed at the entrance to the premises.	GM	23/03/21	Yes
		<p><u>Track and Trace</u></p> <p>NHS App / QR Code</p>	Customers are briefed on arrival at the premises to check-in using the NHS Track and Trace App and scanning the QR Code	GM	23/03/21	Yes

Covid-19 Workplace Risk Assessment – Adventure Experience Limited

		<p>Cleaning Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of heavy use using appropriate cleaning products and methods.</p>	<p>Employees are trained that touching surfaces can pick up viruses and once contaminated, hands can transfer the virus to eyes, nose or mouth. From there, the virus can enter your body and can make you sick.</p>	GM	23/03/21	Yes
			<p>NHS poster is used in staff areas: https://www.england.nhs.uk/south/wp-content/uploads/sites/6/2017/09/catch-bin-kill.pdf</p>	GM	23/03/21	Yes
			<p>A suitable general disinfectant is used on hard surfaces to reduce the risk of the coronavirus being passed on to other people.</p>	GM	23/03/21	Yes
			<p>Employees are provided with disposable gloves for cleaning.</p>	GM	23/03/21	Yes
			<p>Employees are trained to use a disposable cloth and first clean hard surfaces with warm soapy water, then disinfect the surfaces with suitable cleaning products supplied by the company.</p>	GM	23/03/21	Yes
			<p>Rigorous checks are carried out by</p>	GM	23/03/21	Yes

Covid-19 Workplace Risk Assessment – Adventure Experience Limited

			<p>line managers to ensure that the necessary procedures are being followed. Particular attention will be given to the frequent cleaning of door handles, counter tops, chip & pin devices, touch screens, till draws, telephones, printers, putters, balls, alarm code panels, safe matrix lock, files & folders, staff welfare areas ie fridges / kettles etc.</p>			
			<p>Antibacterial wipes are provided for use on electrical equipment and screens.</p>	GM	23/03/21	Yes
			<p>Chip and pin devices are cleaned each time a customer enters their security pin and using the appropriate cleaning wipes supplied by the company.</p>	GM	23/03/21	Yes
			<p>A pop-up cleaning station is used for employees to clean / sanitise <u>ALL</u> used / returned putter and balls. Cleaned putter and balls are then transferred to a safe storage unit and then transferred to the reception for self-service use by customers.</p>	GM	23/03/21	Yes
			<p>A suitable cleaning chemical and paper towel is made available at reception for customers to clean</p>	GM	23/03/21	Yes

Covid-19 Workplace Risk Assessment – Adventure Experience Limited

			<p>their own putter and ball if they prefer to do so.</p>			
			<p>Disposable gloves are made available at reception for customers who prefer to wear them.</p>	GM	23/03/21	Yes
			<p>Body fluids will be cleaned using a bio-hazard kit and PPE is provided to include goggles, face / nose mask, apron and gloves.</p>	GM	23/03/21	Yes
			<p>Employees are trained to wash their hands with soap and water for 20 seconds, after removing gloves, and other protection used while cleaning.</p>	GM	23/03/21	Yes
			<p>An employee is frequently visible on the course cleaning / disinfecting any 'touch points' such as the hole cups where customers have touched the course.</p>	GM	23/03/21	Yes
		<p><u>Disposal of Waste</u> Personal waste (such as tissues, face masks, disposable gloves & cleaning clothes and tissues etc) will be stored securely within disposable rubbish bags, which will be placed into another bag, tied securely</p>	<p>Public use waste bins are removed or openings closed off to prevent use.</p>	GM	23/03/21	Yes
			<p>Public use bins are provided only for depositing used disposable gloves and paper towel.</p>	GM	23/03/21	Yes

Covid-19 Workplace Risk Assessment – Adventure Experience Limited

		<p>and kept separate from other waste. This waste will then be put aside for 72-hours before being put in the external waste.</p> <p>Social Distancing Social Distancing - Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap as recommended by the Government:</p> <p>https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance</p> <p>Avoid contact with anyone who is displaying symptoms of coronavirus (Covid-19). These symptoms include high temperature and/or new and continuous cough.</p> <p>Redesigning processes to facilitate compliance with social distancing in place.</p>	<p>Customers are advised NOT to visit / play if they are experiencing symptoms of Covid-19. This important message is promoted through all external communication including the website.</p> <p>Employees are trained and reminded on a daily basis of the importance of social distancing both in the workplace and outside of it.</p> <p>Management checks are completed to ensure this is adhered to and the below control measures set-out below are in place and:</p> <p>Employees are reminded daily to only come in to work if they are well and no one in their household is self-isolating.</p> <p>Single file queue management systems in use, with floor markings, to limit crowds gathering at the</p>	<p>GM</p> <p>GM</p> <p>GM</p> <p>GM</p>	<p>23/03/21</p> <p>23/03/21</p> <p>23/03/21</p> <p>23/03/21</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>
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Covid-19 Workplace Risk Assessment – Adventure Experience Limited

			<p>entrance and to maintain 2-metre social distancing.</p> <p>Group sizes are limited to a maximum of 5 and importantly should be from the same household.</p> <p>Online booking slots are staggered at 5-minute intervals with capacity capped at 5 persons by slot.</p> <p>Customers will be reminded to use the toilet before commencing play to reduce the need for customers to leave the course mid-play.</p> <p>We operate a one-way system during play to ensure compliance with 2-metre social distancing. There are one-way directional signs throughout the course and once you have crossed the dividing line between holes, you can't go back, only forwards.</p> <p>2 spare balls are issued to groups and to avoid the need to return to the reception mid-play and facilitate compliance with the 2-metre social distancing.</p> <p>One employee only at a given time</p>	<p>GM</p> <p>GM</p> <p>GM</p> <p>GM</p> <p>GM</p> <p>GM</p>	<p>23/03/21</p> <p>23/03/21</p> <p>23/03/21</p> <p>23/03/21</p> <p>23/03/21</p> <p>23/03/21</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>
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Covid-19 Workplace Risk Assessment – Adventure Experience Limited

			<p>will serve customers from behind the reception desk to facilitate compliance with 2-metre social distancing.</p> <p>Radios are in use to communicate with colleagues and summons assistance ie rest breaks, emergencies. Employees are issued with their own earpiece for personal use.</p> <p>Floor markings are place inside the reception area to facilitate compliance with 2-metre social distancing, in particular at till and putter collection points.</p> <p>One customer group is permitted at a given time at the reception desk. Employees will ask the group [maximum 5-people from the same household] only to enter the reception area.</p> <p>Plexiglass barriers are in place at tills and counters comprising a small access point for contactless payments.</p> <p>Online bookings are strongly encouraged and communicated</p>	<p>GM</p> <p>GM</p> <p>GM</p> <p>GM</p> <p>GM</p>	<p>23/03/21</p> <p>23/03/21</p> <p>23/03/21</p> <p>23/03/21</p> <p>23/03/21</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>
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Covid-19 Workplace Risk Assessment – Adventure Experience Limited

			<p>through the website, social media, digital advertising and on-site signage.</p> <p>Contactless payments ONLY for customers who have not booked online.</p> <p>Customers are only permitted to access the course from the reception area when hole 1 is free from playing customers OR if there is an adequate space to queue with 2-metre spacing [floor markings are in place] customers are permitted to queue whilst maintaining social distancing.</p> <p>Whilst playing Adventure Golf customers are only permitted to move the next hole when the hole is free from ALL playing customers.</p> <p>Customers are briefed on a 10-point safety plan through the website, signage on arrival and are verbally briefed by our employees before commencing play.</p> <p>Benches / seating is removed or signage 'not in use' in place if not practical to remove.</p>	GM	23/03/21	Yes
				GM	23/03/21	Yes
				GM	23/03/21	Yes
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Covid-19 Workplace Risk Assessment – Adventure Experience Limited

			<p>There is a member of staff watching play (at peak times) like a lifeguard from a good vantage point, during busy periods, that can quickly ensure all safety rules are being followed and preventing arguments between groups. We defuse things as quickly as possible but never relax the safety rules.</p>	GM	23/03/21	Yes
			<p>If customers refuse to adhere to the 2-metre social distancing employees will politely ask those customers to safely leave the site immediately.</p>	GM	23/03/21	Yes
			<p>Customers, when completed the Adventure Golf course are advised by the Course Host to deposit the putter in the bin labelled “return putters for cleaning”</p>	GM	23/03/21	Yes
			<p>Group bookings [greater than 5 persons] and party bookings are NOT available until further notice.</p>	GM	23/03/21	Yes
			<p>As far as possible teams are split into sub-teams, fixing these splits (cohorting) so that where contact is unavoidable, this happens between the same individuals.</p>	GM	23/03/21	Yes

Covid-19 Workplace Risk Assessment – Adventure Experience Limited

			Spreading out standard processes so that only one employee needs to be in the same vicinity to complete a task at a given time.	GM	23/03/21	Yes
		<p><u>Shift Working & Staggering Shifts</u></p> <p>Taking steps to review work schedules including start & finish times/shift patterns, working from home etc. to reduce number of workers on site at any one time. Also relocating workers to other tasks.</p> <p>Conference calls to be used instead of face to face meetings</p>	<p>Shift duration limited [<6-hours] to avoid the need for mandatory rest breaks and to help limit people movements and avoid / minimise contact in staff welfare areas</p> <p>Where rest breaks are essential breaks are staggered to avoid contact with colleagues. One person is scheduled for rest breaks at a given time.</p> <p>Social distancing also to be adhered to in staff welfare and smoking areas.</p>	GM	23/03/21	Yes
		<p><u>Wearing of Gloves</u></p> <p>Where risk assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Employees will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p>	<p>Staff to be reminded that wearing of gloves is not a substitute for good hand washing.</p> <p>Disposable gloves are supplied for all employees.</p>	GM	23/03/21	Yes

Covid-19 Workplace Risk Assessment – Adventure Experience Limited

		<p>Communication (interviewing / training) 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.</p> <p>Symptoms of Covid-19 If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance: https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance</p>	<p>Video conferencing is used to avoid / reduce the need for face-to-face contact when practical to do so.</p> <p>Interviews completed using zoom or alternative.</p> <p>Training completed using e-learning / zoom briefings.</p> <p>Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.</p> <p>Line managers will maintain regular contact with staff members during this time.</p> <p>If advised that a member of staff or public has developed Covid-19 and were recently on our premises [including where a member of staff has visited other work place premises], the management team of the workplace will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take</p>	<p>GM</p> <p>GM</p> <p>GM</p> <p>GM</p> <p>GM</p> <p>GM</p>	<p>23/03/21</p> <p>23/03/21</p> <p>23/03/21</p> <p>23/03/21</p> <p>23/03/21</p> <p>23/03/21</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>
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Covid-19 Workplace Risk Assessment – Adventure Experience Limited

		<p>Mental Health Line managers promote mental health & wellbeing awareness to employees during the Coronavirus outbreak and offer whatever support they can to help</p> <p>Reference:</p> <p>https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/</p> <p>https://mentalhealth-uk.org/help-and-information/covid-19-and-your-mental-health/</p> <p>https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/</p>	<p>advice on any actions or precautions that should</p> <p>Regular communication of mental health information and open-door policy for those who need additional support.</p>	GM	23/03/21	Yes
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