

**Activity**

Covid 19 Risk Assessment (Pro-Shop)

**Date of Assessment**

03/07/20

**Location:**

**Job Title:**

Senior Manager

**Risk Assessment Carried out by:**

**Signature**

*SJPacker*

**Risk Table**

**Likelihood**

Very Unlikely

Unlikely

Fairly Likely

Likely

Very High



**Low risk areas**

**Medium risk areas**

**High risk areas**

**Severity**

Insignificant

Minor

Moderate

Major

Fatality

1

2

3

4

5

1

1

2

3

4

5

2

2

4

6

8

10

3

3

6

9

12

15

4

4

8

12

16

20

5

5

10

15

20

25

**Date of Review**

17/08/20

**Reviewed By:**

Can be considered as a trivial risk area with no action required

Efforts should be made to reduce the risk, assessing the cost of prevention against the likelihood of the event

You must consider suspending the operation until adequate controls are introduced and the risk is re-evaluated

ACTIVITY	PERSONS AT RISK	SIGNIFICANT HAZARDS	RISK			RISK CONTROL MEASURES	RESIDUAL RISK		
			L	S	R/L		L	S	R/R
<ul style="list-style-type: none"> <li>Serving;</li> <li>Club Members,</li> <li>Visitors;</li> <li>Purchasing Golf Equipment/ Clothing Refreshments</li> </ul>	<ul style="list-style-type: none"> <li>Members of Staff deployed in the Pro-Shop</li> <li>Other members of staff</li> </ul>	<ul style="list-style-type: none"> <li>Exposure to Covid 19 Virus</li> <li>(Symptoms can be mild, moderate, severe)</li> </ul>	5	5	25	<ul style="list-style-type: none"> <li>Provision of suitable &amp; sufficient signage and visual aids explaining clear guidance on social distancing and hygiene to all personnel (both staff, customers &amp; visitors)</li> <li>Social Distancing -Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency</li> <li>Provision of floor markings in terms of 2m distancing and creating a one-way flow system within the pro-shop. (safe access/egress)</li> </ul>	2.5	5	12

- In-putting of data (Rounds of golf)
- Receiving & making telephone calls
- Issuing tokens for use of the Driving Range
- Cash Handling
- Handling club members, golf equipment (repairs)
- Receiving & processing deliveries

- Golf Club Members
- Visitors
- Delivery drivers
- Cleaners
- Contractors
- Vulnerable groups; Elderly, Pregnant workers, (Admin, Cleaning Staff)
- Those with existing underlying health conditions
- Anyone else who physically enters the Pro-Shop

or fatal.)

- Managing use of high-volume traffic areas including corridors, (possible congestion area) when queuing to gain access to the pro-shop.
- Reviewing layouts and processes to allow staff to work further apart from each other and customers to maintain social distancing.
- Re-assess extraction/ventilation system employed in Pro-Shop area.
- Reduce staff & customers levels in the pro-shop to a minimum, by calculating the maximum number of customers that can reasonably follow 2m social distancing within the Pro-Shop.
- Avoid people working face-to-face. For example, by working side-by-side or facing away from each other.
- Use of screens to create a physical barrier between staff and Pro-Shop customers. (Till transactions)
- Review demonstrations and promotions to minimise direct contact and to maintain social distancing.
- Review of incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.
- Minimising contacts around transactions, for example, consider using contactless payments. Round of Golf, & tuition, buggies, trolleys and driving range tokens
- Procedure in place for handling cash (coins & tokens)
- Encourage customers to shop alone where possible, unless they need specific assistance.
- Remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.

- Ensure any changes to entries, exit and queue management consider reasonable measures to allow for the less abled customer.
  - Provision of handwashing facilities, or hand sanitiser where not possible, at entry and exit points.
  - Encourage customers to use hand sanitiser or handwashing facilities as they enter the premises to reduce the risk of transmission by touching products while browsing.
  - Encourage customers to avoid handling products whilst browsing, if at all possible.
  - Procedures and suitable equipment provided in the event of clothing items/equipment (being handle by a customer) to be cleaned & removed from the shop floor for at least 48 hours.
  - Restriction on customers accessing the fridge for refreshments (only accessed by a member of staff)
  - Frequent cleaning of work areas and equipment between uses. Making sure that there are adequate disposal arrangements for cleaning products.
  - Review the procedure for carrying repairs on members golf equipment
  - Procedures in place to maintain social distancing and the risk of surface transmission when goods enter and leave the pro-shop.
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- Buggies disinfected after every use and Trolley attachments (brackets) cleaned & disinfected on return of after every use.
  - Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.

- Provision of adequate waste facilities and more frequent rubbish collection.
- Provision of hand sanitiser in multiple locations in addition to washrooms.
- Restrict the practice of customers trying-on clothing, given the challenges in operating this practice safely.
- Provision and use of Personal Protective Equipment (PPE)
- Disposal gloves  
(Staff to be reminded that wearing of gloves is not a substitute for good hand washing.)
- If an employee chooses to wear one, it is important to use face coverings properly and wash your hands before putting them on and before and after taking them off.  
(follow manufacturers recommendations)
- Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.
- Staff to be reminded on a daily basis of the importance of social distancing in the workplace.
- Management checks to ensure this is adhered to, and that, this assessment is reviewed on a regular basis in accordance with Government guidelines

