



		Likelihood				
		Very Unlikely	Unlikely	Possible	Likely	Very Likely
		1	2	3	4	5
Negligible	1	1	2	3	4	5
Minor	2	2	4	6	8	10
Moderate	3	3	6	9	12	15
Major	4	4	8	12	16	20
Severity	Extreme	5	10	15	20	25

Risk matrix used in risk assessment below  
RR = residual risk

# Coronavirus (COVID-19) Hospitality & Ground Assessment

## Contents

- Transmission from non-essential works
- Individuals at increased risk
- Travel
- Social Distancing
- Hygiene
- Food safety & infection control
- Public H&S
- Stress (including mental health)
- Emergency arrangements

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**Review date:** 12<sup>th</sup> October 2021

**Version:** 2.0

Hazard	Risk	Control measures	RR	Persons at risk
Transmission from non-essential workers	4 x 4 = <b>16</b>	<ol style="list-style-type: none"> <li>1) Only essential workers to work at the bar / Canteen.</li> <li>2) It will be determined what the minimum number of people is needed on the premises to operate safely and effectively. This will be inline with FA &amp; Government Guidelines.</li> <li>3) Those shielding and staying at home shall be monitored and receive regular contact to understand when they are able to return to the ground.</li> <li>4) All volunteers will have their temperature checked as they enter the ground.</li> <li>5) PPE will be issued to all Volunteers.</li> </ol>	4 x 1 = <b>4</b>	Volunteers

Individual workers at a higher risk of contracting COVID 19	4 x 5 = <b>20</b>	<ol style="list-style-type: none"> <li>1) Clinically extremely vulnerable volunteers shall remain shielded in accordance with their medical advice and will not be included within the Volunteer rota.</li> <li>2) If clinically vulnerable (but not extremely clinically vulnerable) volunteers do not want to stay at home, they should be offered the option of the safest available on-site roles</li> <li>3) PPE will be issued to all Volunteers.</li> </ol>	4 x 1 = <b>4</b>	Volunteers
Risk of COVID 19 transmission - Volunteers travelling to and from work	4 x 4 = <b>16</b>	<ol style="list-style-type: none"> <li>1) Commuting to the ground via walking, cycling or private transport where possible</li> <li>2) Public transport to be used as last resort and face covering recommended when travelling.</li> <li>3) A monitored queuing system will be in place to reduce crowding into the turnstiles / gate access routes on match days.</li> <li>4) Reducing congestion, for example, one-way system with regards entry and exit points in and out of the ground.</li> </ol>	4 x 1 = <b>4</b>	Volunteers & Members of Public
Social distance when using the premises & infection control.	4 x 4 = <b>16</b>	<ol style="list-style-type: none"> <li>1) Maintain social distancing within the ground, bar and canteen area wherever possible</li> <li>2) Operate a one-way system where possible outside the canteen area and within the bar.</li> <li>3) Where the social distancing guidelines cannot be followed in full in relation to an activity, Gresley appointed Covid-19 champions should consider whether that activity needs to continue and implement additional measures</li> <li>4) Use 'fixed teams or partnering' where possible (so each person works with only a few others)</li> <li>5) Protective screens installed to the bar and canteen serving hatch to protect Volunteers, Players and Supporters.</li> <li>6) Drinkers at the bar shall not be permitted, table service in operation for those opting to use the bar area.</li> <li>7) Contactless payment will be the preferred method of payment, cash payments to be kept to a minimum.</li> <li>8) Seating segregation in place up to 2m in place along with signage and one-way systems where the premises design permits.</li> <li>9) Regulating use of high traffic areas including corridors and outdoor walkways to maintain social distancing.</li> <li>10) Using screens to create a physical barrier between people where appropriate, for example, considering areas such as till points.</li> <li>11) The use of masks is mandatory when walking through the bar area. Mask can be taken off when seated.</li> <li>12) Adequate spacing to be adopted when seating Supporters within the main stand.</li> </ol>	4 x 2 = <b>8</b>	All persons using hospitality premises

		<p>Segregation is in place within the standing areas keeping Supporters 2m apart.</p> <p>13) Away Supporters maximum 30 have designated area.</p> <p>14) Home Supporters maximum 270 have an area within the main stand, standing area around the ground so social distancing can be maintained.</p>		
Welfare & hygiene - handwashing, sanitation facilities and toilets	<p>4 x 4 = <b>16</b></p>	<ol style="list-style-type: none"> <li>1) Wash your hands thoroughly and regularly. Use soap and water for at least 20 seconds. Use alcohol-based hand sanitiser if soap and water is not available and hand washing technique to be adopted as directed by NHS.</li> <li>2) Hand sanitiser points to be installed upon entry into the ground, toilets and bar areas.</li> <li>3) Increase cleaning rota / schedule for areas around the ground on match days.</li> <li>4) Enhance the cleaning regimes for toilet facilities particularly touch points such as door handles, locks and the toilet flush.</li> <li>5) Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.</li> <li>6) Ensure sufficient supplies of soap, hand sanitiser and paper towels remain in place</li> <li>7) Washing uniforms on site rather than by individual Volunteer members at home.</li> <li>8) Payments should be taken by contactless card, cash payments kept to a minimum.</li> <li>9) Disposable cups, plates, eating utensils is encouraged within the canteen area.</li> <li>10) Plastic glasses will be issued at the bar but will be reviewed in line with Government guidance.</li> <li>11) Balls cleaned with sanitiser will be strategically placed around areas of the ground in the event a ball gets kicked over a neighboring garden. This will reduce player contact / contamination.</li> <li>12) Only the core 11 players and Management team will be in the changing rooms before and after the game including half time.</li> <li>13) Only 2 Players to use the showers at any one time.</li> </ol>	<p>4 x 1 = <b>4</b></p>	All persons using hospitality premises
Food safety	<p>4 x 2 = <b>8</b></p>	<ol style="list-style-type: none"> <li>1) Revise the food safety management system (FSMS) including Hazard Analysis and Critical Control Point (HACCP) processes.</li> <li>2) Use the food standards agency (FSA) guidance and available checklists to ensure food safety remains through COVID secure measures.</li> <li>3) Allowing kitchen access to as few people as possible, only 2 members at any one time.</li> <li>4) Minimising interaction between kitchen Volunteers and other volunteers, including when on break.s</li> <li>5) All touch points to be wiped down at regular</li> </ol>	<p>4 x 1 = <b>4</b></p>	All persons using preparing, serving and consuming food and drink on the premises

		<p>intervals.</p> <p>6) Adjusting put-away and replenishment rules to create space for social distancing.</p>		
Infection control	<p>4 x 4 = <b>16</b></p>	<ol style="list-style-type: none"> <li>1) All Volunteers and supporters will undertake a temperature test upon entry to the ground. Information will be recorded inline with the NHS track and trace system.</li> <li>2) Volunteers will work within teams as and when required to restrict the number of workers interacting with each other.</li> <li>3) Minimising contact at 'handover' points with other Volunteers, such as when presenting food to serving Volunteers and delivery drivers.</li> <li>4) Using safe outside areas for breaks.</li> <li>5) Opening windows and doors frequently to encourage ventilation, where possible.</li> <li>6) Wedging doors open, where appropriate, to reduce touchpoints. This does not apply to fire doors.</li> <li>7) Providing only disposable condiments or cleaning non disposable condiment containers after each use.</li> <li>8) Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.</li> <li>9) While food packaging is not known to present a specific risk, efforts should be made to ensure it is cleaned and handled in line with usual food safety practices.</li> <li>10) Players are to take home their own football kits so they can be washed.</li> <li>11) Showering facilities are to be used in accordance to Government guideline rules.</li> </ol>	<p>4 x 1 = <b>4</b></p>	All persons using hospitality premises
Members of the public and protecting servers' Volunteers	<p>4 x 4 = <b>16</b></p>	<ol style="list-style-type: none"> <li>1) Cleaning and disinfecting our premises every 2 hrs while in operation.</li> <li>2) Customers should have free, easy access to hand sanitiser when entering our premises to clean their hands.</li> <li>3) Introducing visible social distancing measures on our premises. For example, using plexiglass screens at serving locations, social distancing markers on the floor, someone on the door to manage the number of people entering the ground, bar area, etc.</li> <li>4) Provide volunteers with appropriate disposal protective personal equipment (PPE) for their job, for example, gloves and face masks. Whilst previously this may have been alarming, in the current situation this can help reassure and protect both your workforce and customers against the spread of the virus.</li> <li>5) Face masks are to be worn within the main stand if seated to watch the football. Face masks are to be worn when not seated within the bar.</li> <li>6) Encourage payment transactions to be completely contactless. This could include</li> </ol>	<p>4 x 1 = <b>4</b></p>	All persons using hospitality premises

		<p>requesting that customers use contactless card payments (the contactless payment limit was recently increased to £45 per transaction), mobile payments, disinfecting a chip and pin pad after every use, and offering e-receipts instead of paper to reduce potential contact.</p> <p>7) Gaming machines (Fruit) to be sanitised at regular intervals.</p> <p>8) Disinfectant and disposable cleaning wipes should be made available for customers to use alongside self-service/touch screen terminals.</p> <p>9) Setting out clear demarcation for 2m distances for customers queuing. Asking customers to wait in their cars to reduce the queuing outside of the ground.</p> <p>10) Asking customers to order online merchandise over the telephone to reduce queues and stagger pick-up times</p> <p>11) Hospitality facilities will be reviewed on a regular basis and will operate in-line with the current Government Guidance.</p>		
Stress - including mental health	$4 \times 4 = 16$	<p>1) Remote volunteers to receive periodic contact via online team meeting or line management calls.</p> <p>2) Advise volunteers of technology apps that can assist with stress management and / or mental health.</p> <p>3) Where enrolled, advise volunteers about occupational health advice available, including any confidential assistance programmes.</p> <p>4) Safe social interaction helps promote better mental health.</p> <p>5) Offering advice around regular exercise will improve mental health.</p> <p>6) Consult with local authorities if there is additional mental health resources available.</p> <p>7) Not pressuring volunteers to work if they do not feel safe.</p>	$4 \times 1 = 4$	Volunteers
Emergency incident - accident or fire within the premises	$5 \times 2 = 10$	<p>1) People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands.</p> <p>2) First aider &amp; match Physio cover to be reviewed to ensure it remains suitable and that first aiders &amp; Physio are aware of additional COVID precautions to take if attending to a casualty.</p> <p>3) First aiders &amp; match Physio will be issued with the appropriate PPE, all information is to be obtained in-line with government guidelines.</p>	$5 \times 1 = 5$	All persons using hospitality premises

## Training

Please ensure a manager's brief has been completed alerting all Volunteers to COVID 19 secure specific processes, policies and procedures.