



		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	5	10	15	20	25

*Risk matrix used in risk assessment below
RR = residual risk*

Coronavirus (COVID-19) Hospitality 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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Hazard	Risk	Control measures	RR	Persons at risk
Transmission from non-essential workers	4 x 4 = 16	<ol style="list-style-type: none"> Only essential workers to work at the bar / Canteen. It will be determined what the minimum number of people is needed on the premises to operate safely and effectively Those shielding and staying at home shall be monitored and receive regular contact to understand when they are able to return to the ground. All volunteers will have their temperature checked as they enter the ground. 	4 x 1 = 4	Volunteers
Individual workers at a higher risk of contracting COVID 19	4 x 5 = 20	<ol style="list-style-type: none"> Clinically extremely vulnerable volunteers shall remain shielded in accordance with their medical advice If clinically vulnerable (but not extremely 	4 x 1 = 4	Volunteers

	20	clinically vulnerable) volunteers do not want to stay at home, they should be offered the option of the safest available on-site roles 3) Assess and make reasonable adjustments to avoid disabled workers being put at a disadvantage	4	
Risk of COVID 19 transmission - Volunteers travelling to and from work	4 x 4 = 16	1) Commuting to the ground via walking, cycling or private transport where possible 2) Public transport to be used as last resort and face covering recommended when travelling 3) A monitored queuing system will be in place to reduce crowding into the turnstiles / gate access routes on match days. 4) Reducing congestion, for example, one-way system with regards entry and exit points in and out of the ground.	4 x 1 = 4	Volunteers & Members of Public
Social distance when using the premises	4 x 4 = 16	1) Maintain social distancing within the ground, bar and canteen area wherever possible 2) Operate a one-way system where possible outside the canteen area and within the bar. 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 4) Use 'fixed teams or partnering' where possible (so each person works with only a few others) 5) Consideration into installing screens or barriers to separate people from each other within the bar and canteen. 6) Drinkers at the bar shall not be permitted, supporters are to pay and then collect their drink from the collection point. 7) Contactless payment will be the preferred method of payment, cash payments to be kept to a minimum. 8) Setting up 2m signage and one-way systems where the premises design permits 9) Regulating use of high traffic areas including corridors and outdoor walkways to maintain social distancing 10) Using screens to create a physical barrier between people where appropriate, for example, considering areas such as till points. 11) Government guidance will be maintained in relation to the use of masks within the ground.	4 x 2 = 8	All persons using hospitality premises
Welfare & hygiene - handwashing, sanitation facilities and toilets	4 x 4 = 16	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	4 x 1 = 4	All persons using hospitality premises

		<p>directed by NHS</p> <ol style="list-style-type: none"> 2) Providing handwashing facilities, or hand sanitiser where not possible, at entry and exit points 3) Hand sanitiser points to be installed upon entry into the ground, toilets and bar areas 4) Supporters to be reminded not to touch your face/eyes/nose/mouth with unwashed hands and cover your cough or sneeze with a tissue then throw it in the bins provided. 5) Increase cleaning rota / schedule in your work area. 6) Enhance the cleaning regimes for toilet facilities particularly touch points such as door handles, locks and the toilet flush 7) Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal 8) Ensure sufficient supplies of soap, hand sanitiser and paper towels remain in place 9) Washing uniforms on site rather than by individual Volunteer members at home 10) Payments should be taken by contactless card, cash payments kept to a minimum. 11) Disposable cups, plates, eating utensils is encouraged within the canteen area. 12) Plastic glasses will be issued at the bar but will be reviewed in line with Government guidance. 13) 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. 		
Food safety	$4 \times 2 = 8$	<ol style="list-style-type: none"> 1) Revise the food safety management system (FSMS) including Hazard Analysis and Critical Control Point (HACCP) processes 2) Use the food standards agency (FSA) guidance and available checklists to ensure food safety remains through COVID secure measures 3) Allowing kitchen access to as few people as possible, only 2 members at any one time 4) Minimising interaction between kitchen Volunteers and other volunteers, including when on breaks 5) All touch points to be wiped down at regular intervals. 6) Adjusting put-away and replenishment rules to create space for social distancing 	$4 \times 1 = 4$	All persons using preparing, serving and consuming food and drink on the premises
Infection control	$4 \times 4 = 16$	<ol style="list-style-type: none"> 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. 2) Volunteers will work within teams as and when required to restrict the number of workers interacting with each other 3) Minimising contact at 'handover' points with 	$4 \times 1 = 4$	All persons using hospitality premises

		<p>other Volunteers, such as when presenting food to serving Volunteers and delivery drivers</p> <ol style="list-style-type: none"> 4) Using safe outside areas for breaks 5) Opening windows and doors frequently to encourage ventilation, where possible 6) Wedging doors open, where appropriate, to reduce touchpoints. This does not apply to fire doors 7) Providing only disposable condiments or cleaning non disposable condiment containers after each use 8) Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so 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 10) Players are to take home their own football kits so they can be washed. 11) Changing are to remain closed until advised they can reopen. Changing rooms will be operational in-line with Government guidance when opening resumes. 12) Showering facilities are to be used in accordance to Government guideline rules. 		
Members of the public and protecting servers' Volunteers	$4 \times 4 = 16$	<ol style="list-style-type: none"> 1) Cleaning and disinfecting our premises every 2 hrs while in operation 2) Customers should have free, easy access to hand sanitiser containing when entering our premises to clean their hands 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. 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 5) Encourage payment transactions to be completely contactless. This could include 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 6) Gaming machines (Fruit) to be sanitised at regular intervals. 7) Disinfectant and disposable cleaning wipes should be made available for customers to use alongside self-service/touch screen 	$4 \times 1 = 4$	All persons using hospitality premises

		<p>terminals</p> <p>8) 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>9) Asking customers to order online merchandise over the telephone to reduce queues and stagger pick-up times</p> <p>10) Hospitality facilities will be reviewed on a regular basis and will operate in-line with the current Government Guidance.</p>		
Stress - including mental health	$4 \times 4 = 16$	<ol style="list-style-type: none"> 1) Remote volunteers to receive periodic contact via online team meeting or line management calls 2) Advise volunteers of technology apps that can assist with stress management and / or mental health 3) Where enrolled, advise volunteers about occupational health advice available, including any confidential assistance programmes 4) Safe social interaction helps promote better mental health 5) Offering advice around regular exercise will improve mental health 6) Consult with local authorities if there is additional mental health resources available 7) Not pressuring volunteers to work if they do not feel safe 	$4 \times 1 = 4$	Volunteers
Emergency incident - accident or fire within the premises	$5 \times 2 = 10$	<ol style="list-style-type: none"> 1) In an emergency, for example, a fire or break-in, people do not have to stay 2m apart if it would be unsafe 2) People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands 3) First aider cover to be reviewed to ensure it remains suitable and that first aiders are aware of additional COVID precautions to take if attending to a casualty. 4) First aiders will be issued with the appropriate PPE, all information is to be obtained in-line with government guidelines. 	$5 \times 1 = 5$	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. The following link provides additional guidance:

- <https://www.ukhospitality.org.uk/page/coronavirus>

Management - general controls for boards to consider

- Display posters in volunteers areas to remind teams of the health, safety and infection control procedures in place at work. These could also include details of the best person to contact, for example an Infection Control Officer, if they have any concerns.
- Make sure Volunteers members' phone numbers and emergency contact details are kept up to date.
- Reduce the number of available menu items for food and drink serving establishments. This will allow kitchen Volunteers to follow safe distancing procedures by streamlining production lines. It's worth noting, it is highly unlikely that COVID-19 can be transferred by food products.
- Introduce creative resourcing solutions so there are fewer people in the workplace at any one time to reduce the risk of infection. This could include staggering shifts or having A and B teams.
- Recommend that volunteers members only wear their uniforms or work clothes whilst on the premises. They shouldn't travel to and from work in their workwear.
- Ask Volunteers members to consider avoiding or minimising the time they spend using public transport to get to work for their own safety. There may be an opportunity for them to work at the nearest available business site for the time being (which may not be their usual place of work).
- Consider using contactless thermometers to check Volunteers members' temperature before entering the premises. If they have a temperature, government guidelines advise they should self-isolate for 7 days.
- As far as possible, where volunteers are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people
- Considering where congestion caused by people flow and 'pinch points' can be improved. Using one-way systems, staggered shifts and assigned Volunteers mealtimes are possible ways to minimise the risk of transmission
- Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements