

Covid 19 - Risk assessment template – Shore Based Social Activity

CUSTOMER Risk Assessment – Royal Solent Yacht Club

Company name: Royal Solent Yacht Club

Assessment carried out by: Club Secretary

Date of next review: 30th September 2020

Date assessment was carried out: 11th September 2020

| What are the hazards? | Who might be harmed and how? | What are you already doing to control the risks? | What further action do you need to take to control the risks? | Who needs to carry out the action? | When is the action needed by? | Done |
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| Customers presenting to the Yacht Club | Members of Staff, Club Members, Members of the Public. | Staff trained on new procedures. Sanitising hands on arrival. Minimising and controlling numbers of members/visitors in the Club at any given time. Contact details captured of any person on site. Clear and concise signage and | Staff training. Monitoring on a daily/weekly basis, note and resolve any weaknesses in procedures. | Initially Secretary, House Manager and Steward. Regular monitoring by all staff. | Prior to re-opening, notify staff and members of change in procedures, regulations. Ongoing review. | Yes, via procedural document shared on website and via email. Regulations and procedures given on arrival by meters and greeters at front door |

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| | | <p>instructions where to go and how to do things. Use of PPE as and when required - members, visitors and staff asked to follow guidelines.</p> <p>As of 22nd August 2020 government guidelines state that face coverings must be worn by members, visitors and staff in the Clubhouse, except whilst seated in dining/drinking areas.</p> <p>Wiping down touch points after arrival e.g. door handles, handrails, lift buttons.</p> <p>The Club will endeavour to allocate tables to</p> | | | | and/or at the top of stairs. |
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| | | support social distancing. | | | | |
| Customers Accessing Toilets | Members of Staff, Members, Members of the Public. | <p>One way system to be used. The cloakrooms and both disabled facilities are open for access to toilet and basin facilities.</p> <p>The showers are closed.</p> <p>Face coverings must be worn in the disabled loos and cloakrooms in respect of the 1m+ reg and useage is restricted to 3 people at a time.</p> <p>Members/visitors must wait until the corridor is clear before proceeding and if there are more than 3 people in the cloakroom they should wait socially distanced</p> | <p>Regular cleaning (every 2 hours).</p> <p>Monitoring throughout shifts. Thorough clean after.</p> | All users of toilets and staff. | <p>Notify members re instructions before Club reopens.</p> <p>Signage with clear instructions in public toilets.</p> | <p>Yes, via procedural document shared on website and via email. Regulations and procedues given on arrival by meters and greeters at front door and at top of stairs if busy.</p> |

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| | | <p>with face coverings in the foyer or use the disabled facility.</p> <p>Extra sanitising products in each toilet - antibac spray and paper towels. Social distancing floor tape in place for socially distanced queuing outside. Hand gel outside. Hand dryers or paper towels in use, used paper towels to be disposed of in flip top pedal bins.</p> | | | | |
| <p>Customers accessing hand washing facilities</p> | <p>Members of Staff, Members, Members of the Public.</p> | <p>Hand gel throughout clubhouse. Cloakrooms and disabled facilities open for access to basin facilities. Face coverings must be worn in the cloakrooms in</p> | <p>Regular cleaning (every 2 hours). Monitoring throughout shifts. Thorough clean after use.</p> | <p>All Staff</p> | <p>Signage prior to reopening</p> | <p>Yes, via procedural document shared on website and via email. Regulations and procedures</p> |

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| | | <p>respect of the 1m+ reg and useage is restricted to 3 people at a time. Members/visitors must wait until the corridor is clear before proceeding and if there are more than 3 people in the cloakroom they should wait socially distanced wearing face coverings in the foyer or use the disabled facility.</p> <p>Hand dryers and paper towels in use, used paper towels to be disposed of in flip top pedal bins.</p> | | | | <p>given on arrival by meters and greeters at front door and at top of stairs if busy.</p> |
| <p>Customers who wish to order food and drinks</p> | <p>Members of Staff, Members, Members of the Public.</p> | <p>Tables numbered and spaced 2 m apart.</p> <p>Diners shown to table and asked to remain seated</p> | <p>Constant monitoring of tables for further food and drink orders.</p> | <p>House Manager, Steward, Servers</p> | <p>Notify members regarding new ordering procedures before Club reopens. Signage with clear instructions around club and on menus</p> | <p>Yes, via procedural document shared on website and via email.</p> |

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| | | <p>throughout. No ordering, prolonged standing at or sitting at the bar.</p> <p>No intermixing between persons / tables.</p> <p>Disposable paper menus per table for each sitting.</p> <p>No cross contamination. In first instance, all orders to be taken at the table with social distancing observed by Server using own pen and pad.</p> <p>Orders keyed into till system by 2 servers using each of same 2 tills each time and using their own stylus.</p> <p>Table service is in operation with</p> | <p>Additional staff may be required during busier times to assist.</p> | | | <p>Regulations and procedures given on arrival by meters and greeters at front door and at top of stairs if busy.</p> |
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| | | waiting/bar staff wearing face coverings. | | | | |
| Customers inability to maintain social distancing | Members of Staff, Members, Members of the Public. | PPE will need to be used by member/visitor and staff, hand wash and gel. | House Manager/Steward to monitor and keep members informed. | All Staff | Signage 2m distancing/ one-way system in place prior to re-opening. | Yes, via procedural document shared on website and via email. Regulations and procedures given on arrival by meters and greeters at front door and at top of stairs if busy. |
| Customers wishing to pay for goods or service that require cash payment | Members of Staff, Members, Members of the Public. | Credit and debit cards and member payment cards only to be used. No cash accepted. If no alternative than cash use gloves, wash hands and use | Defer cash payments as much a possible | Initially Secretary to notify members re payment card top ups and payment options. All staff to monitor and follow procedure. | Inform members on new procedures before reopening. | Yes, via procedural document shared on website and via email. Regulations and |

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| | | <p>hand gel after handling. Members can be found on system using surname so payment card doesn't need to be swiped. Wifi card machine can be taken to table and used with contactless payment or with a stylus that can be wiped down afterwards.</p> | | | | <p>procedures given on arrival by meters and greeters at front door and at top of stairs if busy. Members advised to top up payment card if needs be when booking is taken.</p> |
| <p>Customers displaying Signs and Symptoms of COVID 19</p> | <p>Members of Staff, Members, Members of the Public.</p> | <p>Details must be taken on arrival. If signs and symptoms are displayed entry must be refused. Any area and surfaces they have come into contact with must be thoroughly cleaned. If a positive test result</p> | <p>Monitor and implement and new regulations and procedures.</p> | <p>Senior Staff, Flag Officers</p> | <p>Ongoing.</p> | <p>Records of all those who visit the Club and when are being kept.</p> |

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| | | has been confirmed Track & Trace will contact the Club and request records. | | | | |
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