

Covid-19 Response Risk Assessment Findings



Hygiene & Cleaning

The risk to staff and customers from being infected with COVID-19 through touching surfaces contaminated with the virus by a previous contact has been recognised within the risk assessment. These risks fall into a number of activities. In order to minimize the risks a number of controls have been implemented:

High Contact Areas

- Through an audit of each of our facilities the likely high contact areas have been identified. A cleaning schedule has been drawn up of these surfaces, detailing their cleaning at least hourly. This cleaning is recorded to ensure all areas are cleaned appropriately.
- Appropriate cleaning products have been identified for the safe cleaning of these surfaces which have suitable efficiency against the COVID-19 virus. Manufactures' instructions are followed to ensure that the cleaning process remains safe and effective.
- Cleaning staff issued with PPE appropriate to both the products being used as well as the activity where social contact may be at risk.
- Staff are properly trained in the use of the cleaning products being used to improve efficiency of cleaning as well as reducing the waste of cleaning products which may be in short supply.
- All doors on entrance and exit routes throughout our facilities are propped open to reduce the number of common contact points.

Hand Hygiene

- Sanitising stations have been installed throughout our facilities. These stations are filled with suitable hand sanitizer effective against the COVID-19 virus. These sanitising stations are checked regularly to ensure there is always sufficient for hand sanitising.
 - Appropriate signage is displayed, in relevant locations, identifying the importance of proper hand cleaning.
 - Staff are instructed to wash their hands and sanitise before they start work, at the end of their shift as well as regular intervals throughout their working days.
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- **Fitness Suites**
 - Sanitising stations have been installed in our gyms. These stations are filled with suitable hand sanitizer effective against the COVID-19 virus. These sanitising stations are checked regularly to ensure there is always sufficient for hand sanitising.
 - Appropriate signage is displayed, in relevant locations, identifying the importance of wiping down equipment before and after use.
 - Customers are required to spray directly onto the cleaning equipment provide (ie cloth/paper towel) and not spray directly onto equipment
 - Staff are instructed to deep clean the gyms every evening and have been asked to clean regularly during their shift.

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Group Exercise Studio's

- A sanitizing station has been installed at each of our Studios. These stations are filled with suitable hand sanitizer effective against the COVID-19 virus. These sanitizing stations are checked regularly to ensure there is always sufficient for hand sanitizing.
- Each marked out participant box will have cleaning equipment provided in each marked out area, it will be the class participants responsibility to clean equipment used before and after use
- Appropriate signage is displayed identifying the importance of wiping down equipment before and after use.

Golf Course

- Rakes have been removed from bunkers to minimise common contact areas.
- Modified cups have been used in the holes to allow easier ball removal without touching the flag.
- Although originally taken out of use, bins have been re-instated on the course as their removal led to having to undertake litter picking and this have been seen as a greater risk to staff than emptying bins with appropriate bin liners on a daily basis.

Golf Shop

- Retail stock on display for customers to select which items they would like; provisional only providing accessories, tees, golf balls etc.
- Any other item of shop retail has not been offered but will commence to do this, under the processes and guidance stated by England golf
- Where a customer tries on any clothing item but does not purchase the item(s), those products will be removed from stock and put into quarantine for 72 hours before being redisplayed.

Golf Equipment Hire

- Hire equipment is limited to buggies and trolleys only.
- Buggies and trolleys are thoroughly cleaned prior to first use and between hires
- External contact surfaces of the buggy charging stations are cleaned between uses
- Keys are cleaned prior to being passed to a new hirer

Driving Range

- A sanitising station has been installed at the driving range. This station is filled with suitable hand sanitizer effective against the COVID-19 virus. The sanitising station is checked regularly to ensure there is always sufficient for hand sanitising.

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- Driving range balls will be sanitized between uses following collection from the range. There will be a 100 ball limit per transaction.
- Driving range ball baskets will be sanitised between uses. Customers are asked to return the baskets to designated areas for cleaning after use. Customers must also sanitise the baskets before and after use.
- Driving range ball machine included on high contact area cleaning schedule.
- Driving range tokens will be sanitized when emptied from the machine prior to re-use.

Cash Handling

- No cash payments will be accepted, only payments made by debit or credit card.
- Online booking is book and pay reducing the need for transactions on site.

Tools & Equipment

- No sharing of PPE is allowed including work gloves, visors, ear defenders or respirators.
- All shared equipment is cleaned between users.
- Equipment being jointly used by 1 member of staff is left in socially distance transfer zone rather than passed from hand to hand.
- Contact areas of all equipment is thoroughly cleaned on a daily basis
- Card payment machines are sanitized between customer uses to avoid cross contamination between customers and staff
- For those using the golf course, all users MUST bring their own clubs

Post & Deliveries

- Where possible post and deliveries are left in a designated drop off point by deliverer.
- Where possible deliveries are moved to a quarantine area and left for 72 hours before being handled.
- Where post or deliveries requires immediate handling, proper hand hygiene controls are observed with the handler sanitising their hands immediately after handling post.
- Only essential deliveries are accepted
- Where possible correspondence with customers, suppliers, contractors and other contacts is undertaken by electronic means.

Cleaning & Sanitising Products

- Appropriate cleaning products for all cleaning tasks have been identified including suitable alternatives should preferred product not be available. Alternative suppliers have also been sought in case preferred supplied has a limited stock of products required.
- A bulk stock of chemicals has been ordered from preferred suppliers and minimum stock re-order levels have been set to ensure existing stock will last during period between ordering

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and delivery of new supplies. Potential delays in delivery due to product shortage has also been considered in setting these re-order levels.

- Products are over ordered where possible to maintain supply.
- Staff are trained in the proper use of products to improve efficiency of cleaning and minimise waste.

Social Distancing

In taking the decision to re-open, consideration has been given to how social distancing will be maintained during the operation of the facilities. A review of the facilities layout was undertaken to identify any pinch point within facilities and controls developed to minimise the risk to staff and customers. These controls were identified in the risk assessment and are documented here by facility area. Where an area is not specifically mentioned there is an expectation that customer and staff will observe 2m distancing at all times.

Entrance, Foyer & Offices

- A one-way system has been implemented both within and outside our facilities to avoid customer contact at pinch points
- Sneeze-screens have been installed at Reception to protect staff
- Clear signage has been installed detailing customers to observe social distancing within the facilities and outside spaces

Fitness Suites

- A one-way system has been implemented throughout our gyms. Floor markings have been placed for customers to adhere to the one way system
- Clear signage has been installed detailing customers to observe social distancing within our gyms
- Gym sessions will only ever have a maximum number of customers use the gym at one time. After the first hour of opening 5 new people will enter the gym every 10 minutes as others leave
- Customers seen not social distancing will be challenged by staff, and if behavior is persistent then users may be asked to leave the facilities and have their booking rights removed.

Group Exercise Studio's

- 2m boxes have been marked out for each class participant use
- Clear signage has been installed detailing customers to observe social distancing within the studios

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- Some classes have been moved to large venues to accommodate more participants taking part in a class
- Class participants are allowed to turn up 5 minutes prior to the class
Customers seen not social distancing will be challenge by staff, and if behavior is persistent then users may be asked to leave the facilities and have their booking rights removed.
- 30 minutes has been allowed between classes and customers are respectfully asked to leave swiftly following the end of the class.

Golf Course

- Tee times have been extended to 10 minutes to allow more time between groups to minimise the risk of gathering on the course
- Staff will reinforce the social distancing requirements for using the course with customers whilst they wait for their first round
- In order to reduce the risk of people gathering on the course, all course furniture has either been removed or covered to prevent use
- Customers seen not social distancing will be challenge by staff, and if behavior is persistent then golfers may be asked to leave the facilities and have their booking rights removed.

Swimming Pools

- Our pool program is designed to allow appropriate social distancing in the pool as well as in the available changing facilities, whilst offering the widest opportunity for participation. Structured activities now include lane swimming, aqua aerobics, swimming lessons and family sessions
- Swimmers can access the pool via the changing village but cannot use these facilities on entry. You must turn up with your swim attire under your clothes ready for your swim session
- Booked session are booked for 1 hour. Session times are strictly adhered to ensure enough time is available for all required cleaning to be undertaken.
- Once customers have checked in at Reception, they will be directed to the pool they are swimming in, where they will be allocated social distanced changed area on poolside
- Customers are provided with basket / boxes to store loose clothing and personal belongings on poolside to restrict the risk of cross contamination through contact between clothes, surfaces and lockers
- Swimmers should arrive already their swimming costume as there is no privacy changing available prior to swimming
- Pool Lanes are set up and operated in line with Swim England Guidance
- Customers should maintain social distancing whilst swimming in a lane
- Lane swimming is limited to X swimmers in each lane
- In line with Swim England guidance, the pool ventilation plant settings have been adjusted to optimise fresh air supply and higher air flow rates whilst maintaining an environment for pool users
- Lifeguard chairs are thoroughly cleaned between sessions
- The disabled access hoist is cleaned between users and between sessions
- Swimmers need to bring their own swimming equipment including floats and pull buoys. No equipment will be leant out for customers to use

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- At the end of their session, swimmers will be directed to the changing village of which changing facilities are available.
- One parent is allowed on poolside to assist with changing and observe their children during their lesson. They must remain in their designated changing area throughout the lesson
- All teaching practices observe suitable social distancing and are in line with published Swim England guidance
- All swimming teachers have undertaken appropriate training to undertake new teaching practices outlined in the guidance.
- Any equipment used during lessons are rinsed in pool water between lessons and thoroughly cleaned before being stored and at the end of the lesson programme each day.

Golf Clubhouse

- We are only operating a takeaway service.
- To reduce social gathering we have removed all seating in the Clubhouse. Minimal tables have been placed on the patio outside the clubhouse for use. These are sanitised after every customer vacates.
- A oneway system has been implemented to allow customers and staff to move about the whilst maintaining appropriate social distancing rules.
- Sneeze Screens have been installed at both till points on the bar to protect our staff

Driving Range

- A give way system will be in place for those using the driving range
- Clear signage has been marked out for queuing and collection of balls will be displayed.

Golf Buggy Hire

- Buggy use is restricted to individual users unless shared between customers from the same households. Proof of shared residency will be required before buggy hire for shared use is allowed.

Toilets

- Customers are asked to go to the toilet before attending as onsite toilet facilities will be available for emergency use only
- Cleaning of these emergency facilities are the responsibility of the individuals before and after to protect themselves and others
- Clear signage has been marked out for social distancing purposes

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Changing Village/Rooms

- Changing after swimming is undertaken in the changing village
- Customers have 15 minutes to change after swimming following their sessions
- The barefoot area is not in use to discourage people from congregating whilst putting on outdoor footwear
- Selected changing cubicles in the changing village are closed for public use to reduce the number of contact points requiring cleaning
- Disabled changing area is cleaned between users and sessions
- Changing baskets / boxes are returned to a collection point at the exit of the changing village. Customers are encouraged to return their basket / boxes to this collection point rather than leave them in cubicles
- Customers leave the changing village via the main walkway and exit.

PPE

- Where staff cannot maintain social distancing during facility operations, or where they feel it necessary, appropriate PPE will be provided
- Staff are trained in the proper use of PPE to ensure it is only used where necessary and to prevent undue waste
- Appropriate PPE has been identified for all activities that require it, including suitable alternatives should preferred product not be available. Alternative suppliers have also been sought in case preferred supplier has a limited stock of products requires.
- A bulk stock of chemicals has been ordered from preferred supplier and minimum stock re-order levels have been set to ensure existing stock will last during period between ordering and delivery of new supplies. Potential delays in delivery due to product shortage have also been considered in setting these re-order levels.
- Products are over ordered where possible to maintain supply.

Customer Behavior

- Clear signage is in place detailing the need for customers to social distance at all times whilst using the facilities
- Staff re-iterate the need for appropriate social distancing during sessions, booking, payment processes and whilst waiting to attend the facilities
- Staff numbers allow for supervision of social distancing in the facilities
- Staff will challenge customer behavior contravening social distancing guidance
- Persistent contravention by a customer will result in the customer being asked to leave the facility and potential removing their ongoing booking rights.

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Face Coverings

Impulse Leisure has a duty of care to staff and customers attending the facility and as an added precaution they advise that all staff and customers should wear a face covering in all circulation areas. This includes:

- Reception/foyer areas
- Corridors
- Indoor non-activity areas e.g. changing rooms
- Attending swimming lessons when moving around poolside
- In all Hospitality areas including the Capability Brown
- If unable to maintain a 2m social distancing within an activity area.

Impulse Leisure notes that some staff & customers may be exempt from wearing a face covering and that the reasons for this may not be visible to others. They will be mindful and respectful of those who are exempt from wearing a face covering. For those who choose not to wear a face covering and are not exempt, Impulse Leisure staff have the right to ask for those not wearing a face covering to leave the facilities.

High Risk Staff & Customers

The risk assessment considers those staff and customers attending the facility who may be recognised as part of a vulnerable group. This could be due to their age or having an underlying/preexisting medical condition that would make them more susceptible to the virus or be more seriously affected should they contract it.

Staff

- Where a staff member has received a shielding letter from the NHS they are now allowed to work until instructed otherwise through medical guidance
- Where a member of staff is considered vulnerable due to their age or underlying/preexisting medical condition, they can return but must undertake only low risk operations and maintain social distancing at all times
- High risk staff at work are not allowed to undertake activities which require them to work within the 2m of another person regardless of the use of PPE
- High risk staff are clearly informed of those activities they are not allowed to carry out. This will be part of their induction of working during a pandemic
- High risk staff should not share tools or equipment with other staff

Customers

- Where it is known a user has been issued with a shielding letter, they should not be allowed to use the facilities for their own safety

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- Where a member of staff suspects a user may fall into a vulnerable user group, they should reinforce the need for the customer to observe social distancing at all times whilst they use the facility.

Provision of First Aid

It is still a statutory requirement for any employer to provide first aid cover for its employees. Impulse Leisure has a duty of care to its customers with regards to their safety, with implied requirements to provide first aid for facility users. The risk assessment considers how these requirements can be undertaken minimising the risk of COVID-19 to both the injured party and the person carrying out the first aid.

General First Aid

- Only trained staff undertake first aid
- First Aiders have undertaken refresher training including precautions to take with regards to the potential risk of COVID-19. Such training is undertaken wearing the appropriate PPE.
- Where possible minor first aid should be carried out by the injured person using supplied from an appropriate first aid kit, with a first aider coaching them as required from an acceptable socially distanced position.
- Where it is NOT possible for the injured person to carry out the first aid on themselves, staff should wear surgical gloves, a face mask and apron when carrying out treatment. A face shield should also be considered if required. This PPE will be made available for first aiders. Where the injured person is conscious, they should be asked to wear a face mask or suitable face covering while the first aider carries out treatment
- Where the casualty is not conscious and first aid is required, including CPR, then the casualty's mouth and nose should be lightly covered with a cloth, towel or secures pocket mask whilst first aid is carried out
- Where covering the mouth and nose of an unconscious casualty is not possible e.g when dealing with a facial injury then the first aider should wear a face shield
- Following treatment, the first aider should wash their hands and bare skin with soap and water or sanitizer. The area where treatment was given should be sanitized thoroughly
- Any re-usable equipment used whilst providing first aid should be thoroughly cleaned immediately prior and after use to eliminate the risk of cross contamination between casualties.

CPR

- If CPR is necessary for an adult, it will be carried out in line with UK Resuscitation Council guidance with regards to actions to be taken if it is not known whether casualty has COVID-19. This suggests lightly covering the mouth and nose of the casualty with a cloth or towel and only carrying out chest compressions with no rescue breaths. Where the casualty is a child or infant the cause of cardiac arrest is unlikely to be a cardiac problem and is more likely to be a respiratory one, making ventilations crucial to the child's chances of survival. It is accepted that doing rescue breaths will increase the risk of transmitting the COVID-19

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virus, either to the rescuer or the child/infant. However, this risk is small compared to the risk of taking no action as this will result in certain cardiac arrest and the death of the child.

- Any rescue breaths should be only given using a suitable pocket mask or barrier with a filter adequate to protect against the viral transfer.

Employee or Customer with suspected COVID-19

It is considered unlikely that a person, whether a member of staff or a customer, will attend site knowingly suffering from COVID-19 so the controls are aimed at those who are suspected of having symptoms. However, the actions taken will be same if a member of staff or public admit suffering from the illness.

Staff

- Any employee who reports that they have COVID-19 symptoms or has been tested positive for the virus is told to remain at home self-isolating for 7 days or until the symptoms cease. If they have not already had test, they should be advised to get one
- Any employee who is in the same household who has COVID-19 symptoms or has tested positive for the virus or has tested positive for the virus is told to remain at home self-isolating for 14 days or until the symptoms cease
- Any employee displaying the symptoms of COVID-19 should be sent home immediately and told to self-isolating there for 7 days, or until symptoms cease. If they have not already had a test, they should be advised to get one
- Staff are instructed to comply with the 'Track & Trace' guidance with regards to self-isolation following a test or when contacted
- Where an employee with COVID-19 symptoms has attended work, any area they work in or occupied should be cleaned in line with government guidance **COVID-19: Cleaning in non-healthcare settings**

Customer

- If a customer reports that they are suffering the symptoms of COVID-19 they should be isolated away from other customers and staff. Their condition should be ascertained as to their ability to get back to their home. If their condition is too severe, or they have to practical means of finding transport without using public transport, then an ambulance should be called.
- If a customer is displaying COVID-19 symptoms, they should be challenged by a member of staff, observing proper social distancing guidelines. Even if the customers denies having the symptoms, but continues to display them they should be treated as if they have
- A customer who is known or suspected of having the symptoms of COVID-19, should advised to self-isolate at home for at least 7 days, or until the symptoms have ceased

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- Once a person suspected of having COVID-19 has left the building, any area they have occupied will be cleaned in line with the government guidance COVID-19 cleaning in non-healthcare settings.

Management of contractors

It is highly likely that as a part of the process of preparing a facility for opening during the COVID-19 will require the employment of specialist contractors. Also, as the requirement for social distancing controls will be in place for a potentially protracted period following facility opening then it is inevitable that contractors will be required to undertake work on site. Contractors remain responsible for the safety of their employees and anyone who may be affected by their work. As such they need to consider the additional risk posed by COVID-19.

Social Distancing

- The requirements for social distancing should be included in any risk assessment and method statements submitted by the contractors
- A nominated site contact will meet contractors prior to commencement of the works, who will outline any restrictions to work areas All social distancing controls to be put in place will be agreed with the site contact prior to commencement of the works
- Work will not be permitted to start until the site contact is happy that all social distancing issues have been addressed and appropriate controls put in place by the contractor
- Persistent contravention of social distancing rules or mitigating controls in place where social distancing cannot be achieved during the work process, will result in the work being halted until proper controls are put in place and adhered to
- The site contact will periodically check the progress of contractors, observing appropriate social distancing, ensuring that all controls remain adequate
- Where the nature of the work dictates the normal social distancing controls cannot practically be put in place, detailed mitigating controls should be included in the risk assessment and method statement submitted by the contractor prior to the work commencing
- Any mitigating controls should be suitable and recognised within the industry standard, the site contact should agree mitigating controls in advance of work commencing
- Where possible all work which precludes the use of normal social distancing guidance should be undertaken out of hours to minimise the risk to others of the work being carried out.

Work Equipment

- Any equipment brought to site by contractors which may be left in public areas should be clean and free of contamination
- Contractors' risk assessments and method statement should detail controls in place to minimise the risk of contamination through sharing of equipment
- Contractors should supply all of the equipment required for the task they are undertaking

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- If work lasts for more than 1 visit, all equipment should be removed from site or secured away from public areas between work visits.

Communication

In order for any of the controls listed in this document to be effective, they have to be adequately communicated to both staff and customers. A range of communication tools have been used to ensure the widest spread of the required information including email, websites and social media.

Staff

- Staff inducted in changes to standard procedures with regards to minimizing the risk of COVID-19 including social distancing, booking, rules, hand sanitising and cleaning procedures
- First aiders updated on changes to first aid provision, including guidance from UK resuscitations Council

Customers

- Guidelines have been sent via email to all members.
- Clear signage displayed at sites with regards to social distancing controls and hand hygienic guidance
- Staff re-iterate social distancing guidance at time of booking, payment and sessions.

Risk Assessment Review

As part of Impulse Leisure response to the COVID-19 pandemic the risk assessment will be reviewed:

- When further guidance on the operation of leisure facilities becomes available
- When further leisure facilities reopen within our centres
- Where an incident occurs that is covered by the risk assessment
- On a monthly basis throughout the pandemic

Any amendments to the risk assessment will be reflected in an update of this document.