



		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) Will to Win Risk Assessment

Assessment date: 19th July 2021

Review date: 26th July 2021 – Then weekly thereafter

Version: 12.0

Foreword:

Current Covid-19 Roadmap Step 4

Will to Win management and staff will adhere to current advice on coronavirus as per the government website: <https://www.gov.uk/coronavirus>

Will to Win take the safety of all staff, coaches, customers, and contractors very seriously and ensure safety measures have been considered and put in place to prevent any risk to users of the facilities. Unit managers and senior staff have identified the risks involved in reopening Will to Win centres and have ensured staff safety is paramount. Most legal restrictions to control COVID-19 will be lifted at step 4 from the 19th July.

For a full list of details please review: <https://www.gov.uk/government/publications/covid-19-response-summer-2021-roadmap/coronavirus-how-to-stay-safe-and-help-prevent-the-spread> and in accordance with the LTA: <https://www.lta.org.uk/about-us/tennis-news/news-and-opinion/general-news/2020/march/coronavirus-covid-19---latest-advice/#england>

Hazard	Risk	Control measures	RR	Persons at risk
Risk of contracting or spreading coronavirus 1) Serving Customers who may be carrying COVID-19. 2) Coming into contact with fellow	4x5= 20	<ul style="list-style-type: none"> Face masks will be optional for people entering the building. A QR code to check in to the Test and Trace application will be display at the front of the building. This will be optional for people to check in. Staff requirements All staff must sign into the staff scheduling system (Deputy) prior to starting their shift. Any staff member who indicates that they or someone in the same household has tested positive for or presents with symptoms of coronavirus should inform their line	4x2 = 8	All persons entering the building

<p>colleagues/delivery drivers/contractors/ all other persons entering the facility</p> <p>3) Spread of COVID-19 - Failure to implement effective cleaning, handwashing and hygiene procedures</p> <p>4) Staff coming to work with Symptoms</p> <p>Current symptoms of the virus may include: - A high temperature (fever) - A new continuous cough - A change to your sense of smell or taste</p> <p>5) Non-essential workers returning to workplace outside of approved schedule</p> <p>6) Transmission of COVID-19 to clinically vulnerable and extremely clinically vulnerable</p> <p>7) Social distancing not possible due to decreased space in centre</p>	<p>manager. The manager will then ask the staff member to return home immediately and contact 111 (Public Health England) and inform the manager of any actions from the test and trace program.</p> <ul style="list-style-type: none"> • Hand sanitiser is provided at all workstation areas at each site with a sports desk or a café service area. • Designated staff only areas will be correctly signed, and sneeze guards installed at the reception desk and café serving area (site dependent) to lower the risk of aerosol transmission of the virus. • Delivery staff and contractor contact is minimised by ensuring all deliveries are contactless – Staff will leave their name with a delivery driver for signature and the item placed at reception. Staff are encouraged to wear gloves when accepting and opening packages and will wash hands/sanitise their hands thoroughly after collecting these. • High touch areas are cleaned every 2 hours in reception (site dependent), office (site dependent), access control and delivery areas e.g. scanners, turnstiles, screens, telephone handsets, desks, particularly during peak flow times. These areas will be cleaned with D10 and blue roll with staff to wear gloves. The soiled blue roll and gloves to be disposed of in bin behind reception. This bin is emptied when full or at a minimum daily and then collected by the refuse company each day. Staff to sign off when they have completed this task and Unit Managers to ensure this is getting completed by checking these sheets daily. • Staff will ensure that tables are cleared immediately after customers depart and cleaned with D10 and blue roll. This will be disposed of in a staff bin in the café area. • Seating will be available indoors and outdoors where the site has these facilities. • Staff will ensure all indoor and outdoor seating is checked and cleared regularly. • PPE is available for all staff – Gloves, disposable face masks and disposable aprons are available in the office at each site. The unit manager oversees ensuring these are stocked up to accommodate for staff needs. • Single use PPE should be disposed of so that it cannot be reused and to control potential contamination. This is disposed of in a bin in a staff only area. This bin is emptied when full or at a minimum daily and then collected by the refuse company each day. • All bookings for Will to Win are through the website and online only to limit contact with any customers at the site. All sites are cashless and only cashless payments can be made. • Ventilation will be maximised by opening doors at the front and rear of the cafe and windows in the bathrooms (site dependent). • Staff will ensure they are sensitive to clinically vulnerable and extremely clinically vulnerable people in the building. If someone identifies as this, staff will ensure other staff are aware and make any accommodations, 	
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	<p>where possible, the person requires to ensure their safety. If they are requesting tennis coaching – Private tennis coaching of 1-1 will be recommended to them.</p> <ul style="list-style-type: none"> • Staff will consult with and continue following ongoing updates from the Management Team. <p>Customer Requirements</p> <ul style="list-style-type: none"> • Customers will book online prior to arrival for any court or will arrange and confirm with a coach prior to any private lesson. If booking a private lesson, payment will be made digitally to the coach or via cashless payment at the centre. • Customers may enter a Will to Win building to purchase take away items, sit indoors or outdoors on the park benches or use toilet facilities where these facilities are available. • Will to Win are not renting any rackets or equipment and offer new purchases only. • A hand sanitizing unit is located at the entrance of each Will to Win building. • Customers are to follow all additional instructions from centre staff and coaches when at the facility if there are immediate changes to operations that may affect their visit. • Customers who are clinically vulnerable or extremely clinically vulnerable will identify this to a staff member upon entry and any further requirements they may need to remain safe. <p>Coach Requirements</p> <ul style="list-style-type: none"> • All coaches are to read online messaging regarding updates to health and safety requirements of the facility (via scheduling software) and click confirm that they have read and understood this. • Head coach and Unit Manager will have regular meetings to discuss health and safety changes in the centre. This is documented with minutes and the head coach relays this information to the coaching team via Deputy. • Coaches will teach junior groups according to LTA group size guidelines or Will to Win ratios. • Use balls relevant to level to ensure a continual rally and to avoid physical or close contact between coach and player. • Coaches will ensure clients pay via direct bank transfer or cashless payment at the centre. • When booking courts for private lessons, coaches will book their courts online through the website up to two weeks in advance. • Coaches will adhere to the centre's quality assurance document in line with booking courts. • Coaches will ensure all equipment is removed from the court at the end of the session. • Customers who are clinically vulnerable or extremely clinically vulnerable will identify this to a coach upon contact and discuss any further requirements they may need to remain safe. If safe, a coach will recommend a 1-1 lesson only for private coaching and discuss any 	
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		<p>further requirements for that person's safety.</p> <ul style="list-style-type: none"> • Coaches are to follow any additional instructions relayed from Head Office or a unit manager regarding further changes to ensure the safety of staff in line with weekly reviews of this risk assessment. This may also include any changes that occur because of government guideline changes or governing body guidance. 		
<p>Suspected case whilst working on site Current symptoms of the virus may include: - A high temperature (fever) - A new continuous cough - A change to your sense of smell or taste</p>	4x4= 16	<p>If a worker develops a high temperature, change in taste or smell or a persistent cough while at work, they should:</p> <ol style="list-style-type: none"> 1) Return home immediately, call 111 and arrange a PCR test. 2) Avoid touching anything 3) Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough, and sneeze into the crook of their elbow. 4) They must then follow the guidance on self-isolation from Public Health England and not return to work until their period of self-isolation has been completed. 5) Use a separate bathroom when at work and at home and clean and sanitise after this each use. 6) Unit managers or the staff members line manager should maintain regular contact with staff member whilst they are in self isolation. 	4x1 = 4	Staff / Customers / Coaches / Any other person visiting centre
<p>Spread of COVID-19 by administering first aid</p>	4x4= 16	<p>Nominated First Aid person</p> <ul style="list-style-type: none"> • The nominated first aid person is the sports desk staff member on site or the Head Coach (if available due to the site). There may be no first aider on site outside of coaching hours. This first aid person must wear full disposable PPE (gloves, apron, face mask) for the duration of the incident. The First aiders will then dispose of contaminated material in a bin in a staff only area. This bin is emptied when full or at a minimum daily and then collected by the refuse company each day. <p>First Aider</p> <ul style="list-style-type: none"> • Will wear full disposable PPE (apron, face mask, gloves) and wash/sanitise hands prior to attending any first aid incident. • First aider will dispose of any contaminated material and used PPE in a bin away from the public or in a staff only area. This bin is emptied when full or at a minimum daily and then collected by the refuse company each day. • First aider will wash their hands as per NHS guidelines after any incident (for a minimum 20 seconds) or sanitise hands. • The first aider will fully document any incident that occurs where first aid is required. This document is stored on the online storage server for 3 years from the date of the accident OR 3 years from a child's 18th birthday. • First Aider will report any notifiable RIDDOR incidents to the Unit Manager or Group Operations Manager immediately. 	3x2 = 6	First aid trained staff/Any person requiring first aid/Any person in the immediate area of the incident

<p>Toilet facilities</p> <p>1) Customers/staff not able to socially distance in bathroom area due to insufficient space</p> <p>2) Doors, flushers, taps and soap dispensers and other high touch areas having traces of coronavirus on them as the virus can live from 2 hours to 9 days on some surfaces.</p> <p>3) Poor hygiene measures of staff/customers</p>	<p>4x4= 16</p>	<p>Note – The below information is only applicable where toilet facilities are available at the site.</p> <p>Staff requirements</p> <ul style="list-style-type: none"> • The staff will check the facilities hourly and sanitise the high touch areas at regular intervals using D10 and blue roll. These include but are not limited to door handles, push button soap dispensers, doors, locks, flush buttons, taps, sanitary dispenser lids. They will check soap and sanitiser levels and record on a checklist hourly. • Dispose of soiled blue roll and disposable PPE into the a bin in a staff only area. This bin is emptied when full or at a minimum daily and then collected by the refuse company each day. • Wash their 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 (at least 60% alcohol) and hand washing technique to be adopted as directed by NHS • Avoid touching their face/eyes/nose/mouth with unwashed hands and cover their cough or sneeze with a tissue then throw it in the bin. • Staff will ensure ventilation is maximised by opening the windows in the toilet/changeroom facilities. <p>Customer requirements – Where available (site dependent) Toilet, changing and shower facilities are open to all users</p> <ul style="list-style-type: none"> • Adhere to signage displayed outside of toilet facilities or staff direction if any operational changes occur (ie scheduled cleaning, closures etc) • Wash their 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 (at least 60% alcohol) and hand washing technique to be adopted as directed by NHS. 	<p>4x1 = 4</p>	<p>Staff / Customers / Coaches</p>
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Training

Please ensure a manager's brief has been completed alerting to company specific process / procedures

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/advice-for-travellers/>

<https://www.gov.uk/government/publications/coronavirus-action-plan>

<https://www.nhs.uk/conditions/coronavirus-covid-19/social-distancing/using-the-nhs-and-other-health-services/>

Management

- Unit manager to brief staff upon returning to work of the above risk assessments or for all staff to changes to the above risk assessment.
- Unit manager to ensure all staff are aware of reporting requirements and that all confirmed cases are escalated to your H&S competent person or Will to Win Covid-19 Officer.
- Information notes are to be sent out and any updates communicated in a timely manner to the workforce through Deputy. This must include letting staff know about symptoms and actions the medical professionals are advising people to take.
- Assessments to be reviewed weekly or where significant change has occurred
- Please remind staff that in order to minimise the risk of spread of infection, we rely on everyone in the industry taking responsibility for their actions and behaviors.
- Please encourage an open and collaborative approach between your teams on site where any issues can be openly discussed and addressed.

If in England call **NHS on 111** where you will be assessed by an appropriate specialist. NHS guidance is that you do not go directly to your GP surgery, community pharmacy or hospital unless an emergency occurs