

COVID 19 Watching sports events

📅 Adopted on 01/07/2020

While this pandemic is still on and there is live sport being shown on the television we need to control how the public watches, and maintains social distance as per the current government guidance, while the sport is being shown. The risk is such that the consumer may get over excited and forget restrictions are in place and also large groups of people may try and enter the site

PEOPLE EXPOSED

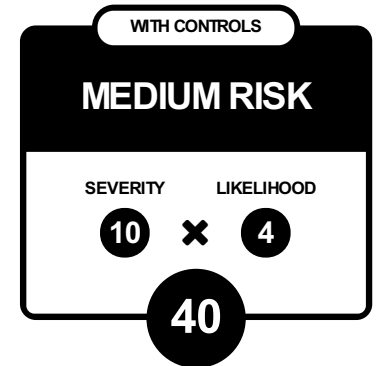
- 👤 Colleagues
- 👤 Contractors
- 👤 Visitors / Guests
- 👤 Members of the Public

HAZARDS

- ⚠️ **Spreading the COVID 19 virus within the wider community**
With no controls in place the risk of the virus spreading increases
- ⚠️ **Spreading the virus amongst employees and their families**
With no controls in place the risk of the virus spreading to employees and their families increases
- ⚠️ **Violence and aggression**
As the consumer may get over excited they may forget to keep to the current restrictions and this may cause issues for the operator in enforcing the guidance

CONTROL MEASURES

- **Social distancing to be maintained**
To ensure social distancing is maintained while watching the football each site will need to consider how they are going to manage this. The current government advice must be followed
- **Using a designated area**
Where possible a designated area could be used, like a function room. This can then be supervised and managed accordingly
- **Seating only**
To help maintain social distancing all watchers must be seated, either at tables or if in a designated area, seats set out to maintain social distance
- **Clear instructions not to move furniture**
Temptation might be to move furniture closer to the TV or move seating. This must not be allowed and social distancing maintained



○ **Supervision of capacity levels**

The operator must manage the capacity of the site carefully to ensure that social distancing is maintained

○ **Service style**

If watching the sports event is within the pub area then the service style will not change. However if you have a designated area, you may want to consider the Swifty app, as this will be a helpful tool, to minimise movement. Customers can access the bar but social distancing must be maintained

○ **Toilets**

Consider how the toilet usage will be affected while the event is on, will you need more supervision, additional cleaning etc. If you do use a separate room and the toilets have not been used, ensure all signage is up and social distancing within the toilets considered

○ **Enhanced cleaning of touch points**

While the event is on certain touch points may be touched more often. This will vary per site but consider if additional cleaning is needed.

○ **Sharing equipment**

If you do have a mobile PDQ machine it will need cleaned every time a customer touches it. If it is all contactless then it needs cleaned every 30 minutes. Try and also keep the mobile PDQ machine with one member of staff, then it needs cleaned / sanitised when handed over to another member of staff

○ **Dealing with over exuberance of an individual / group**

It is only natural that some people may get excited and forget their surroundings or the restrictions in place. Friendly warnings should be issued but ultimately if they do not heed warnings and are not adhering to the current government guidance then they will have to be asked to leave. By not trying to enforce the restrictions as best you can in a reasonable manner then it may affect the licence, but also the law in relation to COVID 19 may be breached. The same principles you apply to someone whom starts trouble must apply here as well. Additional advice is available via the Conflict resolution risk assessment if it is a group causing the problem, try sensible dialogue but the option of switching the event off may have to be considered

○ **Managing expectations**

Communication is a key skill and if the consumer knows what the experience is going to be like before it starts then they will be happy and understand and enjoy the experience

○ **Noise levels and signage**

There will be clear signage displayed explaining that the volume from music and TV will be low, so it is communicated to the customer. If it is too loud then this can encourage shouting which could increase the risk of spreading the virus