



# **COVID-19 advice and risk assessments for hospitality businesses**

Version 1 - as at 18 June 2020

## Note

Please note that this guidance applies to businesses in Scotland. Similar guidance is in development for other areas of the UK based on national frameworks.

This guidance document is not a legal document, it is intended to help hospitality businesses plan and prepare their own individual operational procedures. This will undergo further revision as further guidance and operational practices develop over coming weeks.

## Acknowledgements

This guidance has been created through consultation with a wide range of stakeholders (indicated in the document). UKHospitality would like to express its gratitude to the contributors for providing their invaluable input, and for continuing to work together as guidance and procedures develop.

## POSITIONING HOSPITALITY FOR AN OPTIMUM RECOVERY IN SCOTLAND

### COVID-19 guidance and risk assessment advice for hospitality businesses in Scotland

#### What is this document?

UKHospitality and our partners in the hospitality sector have consolidated advice and good practice from many parts of the Scottish hospitality and visitor sector into one guidance document, to help businesses make their workplaces safe and secure, in line with Scottish Government guidance.

This document is not a comprehensive or prescriptive list, as each business is unique. It is intended to help businesses think about the specific measures that they themselves can reasonably take in their own workplace, to mitigate the risks and make their workplace safe. It will evolve as new guidance is published.

Once you have read and understood the Scottish Government's Coronavirus (Covid-19): Tourism and Hospitality Sector Guidance (which can be found [here](#)) this UKHospitality document can be used in conjunction with other advice and, crucially, your own bespoke measures that fit your business. Links to relevant sources of further advice for businesses in Scotland are provided below.

#### What do I need to do?

As above, the Scottish Government's guidance is the requirement to assess your premises against risk to make your business COVID-19 safe. As an employer, you have a legal responsibility under health and safety legislation (Health and Safety at Work etc Act 1974) to protect workers and others from risk to their health and safety. This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19.

This means you must undertake a **risk assessment** for your individual premises, assessed against the relevant Scottish Government guidance. The examples in this advice document are to help you to translate this into areas that may be relevant to your business, and any measures that are taken should fit appropriately with the operational needs of your business.

You should consult on, and share, the results of your risk assessment with your staff and colleagues. It is important both to provide evidence and communicate that you have risk assessed your premises and taken appropriate steps to minimise the risk of COVID-19 in your individual workplace.

This guidance does not supersede any legal obligations relating to health and safety, food hygiene, employment or equalities and it is important that as a business you continue to comply with your existing obligations, including those relating to individuals with protected characteristics. It contains non-statutory guidance to take into account when complying with these existing obligations. When considering how to apply this guidance, take into account agency workers, contractors, customers and other people who visit your premises such as delivery drivers, as well as your employees.

### **What are the key principles to work through when doing my risk assessment?**

You must read the Scottish Government guidelines in full which can be found here

[www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/overview/](https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/overview/)

A summary of the key measures within the Scottish Government guidelines are below:

- Physical distancing
- Scottish Government Test and Protect system
- Business support
- Assessing risk:
  - Key issues for employers
  - Implementation timetable
- Workforce planning
  - Building confidence and supporting wellbeing
  - Shift patterns
  - Travel to work and personal protective equipment
  - Security
- Operational guide and checklist for tourism and hospitality businesses
  - Guidance for retailers preparing food
  - Guidance for customers
  - Bookings, orders and supply chain
  - Early supplier engagement
  - Workforce training
  - Compliance
- Next steps
- Related information sources

- Legislation
- Fair Work during the Covid-19 crisis
  
- Checklist

The sectoral advice in this document is a collation of good practice from across the wide variety of business in the hospitality sector, to help inform **your** robust risk assessment and changes to **your** premises and operating plans, supported by individual risk assessments for each specific site - as each hospitality business is different.

**Advice from Scottish Government and relevant agencies in Scotland can be accessed at:**

### **Scottish Government**

- <https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/overview/>
- <https://www.gov.scot/collections/coronavirus-covid-19-guidance/#businessesandemployers>
- <https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect-advice-for-employers/>
- <https://www.gov.scot/publications/coronavirus-covid-19-framework-decision-making-scotlands-route-map-through-out-crisis/>

### **Health and Safety Executive**

- <https://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf>
- <https://www.hse.gov.uk/news/legionella-risks-during-coronavirus-outbreak.htm>

### **Health Protection Scotland:**

- [https://hpspubsrepo.blob.core.windows.net/hps-website/nss/3071/documents/1\\_covid-19-key-messages-in-the-workplace-a4.pdf](https://hpspubsrepo.blob.core.windows.net/hps-website/nss/3071/documents/1_covid-19-key-messages-in-the-workplace-a4.pdf)
- [https://hpspubsrepo.blob.core.windows.net/hps-website/nss/2973/documents/1\\_covid-19-guidance-for-non-healthcare-settings.pdf](https://hpspubsrepo.blob.core.windows.net/hps-website/nss/2973/documents/1_covid-19-guidance-for-non-healthcare-settings.pdf)

### **Food Standards Scotland:**

- <https://www.foodstandards.gov.scot/publications-and-research/publications/covid-19-guidance-for-food-business-operators-and-their-employees>
- [https://www.foodstandards.gov.scot/downloads/COVID-19 Guidance for Food Businesses in the Take Away Sector Final.pdf](https://www.foodstandards.gov.scot/downloads/COVID-19%20Guidance%20for%20Food%20Businesses%20in%20the%20Take%20Away%20Sector%20Final.pdf)

**Businesses in Scotland should also refer to [NHS Inform](#) for further advice on what action to take in the event of a known or suspected case of COVID-19 within the premises.**

It will be key to ensure that all elements of the risk assessment can be evidenced in a practical way in line with the overarching Scottish Government guidance. This document brings together input from across the wide spectrum of hospitality to help businesses inform their own risk assessments.

This has been subdivided into different industry sectors to assist businesses in developing their own risk assessments, in line with Scottish Government guidance, to ensure they can open and operate safely for their staff and customers in line with Government COVID-19 guidelines. Some businesses will operate across sectors and therefore may need to consider which elements work best for their premises.

- **Other considerations**

#### Legionella

Due to premises being closed or having reduced occupancy during the COVID-19 outbreak, water system stagnation can occur due to lack of use, increasing the risks of Legionnaires' disease. Please find HSE advice [here](#) regarding reinstating water systems, air conditioning units and related systems.

#### Utilities / equipment

Due to premises being closed or having reduced occupancy during the Covid-19 outbreak it is likely that gas, electricity and other systems may have been wholly or partially shut down. Prior to reopening it is advisable to have these systems checked by a qualified person prior to reuse.

#### Terrorism

Whilst the risk to health from COVID-19 is at the forefront of everyone's minds, the threat of terrorism nonetheless remains substantial. It is essential that businesses and other organisations remain cognisant of these threats as they look to adjust their operations, ensuring that security measures are proactively adapted to support and complement other changes.

You should consider the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigations. If you have a security department or manager, they should be consulted and involved throughout to help ensure good security is maintained as far as possible and that there are not any unintended security consequences of these changes. This should be achieved by conducting a security risk assessment of any new measures or changes. For further information consult the National Counter Terrorism Security Office (NaCTSO) and Centre for Protection National Infrastructure (CPNI) for specific security advice related to COVID-19

<https://www.cpni.gov.uk/staying-secure-during-covid-19-0>,

<https://www.gov.uk/government/organisations/national-counter-terrorism-security-office>

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### Our core aim is to ensure our staff and our customers are safe in our businesses

Please note that this is a working document, the operational requirements outlined in this document are taken from current advice, operational practice and existing health and safety guidelines carried out by all hospitality businesses, enhanced social distancing measures and cleaning measures, and member planning for their individual businesses.

These guidelines have been developed by individual hospitality sub-sectors and other partners, as each sector and businesses within them are different. Using these guidelines and/or your own measures to develop your risk assessment to help businesses meet the Scottish Government guidelines.

# Hotel and accommodation provider operational risk assessment considerations

The Scottish Government's Coronavirus (Covid-19): Tourism and Hospitality Sector Guidance guidelines set out the standards to make your business COVID-19 safe.

To do this, you need to complete an individual risk assessment for your premises and work activities outlining how you are meeting these guidelines and implementing them in your business to keep your staff and customers safe. An example risk assessment can be found at annex 1.

The sectoral advice in this section is a collation of good practice to inform **your** robust risk assessment and changes to **your** premises and operating plans, supported by individual risk assessments for each specific site as each hospitality business is different.

### Staff return and fitness to work

It is recommended that businesses should carry out a return to work conversation, with staff. HSE has [guidance](#) on talking to employees about Covid-19. This should be carried out for all staff returning to work in the work environment, to ensure staff safety. Clinically extremely vulnerable individuals have been strongly advised not to work outside the home. Clinically vulnerable individuals, who are at higher risk of severe illness, have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role. If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to socially distance from others. If they have to spend time closer than the social distance to others, you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.

You should also provide support for workers around mental health and wellbeing.

### People who need to self-isolate

The current advice is that individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms and those who are advised to self-isolate as part of the government's test and trace program. Enable workers to work from

home while self-isolating if appropriate. See current guidance for employers and employees relating to statutory sick pay due to coronavirus. See current guidance for people who have symptoms and those who live with others who have symptoms.

## Hygiene

Good hygiene is vital to the reduction of transmission. All handwashing to always be in line with Government guidelines regarding method and length of washing. All staff should wash their hands when arriving at work, as well as before handling or eating food, or after blowing noses, coughing or sneezing, or going to the toilet.

Communications to staff should remind everyone to wash their hands or use a suitable hand gel at the start of every shift. Hand sanitiser could also be placed in multiple locations in addition to washrooms.

## Advice for staff to take home

A general commitment to hygiene should be regularly communicated to staff, including transmission threats outside of the workplace, infection and quarantine guidelines, and actions to reduce risk of infection in the home.

## Staff protection

All Government advice should be adhered to with regard to protection of staff from COVID-19 and actions to limit risk of transmission. This will include developing cleaning, handwashing and hygiene procedures and maintaining social distancing, where possible. Below are some suggested control measures to consider as part of your risk assessment and development of risk management procedures. Please note this list is not exhaustive.

The most important thing is to remember the routes of transmission, and to work out what actions are most effective in **your** business.

- Heightened cleaning and disinfection to disinfect all frequently touched areas in staff areas such as tables, chairs, counters tills, card machines, etc.
- For staff break areas/canteens, stagger timings so that groups of staff have slots to come for their meals to reduce gathering.

- Encourage staff to take 'grab and go' lunches, buying food to be consumed away from crowded spaces.
- In office/admin areas, many people could be sharing the phone, keyboard, mouse, and the desk. If these items are shared, they should be cleaned using your usual cleaning products before being used, and cleaning products should be made available for this purpose.
- Make sure that the social distancing rule applies at lunch or smoking / vaping breaks
- Wash items in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely. There is more control if laundry is carried out in-house or professionally, rather than staff taking it home.

## Waste disposal

Contact your waste contractor to advise them of any changes in your procedures, such as increased frequency of collections. Consider additional litter bins on your premises to encourage customers to dispose of their own waste, such as takeaway containers or wrappers. This will reduce the need for staff to touch items that have been left or touched by customers, as well as reducing littering on and around your premises.

## Training

**Training** should be given to ensure that all staff understand the new risks, and should include details on social distancing requirements, routes of transmission and the importance of hand washing and surface disinfection at key times. All staff should be instructed about not coming to work if they have a high temperature, new continuous cough or the loss of taste or smell. They should stay at home for seven days (or for as long as prevailing guidance dictates).

## Advice to staff working in hotel kitchens

- Kitchen management is challenging, and will require planning.
- As every accommodation business is different, a detailed plan for the individual site and kitchen should be developed as part of your overall risk assessment, reviewed and communicated to all staff.

- In kitchens, continue to use your regular cleaning regime as usual, and at the end of the shift you may want to go over all hand touch surfaces one more time before closing.
- You could include guidance regarding the number of people allowed in the chilled stores or dry stores at one time, keeping to social distance requirements, or the changing rooms / staff toilet areas.
- Use a dishwasher (if available) to clean and dry used **crocery** and **cutlery**. If this is not possible, **wash** them by hand using detergent and warm water and dry them thoroughly, using a separate tea towel.

## Customer safety

Information should be made available to guests via pre-stay communications, as to the additional measures in place regarding COVID-19.

- Staff communication is key here – regularly communicate your plan regarding customer safety to staff.

## Reception areas

If social distancing can't be maintained, staff should further increase the frequency of hand washing and surface cleaning, keep the activity time involved as short as possible. **Where appropriate and achievable, consider screens between staff and guests/visitors in communal areas.** Consider reducing collateral and complementary items to a minimum, in reception areas. Below are further points to consider:

- Communicating, though signage and/or other means, explanations of social distancing rules and additional hygiene measures in place to protect guests and staff.
- Make clear in pre-stay communications the extra measures that are being taken, to offer reassurance.
- If you have a doorperson present, use them to ensure that guests observe social distancing, for example, if there is a queue for the reception desk.
- Make sure all reception staff, guests and visitors have access to sanitiser at the desk and that staff use this between serving guests.

- Reception desks should be organised so that staff can be the at the Government recommended distance away from guests as much as possible.
- Floor markings or other physical indicators, where implementation is appropriate and achievable, will be used to act as visible reminders of social distancing requirements.
- When guests sign documents and use the chip and pin machine, reception staff should step back to keep their distance. Any pens or machines that are used should be disinfected before the next guests, and staff should sanitise their hands. Consider the use of adopting non-contact payment methods/electronic signing of documents, etc. where reasonably practicable.
- Consider minimising the offer of staff to help guests with luggage, and if staff do help guests with luggage, they should keep the required distance apart from guests whilst collecting luggage and either take it to the room before the guest arrives there or knock on the door, step back and leave the luggage at the door. After handling luggage, staff should wash their hands or use a hand sanitiser.
- Consider a central key card deposit box placed in the lobby for disinfection of room keys.
- You could consider a welcome note/material including requesting guests recognise the importance of the local community, and respect social distance and good hygiene practice in all contacts and activities both inside and outside of the hotel.

## Lifts

Consider minimising lift usage from reception, and advice for safer use of lifts throughout the hotel can be advised in pre-stay communications and in-building signage and staff communications. Current Government advice states reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.

## Room Service

Hotels are advised to develop a plan to minimise cross-contamination as part of the site risk assessment. In-room dining has obvious advantages in terms of managing social distancing and is an important element of hotels' ability to reduce risks of transmission/infection. This guidance is offered for those hotels choosing to offer room service and is not a minimum expectation. You should also refer to Government guidance on food preparation and service.

- Manage expectations - ensure guests know that staff will have to operate social distancing and that room service trays will not be brought into the room. Explain what your process will be.
- Staff should wash their hands before picking up the room service tray to take to the guests.
- If you can, use butlers' trays which can be left on the floor next to the door, or think of other ways to protect the order, for example a small light table, or a folding luggage rack both of which have been disinfected first.
- Staff should knock on the door and leave the tray outside the door and step away. The guest can then pick the tray up, and the staff can remove the tray stand or table etc.
- The member of staff should wash their hands afterwards.
- Avoid any paperwork.
- If the guest wants to tip, then this should be done on the bill. Discourage the use of cash.
- Make clear whether guests are expected to retain their tray in the room, for later collection, or to leave the tray outside their door, for collection.
- Where guests are advised to leave trays outside their doors for collection, a system will be in place to ensure regular, timely collection, to reduce clutter of corridors and reduce cross-contamination risks.
- When trays are picked up, they need to be taken to the relevant area and disinfected – crockery and cutlery to go in the dishwasher, and the tray to be disinfected. Any linen used should be used in line with new housekeeping standards. Staff should wash their hands immediately after handling the trays.
- Single use items should be used where possible and disposed of in accordance with relevant guidelines.

## Housekeeping

There is a risk of contamination/transmission subsequent to hand contact surfaces in bedrooms, on linen and towels. Staff should follow handwashing guidelines as per Government guidelines.

- Hotels will review the frequency of the cycle of cleaning and in-room services to take into account different lengths of stay.

- Room cleaning will be undertaken in the absence of the guest, unless it is difficult for the guest to leave the room (eg due to mobility constraints) whereupon social distancing shall be observed in the presence of the guest.
- The frequency of cleaning, requirement for the guest to vacate the room and any other relevant criteria shall be communicated appropriately, including in pre-arrival communications.
- Hand contact surfaces should be disinfected. Make a check list of all the touch points which could include, but is not limited to, the following, all of which would – as a minimum - be disinfected when a guest checks out:
  - Light switches
  - Bedside tables
  - Remote control
  - Taps
  - Flush handles and toilet seats
  - Door handles – inside and out
  - Hair dryer handles
  - Iron and ironing board, trouser press
  - Safe buttons
  - Wardrobe doors
  - Mini bar handle
  - Kettle handle and lid
  - Heater and/or air conditioner controls.
- Room collateral should be kept to a minimum.
- Glasses and crockery should be removed and washed in a dishwasher not the room sink.
- Towels and linens should be washed in accordance with washing instructions.

## Health clubs/fitness/pools

Section to be expanded once Government guidance published.

## Other considerations

Air-conditioning:

- Consider air filtration – review latest guidance, keep spaces and rooms well-ventilated.
- Where possible and appropriate, natural ventilation solutions to be applied.

Transportation of guests – i.e. airport pick up

- Provide sanitiser dispensers with signage in shuttle bus service
- Vehicle to be disinfected subsequent to each journey
- Remove collateral
- Amend vehicle capacities to ensure social distancing
- Contactless payment where possible
- Drivers should minimise assisting with luggage, if this is necessary they should maintain the required distance where possible whilst handling luggage
- After handling luggage, staff should wash their hands or use a hand sanitiser afterwards.

## SUSPECTED COVID-19 CASES IN YOUR BUSINESS

### Suspected COVID cases and guest self-isolation

If a guest presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate, they should be advised to check out and return home to self-isolate according to current government guidance. If the guest shows acute symptoms, has breathing difficulties or their

life is at potential risk, seek medical help immediately. **Businesses in Scotland should refer to NHS Inform for further advice on what action to take in the event of a known or suspected case of COVID-19 within the premises.**

### Hotel cleaning after a suspected contamination

Whether an infection is confirmed or suspected relating to your premises, there is specific guidance that should be followed which includes how to deal with bedrooms safely. **Businesses in Scotland should refer to NHS Inform for further advice on what action to take in the event of a known or suspected case of COVID-19 within the premises.**

Be aware that guidance can change, so always check the government sites if a case arises in your business.

It pays to make a plan for this eventuality before it happens and to make sure that you have the cleaning products you need. You also need to make sure that your staff are trained on new procedures.

### Bedrooms where there has been a suspected infection

Where there has been a confirmed or suspected infection, follow the latest Government advice via **NHS Inform**.

This will reduce the risk to your housekeeping staff and guests and means that soft furnishings which can't be disinfected easily will be safe.

### HVAC units

In addition to the cleaning protocols outlined previously in this document, at checkout of a suspected guest infection, the HVAC unit filter should be changed, and the old filter bagged and disposed of properly. All vents and louvers should be wiped down and cleaned with a disinfectant. Appropriate protection worn throughout.

## Public Areas

You will need to clean and disinfect all high frequency touch points in the public areas in the hotel as per your risk assessment and new operating procedures: disinfect surfaces such as grab-rails in corridors and stairwells, door handles and lift buttons. Don't just clean the touch points on the floor level where the infected guest was staying, others may have picked up the virus and transferred it to other floors and areas. Dispose of any cloths, mop heads etc. by double bagging and keeping secure for 72 hours before disposing in the general rubbish.

## If you can't isolate the room

If you can't keep the room unoccupied after an infected guest has left, Government guidance includes some of the following information and we have added more suggestions to consider:

- Don't shake laundry and bag up in double bags and leave securely before washing. Wash hands and disinfect any surfaces that may have been contaminated by the bags after taking to the secure place.
- Steam clean soft furnishings and mattresses only if you can guarantee that the steam cleaner actually emits steam when it leaves the machine.
- Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the disinfecting / sanitising products you normally use.
- Pay particular attention to frequently touched areas and surfaces, in the room as listed above.
- After cleaning dispose of single-use protective clothing, cloths and mop heads and any other waste in the room by double-bagging, and then store securely for 72 hours then throw away in the regular rubbish after cleaning is finished.
- After cleaning and bagging up waste, wash hands with soap and water for 20 seconds, and dry them with a paper towel. Dispose of paper towel appropriately.

### Note

- Although not mandated, hotels may wish to use professional third party cleaning services but check provider's credentials and that they have performed their own risk assessment for COVID-19.

## Food & Beverage

For premises that offer a Food and Beverage service, an Operational Plan needs to be developed to ensure employee and customer safety. This should include social distancing controls and how payments and any cash transactions should be made. The plan should be trained out to all staff and refreshed regularly. Consider access restrictions at the entrances to manage numbers. Where queues may form or within waiting areas, measures should be taken to maintain social distancing.

- Reservations preferred to limit the queues with guests arriving at acceptable intervals
- Signage on the entrance to the premises could include:
  - Details of any access or movement restrictions (e.g. one-way systems).
  - Customers to wash their hands before entering or use hand sanitiser station provided.
  - Requirement to adhere current social distancing requirements.
  - Customers not to enter if they have COVID-19 symptoms
- 'Goods in', if using the same entrances as guests, to be received before or after guests, preferably a back of house delivery and similar care taken to cross contamination and social distancing. Marked social distance for deliveries. Frequent cleaning and disinfecting, extra attention to touch points, door handles and services.
- Potential pinch points should be identified and monitored as part of the overall risk assessment in your operational plan.
- Social distancing should be maintained between customers at tables
- Your risk assessment should include reference to customer toilets, and monitoring of their use to ensure compliance with social distancing requirements.
- Toilet areas should be regularly monitored and disinfected including frequent disinfection of high-frequency touch points in bathrooms and toilet areas.
- Signage and guest communications should be used to encourage the use of their hotel room bathrooms and toilets wherever possible.
- Contactless or room account payments should be used whenever possible.
- Customer contact with collateral such as menus, trays, napkins etc. should be limited to what is necessary or designed in such a way that cleaning / replacement is carried out after each use.

- There should be hand sanitiser at the entrance to the premises.
- Methods to define social distancing should be considered and applied. For example, use of floor distance markers, barrier systems etc.
- Where a counter service system is operated:
  - Customers asked to step back from counters so that staff can serve them to ensure social distancing.
  - Plates should be picked up only by hospitality staff, rather than customers handing the plates to the staff to fill.
  - When the food is plated, the plate can be placed on the customer's tray and, then the member of staff moves back, and the customer picks it up.
  - Where staff come into contact with items used by customers, they need to ensure that they wash their hands before moving on to another task.
  - Individually wrapped condiments and sauces could be offered on request and put with the plated food on the customer's tray.
  - Cutlery to be brought to the customer rather than customers helping themselves.
  - Space out tables in the canteen and allow only one person per table, or if very large tables, operate the social distancing rule.
  - Promote contactless payments wherever possible.

# Hostel accommodation provider operational guidelines

## HOSTELS - UNDERSTANDING A MULTI-BED ROOM ENVIRONMENT

Hostels are designed to accommodate like-minded individuals who are looking for a cost effective and social approach to sharing accommodation. Rooms are priced and beds are sold primarily on the basis that the more people sharing a dorm room, the cheaper the bed price. Guests are primarily younger than traditional Hotel guests and will range from School groups to those in their mid 30s. The configuration of hostel rooms will vary greatly between hostels but generally there are few Private / Single/ Twin rooms and most hostels offer a range from 4- bed to 12-bed Dormitory accommodation with a mix of ensuite and/or shared bathroom facilities.

Our core aim is to ensure all staff, customers and visitors are safe when returning to our businesses and to mitigate the primary risks within our premises.

The Scottish Government's Coronavirus (Covid-19): Tourism and Hospitality Sector Guidance guidelines set out the standards to make your business COVID-19 safe.

To do this, you need to complete an individual risk assessment for your premises and work activities outlining how you are meeting these guidelines and implementing them in your business to keep your staff and customers safe. An example risk assessment can be found at annex 1.

The sectoral advice in this section is a collation of good practice to inform **your** robust risk assessment and changes to **your** premises and operating plans, supported by individual risk assessments for each specific site as each hospitality business is different.

### Staff return and fitness to work

It is recommended that businesses should carry out a return to work conversation, with staff. HSE has [guidance](#) on talking to employees about Covid-19. This should be carried out for all staff returning to work in the work environment, to ensure staff safety. Clinically extremely vulnerable individuals have been strongly advised not to work outside the home. Clinically vulnerable individuals, who are at higher risk of severe illness, have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role. If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to socially distance from others. If they have to spend time closer than the social distance to others, you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into

account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.

You should also provide support for workers around mental health and wellbeing.

### People who need to self-isolate

The current advice is that individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms and those who are advised to self-isolate as part of the government's test and trace program. Enable workers to work from home while self-isolating if appropriate. See current guidance for employers and employees relating to statutory sick pay due to coronavirus. See current guidance for people who have symptoms and those who live with others who have symptoms.

### Hygiene

Good hygiene is vital to the reduction of transmission. All handwashing to always be in line with Government guidelines regarding method and length of washing. All staff should wash their hands when arriving at work, as well as before handling or eating food, or after blowing noses, coughing or sneezing, or going to the toilet.

Communications to staff should remind everyone to wash their hands or use a suitable hand gel at the start of every shift. Hand sanitiser could also be placed in multiple locations in addition to washrooms.

### Advice for staff to take home

A general commitment to hygiene should be regularly communicated to staff, including transmission threats outside of the workplace, infection and quarantine guidelines, and actions to reduce risk of infection in the home.

## Staff protection

All Government advice should be adhered to with regard to protection of staff from COVID-19 and actions to limit risk of transmission. This will include developing cleaning, handwashing and hygiene procedures and maintaining social distancing, where possible. Below are some suggested control measures to consider as part of your risk assessment and development of risk management procedures. Please note this list is not exhaustive.

The most important thing is to remember the routes of transmission, and to work out what actions are most effective in **your** business.

- Heightened cleaning and disinfection to disinfect all frequently touched areas in staff areas such as tables, chairs, counters tills, card machines, etc.
- For staff break areas/canteens, stagger timings so that groups of staff have slots to come for their meals to reduce gathering.
- Encourage staff to take 'grab and go' lunches, buying food to be consumed away from crowded spaces.
- In office/admin areas, many people could be sharing the phone, keyboard, mouse, and the desk. If these items are shared, they should be cleaned using your usual cleaning products before being used, and cleaning products should be made available for this purpose.
- Make sure that the social distancing rule applies at lunch or smoking / vaping breaks
- Wash items in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely. There is more control if laundry is carried out in-house or professionally, rather than staff taking it home.

## Waste disposal

Contact your waste contractor to advise them of any changes in your procedures, such as increased frequency of collections. Consider additional litter bins on your premises to encourage customers to dispose of their own waste, such as takeaway containers or wrappers. This will reduce the need for staff to touch items that have been left or touched by customers, as well as reducing littering on and around your premises.

## Training

**Training** should be given to ensure that all staff understand the new risks, and should include details on social distancing requirements, routes of transmission and the importance of hand washing and surface disinfection at key times. All staff should be instructed about not coming to work if they have a high temperature, new continuous cough or the loss of taste or smell. They should stay at home and self-isolate according to government recommendations.

## Advice to staff working in Kitchens

- As much as possible, staff should adhere to social distancing guidelines and be instructed as to what measures are in place if social distancing cannot be maintained
- As every hostel business is different, a detailed plan for the individual site and kitchen needs to be developed, reviewed and communicated to all staff.
- In kitchens, continue to use your regular cleaning regime as usual, and at the end of the shift you may want to go over all hand touch surfaces one more time before closing.
- You could include guidance regarding the number of people allowed in the chilled stores or dry stores at one time, keeping to social distancing requirements, or the changing rooms / staff toilet area
- Use a dishwasher (if available) to clean and dry used crockery and cutlery. If this is not possible, wash them by hand using detergent and warm water and dry them thoroughly, using a separate tea towel.

## Customer safety

- Information shall be made available to guests via pre-stay communications, as to the additional measures in place regarding COVID-19.
- Staff communication is key– regularly communicate your plan to staff.
- Customers should be able to sit and adhere to social distancing guidelines.

- Many Hostels operate guest kitchens and it is recommended that this facility is withdrawn from use until it is able to be managed safely.

## Housekeeping of Rooms

There is a risk of contamination/transmission subsequent to hand contact surfaces in bedrooms, on linen

and towels. Staff should follow handwashing guidelines as per PHE guidance. Hostels will review the frequency of the cycle of cleaning and in-room services to take into account different lengths of stay.

- Room cleaning will be undertaken in the absence of the guest, due to the multi occupancy nature of the hostel it will be necessary to preclude access for an enforced period of some hours to allow housekeepers free and safe access to the rooms.
- The frequency of cleaning, requirement for the guest to vacate the room and any other relevant criteria shall be communicated appropriately, including in pre-arrival communications.
- Hand contact surfaces should be disinfected. Make a checklist of all the touch points which could include, but is not limited to, the following, all of which would – as a minimum - be disinfected during regular cleaning on a daily basis:
  - Light switches
  - Bedside tables
  - Remote control
  - Taps
  - Flush handles and toilet seats
  - Door handles – inside and out, and access control pads where fitted
  - Electronic key entry system
  - Ladders and Rails
  - Safe buttons
  - In Room Lockers

- Kettle handle and lid
- Heater and/or air conditioner controls.
- Room collateral should be kept to a minimum.

## Shared Bathroom and Toilet Facilities

- In hostels many of the WC and Showering facilities are on a shared basis, in normal operating times customers can pick and choose which shower room or WC they use.
- Hand washing and sanitising posters/facilities should be in place at entrance/exit of the bathrooms
- In view of the rules around operating with COVID where possible best practice would be to assign one group of bathrooms to one sleeping dormitory or group of dormitories.
- The housekeeping of these areas will need to be increased during this period and the cleaning materials regularly used, in line with government guidelines.
- Also the provision of cleaning equipment could be made available to our guests so they are able to clean facilities before or after use.

## Reception

Where appropriate and achievable, screens between staff and guests/visitors will be used in communal areas. There will be a reduction of collateral and complementary items to a minimum, in receptions.

- Communicating, through signage and/or other means, explanations of social distancing rules and additional hygiene measures are in place to protect guests and staff.
- Make clear in pre-stay communications the extra measures that are being taken, to offer reassurance.
- Staff will act to ensure that guests observe social distancing, for example, if there is a queue for the reception desk.

- Make sure all reception staff, guests and visitors have access to sanitiser at the desk and that staff use this between serving guests.
- Reception desks should be organised so that staff can be safely distanced away from guests as much as possible.
- Floor markings or other physical indicators, where implementation is appropriate and achievable, will be used to act as visible reminders of social distancing requirements.
- When guests sign documents and use the chip and pin machine, reception staff should step back to keep their distance. Any pens or machines that are used should be disinfected before the next guests, and staff should sanitise their hands.
- If staff help guests with luggage, they should keep a safe distance from the guests whilst collecting luggage and either take it to the room before the guest arrives or knock on the door, step back and leave the luggage at the door. After handling luggage, staff should wash their hands or use a hand sanitiser afterwards.
- Consider a central key card deposit box placed in the lobby for disinfection of room keys when guests check out.
- You could consider a welcome note/material including requesting guests recognise the importance of the local community, and respect social distance and good hygiene practice in all contacts and activities both inside and outside of the hostel.

Minimising lift usage from reception, and advice for safer use of lifts throughout the hostel, can be advised in pre-stay communications and in-building signage and staff communications. Follow Government guidelines on lift usage.

## Locker Room and Luggage Storage

- Locker Keypads should be disinfected regularly
- Left Luggage/Items need to be disposed of safely Stored for 72 Hours before being removed
- After handling luggage, staff should wash their hands or use a hand sanitiser afterwards.

## Other considerations

Air-conditioning:

- Consider air filtration – review latest guidance, keep spaces and rooms well-ventilated.
- Where possible and appropriate, natural ventilation solutions to be applied.

## Suspected COVID-19 cases in your business

If a guest presents themselves with symptoms of COVID-19 in either a private room or shared dormitory or is asymptomatic but declares the need to self-isolate, they should be advised to self-isolate according to current government guidance. This will apply to all guests that were present in the room. If the guest shows acute symptoms has breathing difficulties or their life is at potential risk, seek medical help immediately. **Businesses in Scotland should refer to NHS Inform for further advice on what action to take in the event of a known or suspected case of COVID-19 within the premises.**

## Hostel cleaning after a suspected contamination

Whether an infection is confirmed or suspected relating to your premises, there is specific guidance that should be followed which includes how to deal with dormitories safely. A link to this government guidance is found [here](#), we have summarised the information [here](#).

Be aware that guidance is changing daily as more scientific evidence comes in, so always check the Government sites if a case arises in your business. It pays to make a plan for this eventuality before it happens and to make sure that you have the chemicals you need. You also need to make sure that your staff are trained on new procedures.

## Public Areas

You will need to clean and disinfect all high frequency touch points in the public areas in the hostel: disinfect surfaces such as grab-rails in corridors and stairwells, door handles and lift buttons. Don't just clean the touch points on the floor level where the infected guest was staying, others may have picked up the virus and transferred it to other floors and areas. Dispose of any cloths, disposable mop heads by double bagging and keeping secure for 72 hours before disposing in the general rubbish.

## If you can't isolate the room

If you can't keep the room unoccupied after an infected guest has left, Government guidance here includes some of the following information and we have added more detail to help:

- Where there is evidence of bodily fluids, further personal protection may be needed according to the latest Scottish government guidance
- Don't shake laundry and bag up in double bags and leave securely for 72 hours before washing. Wash hands and disinfect any surfaces that may have been contaminated by the bags after taking to the secure place.
- Steam clean soft furnishings and mattresses only if you can guarantee that the steam cleaner actually emits steam when it leaves the machine.
- Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the disinfecting / sanitising products you normally use.
- Pay particular attention to frequently touched areas and surfaces, in the room as listed above.
- After cleaning dispose of single-use protective clothing, cloths and mop heads and any other waste in the room by double-bagging, and then store securely for 72 hours then throw away in the regular rubbish after cleaning is finished.
- After cleaning and bagging up waste, wash hands with soap and water for 20 seconds, and dry them with a paper towel. Dispose of paper towel appropriately.

### Note

- Although not mandated, hostels may wish to use professional third party cleaning services but check provider's credentials to ensure that they are suitable.

## Other relevant guidance for accommodation and related sectors

For holiday and home parks and visitor attractions, please see the detailed guidelines in the relevant sections of this main document.

## CONFERENCES AND EVENTS

Conference and events guidelines developed by the Meetings Industry Association can be found on the MIA website via the following links:

- To the full guidance page: <https://www.mia-uk.org/Safety-Resources>
- Direct to the Guidance document: [https://www.mia-uk.org/write/MediaUploads/mia\\_Roadmap\\_to\\_reopening\\_and\\_operating\\_safely.pdf](https://www.mia-uk.org/write/MediaUploads/mia_Roadmap_to_reopening_and_operating_safely.pdf)
- To the Meetings Industry Association home page: <https://www.mia-uk.org>

## SELF-CATERING & SHORT TERM ACCOMODATION

Extensive cleaning guidelines and specific advice for the self-catering sector have been developed by the below bodies as part of PASC UK developed by PASC UK, the ASSC and Premier Cottages and are endorsed by:

- PASC UK (Professional Association of Self-Catering UK)
- ASSC (Association of Scotland's Self-Catering)
- WASCO (Wales Association of Self-Catering Operators)
- Tourism Alliance
- Wales Tourism Alliance
- Scottish Tourism Alliance
- Premier Cottages
- Short Term Accommodation Association

They can be downloaded free of charge from:

- [www.pascuk.co.uk/standards](http://www.pascuk.co.uk/standards)
- <http://www.assc.co.uk/policy>

## **BED AND BREAKFASTS**

The Bed & Breakfast Association and its members are developed guidelines for B&Bs based on the main hotel document.

Other links/sections will be added as further sectoral guidance is developed and revised over time

# Restaurant and casual dining operational risk assessment considerations

The Scottish Government's Coronavirus (Covid-19): Tourism and Hospitality Sector Guidance guidelines set out the standards to make your business COVID-19 safe.

To do this, you need to complete an individual risk assessment for your premises and work activities outlining how you are meeting these guidelines and implementing them in your business to keep your staff and customers safe. An example risk assessment can be found at annex 1.

The sectoral advice in this section is a collation of good practice to inform **your** robust risk assessment and changes to **your** premises and operating plans, supported by individual risk assessments for each specific site as each hospitality business is different.

### Staff return and fitness to work

It is recommended that businesses should carry out a return to work conversation, with staff. HSE has [guidance](#) on talking to employees about Covid-19. This should be carried out for all staff returning to work in the work environment, to ensure staff safety. Clinically extremely vulnerable individuals have been strongly advised not to work outside the home. Clinically vulnerable individuals, who are at higher risk of severe illness, have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role. If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to socially distance from others. If they have to spend time closer than the social distance to others, you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.

You should also provide support for workers around mental health and wellbeing.

### People who need to self-isolate

The current advice is that individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms and those who are advised to self-isolate as part of the government's test and trace program. Enable workers to work from

home while self-isolating if appropriate. See current guidance for employers and employees relating to statutory sick pay due to coronavirus. See current guidance for people who have symptoms and those who live with others who have symptoms.

## Hygiene

Good hygiene is vital to the reduction of transmission. All handwashing to always be in line with Government guidelines regarding method and length of washing. All staff should wash their hands when arriving at work, as well as before handling or eating food, or after blowing noses, coughing or sneezing, or going to the toilet.

Communications to staff should remind everyone to wash their hands or use a suitable hand gel at the start of every shift. Hand sanitiser could also be placed in multiple locations in addition to washrooms.

## Advice for staff to take home

A general commitment to hygiene should be regularly communicated to staff, including transmission threats outside of the workplace, infection and quarantine guidelines, and actions to reduce risk of infection in the home.

## Staff protection

All Government advice should be adhered to with regard to protection of staff from COVID-19 and actions to limit risk of transmission. This will include developing cleaning, handwashing and hygiene procedures and maintaining social distancing, where possible. Below are some suggested control measures to consider as part of your risk assessment and development of risk management procedures. Please note this list is not exhaustive.

The most important thing is to remember the routes of transmission, and to work out what actions are most effective in **your** business.

- Heightened cleaning and disinfection to disinfect all frequently touched areas in staff areas such as tables, chairs, counters tills, card machines, etc.
- For staff break areas/canteens, stagger timings so that groups of staff have slots to come for their meals to reduce gathering.

- Encourage staff to take 'grab and go' lunches, buying food to be consumed away from crowded spaces.
- In office/admin areas, many people could be sharing the phone, keyboard, mouse, and the desk. If these items are shared, they should be cleaned using your usual cleaning products before being used, and cleaning products should be made available for this purpose.
- Make sure that the social distancing rule applies at lunch or smoking / vaping breaks
- Wash items in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely. There is more control if laundry is carried out in-house or professionally, rather than staff taking it home.

### Waste disposal

Contact your waste contractor to advise them of any changes in your procedures, such as increased frequency of collections. Consider additional litter bins on your premises to encourage customers to dispose of their own waste, such as takeaway containers or wrappers. This will reduce the need for staff to touch items that have been left or touched by customers, as well as reducing littering on and around your premises.

## Training

**Training** should be given to ensure that all staff understand the new risks, and should include details on social distancing requirements, routes of transmission and the importance of hand washing and surface disinfection at key times. All staff should be instructed about not coming to work if they have a high temperature, new continuous cough or the loss of taste or smell. They should stay at home for seven days (or for as long as prevailing guidance dictates).

## Advice to staff working in kitchens

- Kitchen management is challenging, and will require planning.
- As every restaurant business is different, a detailed plan for the individual site and kitchen should be developed as part of your overall risk assessment, reviewed and communicated to all staff.
- In kitchens, continue to use your regular cleaning regime as usual, and at the end of the shift you may want to go over all hand touch surfaces one more time before closing.
- You could include guidance regarding the number of people allowed in the chilled stores or dry stores at one time, keeping to social distance requirements, or the changing rooms / staff toilet areas.
- Use a dishwasher (if available) to clean and dry used crockery and cutlery. If this is not possible, wash them by hand using detergent and warm water and dry them thoroughly, using a separate tea towel.

## Customer protection – Eat-in restaurant operations

Below are points to consider if appropriate, as part of your own individual risk assessment.

- Access restrictions at the entrances to ensure that guest numbers are managed effectively. In possible queues / in the waiting area, measures are also taken to maintain social distancing.
- Potential pinch points to be identified and monitored as part of the overall risk assessment plan per site.
- Establishments may use reservation systems to control the frequency and placement systems.

- Customers informed of any access restrictions and social distancing by appropriate notices.
- Ensure social distancing is maintained between guests at different tables (e.g. by positioning furniture accordingly)
- Customer contact with commodities (menu, menus, trays, napkins) will be limited to what is necessary or designed in such a way that cleaning / replacement is carried out after each use.
- Advise customers not to enter if they have symptoms of COVID-19
- People will need to be told to keep to social distancing in queues, for example posters, floor markings
- Order and service at table, with staff keeping a safe distance in line with current Government distancing guidelines.
- Plates and glasses should be picked up only by staff to return to the kitchen
- Where staff come into contact with items used by customers, they need to ensure that they wash their hands before moving on to another task.
- Individually wrapped condiments and sauces should be offered on request and put with the plated food, otherwise they could be contaminated by other customers' hands.
- Cutlery to be brought to the customer with the food and condiments rather than customers helping themselves or left on the table.
- If payment is contactless that is easier and safer.

### Takeaway services

Many businesses are offering take-aways and deliveries. You and all who work for you (and volunteers) need to follow the legal requirements for food safety, including providing allergen information on request.

# **Pubs operational advice and risk assessment**

The British Institute of Innkeeping (BII), the Scottish Beer & Pub Association (SBPA) and UKHospitality have developed the below guidelines to assist pubs in risk assessing their businesses, as we look towards the hospitality, leisure and tourism sector gradually re-opening venues, in order to play our part in the national economic recovery.

Pub businesses have been operating successfully to high standards within the existing requirements of Health & Safety in the workplace, food hygiene and licensing conditions. In particular, existing licensing conditions ensure our pubs operate a professional, managed and safe environment for the consumption of alcohol. Overall, we feel pubs will be well equipped to successfully implement operational protocols in their business, based on the below advice.

The Scottish Government's Coronavirus (Covid-19): Tourism and Hospitality Sector Guidance guidelines set out the standards to make your business COVID-19 safe.

To do this, you need to complete an individual risk assessment for your premises and work activities outlining how you are meeting these guidelines and implementing them in your business to keep your staff and customers safe. An example risk assessment can be found at annex 1.

The sectoral advice in this section is a collation of good practice to inform **your** robust risk assessment and changes to **your** premises and operating plans, supported by individual risk assessments for each specific site as each hospitality business is different.

### Staff return and fitness to work

It is recommended that businesses should carry out a return to work conversation, with staff. HSE has [guidance](#) on talking to employees about Covid-19. This should be carried out for all staff returning to work in the work environment, to ensure staff safety. Clinically extremely vulnerable individuals have been strongly advised not to work outside the home. Clinically vulnerable individuals, who are at higher risk of severe illness, have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role. If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to socially distance from others. If they have to spend time closer than the social distance to others, you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant

mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.

You should also provide support for workers around mental health and wellbeing.

### People who need to self-isolate

The current advice is that individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms and those who are advised to self-isolate as part of the government's test and trace program. Enable workers to work from home while self-isolating if appropriate. See current guidance for employers and employees relating to statutory sick pay due to coronavirus. See current guidance for people who have symptoms and those who live with others who have symptoms.

### Hygiene

Good hygiene is vital to the reduction of transmission. All handwashing to always be in line with Government guidelines regarding method and length of washing. All staff should wash their hands when arriving at work, as well as before handling or eating food, or after blowing noses, coughing or sneezing, or going to the toilet.

Communications to staff should remind everyone to wash their hands or use a suitable hand gel at the start of every shift. Hand sanitiser could also be placed in multiple locations in addition to washrooms.

### Advice for staff to take home

A general commitment to hygiene should be regularly communicated to staff, including transmission threats outside of the workplace, infection and quarantine guidelines, and actions to reduce risk of infection in the home.

### Staff protection

All Government advice should be adhered to with regard to protection of staff from COVID-19 and actions to limit risk of transmission. This will include developing cleaning, handwashing and hygiene

procedures and maintaining social distancing, where possible. Below are some suggested control measures to consider as part of your risk assessment and development of risk management procedures. Please note this list is not exhaustive.

The most important thing is to remember the routes of transmission, and to work out what actions are most effective in **your** business.

- Heightened cleaning and disinfection to disinfect all frequently touched areas in staff areas such as tables, chairs, counters tills, card machines, etc.
- For staff break areas/canteens, stagger timings so that groups of staff have slots to come for their meals to reduce gathering.
- Encourage staff to take 'grab and go' lunches, buying food to be consumed away from crowded spaces.
- In office/admin areas, many people could be sharing the phone, keyboard, mouse, and the desk. If these items are shared, they should be cleaned using your usual cleaning products before being used, and cleaning products should be made available for this purpose.
- Make sure that the social distancing rule applies at lunch or smoking / vaping breaks
- Wash items in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely. There is more control if laundry is carried out in-house or professionally, rather than staff taking it home.

## Waste disposal

Contact your waste contractor to advise them of any changes in your procedures, such as increased frequency of collections. Consider additional litter bins on your premises to encourage customers to dispose of their own waste, such as takeaway containers or wrappers. This will reduce the need for staff to touch items that have been left or touched by customers, as well as reducing littering on and around your premises.

## Training

**Training** should be given to ensure that all staff understand the new risks, and should include details on social distancing requirements, routes of transmission and the importance of hand washing and surface disinfection at key times. All staff should be instructed about not coming to work if they have a high temperature, new continuous cough or the loss of taste or smell. They should stay at home for seven days (or for as long as prevailing guidance dictates).

## Staff protection

- As every pub business is different, a risk assessment for the individual site and kitchen needs to be developed that takes account of the specific characteristics of the premises, reviewed and communicated to all staff, as part of the overall operational risk assessment for the specific business. Advice to consider for your business is listed below.
- Staff serving customers or taking payments should be protected and wherever possible staff should maintain social distancing. Where maintaining the distance is not possible, other mitigating measures should be considered.
- Implementation of measures best suited to the business and to protect staff and customers will be informed by the risks posed by the main routes of transmission.
- More frequent cleaning regimes should be implemented, in particular to disinfect all high throughput areas and frequently touched surfaces such as bar tops, tables, chairs, counters tills, card machines etc.
- For staff break areas, stagger timings so that staff have specific slots to come for their meals/break to reduce bunching up.

- Avoid as far as possible any need for sharing equipment i.e. phone, keyboard, pen, mouse and desk in the pub back office.
- Where this is impossible, all shared equipment should be cleaned before use as advised by Government guidelines.
- Maintain social distance rules when taking deliveries and where possible use digital forms of delivery verification. F
- Advise that social distancing rules are applied at meal breaks, or smoking / vaping breaks
- For staff not wearing uniforms, consider advising that staff change into their work clothes on arrival at work, if it is practical to do so and there are sufficient storage options on site for travel clothes.
- Where uniforms are worn and washed on-site, these should be washed at temperatures above 60°C or a laundry sanitising agent used if the fabrics can't be washed at such a temperature
- For staff to protect others - Always sneeze or cough into a tissue and which should be placed into the bin immediately afterwards. If a tissue is not available you should sneeze or cough into the crook of your arm. In all cases, wash your hands or use an alcohol sanitising gel immediately after coughing or sneezing
- For cleaning contaminated surfaces in the pub, use disinfectants and sanitisers that are effective against bacteria as well as cold and flu viruses
- Continue to remind staff that if they have a high temperature and/or a new, continuous cough they should not come to work and follow the latest self-isolating guidance (currently 7 days self-isolation). Advise checking staff temperatures as part of your overall risk assessment and operational plan.
- Continue to remind staff that if they live with someone who has symptoms of coronavirus they should not come to work and should self-isolate (currently for 14 days).

### Advice to staff working in pub kitchens

- Cleaning regimes for kitchens should reflect the need to reduce risk from COVID-19 as well as maintaining all expectations relevant to a food business regarding hygiene. Recognising that

cleaning measures are already stringent in kitchen areas, consider the need for additional cleaning and disinfection measures.

- You could include guidance regarding the number of people allowed in the chilled stores or dry stores at one time, keeping to social distancing requirements, or the changing rooms / staff toilet areas.
- Handwashing of glassware etc. should be avoided where possible with glassware washed separately from plates and cutlery.
- Use a dishwasher (if available) to clean and dry used crockery and cutlery. If this is not possible, wash them by hand using detergent and warm water and dry them thoroughly, using a separate tea towel
- Where handwashing is necessary, staff should wear rubber gloves and use suitable products for cleaning and sanitation.
- During rinsing processes, advise temperatures above 60°C are reached, as disinfection of crockery and glasses requires this.
- Cloths and sponges etc used for cleaning should be changed daily and similarly used materials disposed of safely on a daily basis. Tea towels used for drying should be changed on a daily basis and washed in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely.

### Customer protection - Public bar operations

We recognise that the bar area(s) in pubs will be a challenging area to operate under social distancing requirements. Dining area considerations, where customers could be managed to a higher degree, are set out separately. Below are considerations to take into account when drafting the individual site risk assessment:

- Each pub is different, ensure you have a bespoke plan for your specific premises that reflects your risk assessment.
- Advise identifying potential pinch points in the pub, where possible action to be taken to resolve or mitigate, and this process evidenced in the risk assessment.
- Customers informed of access restrictions and distance regulations by appropriate notices.

- Where possible obtain hand sanitiser for dispensers at bar (point of sale and/or order) and/or at external doors.
- Include measures to control social distancing in any queues / waiting areas in the business.
- Advise customers not to enter if they have symptoms of COVID-19.
- You will need to manage current levels of distancing in queues or at the bar – for example posters and/or floor markings. Customers may need to be asked to step back from bar counters so that staff can serve them safely if the counter is less wide than the current social distance.
- As part of your risk assessment, have a plan specifically for communicating and controlling access to customer toilets to ensure compliance with social distancing rules and ensure all staff are aware. Cleaning regimes for toilet facilities should be more frequent than under normal circumstances and using regular cleaning products. Examples of other considerations include looking at closing urinals to maintain social distancing levels if practicable, or installing some form of divider between them.
- Assess the flow of staff and customers in the pub as part of the risk assessment. If it appears to be a suitable mitigation, encourage table service where practical. For bar orders, people will need to be told to keep the minimum safe distance from barstaff as well as from other customers waiting in a queue to be served – e.g. as directed by tape marks on the floor. Measures to consider include managing the bar to create directional movement of customers ordering drinks at a till point, then moving to a second point to collect their drinks. Consider advising empty glasses are collected from tables by staff, and customers discouraged from returning empty glasses to the bar.
- Consider restrictions on customers remaining at the serving area after ordering and to eat and drink, or put mitigating measures in place.
- Clean bar tops on a regular basis and table surfaces immediately after use.
- Clean high throughput areas, toilet facilities and regular touchpoints including door handles, push plates, PDQ machines, customer information screens, amusement machines on a regular basis.
- If you can offer cashless payments do so as a primary option. Discourage the use of cash.

- Promotion within the pub of measures being taken by the staff and the pub operator, so customers are aware of their own responsibilities to create a safe environment when visiting the pub.
- Consider the cleaning and management of amusement machines, pool tables, juke boxes etc. as part of your risk assessment.

## **CUSTOMER PROTECTION - PUB DINING AREA/RESTAURANT OPERATIONS**

Measures to consider could include:

- Customers informed of access restrictions and distance regulations by appropriate signage.
- Potential pinch points to be identified, action should be taken to resolve or mitigate, and this process evidenced in the risk assessment.
- Consider the use of reservation systems to control the frequency and placement of customers
- Customers will be informed of access restrictions and distance regulations by appropriate notices.
- Ensure social distancing is maintained between guests in queues and between tables (including arranging furniture etc. to achieve this separation) to reflect Government social distancing recommendations.
- Customer contact with commodities (e.g. menus, trays, napkins) should be limited to what is necessary or designed in such a way that cleaning / replacement is carried out after each use. Menus/table talkers discouraged in favour of customer display. Consider the use of single-use, disposable menus.
- Advise customers not to enter if they have symptoms of COVID-19.
- People will need to be told to keep the current social distance apart in queues – it is a good idea to put tape on the floor to mark out the distance.
- Plates, cutlery and glasses should be picked up only by staff to return to the kitchen/bar. Staff should wash their hands following collection of table items and before moving onto another task, in particular the delivery of food to a new customer.

- Individually wrapped condiments, sauces and cutlery, could be offered on request and brought to the table together with customer's food order, rather than table being pre-laid or customers helping themselves.
- Cutlery to be brought to the customer with the food and condiments rather than customers helping themselves or left on the table. Individually wrapped condiments and sauces could be offered on request but should not be available to customers from a communal service area.
- If you can offer cashless payments do so as a primary option. Discourage the use of cash.

## Takeaway services

Many businesses are offering take-aways and deliveries. You and all who work for you (and volunteers) need to follow the legal requirements for food safety, including providing allergen information on request.

## Cellar

As well as operational issues such as working in the cellar, your risk assessment will need to consider the various preparations that will need to be made in advance of opening; curtailment of furlough and potentially any relaxation of social distancing to support these activities:

- Cellar/stock clearance
- Equipment safety and operational assessments
- Cleaning and hygiene measures
- Stock delivery, replacement equipment and delivery of dispense gases etc.

Wash hands before entering the cellar. Normal practices for cellar maintenance should be followed and where possible by one person. If more than one person is required ensure that guidance on social distancing is being followed.

## Outdoor areas

Although easier to manage if a large outdoor area, there is a danger of groups forming. Review current government guidance and consider the below as part of your risk assessment:

- Regular patrol of outside areas
- Patrolling gardens
- Restrictions that may be required for children's play areas.

### Pubs with rooms

- Please refer to the overarching Scottish Government advice, and advice above regarding hotels.

# Late night/bar operational advice and risk assessment

Late night/bar businesses already operate successfully to high standards within the existing requirements of Health & Safety in the workplace, food hygiene and licensing conditions. In particular, existing licensing conditions ensure our late night bars operate a professional, managed and safe environment.

The Scottish Government's Coronavirus (Covid-19): Tourism and Hospitality Sector Guidance guidelines set out the standards to make your business COVID-19 safe.

To do this, you need to complete an individual risk assessment for your premises and work activities outlining how you are meeting these guidelines, and implementing them in your business to keep your staff and customers safe. An example risk assessment can be found at annex 1.

The sectoral advice in this section is a collation of good practice to inform **your** robust risk assessment and changes to **your** premises and operating plans, supported by individual risk assessments for each specific site as each hospitality business is different.

### Staff return and fitness to work

It is recommended that businesses should carry out a return to work conversation, with staff. HSE has [guidance](#) on talking to employees about Covid-19. This should be carried out for all staff returning to work in the work environment, to ensure staff safety. Clinically extremely vulnerable individuals have been strongly advised not to work outside the home. Clinically vulnerable individuals, who are at higher risk of severe illness, have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role. If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to socially distance from others. If they have to spend time closer than the social distance to others, you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.

You should also provide support for workers around mental health and wellbeing.

## People who need to self-isolate

The current advice is that individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms and those who are advised to self-isolate as part of the government's test and trace program. Enable workers to work from home while self-isolating if appropriate. See current guidance for employers and employees relating to statutory sick pay due to coronavirus. See current guidance for people who have symptoms and those who live with others who have symptoms.

## Hygiene

Good hygiene is vital to the reduction of transmission. All handwashing to always be in line with Government guidelines regarding method and length of washing. All staff should wash their hands when arriving at work, as well as before handling or eating food, or after blowing noses, coughing or sneezing, or going to the toilet.

Communications to staff should remind everyone to wash their hands or use a suitable hand gel at the start of every shift. Hand sanitiser could also be placed in multiple locations in addition to washrooms.

## Advice for staff to take home

A general commitment to hygiene should be regularly communicated to staff, including transmission threats outside of the workplace, infection and quarantine guidelines, and actions to reduce risk of infection in the home.

## Staff protection

All Government advice should be adhered to with regard to protection of staff from COVID-19 and actions to limit risk of transmission. This will include developing cleaning, handwashing and hygiene procedures and maintaining social distancing, where possible. Below are some suggested control measures to consider as part of your risk assessment and development of risk management procedures. Please note this list is not exhaustive.

The most important thing is to remember the routes of transmission, and to work out what actions are most effective in **your** business.

- Heightened cleaning and disinfection to disinfect all frequently touched areas in staff areas such as tables, chairs, counters tills, card machines, etc.
- For staff break areas/canteens, stagger timings so that groups of staff have slots to come for their meals to reduce gathering.
- Encourage staff to take 'grab and go' lunches, buying food to be consumed away from crowded spaces.
- In office/admin areas, many people could be sharing the phone, keyboard, mouse, and the desk. If these items are shared, they should be cleaned using your usual cleaning products before being used, and cleaning products should be made available for this purpose.
- Make sure that the social distancing rule applies at lunch or smoking / vaping breaks
- Wash items in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely. There is more control if laundry is carried out in-house or professionally, rather than staff taking it home.

## Waste disposal

Contact your waste contractor to advise them of any changes in your procedures, such as increased frequency of collections. Consider additional litter bins on your premises to encourage customers to dispose of their own waste, such as takeaway containers or wrappers. This will reduce the need for staff to touch items that have been left or touched by customers, as well as reducing littering on and around your premises.

## Training

**Training** should be given to ensure that all staff understand the new risks, and should include details on social distancing requirements, routes of transmission and the importance of hand washing and surface disinfection at key times. All staff should be instructed about not coming to work if they have a high temperature, new continuous cough or the loss of taste or smell. They should stay at home for seven days (or for as long as prevailing guidance dictates).

## Customer protection – Late night bars

Each premises is different, ensure you have a bespoke plan for your specific premises. Below are some suggestions to consider for your individual risk assessment and operational practices:

- Advise identifying potential pinch points, where possible action to be taken to resolve or mitigate, and this process evidenced in the risk assessment.
- Customers informed of access restrictions and distance regulations by appropriate notices.
- Where possible obtain alcohol hand sanitiser (with minimum 60% alcohol content) for dispensers at bar (point of sale and/or order) and at external doors.
- Include measures to control social distancing in any queues / waiting areas in the business.
- Advise customers not to enter if they have symptoms of COVID-19.
- You will need to manage current levels of distancing in queues or at the bar – for example floor markings. Customers may need to be asked to step back from bar counters so that staff can serve them safely if the counter is less wide than the current social distance.
- As part of your risk assessment, have a plan specifically for communicating and controlling access to customer toilets to ensure compliance with social distancing rules and ensure all staff aware. Cleaning regimes for toilet facilities should be more frequent than under normal circumstances. Examples of other considerations include looking at closing urinals to maintain social distancing levels if practicable, or installing some form of divider between them.
- Assess the flow of staff and customers as part of the risk assessment. If it appears to be a suitable mitigation, encourage table service where practical. For bar orders, people will need to be told to keep the minimum safe distance from barstaff as well as from other customers waiting in a queue to be served – e.g. as directed by tape marks on the floor. Measures to consider include managing the bar to create directional movement of customers ordering drinks at a till point, then moving to a second point to collect their drinks. Consider advising empty glasses are collected from tables by staff, and customers discouraged from returning empty glasses to the bar.
- Consider restrictions on customers remaining at the bar after ordering and to drink.
- Clean bar tops on a regular basis and table surfaces immediately after use.

- Clean high throughput areas, toilet facilities and regular touchpoints including door handles, push plates, PDQ machines, customer information screens, amusement machines on a regular basis.
- If you can offer cashless payments do so as a primary option. Discourage the use of cash.
- Promotion within the venue of measures being taken by the staff and the pub operator, so customers are aware of their own responsibilities to create a safe environment when visiting the pub.
- Obtain bacterial sanitizer (ideally with 60% alcohol content) for dispensers at bar and at external doors (recognising potential supply restrictions).
- Visible signage at entrance reference social distancing requirements, queue discipline and entry process. This should also be communicated via social media, email database and bookings confirmation emails.
- Distancing markings to be set out to aid queue discipline in all areas where queues will form including cloak room and toilets.
- Security operations
  - The duties of personnel in the security industry are similar to that of police officers and or first responders who are still attending incidents of crime and disorder. All security staff on duty will face a realistic chance of having to be hands on at some point.
  - Ensuring door supervisors are trained and continuously reminded of the importance of regular hand washing/sanitising/physical distancing and are carrying/wearing the appropriate protective equipment for the task they are dealing with to reduce the risk of infection.
  - Door supervisors should have available to them relevant protective equipment, antibacterial hand gel, antibacterial spray and bottled drinking water.
- Cleaning regimes – Door supervisors at the front entrance to ensure that all entry touch points, equipment, tables, wands, arches etc. are regularly cleaned using antibacterial wipes / spray.
- Emergency evacuations – Risk assessments and evacuation procedures to be updated to ensure appropriate distancing is achievable at evacuation assembly point/points.

- Cloakroom – As above appropriate social distancing markers to be in place. Cloakroom attendant to avoid close contact and if unavoidable, handwashing and hygiene are key considerations. Where relevant, protective screening should be considered.



# Amusement parks operational risk assessment considerations

As theme parks, aquariums, fair grounds, piers and other visitor attractions plan to re-launch after the pandemic de-escalates, there will be need to ensure that pleasure activities are both safe for guests and staff.

There may be many challenges ahead dependent on what guidance is given from government on how we can start the process of returning to normal operation and the various stages that may entail. Although this will be an ever-changing environment, we at BALPPA have started to put together some thoughts on re-opening, including the possibility of re-opening and operating on a reduced capacity for the attraction.

## Safety

Although the need to re-open for financial reasons is going to be essential for all operators, this still needs to be conducted in a controlled and safely managed process.

We have an excellent safety record and operational standards. This period is going to mean for many operators that competency and historical knowledge are going to be lost temporarily or permanently from the business. It is strongly advised that operators apply the same policies and procedures that are currently in place. Policies may have to be changed in some circumstances, but the standards should remain. Training, assessment, support and supervision will be critical during the initial opening period in all areas of your operation.

## Covid-19 Risk Assessment

When considering re-opening, in line with the Management of Health and Safety at Work Regulations 1999, all attraction operators will be required to prepare a suitable and sufficient risk assessment for the hazards associated with Covid-19, considering how their employees, visitors and others whom may be on site such as contractors, might be affected. A risk assessment is a tool to identify the risk level associated with Covid-19 and the control measures being put in place for both employees and visitors in order to protect their health and safety. For further information on risk assessment please visit the HSE Website. [https://www.hse.gov.uk/simple-health-safety/risk/index.htm?utm\\_source=hse.gov.uk&utm\\_medium=refferal&utm\\_campaign=risk&utm\\_content=home-page-popular](https://www.hse.gov.uk/simple-health-safety/risk/index.htm?utm_source=hse.gov.uk&utm_medium=refferal&utm_campaign=risk&utm_content=home-page-popular)

## Health and Welfare of Staff

The Health and welfare of staff is of paramount importance in order to keep employees safe and healthy and give them confidence in being able to return to work. The Health & Safety at Work Act 1974 places a general duty on Operators to protect the health and safety of its employees and others. Suitable arrangements are to be put in place (as derived from the risk assessment process), to enable employees and visitors to be kept safe and healthy.

Once these arrangements are put in place, communicating and engaging with employees about these arrangements and protection measures in place is key. It is important they understand what the measures are for and their part to play in implementing them. Employees should be told how to report something to line management if something is not as it should be (<https://www.hse.gov.uk/contact/concerns.htm>)

Social distancing is a key part of the Governments Covid-19 protection strategy; therefore, consideration needs to be given to how social distancing measures can be applied to employee during their work and rest periods.

Social distancing may mean the re-thinking of how tasks are carried out. Where safety critical tasks cannot be altered and social distancing during these tasks cannot be maintained, then suitable mitigating actions should be taken, for example:

Follow the govt guidance on where social distancing can't be maintained:

- Further increasing the frequency of hand washing and surface cleaning.
- Keeping the activity time involved as short as possible.
- Using screens or barriers to separate people from each other.
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.

Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others) Your risk assessment should identify these tasks and assess what protective measures are suitable.

You should also provide support for workers around mental health and wellbeing.

## People who need to self-isolate

The current advice is that individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms and those who are advised to self-isolate as part of the government's test and trace program. Enable workers to work from home while self-isolating if appropriate. See current guidance for employers and employees relating to statutory sick pay due to coronavirus. See current guidance for people who have symptoms and those who live with others who have symptoms.

## Guest Communications

Guest communications and guest behaviours will play a large part in the relaunch of our attractions. Communication throughout the entire guest journey will assist with the day to day operation and compliance with potential new attraction rules and guidance. Managing the guest's expectations before booking will reduce complaints.

- Updated website giving guests pre-visit information on what the attraction has in place to control risks
- Information about guests not attending your attraction if they are feeling ill
- What a guest should do if they start to feel ill whilst on site
- Signage around the attraction about social distancing and hygiene stations
- Guest communications given via PA
- Signage in toilets and washroom about how to clean your hands correctly
- Attraction maps indicating hygiene stations
- Information that some attractions may close during the day for cleaning
- Try and promote your site as a contactless payment preferred venue
- The use of social media to demonstrate the work and control measures that have been put in place by the attraction

## Staff Communications

It is vital to ensure Staff Communication is thought of at this time. Many staff may have been out of the business for some time and only seeing any attraction updates via social media. Update your staff on your plans and listen to any concerns or inputs. Staff will no doubt have a lot of questions when returning to work and may be nervous about large crowds. Ensure that your staff are fully prepared and have all the skills and knowledge they will need when facing our guests for the first time.

## Social Distancing

It is likely that when operators can re-open that this will be on a reduced capacity to enable government social distancing requirements whilst within our businesses. This is going to take a lot of planning, managing and auditing daily. Current government guidance is to calculate the maximum number of customers that can reasonably follow social distancing at the venue, taking into account total indoor and outdoor space, specific venue characteristics such as furniture as well as likely pinch points and busy areas.

This will be a difficult subject but below are a few thoughts on what could be applied.

- Make your venue a pre-bookable experience only to assist in capacity management
- Start with a manageable capacity to monitor if your new procedures are effective and then increase as appropriate
- Close your park, pier entrances to make it pay to enter rather than free to enter or apply a one in one out policy.
- Consider how tickets are checked (at booths etc.) to maintain social distancing Try and encourage guests to print out tickets at home or use technology for guests to gain entry to our attractions
- Leave additional spaces when parking cars
- Mark on the floor in queue lines showing social distancing points or physically modify queue lines
- Assess restaurant capacities and control measures to comply with social distancing
- Assess what areas of your business will be more complicated to open due to the potential social distancing requirements. These could include sit in restaurants, 4D Cinemas, batch operated attractions such as walk throughs, soft play areas and outdoor play equipment.

Carefully assess how you can comply with the social distancing in these types of areas, it may not always be possible and some areas of your attractions may have to initially remain closed

- Avoid gathering guests in areas for items such as character shows, attraction events such as concerts or end of day parades
- Assess if rides cannot be run at full capacity due to fixed distancing, one family in a gondola, spaces between seats if guests are riding from different groups
- Think about your staff, split morning briefs into smaller groups, look at issuing briefs using notice boards or technology, if staff have been working from home then maybe look at some workers continuing to do so or where possible, management to continue to use technology such as skype/myteams to hold meetings
- Refrain from having staff socials for the foreseeable future
- Removal of some attraction furnishings or the spreading out of attraction furnishings such as benches and picnic tables
- Hygiene screens to be used in areas such as retail till areas, receptions and guest services
- Activities on park lakes will be largely permitted. Guests to be reminded to stay clear of other lake users. Lake user numbers to be limited and controlled to ensure this is achievable.

## Hygiene

Although our attractions already have high standards of hygiene there will be a more focused attention on this from our guests and staff. Additional cleaning throughout the day and extra procedures may need to be put in place during the initial re-opening period.

- A more detailed clean of areas that have mass contact each morning such as tills, ride containment systems, cash machines, lockers, scanners, counters or shared equipment such as radios and phones. This may need to be on a rolling basis.
- Closure/suspension of an attraction/kiosk/guest services during the day for a clean down
- Hygiene stations placed around the attraction on a risk assessment basis
- Sensor based soap dispensers, taps and hand dryers where possible
- If required, provision and use of protective clothing and equipment for staff will be entirely compliant and in line with latest Government guidance for workplaces.

- Additional breaks for staff to ensure that they can wash hands
- Staff to be trained about COVID 19
- Smoking areas to be made larger or closed
- Open bin styles or kick lids
- Clothing in retail outlets should not be tried on and returned to the rail
- Pick and mix should be pre bagged
- Onsite first aid centres should have a quarantine area and clean down processes
- Unmanned staff rooms should have a cleaning program in place
- Hand clocking in machines not to be used and data input manually, or timesheets move to a supervisor submission
- Ensure that the relevant training and COSHH information is available if new chemicals are being used for disinfecting areas or equipment
- Ensure where chemicals are used in areas of staff and guest contact that these chemicals are touch safe
- Think carefully about cleaning equipment on games such as hook a duck, hoopla, basketball games, throw the ball in the bucket, ideally between each game
- Risk assess arcades that have lots of human touch areas such as plastic guns, fruit machines, grab toy machines etc. If remaining open then ensure social distancing, increased cleaning of machine buttons and other touch points
- If continuing to use character costumes, then ensure that they are cleaned before each use especially if being used by multiple staff
- Do not schedule any close contact animal experiences.
- Encourage contactless payment at all points
- Consider staff workstations, office layouts, contractors or business visitors. Social distancing is not just for the public. It is critical we keep our staff safe

## Staff Competence

Staff in all departments of our businesses may have had extended time away from their job roles resulting in a loss of competence. Still apply your policies and procedures on relaunch as you would at any other time. If amendments are to be made to current policy and procedure, then approach this on a risk assessed basis. Each department will have different complexity of tasks and the staff members completing the most complex of tasks should at minimum be reassessed. A few thoughts on training and assessment.

- Use the most relevant person/people to complete training and assessment, it is not always the managers that know how the equipment and processes work the best, it's the people who have been completing the tasks for lengthy periods.
- Review your own training policies if needed and only change them if no other options are available
- If you do not have competent people at the initial stages of re-opening in some areas or on certain rides/attractions then do not operate them until training can be completed, the public will understand through an open and honest approach

## Ride Maintenance

Many attractions may have been sitting for lengthy periods with little or no operation. These attractions will need to have a detailed assessment before being put back into public use. Although most attractions would have recently completed their annual inspections, there is an array of issues that could occur during an extended closed period including corrosion, change in characteristics of lubricants, rodents, flat spots on wheels, excess dust to name just a few. Many planned preventative checks would have been missed during this period including daily, weekly, bi-weekly, monthly checks etc. It will be essential that your maintenance program is reviewed and missed checks either completed or risk assessed. Some simple tips could include:

- Reviewing O&M manuals supplied by manufacturers for any details regarding lengthy non-operational periods
- Contact your manufacturer for advice
- Contacting your third-party independent inspection body for advice
- Review/complete missed planned preventative maintenance checks

- Complete additional test runs of attractions before recommencing operation
- Deep clean of all attractions

### Amusement Device Inspection Procedures Scheme (ADIPS)

All rides and attraction that fall under ADIPS still need to have a valid Declaration of Operational Compliance (DOC) for when the attraction is put back into public use. The standard has not changed and the HSE has confirmed that this will still be expected.

- Check all your attractions DOC's are still valid and in date before opening
- If DOC's have expired than work with your independent inspection body to put a plan together to have the attraction inspected and DOC issued
- There may be a rush for independent inspection so start your planning early
- DO NOT operate an attraction that does not have a valid DOC

### Water Quality/Legionella control

It is essential that when buildings reopen following the lifting of COVID 19 restrictions, that any water system is not simply put straight back into use. HSE has published guidance on Legionella risks during Covid-19, please see link at the start of the main document. During the period of shutdown, it would be sensible to formulate a recommissioning plan for each water system to allow safe start-up and assurance to users that it is safe. Where buildings have been empty for some time and during warm weather, it is likely that some increase in bacteria levels and biofilm will occur.

- Consider individual water systems
- Complete testing over a period of time before putting back into use
- Source third party advice and testing if the skill set is not within the business
- Keep records of your testing and results
- Normal water testing should continue for water attractions such as log flumes, rapid rides, water cannons, water spray effects etc as in accordance with the management of bathing water quality and repealing directive 76/160/EEC

- Flush through all water filters/softeners and coffee machines that may have been idle for extended periods



# Family Entertainment centres operational risk assessment considerations

A trip to a Family Entertainment Centre was often a weekly treat for many families and the hub for local communities. It is important that our centres are open and ready for children to play and socialise as soon as possible, especially following the weeks of lockdown and the stress that many may have experienced at this time. Family Entertainment Centres are safe places for families to visit, and part of normal life, but visitors may have concerns which we need to address. As an association we will need to consider the changing governmental advice on these matters which will, in turn, require member businesses to review their own standard operating procedures (SOP's) to ensure our guests and staff safety at all times.

## Safety

Although the need to re-open for financial reasons is essential for all operators, this still needs to be conducted in a controlled and safely managed process.

We have an excellent safety record and operational standards. It is strongly advised that operators apply the same policies and procedures that are currently in place. Policies may have to be changed in some circumstances, but the standards should remain. Training, assessment, support and supervision will be critical during the initial opening period in all areas of your operation. It is now more important than ever to be seen as caring for our customers wellbeing and having even higher standards than they have already come to expect.

## Covid – 19 Risk Assessment

When considering re-opening, in line with the Management of Health and Safety at Work Regulations 1999, all attraction operators will be required to prepare a suitable and sufficient risk assessment for the hazards associated with Covid-19, considering how their employees, volunteers, contractors, visitors and others whom may be on site such as contractors, might be affected. A risk assessment is a tool to identify the risk level associated with Covid-19 and the control measures being put in place for both employees and visitors in order to protect their health and safety. For further information on risk assessment please visit the HSE Website. <https://www.hse.gov.uk/risk/>

## Health and Welfare of Staff

The Health and welfare of staff is of paramount importance in order to keep employees safe and healthy and give them confidence in being able to return to work. The Health & Safety at Work Act

1974 places a general duty on Operators to protect the health and safety of its employees and others. Suitable arrangements are to be put in place (as derived from the risk assessment process), to enable employees and visitors to be kept safe and healthy.

Once these arrangements are put in place, communicating and engaging with employees about these arrangements and protection measures in place is key. It is important they understand what the measures are for and their part to play in implementing them. Employees should be told how to report something to line management if something is not as it should be, they have concerns.

Social distancing is a key part of the Governments Covid-19 protection strategy; therefore, consideration needs to be given to how social distancing measures can be applied to employee during their work and rest periods.

Social distancing may mean the re-thinking of how tasks are carried out.

### People who need to self-isolate

The current advice is that individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms and those who are advised to self-isolate as part of the government's test and trace program. Enable workers to work from home while self-isolating if appropriate. See current guidance for employers and employees relating to statutory sick pay due to coronavirus. See current guidance for people who have symptoms and those who live with others who have symptoms.

### Social Distancing

It is likely, and recommended, that when operators re-open that this will be on a reduced capacity to enable social distancing whilst within our facilities. This will involve reviewing all of the existing operating protocols regarding standard operations. Reviewing and setting lower occupancy within our facilities to suit the individual buildings and equipment design capacity, in line with best social distancing practice.

The utilization of fixed capacity, timed play sessions, and pre booking are tools that can be used to achieve this and avoid traditional impulsive visits, queues at the entrances of our facilities and failure

of social distancing. By developing techniques and practices to pre book time slots FEC's can manage demand across the day and avoid large groups queuing at key points.

Capacity will vary from centre to centre and is mainly dictated by the capacity of your play frames, H&S restrictions of your unit, fire limits, seating capacity and optimal design capacity.

Standards and Guidelines already in place for fully enclosed play equipment are BS EN 1176-10-2008 and BS 8409:2009 (the Facility) – capacity of play areas is calculated using table 1 of EN 1176-10-2008, your manufacturer should be able to provide you with this number.

This is going to take a lot of planning, managing, and auditing daily with constant review of behaviour within facilities. Below are a few thoughts on policies that could be applied.

- Consider your venue a pre-bookable only experience with set time sessions.
- Start with a lower manageable capacity to monitor if your new procedures are affective and constantly review this as demand comes back into the sector.
- Adopt policies to encourage guests to print out tickets at home or use technology for guests to gain entry to our attractions without long wait times at reception desks.
- Introduction of hygiene screens in areas such reception till areas, shops and food pick up areas where social distancing cannot be achieved. If social distancing cannot be maintained, you should also be taking measures to wash hands more frequently and minimise contact between staff and guests.
- Mark on the floor in queue lines showing social distancing points or physically modify queue lines to virtual queues using technology.
- Mark on the floor symbols round your centre identifying spacing, this could be done in a way to encourage compliance but form part of a character theme in conjunction with the brand of the centre.
- Assess restaurant capacities and control measures to comply with social distancing, possibly removing every other table to increase social distancing for family groups. These should only be open in line with the government policy and guidance on restaurants.
- Removal of some furnishings in lounge areas or the spreading out of furnishings such as benches and even picnic tables if you have outside space.

- Review how guests gather in areas for items such as party rooms, reduce the volume of party guests per party or change the way you sequence them to avoid two parties at the same time.
- Review Birthday party rooms or areas and reduce overall party numbers to enable social distancing to be possible.
- Think about your staff shift patterns, split morning briefs into smaller groups, look at issuing briefs using staff notice boards or technology to circulate information to all staff members.
- Refrain from having staff socials for the foreseeable future

## Guest Communications

Guest communications and resulting guest behaviours will play a large part in the relaunch of our family entertainment centres. The use and operating culture of centres will need to be reviewed and assessed in line with the new social distancing protocols we now live with. These changes should be communicated to customers prior to planning a visit, at the main point of entry, and throughout your facility in key points. Furthermore, communication throughout the entire guest journey will assist with the day to day operation and compliance with new centre procedures and customer guidance.

## Guest Pre visit communication

- Utilise website's and social media channels giving guests pre-visit information on what the centre has in place to control risks and support social distancing.
- Pre booking information on suitability of your facility and recommendations for guests from greater risk groups or medically vulnerable people not to attend.
- Use pre booking online question fields within the online journey to help guests establish if a trip to an FEC is suitable for them at this time.
- At every point of the customers journey Information should be highlighted about not attending your facility if they are feeling ill, are showing signs of the virus or live in the same household as someone with the virus.
- Display information about what a guest should do if they start to feel ill whilst on site – and a protocol put in place, where customers are taken to an area to minimise contact with staff

and other guests, whilst assistance is sought. Best practise is a well-ventilated room at the front of the building, but only if the guest isn't well enough to travel home or to the hospital

- Try and promote your site as a contactless payment preferred venue – cashless and pre booked tickets online and food ordering.

## Guests on facility Communication

- Information displayed at main entrance points/reception areas about social distancing protocols in place in the facility. Signage at hygiene stations, which may include hand sanitising products or traditional soap and water facilities along with directional signage around the facility to the nearest locations.
- Signage in toilets and washroom about how to clean your hands correctly – use child friendly signage as well as messages for adults.
- Information throughout the facility about how to maintain social distancing while using the play equipment. Use of floor markings in any areas where traffic can be high to help guests respect social distancing.
- Information around the facility highlighting the increased cleaning schedules in place and this may involve some areas being closed off periodically to fully sanitise the tables and play kit. Utilise public safety announcements and digital screens to repeat practices being applied throughout the facility.
- Information requiring children to wash hands prior to attending the party room and time should be allocated for this. Regular announcements to remind guests about handwashing.

## Staff Communications

It is vital to ensure Staff Communication and training is reviewed, updated and refreshed with all staff at this time of reopening. The team may have been out of the business for some time and only seeing any centre updates via social media. Retraining your staff on your new protocols and listening to any concerns or inputs they have; they will be the front line in your operations. Staff may have a lot of questions when returning to work and may be nervous about crowds. Ensure that your staff are fully prepared and have all the skills, knowledge and necessary information.

Time should be allocated prior to opening to reintroduce operating protocols to provide safe places of work for them to be able to return to and perform their role in providing a safe place for our customers.

Utilize a full questionnaire for all staff before returning to the workplace to identify any illnesses, any health concerns regarding Covid-19, and any team members who may have been in contact with someone with Covid-19 in the last few weeks. More information on protecting clinically vulnerable and clinically extremely vulnerable individuals can be found in the Visitor Economy guidance.

## Food and Beverage

During a visit to an FEC our guests regularly eat in our facilities, it not only forms part of the guests experience it also forms a vital part of the economic feasibility of our operations. From drinks and snacks up to full meals all areas of demand are normally serviced within our facilities. Through the shut down our food and beverage areas have been closed, prior to re-opening all normal protocols need to be carried out in accordance with Environment Health standards. Facilities should only be opened in line with government regulations e.g. initially takeaway, until bars and restaurants are opened

To meet COVID-19 guidelines for restaurants, reviews will need to be done to produce protocols to best deliver the safest food service operations to our guests. This may include a reduced service or re-structuring how the traditional café servery operates. Below are a few ideas on what could be considered.

- Facilities should discourage queues at the café servery. If unavoidable then tape should be placed in the floor to maintain safe distancing and use of hygiene screens in areas where staff have to interact closely with the guests.
- Ensure adequate staff at till points to allow the queue to be served as quickly as possible.
- All guest grab and go items food should be covered or removed and placed on an order menu.
- Remove all cutlery and customer pick up condiments, these can be served with the food.
- Consider minimising use of meeting rooms for training and consider alternative methods of training delivery.
- Consider using a food ordering system, where guests order food at their table.

- Reduce menus to allow fast service and reduce items that require long cooking times.
- Cashless sales should be encouraged
- Websites could offer food pre ordering – again to save time and queues
- Review back of house operations and how social distancing for staff can be best achieved in the workplace. Zones marked out on floors and staff in workspaces associated with the various task within a functioning kitchen.
- Review of food handling procedures in line with recommendations at this time. Introduce best practise for food preparation as being developed with UKH.
- Retrain all staff in existing food management protocols in your facility.

## Hygiene

Although our facilities already have high standards of hygiene there will be a more focused attention on this from our guests and staff. Additional cleaning throughout the day and extra procedures may need to be put in place during the initial re-opening period. A deep clean of the play area, ball pools and all loose parts is highly recommended prior and after opening.

- Enhanced cleaning for shared equipment on a rolling basis, such as tills, lockers, scanners, counters or shared equipment such as radios and phones, door handles.
- Hand sanitising areas at the reception prior to any guests entering the facility, information about best use of the hand sanitising facilities you have and how regularly guests should use them while in your FEC. (these could be traditional hot water and soap stations or gel based subject to individual site circumstances)
- Hand sanitising stations placed around the facility on a risk assessment basis and the most visible/accessible locations.
- Consider sensor-based soap dispensers, taps and hand dryers in toilet areas
- Smoking areas to be made larger to allow social distancing or closed
- Onsite first aid area should have clean down processes
- Open bin styles or kick lids round your facility to reduce guest touch points

- Staff to be trained about COVID 19
- Additional breaks for staff to ensure that they can wash hands
- Pick and mix should be pre bagged in retail areas
- Unmanned staff rooms should have a cleaning program in place
- Hand clocking in machines not to be used and data input manually, or timesheets move to a supervisor submission
- Ensure that the relevant training and COSHH information is available if new chemicals are being used for disinfecting areas or equipment
- Review cleaning procedures for equipment in role play and baby areas. It may be necessary to remove smaller items if they cannot be cleaned quickly and easily between guest interactions.
- Review the operations of close grab toy machines, kiddie rides etc. If not closed, then hygiene stations available and or continuous cleaning procedures in place
- If your facility operates character costumes, then ensure that they are cleaned before each use especially if being used by multiple staff.
- Do not schedule any public close contact animal experiences

## Staff Competence

Staff in all departments of our businesses may have had extended time away from their job roles resulting in a loss of competence. Still apply your policies and procedures on relaunch as you would at any other time. If amendments are to be made to current policy and procedure, then approach this on a risk assessed basis. Each department will have different complexity of tasks and the staff members completing the most complex of tasks should at minimum be reassessed. A few thoughts on training and assessment.

- Use the most relevant person/people to complete training and assessment, it's not always the managers that know how the equipment and processes work the best, it's the people who have been completing the tasks for lengthy periods.
- Review your own training policies if needed and only change them if no other options are available
- If you do not have competent people at the initial stages of re-opening in some areas or on certain areas then do not operate them until training can be completed, the public will understand through an open and honest approach

## Maintenance

Many attractions within our facilities may have been sitting for lengthy periods with little or no operation. These attractions will need to have a detailed assessment before being put back into public use. There is an array of issues that could occur during an extended closed period including corrosion, change in characteristics of lubricants, rodents, excess dust to name just a few. Many planned preventative checks would have been missed during this period including daily, weekly, bi-weekly, monthly checks etc. It will be essential that your maintenance program is reviewed and missed checks either completed or risk assessed.



# COVID-19 Industry Guidance for Holiday and Touring Parks

## INTRODUCTION

This chapter provides guidance for holiday and touring parks to ensure as far as is reasonably practical the safety of team members, customers, visitors and local communities. It outlines basic safety protocols specific to holiday and touring parks, as well as campsites, to assist them in developing their own and in giving assurances that measures have been put in place to protect the safety of staff, customers and as a consequence those in the nearby local community.

Where a park provides facilities covered in other chapters of this document, they should refer to that chapter. Equally they should refer to the guidance on risk assessment requirements.

## PREPARING AND OPERATING PARK INFRASTRUCTURE

Make sure all inspections and testing obligations are fully up to date. All checks on services should be carried out by competent persons. . In case of any uncertainty, advice should be taken from a competent person.

### CONSIDERATIONS

#### Park services

Water	<p>Review the Legionella Risk Assessment (LRA) for the Park</p> <ul style="list-style-type: none"> <li>• check the temperatures at representative and sentinel points to confirm they are in range</li> <li>• flush through stored water in accordance with the parks LRA</li> <li>• further advice is published by HSE <a href="#">here</a>.</li> </ul> <p>Holiday caravan owners will need to be instructed to flush through their on-board water systems prior to use.</p>
Electricity	<ul style="list-style-type: none"> <li>• check all inspections and testing obligations are fully up to date</li> <li>• check distribution boards are locked and secure</li> </ul>

	<ul style="list-style-type: none"> <li>the residual current device (RCD) to each letting unit should be checked.</li> </ul> <p>If the park has been under a regime of regular electrical maintenance, including appropriate documentation, then it should be sufficient to switch on.</p>
<p>Gas</p>	<ul style="list-style-type: none"> <li>check all inspections and testing obligations are fully up to date</li> <li>make arrangements for gas cylinders to be purchased and changed without breaching social distancing requirements</li> </ul>
<h2>Pedestrians</h2>	
<p>Pedestrian and vehicular arrangements</p>	<p>Pedestrians will need more space for social distancing, and this needs careful consideration:</p> <ul style="list-style-type: none"> <li>widening of paths should be considered even if this is a temporary provision using part of the roadway.</li> <li>one-way routes around the park</li> <li>alternative pathways through grassed areas running in parallel with the footpaths</li> <li>pedestrian laybys</li> <li>clear signage reminding people of the need to comply with social distancing measures at any narrow access point e.g. a gate</li> <li>demarcation of separation distance (lines on the ground etc.)</li> <li>clear signage reminding visitors leaving the park to comply with social distancing measures in the local community.</li> </ul> <p>Areas to consider may also include:</p> <ul style="list-style-type: none"> <li>any public right of way across the park</li> <li>beach access, cliff paths etc.</li> </ul>

	<ul style="list-style-type: none"> <li>• dog walking areas</li> <li>• smoking/ vaping areas</li> </ul>
Fire alarm system	Verify that 'successful' audible/operational check of fire alarms has been completed on the fire detection system(s)
<b>Other park infrastructure</b>	
Vehicles, plant and equipment	Undertake all usual visual/operational checks
Cleaning	<p>Make sure that all areas of the park have been thoroughly cleaned and sanitised in accordance with section 6 including:</p> <ul style="list-style-type: none"> <li>• Accommodation for sale</li> <li>• Accommodation for hire</li> </ul>
Hand washing facilities	<p>Provide sanitising stations:</p> <ul style="list-style-type: none"> <li>• at entrances to buildings</li> <li>• inside buildings where there are high visitor numbers</li> </ul>
Waste	<p>Provide:</p> <ul style="list-style-type: none"> <li>• additional closed waste bins</li> <li>• advise waste contractor of any changes in your procedures</li> </ul>

## COMMUNICATION WITH VISITORS

Communication to visitors is essential for protecting everyone. The following checklist could be used.

CONSIDERATIONS	
Communication	
Methods of communication	<p>Websites:</p> <ul style="list-style-type: none"> <li>• update regularly to give pre-visit information on what the park has in place to control COVID-19 risks.</li> </ul> <p>Email:</p> <ul style="list-style-type: none"> <li>• send to all owners</li> <li>• send to all holiday rental and pitch bookings</li> <li>• send updates whenever the park implements a change</li> </ul>
Information	<p>Visitors should be advised on how the park will operate and how they should conduct themselves during their visit.</p> <p>For example (not an exhaustive list):</p> <ul style="list-style-type: none"> <li>• advise that they should use the social space outside their accommodation for their group only and they should not mix with other groups inside or outside</li> <li>• advise that they are not invite visitors to meet on the park; they will not be allowed entry</li> <li>• remind them that they should not allow their children to wander around the park.</li> </ul>

	<ul style="list-style-type: none"> <li>• advise that currently sub-letting is not permitted and they will be advised when this changes</li> <li>• observe any one-way systems on paths and indoor areas</li> <li>• list facilities which are currently withdrawn and those that maybe offering new services e.g. shop deliveries</li> <li>• make clear that anyone breaching the park’s COVID-19 safety policy will be asked to leave the park</li> <li>• advice on recommissioning the holiday accommodation (check all circuit breakers have not tripped/flush through on-board water system)</li> </ul>
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## PREPARING AND OPERATING DIFFERENT TYPES OF PARK FACILITIES

### Park Estate Safety and Security

<b>CONSIDERATIONS</b>	
<b>Access</b>	
The entrance/access to the park should be controlled if reasonably practicable	Options include a barrier or temporary barrier, automated system and suitable signage

<p>In all cases</p>	<ul style="list-style-type: none"> <li>• staff should be briefed to report any concerns about unauthorised people on the park immediately</li> <li>• nominated person be briefed to investigate and where there is no legitimate reason to be on the park they should be asked to leave by the most direct route</li> </ul>
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## Reception

<p>Consideration to be given to having this open as normal or just a desk/counter at the reception doorway or even a marquee in the carpark to welcome and check in customers</p>	<ul style="list-style-type: none"> <li>• consider visitor flow with clear signage</li> <li>• mark the floor with visitor flow by way of directional arrows with lines delineating separation if necessary</li> <li>• Introduce a one-way system if the reception office has two external doors.</li> <li>• record the arrival time of the visitor including name and contact information etc.</li> <li>• provide clear signage restricting access to one person per family with the rest of their party either remaining in the car or standing away from the reception office observing the social distancing protocol.</li> <li>• place hand sanitiser in reception area/entrance</li> <li>• consider using a protection screen to separate visitors from staff.</li> </ul>
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## Spacing and distancing

<p>Spacing distances for tents, touring</p>	<p>Identify, and clearly mark out, pitches to ensure there is enough space to safeguard social distance on routes to and from all accommodation and open facilities.</p>
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caravans and motorhomes	
<b>Park facilities</b>	
Park community services	Consider park services as if they cannot be delivered within social distancing rules they may need to be withdrawn. For example, book exchanges, tourist information, pay phones

## HOLIDAY & CARAVAN SALES

### CONSIDERATIONS

#### Holiday accommodation sales office

Operating	<p>Consider an appointment-only service:</p> <ul style="list-style-type: none"> <li>• preferably meet the customer outside of the office</li> <li>• record the arrival time of the visitor including name and contact information etc.</li> <li>• introduce a one-way system if the sales office has two external doors.</li> <li>• record electronically the arrival time of the visitor including name and contact information etc.</li> <li>• place hand sanitiser at both the sales office door entrance and by the sales representatives desks - all visitors should be encouraged to use them</li> <li>• notices about the park’s COVID-19 safety policy could be located outside the office</li> </ul>
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	<ul style="list-style-type: none"> <li>• Use floor markings to indicate social distancing and flow through the office</li> <li>• in busy periods, staff should ask people to wait their turn outside or return later</li> <li>• ensure there is a designated space within the sales office that respects the privacy of the customer(s) and affords the appropriate distance between customer(s) and staff member</li> <li>• sanitise the designated space after each use</li> <li>• use disposable pens which the customer could keep</li> </ul>
<p>Preparation for viewings</p>	<p>The sales staff should ensure that they have done the following:</p> <ul style="list-style-type: none"> <li>• unlock the holiday caravan and keep the keys on their person at all time</li> <li>• open all windows to vent the holiday caravan during the day.</li> <li>• open and wedge all internal doors to allow ventilation to circulate.</li> <li>• Advise visitors not to touch any surfaces during the viewing.</li> <li>• lock the holiday caravan after the viewing and return the key to the staff member responsible for cleaning.</li> <li>• all holiday caravans that have been viewed cleaned with usual cleaning products, with a focus on high touch areas at the end of the day to maintain hygiene in accordance with clause 6.</li> </ul>
<p>Viewing of accommodation on display</p>	<p>All holiday caravans on display and offered for sale should have been cleaned and locked</p> <ul style="list-style-type: none"> <li>• organize viewing in time slots, allowing for cleaning protocols to be actioned</li> <li>• restrict viewings to one household at a time</li> </ul>

	<ul style="list-style-type: none"> <li>• staff should remain outside the accommodation and discuss questions there whilst observing social distancing</li> </ul>
Trade-ins	a full clean and disinfecting process should be undertaken on the holiday caravan before it can be considered for display or sale (see clause 6).
Hand-over	<p>Prior to handover the relevant sales staff member should:</p> <ul style="list-style-type: none"> <li>• confirm that the accommodation has had a full sanitisation process prior to providing the customer with the keys.</li> <li>• conduct the hand-over at the location of the sited unit.</li> <li>• ensure that keys have been fully disinfected before presentation to the customer.</li> <li>• maintain the recommended distance from the customer during the handover process</li> <li>• do not enter the accommodation with the customer.</li> </ul>

PARK MAINTENANCE

## CONSIDERATIONS

### Occupied accommodation

Necessary maintenance work	<p>Train maintenance engineers on all park protocols, such as:</p> <ul style="list-style-type: none"> <li>• observe hygiene and social-distancing protocols</li> </ul>
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- wear the necessary protective clothing for the role if required: More information is available.
- consider the unique circumstances of every situation

Maintenance engineers who enter occupied accommodation should have the following items.

- Hand Sanitiser
- Hand Soap
- Clean water
- Surface cleaner
- Coveralls
- Boot/shoe covers
- Secure waste bin

On arrival the maintenance engineer should pre-screen by asking questions of the occupier:

- Have you had any of these symptoms in the last 14 days?
- Fever greater than 100 (37.7 °C), difficulty breathing, cough/sore throat/loss of smell or taste?
- The maintenance engineer should advise the occupier on:
- the precautions they will take that adhere to the Public Health Guidelines on social distancing (maintaining a space between people). To ensure there is distance at all times, the engineer operative may

	<p>have to ask the occupier to move into another room in the caravan while works are carried out.</p> <ul style="list-style-type: none"> <li>• the cleaning and sanitising procedure he will use when the work is complete.</li> <li>• The maintenance engineer should also wash their hands frequently and between jobs</li> </ul>
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### Contractors **visiting** accommodation

<p>Necessary maintenance work by manufacturers of accommodation and others</p>	<p>Check to see that the contractor has completed a COVID-19 risk assessment, produced a procedure to work safely and is equipped and trained accordingly.</p> <ul style="list-style-type: none"> <li>• Contractors may include:</li> <li>• accommodation manufacturers/suppliers' customer care teams</li> <li>• other repair services</li> <li>• trades people</li> <li>• deliverers</li> </ul>
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## WASTE FACILITIES

Consideration should be given to increased cleaning of handles on refuse bins, chemical disposal points etc.

## COMMUNAL WASH AREAS - INCLUDING TOILETS, SHOWER BLOCKS, AND LAUNDRETTES

CONSIDERATIONS	
Activity	Possible actions
Pre-opening	<ul style="list-style-type: none"> <li>• in compliance with your park’s Legionella risk assessment (LRA) and safe working procedures, flush minimum 60 degree C to thermally disinfect hand basins and shower heads</li> <li>• check water temperatures at the sample points defined in the LRA</li> <li>• assess whether a one-way system can be put in place creating a separate entrance and exit.</li> <li>• define queuing arrangements</li> <li>• assess how many cubicles/ basins /machines can stay in use whilst ensuring social distance</li> <li>• stipulate maximum numbers that can use the facility</li> <li>• check that any mechanical ventilation is in good working order.</li> </ul>
Arrangements for use	<ul style="list-style-type: none"> <li>• install hand sanitiser points at the entrance to the building</li> <li>• put social distancing measures in place in line with government guidance</li> <li>• consider using screens or barriers to separate customers from each other in any communal wash/washing up areas</li> <li>• define queuing arrangements and arrange communication to customers</li> <li>• provide disposable hand drying towels for use turning off taps and drying hands (air hand dryers may also be used)</li> <li>• remove any non-essential items from the facility</li> </ul>

	<ul style="list-style-type: none"> <li>• limit numbers entering the building if possible; set up distance markers (on the floor and/ or ‘post and rail’) if there is likely to be a queue</li> <li>• place disinfectant and disposable paper roll adjacent to any surfaces that may be touched routinely (coin operated machines, hairdryers)</li> <li>• provide maximum ventilation to all areas of the building (open all windows if possible)</li> </ul>
<p>Team safety</p>	<ul style="list-style-type: none"> <li>• where team members supervise access to the facility position them to achieve social distance spacing from customers.</li> <li>• If possible, provide (outside) shelter if access control in place</li> </ul>
<p>Cleaning</p>	<ul style="list-style-type: none"> <li>• establish rota to clean facility</li> <li>• include frequent emptying of bins and appropriate disposal</li> </ul>
<p>Information and hygiene</p>	<ul style="list-style-type: none"> <li>• display clear signage about social distancing; there are many examples of commercially available posters and stickers</li> <li>• display clear signage about hand washing</li> <li>• best practice guidance posters             <ul style="list-style-type: none"> <li>○ How to hand wash (poster) <a href="#">here</a></li> <li>○ How to hand rub (poster) <a href="#">here</a></li> </ul> </li> <li>• make hand sanitiser available throughout</li> <li>• establish cleaning procedures including dealing with contamination incidents. See Government guidance in Appendix 5</li> <li>• park phone number for cleaning requests</li> </ul>

## OUTDOOR PLAY AREAS AND OUTDOOR GYM EQUIPMENT

### CONSIDERATIONS

<p>If park is open and the play area is NOT open</p>	<p>Whilst the law continues to require play areas to be closed, equipment should be locked/ secured as far as possible</p> <ul style="list-style-type: none"> <li>• if the play area is fenced access gates should be locked</li> <li>• for an unfenced area barrier(s) should be put in place at the ground level entrance to component parts of the play equipment (as far as possible)</li> <li>• In every case, clear signage should confirm that the area is closed to comply with the law</li> </ul>
<p>Preparing to reopen a play area when legally permissible</p>	<p>It is not reasonably practicable to clean most outdoor play areas; however, they are exposed to the elements which kill the virus.</p> <ul style="list-style-type: none"> <li>• hand sanitiser stations at child-friendly height (adult height for outdoor adult gym equipment) could be installed at entrance(s) and exit(s) to the play area</li> <li>• clear signage should explain:             <ul style="list-style-type: none"> <li>○ parents are responsible for supervising their children including:                 <ul style="list-style-type: none"> <li>▪ their hygiene routines (that hands are sanitised on entry to and exit from the play area)</li> <li>▪ to ensure they observe social distance</li> </ul> </li> <li>○ parents should not permit children to enter the play area unaccompanied, or when it is already occupied such that social distancing cannot be observed</li> <li>○ how parents should report any contamination concerns to the parks' nominated contact [names and phone numbers]</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• availability of sanitiser should be regularly checked and topped up</li> </ul>
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## PREPARING FOR, WELCOMING AND MANAGING ALL VISITORS TO THE PARK

<b>CONSIDERATIONS</b>	
Arrivals	Arrange: <ul style="list-style-type: none"> <li>• sign in/ register procedures without physical contact</li> <li>• an information pack that will reiterate and reinforce the rules emailed to customers prior to arrival</li> </ul>
Where holidaymakers are to be welcomed	<ul style="list-style-type: none"> <li>• stagger holidays/ length of holidays to avoid bottlenecks</li> <li>• review check in times to ensure accommodation can be cleaned effectively</li> </ul>
Departures as appropriate	Arrange: <ul style="list-style-type: none"> <li>• a procedure for owners and holidaymakers to advise the park when leaving (by telephone or electronically if possible)</li> <li>• advise holidaymakers to leave windows open – on the latch - when leaving the accommodation (unless windy/rainy weather makes this unadvisable)</li> </ul>

	<ul style="list-style-type: none"> <li>• a procedure for holidaymakers to confirm no one was ill during their stay.</li> </ul>
<p>Welcome packs</p>	<p>You could consider supplying:</p> <ul style="list-style-type: none"> <li>• disposable cleaning cloths</li> <li>• antibacterial household wipes</li> <li>• bags for used bed linen /towels</li> <li>• Regular cleaning products</li> </ul>
<p>Information packs</p>	<p>You could consider a welcome note including what the holidaymaker can do and what to avoid.</p> <p>For example:</p> <p>Under the circumstances brought about by the COVID-19 pandemic, we (the park) has gone to great measures to protect our staff, visitors and our local community. Local relationships are important to us all and some are understandably apprehensive about the potential impacts of returning visitors; they will need reassurance demonstrated by your thoughtfulness.</p> <p>We would ask you to show the same spirit. Please show consideration for our staff, other visitors, and our local community. We would urge everyone to respect social distance and hygiene protocols in all contacts both inside and outside of the park.</p> <p>Thank you.</p> <p>What you can do:</p> <ul style="list-style-type: none"> <li>• enjoy the accommodation and the area of their pitch</li> </ul>

- walk freely on the park observing social distance at all times from fellow owners and the park team
- bring soap, hand gel, toilet roll, disinfectant, hand sanitiser – just to be on the safe side
- bring their own supplies of food and drink may reduce reliance and congestion in local shops
- talk to any of our park team but always observe social distance
- place orders for food and drink from the park to be collected or delivered observing social distance
- Wash your hands frequently, especially before visiting communal areas in the park, and make use of the handwashing and hand sanitation facilities provided.

What you cannot do:

- meet or gather with friends in a social group, other than groups as permitted by current government regulations around social distancing
- invite or entertain visitors – the accommodation should only be used by members of the same household
- allow children to roam unsupervised around the park so that they do not, albeit inadvertently, break the social distance rule.

What to do on departure:

- leave windows open on the latch (unless it is very windy/rainy)
- place sheets, pillowcases, towels in the bags provided.

## THIRD PARTIES VISITING THE PARK

Suppliers of goods, services and contractors

- make a plan to ensure that all visitors to the park are subject to a signing in procedure and are reminded about social distancing
- any work on the park should be carried out observing social distance
- identify drop-off areas that respect social distance guidance

## HOUSEKEEPING IN HOLIDAY RENTAL ACCOMMODATION

The following checklist could be used:

### CONSIDERATIONS

Identify which units of accommodation are most suitable to bring back into use for hiring out.

It may be necessary to limit the number of units available to let according to the availability of staff for cleaning.

Consider:

- a rigorous cleaning programme (see Appendix 1)
- how long the cleaning process will take
- how many team members will be required to deliver an effective cleaning programme?

<p>What is the essential inventory for each unit?</p>	<p>Consider:</p> <ul style="list-style-type: none"> <li>• everything in the inventory will need to be sanitised before and after each let so bear this in mind; fewer items, less work</li> <li>• removal of non-essential soft furnishings: cushions, decorative runners</li> <li>• consider asking guests to bring their own bedlinen and towels</li> <li>• if you supply bedlinen and towels, then consider the cleaning and laundry implications</li> </ul>
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There are a number of issues to consider for the cleaning of holiday accommodation for sale or offered for hire.

To get the accommodation safe for use by visitors, an initial deep clean and disinfection will be necessary. This can be done using standard cleaning equipment and materials.

For holiday accommodation for hire:

- Is it best that this is only undertaken between rental periods (i.e. no mid-stay cleaning services)?
- Should a longer period of time be allowed between rental periods?
- Cleaners should work in small fixed teams that can maintain social distancing during their work.

Produce a procedure for cleaning holiday accommodation. The cleaner(s) should unlock the holiday accommodation and ventilate the whole accommodation by opening all doors and windows (weather permitting) and remove all waste and items left behind by the previous occupier.

Make a check list of all the touch points which could include, but are not limited to, the following, all of which would – as a minimum - be disinfected:

- Door keys or security pads

- Doorknobs, push-plates, handles, and locks on all internal doors/cupboards/wardrobes etc.
- Handrails (internal and external).
- Electrical system
  - Sockets
  - Plugs
  - light switches (rocker and pull-cords)
- Radiators (including valves) and thermostats
- TV/AV equipment including remote controllers
- Kitchen appliances (including knobs and handles)
- Small appliances: coffee makers, toasters, etc.
- Hard furnishings
  - dining tables and chairs
  - bed frames (standard and temporary)
- Wipeable soft furnishings
  - sofas
  - dining chairs
  - beds (standard and temporary)
  - headboards
  - decking furnishings
- Furniture (including surfaces and handles)
- Kitchen worktops and units

- Bedroom robes, cabinets
- Bathroom vanity units and cabinets
- Plumbing items
  - WC including seat and flush handle)
  - Bath
  - shower cubicles
  - basins
  - sinks
  - taps
- Floors
- Kitchen and bathroom walls (tiles and splashbacks)
- Windowsills and handles
- Bins.
- Hairdryers
- Coat hangers
- Crockery, cutlery, and cookware (NOTE: these should be removed and preferably washed in a dishwasher and not in the sink)

Note 1: For soft furnishings a steam cleaner can be used as an alternative to cleaning chemicals.

Note 2: Laundry items – In order to minimise the possibility of dispersing virus through the air, do not shake dirty laundry.

Note 3: A record of the date and time when all holiday accommodation is cleaned and disinfected should be kept by the park.

## CLEANING HOLIDAY ACCOMMODATION AFTER A SUSPECTED OR CONFIRMED CASE

**Businesses in Scotland should refer to [NHS Inform](#) for further advice on what action to take in the event of a known or suspected case of COVID-19 within the premises.**

The risk of being infected by the virus depends on numerous factors, including the type of surfaces contaminated, the amount of virus shed from an individual, the time an individual spent in the accommodation and the time since an individual was last in the accommodation.

Cleaners names, contact details, dates and times should be recorded.

Use disposable cloths and/or paper roll and disposable mop heads and then dispose of these immediately after cleaning

- If any items are heavily soiled beyond scope of cleaning, this should be reported so a decision can be made on replacement.
- heavily soiled laundry items should be disposed of.

On entering the accommodation open as many doors and windows open as possible (weather dependent) to ventilate the accommodation.

Clear the accommodation into refuse sacks, but separate personal belongings:

- Double bag personal items after taking an inventory.
- Bag of waste items such as papers and food (checking fridge and cupboards). Do not leave these items in an area where they will need to be handled by someone else.

Review processes so that cleaning and sanitising are carried out on all frequently touched surfaces outside and within the accommodation.

Follow the protocol for cleaning holiday accommodation but

- Allow more time
- Use strong doses of disinfectant (as manufacturer's instructions)

Avoid creating splashes and spray when cleaning.

Laundry items should be handled carefully.

- carefully fold up items so as not to agitate them.
- bag them up and seal the bags.
- wash items on the hottest temperature setting the fabric will tolerate.
- laundry bags are to be disposed of immediately.

## **TOURER, MOTORHOME AND TENT USERS**

In addition to the foregoing, the person and the group will need to use a designated service point to get water and dispose of grey/black waste. When the person or group plan to use these facilities, they should contact the reception desk by phone to arrange a specific time to do this. A park representative will need to clean the service point with the appropriate chemicals it can be used again.

A member of the park's team should be in regular contact by phone with any person self-isolating (or members of their group) to determine their condition. If their symptoms deteriorate or extend beyond the 14-day period they should be advised to call NHS Inform for further advice.

All park communications with anyone self-isolating should be recorded – date, time and outcomes.



## Food service management operational risk assessment considerations

Given a number of FSM businesses are currently operating, the FSM sector represented by the above companies have developed operating procedures based on live Government guidelines

On behalf of FSM, UKHospitality

Author: All contractors shown above & Michael Reilly, BSc (Hons), PG (Dip), FRSPH, CEnvH, MCIEH, TiFSiP, MIIRSM, GradIOSH

Director of Health and Safety

WSH International

By opening workplace restaurants and canteens at an early stage as office workers return, UKHospitality will be able to ensure office workers travel from home, to work, and eat in the workplace canteen, (rather than venturing outside their workplace to find other food outlets) thus reducing the number of potential case contact points whilst ensuring social distancing remains controlled and limited during the transition phase.

**Section 1** provides workplace canteen opening times with restrictions

**Section 2** provides further detail on maintaining enhanced sanitation procedures for customer areas, whilst maintaining social distancing and service

**Section 3** provides further detail on how, practically, we will maintain social distancing measures during access and egress in the workplace canteen environment

**Appendix 4** provides a case study example of social distancing measures currently practiced at an online retailer

**Guidance Note 1** provides guidance to managers and supervisors on Section 3

**COVID-19 EXIT STRATEGY FOR THE UK HOSPITALITY**

**APPENDIX 2**

**Enhanced Sanitation Procedures**

**CUSTOMER SEATING AREA**

AREA	EXISTING CONTROLS	ADDITIONAL CONTROLS	HOW?
<b>TABLES</b>	Sanitised following service period	Sanitised between customers & clearly marked Marked using double sided laminated cards Customers per table limited eg 2 chairs/table Use of long tables that support 2m rule Consideration to be given for fixed booths on 2m rule	 
<b>TABLE SPACING</b>	Within operational limits	Each table spaced a minimum of 2 metres from the next table to restrict social distancing Floor space clearly marked Restaurant supervisor to monitor Social distancing encouraged via signage Clear perpeX table dividers where appropriate	   
<b>TOUCHPOINTS</b>	Sanitised following service period	Sanitised throughout the service period & to include: Light switches Chair arms & back rests Trays Microwave fascias Door handles TV Remotes Table condiments	As per FSMS Cleaning Schedule
<b>FLOORS</b>	Sanitised once per day in line with SLA	Increase to twice a day	As per FSMS Cleaning Schedule
<b>STAFF HAND WASHING</b>	Regular hand washing is already common practice in the food industry and will continue to be actively monitored		
<b>DAILY DEEP CLEAN OF CUSTOMER SPACE</b>	Contract cleaners to clean and disinfect workplace canteen daily to maintain a safe, clean & healthy workspace		

Process required to ensure social distancing measures that limit or reduce the spread of infection

ENHANCED SANITATION CONTROLS						
AREA ROH	CRITICAL	ACTION	ENHANCED	ACTION	HEIGHTENED	ACTION
Food Prep surfaces	✓	Every 30 MINUTES or sooner for the benefit of food safety cross contamination controls	✓	Every HOUR minutes or sooner for the benefit of food safety cross contamination controls	✓	Every 3 HOURS minutes or sooner for the benefit of food safety cross contamination controls
Fridge handles	✓		✓		✓	
Microwaves	✓		✓		✓	
Kitchen & WHB taps	✓		✓		✓	
All door handles	✓		✓		✓	
Cupboard handles	✓		✓		✓	
Light switches	✓		✓		✓	
Equipment handles	✓		✓		✓	
Locker handles	✓		✓		✓	

Trolley Handles	✓		✓		✓	
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ENHANCED SANITATION CONTROLS						
AREA FOH	CRITICAL	ACTION	ENHANCED	ACTION	HEIGHTENED	ACTION
Till points	✓	After each use in the case of tables, table condiments and chairs and after each sitting for customer touchpoints	✓	Every 15 minutes in peak times in the case of tables, table condiments and chairs; and after each sitting for customer touchpoints	✓	Every hour in peak times in the case of tables, table condiments and chairs; and after each sitting for customer touchpoints
Trays	✓		✓		✓	
Tables	✓		✓		✓	
Table condiments	✓		✓		✓	
Door handles	✓		✓		✓	
Light switches	✓		✓		✓	
Chair backs	✓		✓		✓	
Chair arm rests	✓		✓		✓	
Locker handles	✓		✓		✓	

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Trolley handles	✓		✓		✓	
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## Annex 1 – template risk assessment

Currently this example is for a food-led business, you will need to complete one for your own individual business. Please note that the final Risk Assessment can only be developed by YOU because it is about YOUR business. Any steps or controls in this document are only examples, not prescriptive stages – only you will know how your business works.

Risk assessment template and further guidance on risk assessments can also be found on the [HSE website](#)[5]

There is also a hospitality risk assessment tool developed by HOTREC and EFFAT [here](#).

### Risk Assessment Approach

Whilst every business is different, there are two things in common – the staff and the customer. Both will have ‘journeys’ through the premises. Some worked examples can be found on the HSE website here <https://www.hse.gov.uk/simple-health-safety/risk/risk-assessment-template-and-examples.htm>

The main aim is to demonstrate that the business has considered the routes people take through the business and the hazard and risks encountered by both customers and the staff; confidence in management can be achieved by demonstrating the implementation of necessary controls. This is a hybrid of HACCP and a risk assessment.

Tracing the routes that people will typically take, either to carry out their jobs or as customers, will help inform what risks from COVID-19 are involved, and subsequently how to take action to reduce these risks. This first flow diagram may then need to be adjusted if it is found that the route or journey needs to be changed to ensure a safer environment.

### The purpose of this COVID-19 risk assessment document

By setting concerns and control measures out in a logical way this will give confidence to enforcement officers and customers to show that that due consideration has been undertaken.

Customers can be advised in advance of their visit of actions taken to give confidence that the business has considered everyone's safety. This will also be useful to ensure that customers know what the new "rules" are so that everyone's expectations are managed in advance and that there is a reduced risk of any aggressive behaviour during their visit.

Similarly, staff can be reassured that every aspect of their work has been considered in relation to COVID-19, and they will have an understanding of the measures you will take together to ensure safety of them and the customers.

Primary Authorities could also be involved where businesses have one, although many do not currently provide Assured Advice on this aspect.

### Flow Diagrams

By plotting out the routes taken by staff and customers in your business, you will have a clear idea of where the potential issues may arise, particularly in relation to social distancing.

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After doing this you may find that your business needs to be adapted because you can't manage social distancing rules effectively, and you may to reconsider your whole business, or part of it to make it work. It is likely that you may then have to re-draw the “new normal” customer or staff journey.

Things you may need to consider include:

- New routes, for example a separate exit and entrance
- Reduced number of staff

### How to use this document

This document should form part of your Health & Safety management system and be referenced within your business/organisation's Health and Safety policy.

- You should complete a Risk Assessment document for COVID-19 prior to re-opening after the lock down period. See the introduction to the main document for more information on what you should consider.
- After drawing the flow diagrams and thinking about all the steps staff and customers do and could take in your business, check the steps on the first column and add or delete as appropriate to your business.
- Examples for different sectors are included in the sectoral guidance
- You can support this document with photographs of your control measures where appropriate and this would be useful for any discussions with the EHO which would have to take place virtually.

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- Staff briefing on your controls is an essential part of this process and should be documented. HSE has guidance on talking to you employees <https://www.hse.gov.uk/news/assets/docs/talking-with-your-workers.pdf>
- Once this is done, you can communicate the message to customers to ensure that they understand that you are behaving responsibly with everyone's safety in mind, and everyone knows what to expect and how to behave.
- Review the document frequently – possibly weekly during the initial stages of re-opening to ensure that you are taking into account any changes in national guidance.

### Living Document

This is a living document that will be continuously edited and updated as understanding of the virus improves, government guidance changes and UKH members develop improved solutions.

### RISK ASSESSMENT

Business Name and Address:

Type of Operation (pub, restaurant, hotel, food service etc)

Services Provided:

Head Office Details (if relevant):

Name of Person who has developed this document:

### The hazard

SARS-CoV-2 is a respiratory virus that can invade a host via the respiratory route or via hand to eye / mouth / nose contact, causing the disease COVID-19.

People who appear healthy may be carrying and shedding the virus, which can be passed on either directly or indirectly to others. This means we need to assume that anyone could be carrying the virus.

### The routes of transmission (how the hazard can cause harm – the risks)

- Direct contact to face – eyes, nose from droplets or aerosols spraying from an infected person onto another person who is in close contact.
- Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands on to eyes and nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.
- Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people's hands and transferred to their eyes, nose or mouth

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- Possible transmission from faeces to hands and then directly or indirectly to the body via hands and hand contact surface transfer.

### The main controls are:

- Social distancing in accordance with government guidelines
- Disinfecting hand contact surfaces
- Hand washing and hand sanitiser use at key moments
- Not touching eyes, mouth or nose with contaminated fingers (if used)

The controls set out in this document will be specific for this operation, taking into account how the business operates, and how customers and staff use the premises and interact.

### Flow Diagrams

Routes taken by staff and customers in the business, are considered to show the steps in the journeys where controls are needed. Sketch out your own flow diagrams (you may have several for a large business). You could number each step.

You may see an immediate issue, and have to rethink the way you run the business at this stage.

This is an example of a sketch of a flow diagram to show a customer coming to a small pub

### Prerequisites

These are controls which will work throughout the system and are not part of the flow diagram. You may have more to add to the list.

This is a list of possible examples of controls that you might pick.

**Write in your Prerequisites for your business here:**

ITEM	OUR CONTROLS
Back to work (fitness to work) policy	
Disinfection	
Ventilation	
Hand hygiene	

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Social distancing goal	
Menu operation and adaptation	
First Aid	
When staff feel unwell	
Smoking or vaping	
Number of staff at work	
Customer capacity	

## Customer Journey Risk Assessment

The next part is to write in all the steps that you have identified in column 1 and **delete any that don't apply to you**. You may have additional ones – put them all in.

The put in the controls that you intend to operate in your business. This depends on the type of business you have, and only you will know what works. Opposite is an example of what sort of controls you could put in – but this is only an example!

## Example of Risk Assessment

Customer Journey Risk Assessment (please delete steps that are not needed, add any others)

<b>Customer Journey</b>	<b>Controls in my business</b>
<i>(add or delete according to the steps identified in your flow diagram)</i>	<i>(Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)</i>
Pre-booking (if feasible)	

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<b>Customer Journey</b> <i>(add or delete according to the steps identified in your flow diagram)</i>	<b>Controls in my business</b> <i>(Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)</i>
Arrival outside venue	
Queuing outside venue	
Entering the business	

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<b>Customer Journey</b> <i>(add or delete according to the steps identified in your flow diagram)</i>	<b>Controls in my business</b> <i>(Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)</i>
Walking to table either inside or outside	
Ordering food and drinks	
Bar Service	
Food and Drinks Service	

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<b>Customer Journey</b> <i>(add or delete according to the steps identified in your flow diagram)</i>	<b>Controls in my business</b> <i>(Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)</i>
Clearing the customer table	
Going to the toilet	
Paying	

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<b>Customer Journey</b> <i>(add or delete according to the steps identified in your flow diagram)</i>	<b>Controls in my business</b> <i>(Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)</i>
Leaving the business	

You may have other steps that may be found in your business and its sector, for example:

- Entry to changing rooms

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- Accepting room service
- Checking in at the hotel
- Canteen service in the work-place

You may have a number of separate customer journeys to note, if you have a number of different operations under one roof. Treat each one separately.

**Staff Journey Risk Assessment (delete if not appropriate, add other controls as necessary for YOUR business)**

Follow the same process for staff journeys as for customer journeys – tailor the list in column 1 to your operation and pick the steps from the list below, delete those that are not relevant add more as necessary.

<b>STAFF JOURNEY</b> <i>(add or delete according to the steps identified in your flow diagram)</i>	<b>CONTROLS IN MY BUSINESS</b> <i>(Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)</i>
Before returning to work	
Pre-arrival	
Arrival	
Uniform change (if applicable)	

<b>STAFF JOURNEY</b> <i>(add or delete according to the steps identified in your flow diagram)</i>	<b>CONTROLS IN MY BUSINESS</b> <i>(Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)</i>
Changing / locker rooms (if applicable)	
Kitchen steps Food Storage (chillers, freezer, dry stores) Work benches and tables Equipment Dishwashing Pot washing Grill Fryers Pass	

<b>STAFF JOURNEY</b> <i>(add or delete according to the steps identified in your flow diagram)</i>	<b>CONTROLS IN MY BUSINESS</b> <i>(Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)</i>
Service	
Outdoor areas (guest areas, bins and storage)	
Cellars	
Deliveries	
Front of house	

<b>STAFF JOURNEY</b> <i>(add or delete according to the steps identified in your flow diagram)</i>	<b>CONTROLS IN MY BUSINESS</b> <i>(Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)</i>
Table clearing	
Dish / glass washing	
Payment	
Interaction with work colleague	
Using the Staff office	

<b>STAFF JOURNEY</b> <i>(add or delete according to the steps identified in your flow diagram)</i>	<b>CONTROLS IN MY BUSINESS</b> <i>(Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)</i>
Leave work	
Using the Staff rest rooms	
Using the staff kitchen	
Using the toilets	

**Other steps, for example could be:**

- Taking room service
- Reception desk
- Canteen / counter service
- Bar service

Select possible controls to insert in column 2 for this section from the UKH sector guidance or your own controls:

## Final Stages

Once you have completed your risk assessment, share it with team through briefing sessions and create the necessary signs and communications to customers to make sure everyone plays their role.

This document should be kept ready to discuss with an enforcement officer who may wish to discuss how you are controlling the hazard of SARS-CoV-2 in your business.

### System and Document Review

Make sure you review this document frequently (probably weekly) during the crisis because guidance may change, and also you may find that working adjustments need to be made. Keep a note of this here.

REVIEW DATE	ISSUE NUMBER (IF APPLICABLE)	SIGNED

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