UKHOSPITALITY

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COVID-19 Secure advice and risk assessment for hospitality businesses

As at 15 May 2020 DRAFT

Positioning hospitality for an optimum recovery

COVID-19 Secure advice and risk assessment for hospitality businesses

UKHospitality <and partners> have identified three key principles and procedures 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.

This is caveated by businesses being clear they do not wish to move ahead with re-opening before the time is right in this regard and there is a willingness to remain closed in support of the Government health-led advice in place.

1. **A phased approach to re-opening determined by social distancing guidelines as part of stage 3 of the Government's reopening roadmap**
2. **Continued and enhanced support for closed businesses (furlough, rents, financing)**
3. **Industry-developed operational risk assessments to ensure businesses are COVID-19 Secure (such as this document)**

The Government's COVID-19 Secure guidelines are the legal requirement to adhere to make your business COVID-19 safe. These can be found here <insert once published>.

NOTE – RELEVANT GUIDELINES/NATIONAL ADVICE FOR DEVOLVED NATIONS TO BE INSERTED AS APPROPRIATE

To do this, you must have an individual risk assessment for your premises outlining how you are meeting these guidelines, and carry these out 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 document is a collation of good practice 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.

 It will be key to ensure that all elements of the risk assessment can be evidenced in a practical way in line with the Government COVID-19 Secure guidelines. This document brings together input from across the wide spectrum of hospitality businesses to help inform their own risk assessments for their individual businesses.

This has been subdivided into different industry sectors to assist businesses in developing their own risk assessments, in line with 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 multiple standards should be referred to.

A template risk assessment is attached at Annex 1, to assist business

The Covid-19 Secure standards for hospitality business can be found here <x> **Businesses must ensure their Covid-19 risk assessments meet these criteria.**

The sectoral advice below has been developed to support the reopening of hospitality businesses in a safe and secure manner. This outlines core areas that you should focus on – including staff and customer protection. It

also highlights specific functions within your business that should be considered as part of your reopening plan and Covid-19 Secure risk assessment. Some parts of your operation may fall into different categories, and the document is intended to enable you to consider measures in all elements of your COVID-19 Secure risk assessment for your individual business.

The template COVID-19 Secure risk assessment (annex 1) is intended to act as a guideline for own risk assessment for you business. **You must complete an individual risk assessment** to demonstrate compliance and understanding of the Government COVID-19 Secure standards (which can be found here x) and measures you are taking to comply with them. The risk assessment must be completed by the lead manager of your site with operational oversight. The risk assessment must be accompanied by evidence of compliance and the measures you have taken to meet the COVID-19 Secure standards.

We envisage compliance checks will be carried out by enforcement bodies such as Environmental Health Officers, and these will be responsible for checking your risk assessment, evidence and your operational practices in place in your establishment.

- Read and understand the Government COVID-19 Secure advice here <x>
- Read and understand the relevant advice sections below and how these can apply to your own business
- If there are any areas not covered by this standard, please refer to other standards at xxxxxxxx
- Make any adjustments to your operating procedures and premises based on this advice and any other changes that you identify
- Talk to your staff to gauge their concerns and whether you plan addressed them, and if not how these can be addressed
- Complete your risk assessment reflecting the above (example at annex 1)
- Compile evidence to support your risk assessment
- Be prepared for an enforcement visit by a relevant period

1. Hotels, accommodation and hostels

2. Restaurants and casual dining

3. Pubs and bars

4. Nightclubs

5. Amusement parks, attractions, family entertainment centres

6. Holiday Parks

7. Quick service, coffee shops, takeaways

8. Food Service Management

9. Risk assessment and appendices

10. Glossary

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 operational practice and existing health and safety guidelines carried out by all hospitality businesses, enhanced social distancing measures taken from World Health Organisation advice, and UKH member planning for their individual businesses.

These protocols have been developed by individual hospitality sub-sectors and other partners, as each sector and businesses within them are different. However, by using these guidelines to develop site-by-site risk assessments businesses will ensure they meet the COVID-19 Secure guidelines

Section 1

Hotel and accommodation provider DRAFT operational risk assessment considerations

The Government's COVID-19 Secure guidelines are the legal requirement to adhere to make your business COVID-19 safe. These can be found here <insert once published>.

To do this, you must have an individual risk assessment for your premises outlining how you are meeting these guidelines, and carry these out 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 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.

The advice below has been developed to support the reopening of hotels and other accommodation providers in a safe and secure manner. It sets out the steps that accommodation businesses will need to consider to complete their risk assessments to meet the Covid-19 Secure guidelines and protect the health of their employees and customers.

This outlines core areas that you should focus on – including staff and customer protection. It also highlights specific functions within your business that should be considered as part of your reopening plan. Some parts of your operation will be outside of the scope of this standard (e.g. restaurants and bars) and advice on these can be found in

You must complete a robust risk assessment demonstrate compliance and understanding of the COVID-19 secure guidelines. The risk assessments must be completed by the lead manager of your site with operational oversight. The risk assessment must be accompanied by evidence of compliance.

We envisage compliance checks will be carried out by enforcement bodies such as Environmental Health Officers, and these will be responsible for checking your risk assessment, evidence and your operational practices in place in your establishment.

- Read and understand the Government COVID-19 Secure advice here <x>
- Read and understand the relevant advice sections below and how these can apply to your own business
- If there are any areas not covered by this standard, please refer to other standards at xxxxxxxx
- Make any adjustments to your operating procedures and premises based on this advice and any other changes that you identify
- Complete your risk assessment reflecting the above (example at annex 1)
- Compile evidence to support your risk assessment
- Be prepared for an enforcement visit by a relevant period

Staff must not come to work if they have symptoms of coronavirus or live in a household where someone has coronavirus. Staff will be regularly briefed and – where appropriate – offered training to ensure that the protocol is implemented and thoroughly applied. The measures and practices herein are a minimum standard, below which venues are committed not to fall.

Appended to this document is information to that shall be shared with staff, on areas such as known routes of transmission, steps to ensure staff can recognise CV19 symptoms, WHO guidance, which will form the basis of information to staff, guests and visitors. Relevant information will, where appropriate, be displayed in the workplace.

Staff return and fitness to work

Businesses must carry out a return to work conversation, with a suggested list of criteria below. This should be carried out for <u>all staff</u> returning to work in the hotel environment, to ensure staff safety.

- Return to work conversations (phone)

- Survey all staff to find out pre-existing conditions

- Identify staff within 1.5 million high risk shielding; they cannot work (as per https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/whos-at-higher-risk-from-coronavirus/)

- Identify people living with one of the 1.5 million people shielding and communicate the latest Government advice to them

- Identify people living with nurses / doctors etc.

- Staff with symptoms / living with someone with symptoms

- Method of travel to and from work

- Staff who have been close to somebody who now has Covid-19

If eligible, and where reasonably achievable, CV19 testing will be undertaken. Regular briefing/updates for staff should be carried out, covering the latest Government and other advice regarding safe working.

- Review fitness to work status regularly

- Reinforce controls regularly.

Hand washing

Handwashing 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 must wash their hands when leaving home and then when arriving at work to wash their hands immediately upon arrival, as well as before handling or eating food, or after blowing noses, coughing or sneezing, or going to the toilet.

Duty managers/appropriate person should remind everyone to wash their hands or use a hand gel at the start of every shift. That way any virus particles picked up on the way to work are removed before they can be spread to others either via direct contact or by touching hand contact surfaces (door handles, tables, kettle handles, kitchen equipment etc.)

Hand sanitiser, if used needs to be anti-viral and the higher the alcohol content, generally the better it is. Gels are a good additional resource in the workplace and should be positioned to encourage use. Sanitisers will be those with ingredients proven to act against the virus under the relevant BS/EN standards.

Advice for staff to take home

A general commitment to hygiene shall 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 (appendix 4). This includes How staff can protect themselves on the way to and from work/public transport.

Staff protection

All Government /PHE advice shall be adhered to with regard to protection of staff from the coronavirus and actions to limit risk of transmission. This will include tissue disposal, coughing and sneezing, identifying infection and isolation measures.

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

- Heightened disinfection needs to be undertaken 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 the hotel office/admin areas, many people could be sharing the phone, keyboard, mouse, and the desk.*

- Disinfect these before you sit down, with disinfectant provided (leave these on the desk). As coronavirus is new, tests have not been done on this yet, but the next best thing is to use those products that claim to kill flu and cold viruses.

- Make sure that the current distance rule applies at lunch or smoking / vaping breaks

- Staff to be informed that uniforms 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.

- Staff to be informed that if a high temperature is not possible, and they have sufficient uniform, to leave the laundry in a bag in a safe place for 72 hours and then wash as normal

- There is more control if laundry is carried out in-house or professionally, rather than staff taking it home.

- Measures for safely managing linen in accommodation venues, drafted in partnership with the Textile Services Association, are in appendix 5.

PPE

Provision and use of protective clothing and equipment for staff will be entirely compliant and in line with Government and PHE guidance.

Training

Training should be given to ensure that all staff understand the new risks, and this need not take long but should include details on 2m social distancing, 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 fever or new cough. They should stay at home for seven days (or for as long as prevailing guidance dictates).

If staff develop symptoms when at work

Compliance with PHE guidance will be thoroughly observed, with measures reflecting any future and ongoing changes to such guidance. Where appropriate, displaying such advice and changes thereof shall be communicated in staff briefings and via display in appropriate places for staff to read.

- You must have a plan in place for this eventuality.

- If staff become ill with a fever and a new, continuous cough when at work they must be sent home and must follow Government 'stay at home' guidance.

- For information, you can look at the 111 webpage.

- If it is an emergency and they have breathing difficulties and their life is at risk, dial 999.

- Using gloves and a disposable apron, clean and disinfect any touch points that may have been contaminated by the infected person as soon as possible. Wash your hands after removing PPE.

Advice to staff working in hotel kitchens

- As much as possible, we all need to be the required distance m away from each other as we don't know who may be infected and not showing symptoms yet. This is very hard and will require planning and rearranging.

- As every hotel business is different, a detailed plan for the individual site and kitchen must be developed, reviewed and communicated to all staff.

- Government guidance refers to using detergent and then available disinfectant which kills the virus and can be made up from suitable disinfectant, used in accordance with manufacturers' recommendations. This is to be used on visibly clean surfaces.

- In kitchens, continue to use your regular sanitising as usual, and at the end of the shift you may want to go over all hand touch surfaces one more time before closing.

- Examples include one person at a time is allowed in the chilled stores or dry stores, or the changing rooms / staff toilet areas.

- Whichever rinsing processes are used must ensure disinfection of crockery and glasses eg water at 80 degrees or suitable disinfectant.

Customer safety

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

- Consistent with WHO guidance, publicly provide a details based on this protocol and current social distancing measures. Manage expectations. Make the rules, document them and then make sure everyone knows what the new rules are.

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

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, though 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.

- If you a doorperson is present, they 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 the current social distance level 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 the required social 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 afterwards.

- Consider central key card deposit box placed in lobby for disinfection or room keys.

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

- Consider how to minimise lift usage and manage capacity appropriate to lift size and destination floor. Ensure hotel assesses what is best according to each circumstance.
- Provide appropriate signage.
- Lift panels and buttons will be frequently disinfected.
- Hand sanitiser to be made available near to lifts.

Room Service

Hotels must develop a plan to minimise cross-contamination as part of the risk assessment. In-room dining has obvious advantages in terms of social distancing and is an important element to 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.

- 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 must 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 off 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. Handling cash is a risk.

- 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 must 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 must be used in line with new housekeeping standards. . Staff must wash their hands immediately after handling the trays.

- Disposable gloves and/or aprons must be dealt with in line with relevant guidelines.

- Single use items will or 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 must follow handwashing guidelines as per PHE guidance. Disinfecting gloved hands will follow the same guidelines and frequency as that of handwashing.

- 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.

Health clubs/fitness/pools

- Pre-Opening: Training course completed for all Spa Managers and Spa Attendants in Infection prevention and control. Free e learning course- recognising how/what kills COVID19 and the sterilisation and sanitisation measures needed

- Numbers permitted into a spa/gym will be within safe guidelines and monitored through the day; booking times for spa/pool usage is encouraged

- Residents encouraged to change in hotel bedrooms to minimise crowding of changing rooms

- Reception- no handshakes - adopt a USP for greeting guests.

- Plastic shield to those reception desks that cannot adopt the required social distance

- Reception to use clicking device to count number of guests/ members allowed at one time and Spa Manager to monitor social distancing to all areas

- Floor markers to assist with distancing around reception desk and lifts.

- Floor Markers on floor for safety distancing in all changing rooms

- Overshoes to be worn by all guests/ staff at entrance and

- Increase provision of hand sanitisers and signage explaining the procedures for sterilisation and sanitisation undertaken

- Where feasible, move fitness equipment to achieve a two-metre distance in between. Every other machine should be OOO or removed to maintain distance

- Increase provision of alcohol-based equipment wipes, sprays, tissues and lidded bins with signage and communication to encourage guests to wipe after each use.

- Treatment rooms sanitised between each client to include all surfaces are wiped, including door handles and chair handles. Spa attendant/ Therapist to be trained in how to do this

- Provision of hygienic repository for dirty hand towel, use of soluble plastic bags which can be placed directly into washing machines.

- Chlorine use as normal in pools

- Relaxation areas - all sweet treats to be individually wrapped or removed

- Disposable products only for tea and coffee facilities

- PPE worn by Therapist for massage and facials to include protective glasses (until guidance confirms SOP)

- Antiseptic essential oils used to introduce all treatments needs to be less prescriptive as there may be problems due to allergies etc.

- Manicure areas to have protective plastic shields or clients wear masks for manicure, pedicure and waxing

- Use of disposable tools for instruments sterilisation or UV lamps

- Spa opening hours managed to allow for safe distancing/ staggered treatments and better flow

- Chlorine use as normal in pools

Other considerations

Air-conditioning:

- Consider air filtration – review latest WHO 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
- If driver helps guests with luggage, they maintain 2m distance where possible whilst handling luggage
- After handling luggage, staff should wash their hands or use a hand sanitiser afterwards.

Suspected coronavirus cases in your business (Hotels, B and Bs)

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.

Where a guest is unable to check out, then the following guidelines must be followed:

- The guest must stay in their room and not visit any public spaces including meeting rooms, fitness centre, concierge lounge or restaurants
- Arrangements should be made for meals / food to be provided to the room, for example via room service deliveries as per protocols previously stated or use of local food delivery services.
    - Food should be served with disposable plates and cutlery, nothing to be returned to the kitchen.
- Arrangements should be made to ensure the guests are able to make requests for service or assistance remotely (e.g. through the hotel operator, telephone or by text) instead of doorknob menus or face to face communication.
- The staff will not provide cleaning or housekeeping services during the stay
    - Hotel to provide additional linen and extra daily in-room amenities (e.g., shampoo, conditioner, soap, tea, coffee, etc.) to limit the need to make numerous daily deliveries. Additional item requests to be left at the guest's door.
    - Provide several large rubbish bags for disposal of any guest rubbish. Guests should be informed that they should keep the rubbish bags in the room (not placed in corridor) until a coordinated time for pick-up is arranged.
- Guests should limit outside visitors to their guest room to medical personnel only, out of an abundance of caution for other customers and staff
- The guest should contact hotel management prior to checking out / departure from the hotel to provide an update on their condition
- If the fire alarm sounds, normal evacuation procedures should be followed, and the guest advise to leave the hotel and proceed to the fire assembly point. The hotel should arrange for the guest to be supported and isolated from other guests at the assembly point.
- Disposable gloves should be used whenever staff come in contact with an item the guest handled. Ensure those responsible for the removal of the guest's waste, at a minimum, wear disposable gloves.
- Where possible, provide remote checkout services or other means to avoid the need for the guests to checkout via the reception desk.

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. 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, and PPE. You also need to make sure that your staff are trained on new procedures.

Bedrooms where there has been a suspected infection

Leave the room secure and unoccupied for 72 hours to significantly reduce the risk of the virus surviving on surfaces. Do not allow anyone to go in – put a notice on the door to remind staff that the room is "Out of action."

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. If you do this, current UK Government guidance is that you can follow normal room cleaning regimes, as detailed above.

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: 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 PPE and 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 includes some of the following information and we have added more detail to help:

- Make sure housekeeping staff are protected with disposable or washing up gloves and aprons. Where there is evidence of bodily fluids, further PPE may be needed to protect the housekeepers' nose and eyes, according to the latest government guidance. If this is not be available, leave the room isolated for 72 hours.

- 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 after removing PPE 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

- If an area has been heavily contaminated, such as with visible bodily fluids, from a person with coronavirus (COVID-19), your best course of action is to leave the room for 72 hours before attempting to clean because of the risk to staff. Contact Public Health England Health Protection Team for further advice.

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

Food & Beverage

For premises that offer a Food and Beverage service, an Operational Plan must be developed to ensure employee and customer safety. 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. Minimum standards consist of:

- Ensure access restrictions at the entrances to ensure that the maximum number of people based on social distancing requirements is never exceeded. Where queues may form or within waiting areas, measures must be taken to maintain the minimum distances.

- Reservations preferred to limit the queues with guests arriving at acceptable intervals

- Signage on the entrance to the premises should include:

    o Details of any access or movement restrictions (e.g. one-way systems).
    o Maximum capacity of the premises/outlet
    o Customers to wash their hands before entering or use hand sanitiser station provided.
    o Requirement to adhere current social distancing requirements.
    o Customers not to enter if they have any Coronavirus 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. (masks obligatory during delivery?)

- Potential pinch points should be identified and monitored as part of the overall Operational Plan.

- Social distancing should be maintained between customers at different tables (e.g. by positioning the tables and chairs accordingly). Customers who are allowed to have contact with each other (i.e. same household) are also allowed to sit together in the restaurant without a minimum distance, depending on the national social distancing requirements currently in force.

- Based on this distance requirement, a maximum capacity of the premises must be calculated, which should be reflected in the Operational Plan and customer signage.

- The Operational Plan must include reference to customer toilets, and monitoring of their use to ensure compliance with social distancing requirements.

- Toilet areas should be regulatory 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.

- Self-service buffets should be prevented as far as possible. If buffet service is still required/ buffets are limited as far as possible with strict social distancing and food hygiene procedures in place to minimise contamination.

- There should be hand sanitiser at the entrance to the premises.

- Methods to define social distancing to be applied. For example, use of floor distance markers, barrier systems etc.

- Review menu options to ensure that cross-over and access to food is minimised.

- Where a counter service system is operated e.g. Canteen:
  - Customers should be asked to step back from counters so that staff can serve them safely if the counter is less than the current social distancing length.
  - 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 current distancing rule.
  - Promote contactless payments wherever possible.

Section 2

Restaurant and casual dining DRAFT operational risk assessment considerations

The Government's COVID-19 Secure guidelines are the legal requirement to adhere to make your business COVID-19 safe. These can be found here <insert once published>.

To do this, you must have an individual risk assessment for your premises outlining how you are meeting these guidelines, and carry these out 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 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.

The actions below has been developed to support the reopening of restaurants in a safe and secure manner. It sets out the steps that restaurant businesses will need to consider to complete their risk assessment to meet the Covid-19 Secure guidelines and protect the health of their employees and customers.

This outlines core areas that you should focus on – including staff and customer protection. It also highlights specific functions within your business that should be considered as part of your reopening plan. Some parts of your operation will be outside of the scope of this standard (e.g. restaurants and bars) and advice on these can be found in

You must complete a robust risk assessment demonstrate compliance and understanding of the COVID-19 secure guidelines. The risk assessments must be completed by the lead manager of your site with operational oversight. The risk assessment must be accompanied by evidence of compliance.

We envisage compliance checks will be carried out by enforcement bodies such as Environmental Health Officers, and these will be responsible for checking your risk assessment, evidence and your operational practices in place in your establishment.

- Read and understand the Government COVID-19 Secure advice here <x>
- Read and understand the relevant advice sections below and how these can apply to your own business
- If there are any areas not covered by this standard, please refer to other standards at xxxxxxxx
- Make any adjustments to your operating procedures and premises based on this advice and any other changes that you identify
- Complete your risk assessment reflecting the above (example at annex 1)
- Compile evidence to support your risk assessment
- Be prepared for an enforcement visit by a relevant period

Advice to staff

Staff must not come to work if they have symptoms of coronavirus or live in a household where someone has coronavirus. Staff will be regularly briefed and – where appropriate – offered training to ensure that the protocol is implemented and thoroughly applied.

Appended to this document is information to be shared with staff via training and briefings, on areas such as known routes of transmission, steps to ensure staff can recognise CV19 symptoms, WHO guidance, which will form the basis of information to staff, guests and visitors. Relevant information will, where appropriate, be displayed in the workplace.

Return to work

Restaurants must carry out a return to work assessment, with a suggested list of criteria below. This should be carried out for all staff returning to work in the restaurant environment (taking into account GDPR requirements regarding sharing and storing information)

• Return to work interviews (phone)

• Survey all staff to find out pre-existing conditions (procedure to check whether these conditions are relevant based on Government/NHS 111 advice at the time)

• Identify staff within 1.5 million high risk shielding – cannot work

• Identify people living with one of the 1.5 million people shielding – cannot work

• Staff with symptoms / living with someone with symptoms

• Staff been close to somebody who now has Covid-19 (to be developed based on upcoming NHS track and trace app)

• Transport to work considerations – see section below

Regular briefings to staff on latest Government and other advice regarding safe working (especially as and when advice is revised and updated).

• Review fitness to work status daily based on the above criteria and record this

• Reinforce controls daily

The overarching Government guidance for all workplaces can be found here:

https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19

Consideration should also be given to the important area of staff mental health and general wellbeing, and this should be discussed with staff and options raised as part of your regular briefings.

Hand washing

- First and foremost, ask all staff to wash their hands immediately before leaving home and when arriving at work to wash their hands immediately upon arrival. This is vital.

- Duty managers/appropriate person should remind everyone to wash their hands again at the start of every shift (in addition to washing hands at arrival). That way any virus particles picked up on the way to work are removed before they can be spread to others either via direct contact (do not shake hands) or by touching hand contact surfaces (door handles, tables, kettle handles, kitchen equipment etc.)

- Hand sanitiser, if used needs to be anti-viral and the higher the alcohol content, generally the better it is. Gels are a good additional resource in the workplace and should be positioned to encourage use. Sanitisers will be those with ingredients proven to act against the enveloped virus under the relevant BS/EN standards

Advice for staff to take home

A general commitment to hygiene shall 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 (appendix 1).

Staff protection

- If staff are serving customers or taking payments, they must be protected, and whilst at the moment there is no obligation to use masks, they need to keep the minimum distance away from customers as set out in Government guidance.

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

- Heightened disinfection needs to be undertaken to disinfect all frequently touched areas such as bar surface, 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 bunching up.

- *In the restaurant back office, many people could be sharing the phone, keyboard, mouse, and the desk.*

- Disinfect these before you sit down using an antimicrobial wipe that has anti-viral properties – look on the label (leave these on the desk). As coronavirus is new, tests have not been done on this yet, but the next best thing is to use those products that claim to kill flu and cold viruses.

- Minimise contact when taking deliveries.

- Make sure that the minimum distancing rules applies at lunch or smoking / vaping breaks

- For staff not wearing uniforms, it is advised that staff change into their work clothes on arrival at work, if it is practical to do so and there is sufficient storage options.

- Where uniforms are worn, 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

- Where uniforms aren't worn, advise staff to wash clothes daily at the same temperature as above.

- For staff to protect others - Always sneeze or cough into the crook of your arm to prevent your hands becoming contaminated

- For staff to protect others - If you use a tissue, bin it immediately and don't leave around on surfaces. Wash your hands or use hand gel afterwards

- For cleaning bodily fluids from surfaces in the restaurant, use disinfectants and sanitisers that are effective against bacteria as well as cold and flu viruses, compliant with relevant British Standards and current Government advice which can be found here: https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings

- If anyone has a high temperature and new continuous cough they must not come to work and follow the latest self-isolating guidance (currently 7 days self-isolation)

- If anyone lives with someone who has symptoms of coronavirus they must not come to work and must self-isolate (currently for 14 days). If the staff member then develops symptoms, this must be 7 days from onset.

PPE

Provision and use of protective clothing and equipment for staff will be entirely compliant and in line with Government and PHE guidance.

Training

Training should be given to ensure that all staff understand the new risks, and this need not take long but should include details the current safe distance as set out in Government guidance, routes of transmission and the importance of hand was when at work

- You must have a plan in place for this eventuality.

- If staff become ill with a fever and a new, continuous cough when at work they must be sent home and must follow Government 'stay at home' guidance.

- For information, you can look at the 111 webpage.

- If it is an emergency and they have breathing difficulties and their life is at risk, dial 999.

- Using gloves and a disposable apron, clean and disinfect any touch points that may have been contaminated by the infected person as soon as possible. Wash your hands after removing disposable items and discard in line with current Government guidelines.

Advice to staff working in kitchens

- As every restaurant business is different, a detailed plan for the individual site and kitchen must be developed, reviewed and communicated to all staff, as part of the overall operational risk assessment for the specific business.

- Government guidance refers to using detergent and then 1000ppm available chlorine for disinfecting which kills the virus and can be made up from bleach. This is to be used on visibly clean surfaces.

- In kitchens, continue to use your regular sanitising as usual, and at the end of the shift you may want to go over all hand touch surfaces one more time before closing

- Document any new rules and have a staff briefing on what everyone needs to do.

- Examples include one person at a time is allowed in the chilled stores or dry stores, or the changing rooms toilet. areas.

- During rinsing processes it is ensured that temperatures above 60 °C are reached, as disinfection of crockery and glasses requires this.

- Restrict menu to ensure that cross-over and access to food can be effectively controlled and monitored.

Customer protection – Eat-in restaurant operations

- Access restrictions at the entrances to ensure that the maximum number of people based on current guidance is not exceeded. In possible queues / in the waiting area, measures are also taken to maintain the minimum distances.

- Potential pinch points to be identified and monitored as part of the overall operational plan per site.

- Establishments may use electronic reservation systems to control the frequency and placement systems.

- Customers will be informed of access restrictions and distance regulations by appropriate notices.

- It must be ensured that the current distancing level is maintained between guests at different tables (e.g. by positioning the tables and chairs accordingly), depending on the national physical distancing rules currently in force.

- Based on the current Government guidance in place at the time, a maximum number of persons per premises is calculated and recorded as part of the site-specific risk assessment

- 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 coronavirus

- People will need to be told to keep the current distance apart in queues – it is a good idea to put tape on the floor to mark out the distance.

- 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.

- Space out tables in based on the current physical distancing distance guidelines operational at the time in place.

- 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) must follow the legal requirements for food safety, including providing allergen information on request.

If you are already registered but plan to change your food operation to include delivery, you need to inform your local authority. The easiest way is via email.

For detailed information from the FSA also check: 'How to manage a food business if you sell products online, for takeaway or for delivery.'

<HOSTELS SECTION – TO BE ADDED>

Pubs DRAFT operational advice and risk assessment

The British Institute of Innkeeping (BII), the British Beer & Pub Association (BBPA) and UKHospitality have identified three key principles and procedures 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.

This is caveated by our members being clear they do not wish to move ahead with re-opening before the time is right in this regard and there is a willingness to remain closed in support of the Government health-led advice in place.

4. **A phased approach determined by social distancing guidelines**
5. **Continued and enhanced support for closed businesses (furlough, rents, financing) and tapered support for businesses able to partially open and are initially loss making**
6. **Industry-developed operational protocols and advice (such as this document)**

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 the 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 the operational protocols below.

In additional to the above regulations which are applicable to all pubs, the Government's COVID-19 Secure guidelines are the legal requirements to adhere to make your business COVID-19 safe. These can be found here <insert once published>.

To do this, you must have an individual risk assessment for your pub outlining how you are meeting these guidelines and carry these out in your business to keep your staff and customers safe. An example risk assessment can be found at annex 1.

The advice in this document 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.

It will be key to ensure that all elements of the risk assessment can be evidenced in a practical way in line with the Government COVID-19 Secure guidelines. This document brings together input from across the wide spectrum of hospitality businesses to help inform their own risk assessments for their individual businesses.

We envisage compliance checks will be carried out by enforcement bodies such as Environmental Health Officers, and these will be responsible for checking your risk assessment, evidence and your operational practices in place in your establishment.

- Read and understand the Government COVID-19 Secure advice here <x>
- Read and understand the relevant advice sections below and how these can apply to your own pub
- This guideline has been developed for a pub, however all businesses, other areas of guidance are available (e.g. letting bedrooms)
- Make any adjustments to your operating procedures and premises based on this advice and any other changes that you identify

- Complete your risk assessment reflecting the above (example at annex 1)
- Compile evidence to support your risk assessment
- Be prepared for an enforcement visit by a relevant person

Advice to staff

Staff must not come to work if they have symptoms of COVID-19 or live in a household where someone has COVID-19. Staff will be regularly briefed and given training to ensure that the protocol is implemented and thoroughly applied.

Appended to this document is additional information that can be shared with staff via training and briefings, on areas such as known routes of transmission, steps to ensure staff can recognise COVID-19 symptoms which will form the basis of information to staff and customers. Relevant information will, where appropriate, be displayed in the workplace.

Return to work

Pubs must carry out a return to work assessment of their staff and their circumstances, with a suggested list of criteria below. This should be carried out for all staff returning to work in the pub environment (taking into account GDPR requirements regarding sharing and storing information)

- Return to work interviews (phone)

- Survey all staff to find out pre-existing conditions (procedure to check whether these conditions are relevant based on Government/NHS 111 advice at the time)

- Identify staff within high risk shielding group – cannot work

- Identify people living with one of the 1.5 million people shielding – cannot work

- Staff with symptoms / living with someone with symptoms

- Transport to work considerations

Regular briefings to staff on latest Government and other advice regarding safe working (especially as and when advice is revised and updated).

- Review fitness to work status dynamically based on the above criteria and record this

- Reinforce your controls outlined in your risk assessment daily

The overarching Government guidance for all workplaces can be found here:

https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19

This broad guidance is supplemented by the workplace-specific COVID-19 Secure guidance for pubs/hospitality businesses which can be found here: *[to be added once published]*

Consideration should also be given to the important area of staff mental health and general wellbeing, and this should be discussed with staff individually and options raised as part of your regular briefings.

Hand washing

- First and foremost, ensure all staff wash their hands immediately upon arrival at work or when they re-enter the workplace having been outside.

- Duty managers/appropriate person must remind everyone to wash their hands following recommended practice at the start of every shift (separately to washing hands at arrival).

- Hands should be washed using soap and water and following the guidance provided by UK Government. Alcohol hand sanitiser may also be used if available and, must have an alcohol content at least 60%. Alcohol gel sanitisers are a good additional resource and should be positioned to encourage use by staff and customers alike.

Advice for staff to take home

A general commitment on the importance of hygiene to prevent spread of COVID-19 shall be regularly communicated to staff, infection and quarantine guidelines, and actions to reduce risk of infection in the home (appendix 1).

Staff protection

- As every pub business is different, a plan for the individual site and kitchen must 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.

- Staff serving customers or taking payments must be protected, and whilst at the moment there is no obligation to use masks, must keep the minimum distance away from customers whenever possible as set out in Government guidance. 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 must 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/canteens, stagger timings so that groups of staff have slots to come for their meals 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 disinfected before use with an alcohol wipe or appropriate surface disinfectant as advised by PHE

- Maintain minimum distance rules when taking deliveries and where possible use digital forms of delivery verification.

- Make sure that the minimum distancing rules are applied at lunch or smoking / vaping breaks

- For staff not wearing uniforms, it is advised that staff change into their work clothes on arrival at work, if it is practical to do so and there are sufficient storage options.

- Where uniforms are worn, 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, as recommended by Government advice which can be found here: https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings

- Continue to remind staff that if they have a high temperature and/or a new, continuous cough they must not come to work and follow the latest self-isolating guidance (currently 7 days self-isolation)

- Continue to remind staff that if they with someone who has symptoms of coronavirus they must not come to work and must self-isolate (currently for 14 days). If the staff member then develops symptoms, this must be 7 days from onset.

PPE

Provision and use of protective clothing and equipment for staff, based on their specific roles, should be entirely compliant and in line with Government and PHE guidance. PPE requirements should reflect the extent of risk and characteristics of each role within the pub.

Training

Training should be given to ensure that staff understand the risks associated with COVID-19 and ways to protect themselves and customers and limit the spread of the virus. Training should be based on official Government guidelines as a minimum.

Staff should be encouraged to build on training and where possible to challenge and change working practices to further reduce the chances of cross contamination.

Advice to staff working in pub kitchens

- Use disinfectants and sanitisers that are effective against bacteria as well as cold and flu viruses, as recommended by the current Government advice which can be found here: https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings

- Cleaning regimes for kitchens must reflect the need to reduce risk from coronavirus as well as maintaining all expectations relevant to a food business regarding hygiene. ⌞SEP⌟
- Control movements of staff to maintain official social distancing measures where possible i.e. include one person at a time allowed in the chilled stores or dry stores, or the changing rooms and toilet.

- Handwashing of glassware, plates and cutlery should be avoided where possible with glassware washed separately from plates and cutlery.

- Where handwashing is necessary, staff should wear rubber gloves and use suitable products for cleaning and sanitation.

- During rinsing processes ensure that 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 at temperatures above 60°C or a laundry sanitising agent used if the fabrics can't be washed at such a temperature

- Consider restricting menu choices/options if this may help to ensure that access to food can be effectively controlled and monitored.

Customer protection - Public bar operations

We recognise that this will be a challenging area to operate under any form of physical distancing requirements. Dining area protocols, where customers can be managed to a higher degree, are set out separately.

- Each pub is different, ensure you have a bespoke plan for your specific premises that reflects your risk assessment.

- Potential pinch points to be identified, action should be taken to resolve or mitigate, and this process evidenced in the risk assessment.

- Customers will be 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.

- Consider reviewing capacity to reflect physical distancing requirements and control customer access at entrances to ensure that the maximum number of customers is never exceeded. Include measures to control physical distancing in any queues / waiting areas.

- 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 or at the bar – it is a good idea to put tape on the floor to mark out the distance.

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 mandated distance guidelines.

- Have a plan specifically for communicating and controlling access to customer toilets to ensure compliance with physical distancing rules and ensure all staff aware. Monitoring of toilet areas may need to be increased. Cleaning regimes for toilet facilities should be more frequent than under normal circumstances and using disinfectants and sanitisers that are effective against bacteria as well as cold and flu viruses, as recommended by the current Government advice which can be found here: https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings

- 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 possible to reduce or eliminate bar service. For bar orders, people will need to be told to keep the minimum safe distance from the server as well as from other customers in a queue to be served – i.e. as directed by tape marks on the floor. Measures to consider include uni-directional movement of customers ordering drinks at a till point, moving to a second point to collect their drinks. Empty glasses to be collected from tables by staff and customers discouraged from returning empty glasses to the bar.

- Restrictions on customers remaining at the bar after ordering and to eat and drink.

- Clean bar tops every hour 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 at least every hour.

- If you can offer cashless payments do so as a primary option. Discourage use of cash.

- Promotion within the pub of measures being taken by the staff and the pub operator.

Customer protection - Pub dining area/restaurant operations

- A maximum number of persons per premises must be calculated on the basis of current Government guidance on social distancing and recorded as part of the site-specific risk assessment and 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 electronic reservation systems to control the frequency and placement of customers

- Customers will be informed of access restrictions and distance regulations by appropriate notices.

- It must be ensured that the current distancing level is maintained between guests in queues and between tables (including spacing tables to achieve this separation) to reflect Government physical distancing recommendations.

- Customer contact with commodities (e.g. 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. 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.

- Customers may need to be asked to step back from counters so that staff can serve them safely if the counter is less wide than the current mandated distance guidelines.

- Plates, cutlery and glasses should be picked up only by staff to return to the kitchen/bar. Where possible staff should use gloves to collect table items or where gloves cannot be worn, 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.

- 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 use of cash.

-

Takeaway services

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

The Government has issued COVID-19 Secure workplace guidance for venues that are operating as takeaways. This guidance should be used as the basis for any risk assessments and operational mitigations implemented.

https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery

For detailed information from the FSA also check: 'How to manage a food business if you sell products online, for takeaway or for delivery.'

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 Government guidance on social distancing is being followed.

Outdoor areas

- Although easier to social distance there is a danger of groups forming. 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.

Section x

DRAFT operational risk assessment considerations

<mark>NOTE SECTION UNDER DEVELOPMENT</mark>

The Government's COVID-19 Secure guidelines are the legal requirement to adhere to make your business COVID-19 safe. These can be found here <insert once published>.

To do this, you must have an individual risk assessment for your premises outlining how you are meeting these guidelines, and carry these out 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 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.

The considerations below have been developed to support the reopening nightclubs and similar in a safe and secure manner. It sets out the steps that accommodation businesses will need to consider to complete their risk assessment to meet the Covid-19 Secure guidelines and protect the health of their employees and customers.

This outlines core areas that you should focus on – including staff and customer protection. It also highlights specific functions within your business that should be considered as part of your reopening plan. Some parts of your operation will be outside of the scope of this standard (e.g. restaurants and bars) and advice on these can be found in

You must complete a robust risk assessment demonstrate compliance and understanding of the COVID-19 secure guidelines. The risk assessments must be completed by the lead manager of your site with operational oversight. The risk assessment must be accompanied by evidence of compliance.

We envisage compliance checks will be carried out by enforcement bodies such as Environmental Health Officers, and these will be responsible for checking your risk assessment, evidence and your operational practices in place in your establishment.

- Read and understand the Government COVID-19 Secure advice here <x>
- Read and understand the relevant advice sections below and how these can apply to your own business
- If there are any areas not covered by this standard, please refer to other standards at xxxxxxxx
- Make any adjustments to your operating procedures and premises based on this advice and any other changes that you identify
- Complete your risk assessment reflecting the above (example at annex 1)
- Compile evidence to support your risk assessment
- Be prepared for an enforcement visit by a relevant period

Nightclub sector

This protocol based on initial feedback with a range of UKH members operating in the nightclub sector. The points below are key measures when it comes to staff safety, customer safety etc. Given the operational nature of the nightclub sector and practical challenges, many operators may not wish to open even at current levels of safer socialising, but for those that are able these protocols outline the steps to be taken. Many of the considerations for nightclub operations will apply to pubs and bars also.

Advice to staff

Staff must not come to work if they have symptoms of coronavirus or live in a household where someone has coronavirus. Staff will be regularly briefed and – where appropriate – offered training to ensure that the protocol is implemented and thoroughly applied.

Appended to this document is information to be shared with staff via training and briefings, on areas such as known routes of transmission, steps to ensure staff can recognise CV19 symptoms, WHO guidance, which will form the basis of information to staff, guests and visitors. Relevant information will, where appropriate, be displayed in the workplace.

Return to work

Nightclubs must carry out a return to work assessment, with a suggested list of criteria below. This should be carried out for all staff returning to work in the nightclub environment (taking into account GDPR requirements regarding sharing and storing information)

• 	Return to work interviews (phone)

• 	Survey all staff to find out pre-existing conditions (procedure to check whether these conditions are relevant based on Government/NHS 111 advice at the time)

• 	Identify staff within 1.5 million high risk shielding – cannot work

• 	Identify people living with one of the 1.5 million people shielding – cannot work

• 	Staff with symptoms / living with someone with symptoms

• 	Staff been close to somebody who now has Covid-19 (to be developed based on upcoming NHS track and trace app)

• 	Transport to work considerations – see section below

Regular briefings to staff on latest Government and other advice regarding safe working (especially as and when advice is revised and updated).

• 	Review fitness to work status daily based on the above criteria and record this

- Reinforce controls daily

The overarching Government guidance for all workplaces can be found here:

https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19

Consideration should also be given to the important area of staff mental health and general wellbeing, and this should be discussed with staff and options raised as part of your regular briefings.

Hand washing

- First and foremost, ask all staff to wash their hands immediately before leaving home and when arriving at work to wash their hands immediately upon arrival. This is vital.

- Duty managers/appropriate person should remind everyone to wash their hands again at the start of every shift (in addition to washing hands at arrival). That way any virus particles picked up on the way to work are removed before they can be spread to others either via direct contact (do not shake hands) or by touching hand contact surfaces (door handles, tables, kettle handles, kitchen equipment etc.)

- Hand sanitiser, if used needs to be anti-viral and the higher the alcohol content, generally the better it is. Gels are a good additional resource in the workplace and should be positioned to encourage use. Sanitisers will be those with ingredients proven to act against the enveloped virus under the relevant BS/EN standards

Advice for staff to take home

A general commitment to hygiene shall 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 (appendix 1).

Staff protection

- If staff are serving customers or taking payments, they must be protected, and whilst at the moment there is no obligation to use masks, they need to keep the minimum distance away from customers as set out in Government guidance.

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

- Heightened disinfection needs to be undertaken to disinfect all frequently touched areas such as bar surface, 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 bunching up.

- *In the nightclub back office, many people could be sharing the phone, keyboard, mouse, and the desk.*

- Disinfect these before you sit down using an antimicrobial wipe that has anti-viral properties – look on the label (leave these on the desk). As coronavirus is new, tests have not been done on this yet, but the next best thing is to use those products that claim to kill flu and cold viruses.

- Minimise contact when taking deliveries.

- Make sure that the minimum distancing rules applies at lunch or smoking / vaping breaks

- For staff not wearing uniforms, it is advised that staff change into their work clothes on arrival at work, if it is practical to do so and there is sufficient storage options.

- Where uniforms are worn, 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

- Where uniforms aren't worn, advise staff to wash clothes daily at the same temperature as above.

- For staff to protect others - Always sneeze or cough into the crook of your arm to prevent your hands becoming contaminated

- For staff to protect others - If you use a tissue, bin it immediately and don't leave around on surfaces. Wash your hands or use hand gel afterwards

- For cleaning bodily fluids from surfaces in the nightclub, use disinfectants and sanitisers that are effective against bacteria as well as cold and flu viruses, compliant with relevant British Standards and current Government advice which can be found here: https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings

- If anyone has a high temperature and new continuous cough they must not come to work and follow the latest self-isolating guidance (currently 7 days self-isolation)

- If anyone lives with someone who has symptoms of coronavirus they must not come to work and must self-isolate (currently for 14 days). If the staff member then develops symptoms, this must be 7 days from onset.

PPE

Provision and use of protective clothing and equipment for staff will be entirely compliant and in line with Government and PHE guidance.

Training

Training should be given to ensure that all staff understand the new risks, and this need not take long but should include details of the current safe distance as set out in Government guidance, routes of transmission and the importance of hand washing when at work.

- If staff become ill with a fever and a new, continuous cough when at work they must be sent home and must follow Government 'stay at home' guidance.

- For information, you can look at the 111 webpage.

- If it is an emergency and they have breathing difficulties and their life is at risk, dial 999.

- Using gloves and a disposable apron, clean and disinfect any touch points that may have been contaminated by the infected person as soon as possible. Wash your hands after removing disposable items and discard in line with current Government guidelines.

Advice to staff working in kitchens

- As every business is different, a detailed plan for the individual site and kitchen must be developed, reviewed and communicated to all staff, as part of the overall operational risk assessment for the specific business.

- Use disinfectants and sanitisers that are effective against bacteria as well as cold and flu viruses, compliant with relevant British Standards and current Government advice.

- In kitchens, continue to use your regular sanitising as usual, and at the end of the shift you may want to go over all hand touch surfaces one more time before closing

- Document any new rules and have a staff briefing on what everyone needs to do.

- Examples include one person at a time allowed in the chilled stores or dry stores, or the changing rooms and toilet.

- During rinsing processes ensure that temperatures above 60 °C are reached, as disinfection of crockery and glasses requires this.

- Restrict menu to ensure that cross-over and access to food can be effectively controlled and monitored.

Customer protection – Nightclub public area operations – under development

- We recognise that nightclub bar and dancefloor areas will be a challenging area to operate under any form of physical distancing requirements. Dining area protocols, where customers can be managed to a higher degree, are set out separately.

- FEEDBACK AWAITED FOR MORE DETAILED CONSIDERATIONS
- Each nightclub is different, ensure you have a bespoke plan for your specific premises.

- Obtain bacterial sanitizer (ideally with 60% alcohol content) for dispensers at bar and at external doors (recognising potential supply restrictions).

- Access restrictions at entrances to ensure that the maximum number of people based on physical distancing requirements is never exceeded.

- Entry Checks – all customers to be checked <?> at the front door and all guests asked to use the sanitising station to clean their hands prior to entry

- In possible queues / in the waiting area inside the nightclub, measures are also taken to maintain the minimum distances.

- Ventilation – All ventilations systems to be fully operational during the hours of operation.

- Have a plan specifically for customer toilets, and monitoring of use to ensure compliance with physical distancing rules, must be in place and all staff aware. Monitoring of toilet areas may need to be increased and the same Government recommended cleaning material used as per your kitchen and customer areas.

- For bar orders, people will need to be told to keep the minimum safe distance apart in a queue to be served – it is a good idea to put tape on the floor to mark out the distance. Measures to consider include customers ordering drinks at a till point, moving to a second point to collect their drinks. Empty glasses to be collected from tables by staff and customers discouraged from returning empty glasses to the bar.

- Manage customers to ensure distance separation in internal and external queues (with the recognition this will not be possible in some nightclub due to physical limitations).

- Customers should be asked to step back from counters so that staff can serve them safely if the bar/counter is smaller than the currented mandated distance.

- Clean bar and table surfaces after use and every hour

- Clean door handles at least every hour

- Clean PDQ machines, customer information screens, amusement machines at least every hour.

- If you can offer cashless payments do so as a primary option. Discourage use of cash.

Customer protection - dining area/restaurant operations

- Access restrictions at the entrances to ensure that the maximum number of people based on current guidance is not exceeded. In possible queues / in the waiting area, measures are also taken to maintain the minimum distances.

- Potential pinch points to be identified and monitored as part of the overall operational plan per site.

- Establishments may use electronic reservation systems to control the frequency and placement systems.

- Customers will be informed of access restrictions and distance regulations by appropriate notices.

- It must be ensured that the current distancing level is maintained between guests at different tables (e.g. by positioning the tables and chairs accordingly), depending on the national physical distancing rules currently in force.

- Based on this current Governmetn guidance in place at the time, a maximum number of persons per premises is calculated and recorded as part of the site-specific risk assessment

- 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. Menus/table talkers discouraged in favour of customer display.

- Advise customers not to enter if they have symptoms of coronavirus

- People will need to be told to keep the current distance apart in queues – it is a good idea to put tape on the floor to mark out the distance.

- Customers may need to be asked to step back from counters so that staff can serve them safely if the counter is less wide than the current mandated distance guidelines.

- Plates and glasses should be picked up only by staff to return to the kitchen/bar

- Space out tables in based on the current physical distancing distance guidelines operational at the time in place.

- If payment is contactless that is easier and safer.

Amusement parks DRAFT 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.

Here in the UK 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/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 or they are short of materials such as cleaning products or PPE.

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 PPE needs to be worn such as for example, the fitting and checking of lap bars/ restraint systems and the like. Your risk assessment should identify these tasks and assess what protective measures are suitable.

PPE

The provision of PPE to employees is often considered a last resort, in that all other types of measures should be considered before the use of PPE. That said, with Covid-19 being transmittable via human airborne particulates, PPE is a key protective measure needed to ensure the health and safety of employees and visitors.

There are many different types of PPE available. The main types of PPE for consideration might be gloves and masks. All PPE purchased should come from reputable suppliers and be CE marked.

The correct use and removal of such PPE is key in order to protect employees and stop the spread of germs as the PPE is worn and removed. All PPE should be discarded of by suitable waste removal means.

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. Manging 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
- Policy around temperature checking for guests on entry
- 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 attractions

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 some form of social distancing whilst within our businesses. This is going to take a lot of planning, managing and auditing daily. It is unknown currently how reduced capacity would be calculated, is it "X" amount of people per square metre, will it be your attractions max capacity halved? Either way we should be prepared for what may come and how we can demonstrate that we have systems in place to accommodate the change in our operation. 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 affective 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.
- 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

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.

- Consider temperature checks to be completed on guests and staff entry to the attraction
- 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
- 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
- Dependent on guidance, masks and or gloves may be needed to be worn by all or some guests/staff. Ensure all PPE is always adequately stocked for expected visitor numbers and staff
- 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
- If offering animal handling experiences, considerations to be made about not offering these types of experiences until further guidance is available
- Encourage contactless payment at all points
- People cash handling and cash offices will need suitable PPE and cleaning programs
- 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.   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 DRAFT 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.

Here in the UK 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, 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 or they are short of materials such as cleaning products or PPE.

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 PPE needs to be worn such as for example, the fitting and checking of lap bars/ restraint systems and the like.   Your risk assessment should identify these tasks and assess what protective measures are suitable.

PPE

The provision of PPE to employees is often considered a last resort, in that all other types of measures should be considered before the use of PPE. That said, with Covid-19 being transmittable via human airborne particulates, PPE is a key protective measure needed to ensure the health and safety of employees and visitors.

There are many different types of PPE available. The main types of PPE for consideration might be gloves and masks. All PPE purchased should come from reputable suppliers and be CE marked.

The correct use and removal of such PPE is key in order to protect employees and stop the spread of germs as the PPE is worn and removed. All PPE should be discarded of by suitable waste removal means.

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.

• 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 2m 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.

• 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 allow social distancing.

• 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 must 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 others 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.

• Policy around temperature checking for guests on entry, which will require children to be checked with parents' permission

• Children are sometimes ill during a visit and a letter could be prepared for your team to hand to parents to explain that any sickness or temperature will result in the family being asked to leave immediately. Ask parents to inform the centre if the child is diagnosed with Covid 19 following this visit.

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 listing 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 PPE they will need when operating within your facility.

Time must 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 CV19 in the last few weeks. Some of your key staff may be living with high risk groups or medically vulnerable people these team members may need to be kept away from the workplace.

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.

To meet social distancing practice 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 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.

• Consider the use of temperature checks to be completed on guest and staff entry to the facility.

• A more detailed clean of areas that have mass contact each morning 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

• Dependent on guidance from Government, masks and or gloves may be needed to be worn by all or some guests/staff. Ensure all PPE is always adequately stocked for expected visitor numbers and staff

• 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

• Ensure where chemicals are used in areas of staff and guest contact that these chemicals are touch safe

• 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.

• If your facility operates animal handling experiences review these in line with social distancing requirements.

• Consider use of Fogging every night in your facility as part of your routine cleaning procedures to fully sanitise every night.

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.

Sectors with current COVID-19 Secure guidelines

Quick service restaurant/coffee shop/takeaway DRAFT operational risk assessment considerations

The standard below has been developed to support the reopening of hotels and other accommodation providers in a safe and secure manner. It sets out the steps that [pub] businesses will need to take to ensure they are *Covid-19 Secure* and protect the health of their employees and customers.

The standard outlines core areas that you should focus on – including staff and customer protection. It also highlights specific functions within your business that should be considered as part of your reopening plan. Some parts of your operation will be outside of the scope of this standard (e.g. restaurants and bars) and advice on these can be found in separate standards at www.wherever.com.

This standard is accompanied by a risk assessment that you must complete to demonstrate compliance and understanding of the standard. The risk assessments must be completed by the lead manager of your site with operational oversight. The risk assessment must be accompanied by evidence of compliance.

We envisage compliance checks will be carried out by enforcement bodies and these will be responsible for checking your risk assessment and evidence.

- Read and understand the standards and how it impacts on your business
- If there are any areas not covered by this standard, please refer to other standards at www.wherever.com
- Make any adjustments to your business to comply with the standards
- Complete the risk assessment
- Compile evidence to support your risk assessment
- Be prepared for an enforcement visit by a relevant period

Note that many of these premises are currently operating, the recently published COVID-19 Secure guidelines apply and can be found here:

https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery

The below are additional advice and guidelines to consider for each individual site risk assessment.

Advice to staff

Staff must not come to work if they have symptoms of coronavirus or live in a household where someone has coronavirus. Staff will be regularly briefed and – where appropriate – offered training to ensure that the protocol is implemented and thoroughly applied.

Appended to this document is information to be shared with staff via training and briefings, on areas such as known routes of transmission, steps to ensure staff can

recognise CV19 symptoms, WHO guidance, which will form the basis of information to staff, guests and visitors. Relevant information will, where appropriate, be displayed in the workplace.

Return to work

Restaurants must carry out a return to work assessment, with a suggested list of criteria below. This should be carried out for <u>all staff</u> returning to work in the restaurant environment (taking into account GDPR requirements regarding sharing and storing information)

• Return to work interviews (phone)

• Survey all staff to find out pre-existing conditions (procedure to check whether these conditions are relevant based on Government/NHS 111 advice at the time)

• Identify staff within 1.5 million high risk shielding – cannot work

• Identify people living with one of the 1.5 million people shielding – cannot work

• Staff with symptoms / living with someone with symptoms

• Transport to work considerations – see section below

- Daily briefing/updates for staff should be carried out, covering the latest Government and other advice regarding safe working

• Review fitness to work status daily based on the above criteria and record this

• Reinforce controls daily

Hand washing

- First and foremost, ask all staff to wash their hands when leaving home and then when arriving at work to wash their hands immediately upon arrival. This is vital.

- Duty managers/appropriate person should remind everyone to wash their hands at the start of every shift. That way any virus particles picked up on the way to work are removed before they can be spread to others either via direct contact (do not shake hands) or by touching hand contact surfaces (door handles, tables, kettle handles, kitchen equipment etc.)

- Hand sanitiser, if used needs to be anti-viral and the higher the alcohol content, generally the better it is. Gels are a good additional resource in the workplace and should be positioned to encourage use. Sanitisers will be those with ingredients proven to act against the enveloped virus under the relevant BS/EN standards

Advice for staff to take home

A general commitment to hygiene shall 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 (appendix 1).

Staff protection

- If staff are serving customers or taking payments, they must be protected, and whilst at the moment there is no obligation to use masks, they need to keep the minimum distance away as set out in Government guidance from customers.

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

- Heightened disinfection needs to be undertaken to disinfect all frequently touched areas such as bar surface, 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 bunching up.

- *In the restaurant back office, many people could be sharing the phone, keyboard, mouse, and the desk.*

- Disinfect these before you sit down using an antimicrobial wipe that has anti-viral properties – look on the label (leave these on the desk). As coronavirus is new, tests have not been done on this yet, but the next best thing is to use those products that claim to kill flu and cold viruses.

- Minimise contact when taking deliveries.

- Make sure that the minimum distancing rule applies at lunch or smoking / vaping breaks

- Where uniforms are worn, 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

- If a high temperature is not possible, and you have sufficient uniforms, leave the laundry in a bag in a safe place for 72 hours and then wash as normal. This necessary where the uniform has come into contact with bodily fluids.

- Uniforms must not be worn on the way to work as it could become contaminated. For staff not wearing uniforms, it is advised that staff change into their work clothes on arrival at work, if it is practical to do so.

- Where uniforms aren't worn, advise staff to wash clothes at the same temperature as above

- For staff to protect others - Always sneeze or cough into the crook of your arm to prevent your hands becoming contaminated

- For staff to protect others - If you use a tissue, bin it immediately, or flush down the toilet and don't leave around on surfaces. Wash your hands or use hand gel afterwards

- If anyone has a high temperature and new continuous cough they must not come to work and follow the latest self-isolating guidance (currently 7 days self-isolation)

- If anyone lives with someone who has symptoms of coronavirus they must not come to work and must self-isolate (currently for 14 days). If the staff member then develops symptoms, this must be 7 days from onset.

PPE

Provision and use of protective clothing and equipment for staff will be entirely compliant and in line with Government and PHE guidance.

Training

Training should be given to ensure that all staff understand the new risks, and this need not take long but should include details the current safe distance as set out in Government guidance, routes of transmission and the importance of hand was when at work

- You must have a plan in place for this eventuality.

- If staff become ill with a fever and a new, continuous cough when at work they must be sent home and must follow Government 'stay at home' guidance.

- For information, you can look at the 111 webpage.

- If it is an emergency and they have breathing difficulties and their life is at risk, dial 999.

- Using gloves and a disposable apron, clean and disinfect any touch points that may have been contaminated by the infected person as soon as possible. Wash your hands after removing disposable items and discard in line with current Government guidelines.

Advice to staff working in kitchens

- As every restaurant business is different, a detailed plan for the individual site and kitchen must be developed, reviewed and communicated to all staff, as part of the overall operational risk assessment for the specific business.

- Government guidance refers to using detergent and then 1000ppm available chlorine for disinfecting which kills the virus and can be made up from bleach. This is to be used on visibly clean surfaces.

- In kitchens, continue to use your regular sanitising as usual, and at the end of the shift you may want to go over all hand touch surfaces one more time before closing

- Document any new rules and have a staff briefing on what everyone needs to do.

- Examples include one person at a time is allowed in the chilled stores or dry stores, or the changing rooms toilet. areas.

- During rinsing processes it is ensured that temperatures above 60 °C are reached, as disinfection of crockery and glasses requires this.

- Restrict menu to ensure that cross-over and access to food can be effectively controlled and monitored.

Customer protection – counter service

- Access restrictions at the entrances to ensure that the maximum number of people based on current guidance is not exceeded. In possible queues / in the waiting area, measures are also taken to maintain the minimum distances.

- Potential pinch points to be identified and monitored as part of the overall operational plan per site.

- Customers will be informed of access restrictions and distance regulations by appropriate notices.

- It must be ensured that the current distancing level is maintained between customers within the premises and in queues

Customer protection – Eat-in restaurant operations

- It must be ensured that the current distancing level is maintained between guests at different tables (e.g. by positioning the tables and chairs accordingly), depending on the national physical distancing rules currently in force.

- Based on the current Government guidance in place at the time, a maximum number of persons per premises is calculated and recorded as part of the site-specific risk assessment

- 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 coronavirus

- People will need to be told to keep the current distance apart in queues – it is a good idea to put tape on the floor to mark out the distance.

- 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.

- Space out tables in based on the current physical distancing distance guidelines operational at the time in place.

- 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) must follow the legal requirements for food safety, including providing allergen information on request.

If you are already registered but plan to change your food operation to include delivery, you need to inform your local authority. The easiest way is via email.

For detailed information from the FSA also check: 'How to manage a food business if you sell products online, for takeaway or for delivery.'

Food service management DRAFT operational risk assessment considerations

Given a number of FSM businesses are currently operating, the FSM sector represented by the below companies have developed operating procedures based on live Government COVID-19 Secure guidelines.

On behalf of FSM, UK Hospitality
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. Appendix 4 provides a case study example

This will enable swift identification of new cases or carriers to be efficiently isolated and managed. By permitting all food businesses to freely trade risks compromising social distancing and may therefore increase the exposure risk to COVID-19.

It is envisaged that as both the mortality and morbidity rates of COVID-19 cases reduce, restrictions will be relaxed across the hospitality sector. The transition period is anticipated to last for as is long as necessary. To ensure that the hard work and sacrifices put in place by Government and the public , is not undone a controlled transition is deemed proportionate to the risk.

Advice to staff

Staff must not come to work if they have symptoms of coronavirus or live in a household where someone has coronavirus. Staff will be regularly briefed and – where appropriate – offered training to ensure that the protocol is implemented and thoroughly applied.

Appended to this document is information to be shared with staff via training and briefings, on areas such as known routes of transmission, steps to ensure staff can recognise CV19 symptoms, WHO guidance, which will form the basis of information to staff, guests and visitors. Relevant information will, where appropriate, be displayed in the workplace.

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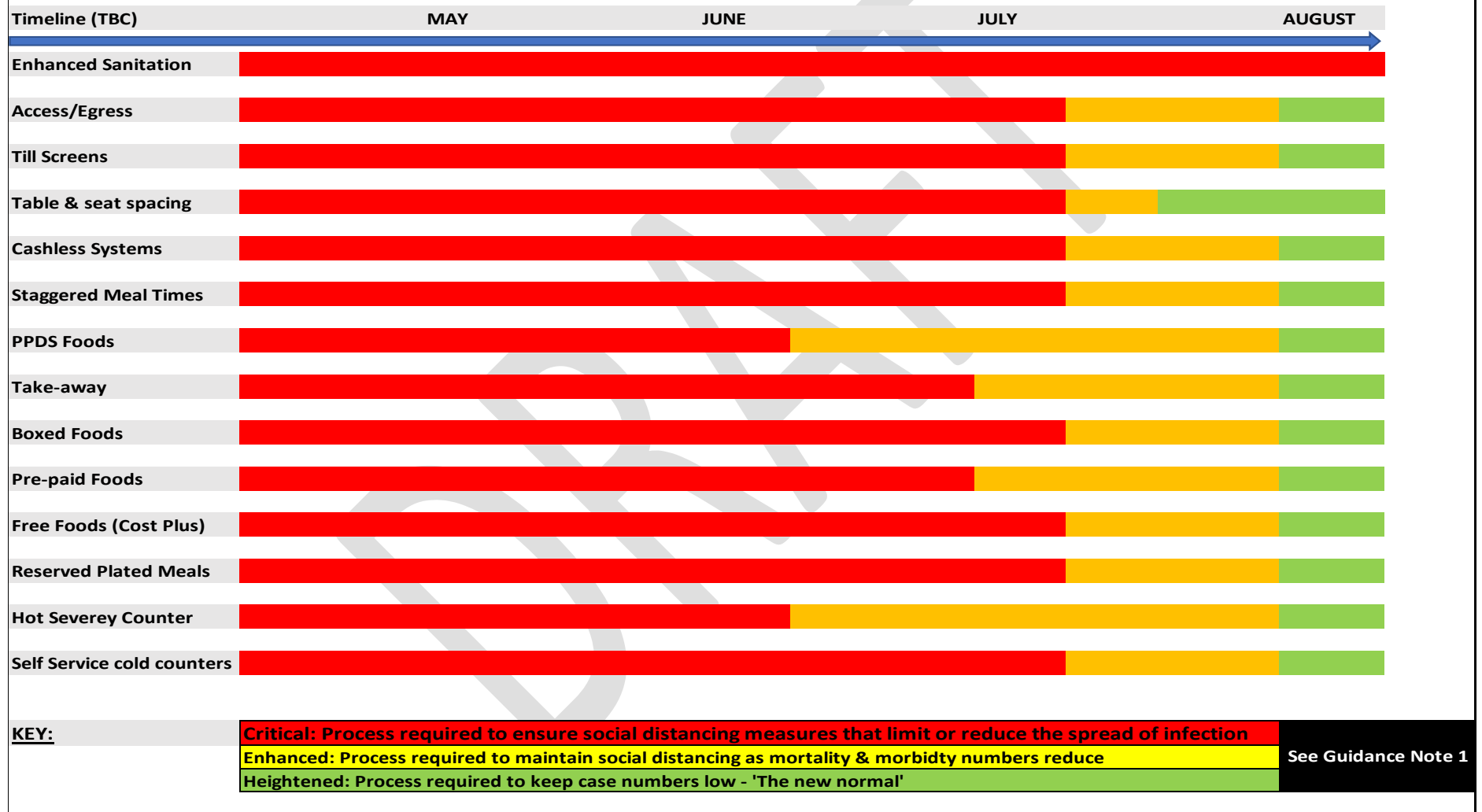
Appendix 4 provides a case study example of social distancing measures currently practiced at an online retailer

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

UKH
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COVID-19 EXIT STRATEGY FOR THE UK HOSPITALITY   APPENDIX 1

Workplace Restaurants Opening Timelines with Restrictions

Timeline (TBC)	MAY	JUNE	JULY	AUGUST
Enhanced Sanitation				
Access/Egress				
Till Screens				
Table & seat spacing				
Cashless Systems				
Staggered Meal Times				
PPDS Foods				
Take-away				
Boxed Foods				
Pre-paid Foods				
Free Foods (Cost Plus)				
Reserved Plated Meals				
Hot Severey Counter				
Self Service cold counters				

KEY:

Critical: Process required to ensure social distancing measures that limit or reduce the spread of infection	
Enhanced: Process required to maintain social distancing as mortality & morbidty numbers reduce	**See Guidance Note 1**
Heightened: Process required to keep case numbers low - 'The new normal'	

COVID-19 EXIT STRATEGY FOR THE UK HOSPITALITY

APPENDIX 2

Enhanced Sanitation Procedures

CUSTOMER SEATING AREA

AREA	EXISTING CONTROLS	ADDITIONAL CONTROLS	HOW?
TABLES	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	
TABLE SPACING	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	

TOUCHPOINTS	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

FLOORS	Sanitised once per day in line with SLA	Increase to twice a day	As per FSMS Cleaning Schedule
STAFF HAND WASHING	Regular hand washing is already common practice in the food industry and will continue to be actively monitored		
DAILY DEEP CLEAN OF CUSTOMER SPACE	Contract cleaners to clean and disinfect workplace canteen daily to maintain a safe, clean & healthy workspace		

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COVID-19 EXIT STRATEGY FOR THE UK HOSPITALITY

APPENDIX 3

Restaurant Access & Egress

	CUSTOMER ACCESS		
AREA	**EXISTING CONTROLS**	**ADDITIONAL CONTROLS**	**HOW?**
ACCESS & EGRESS	Limited to standard meal time hours	Enhanced & staggered meal times to limit customer numbers at anyone time in the workplace canteen	Through collabration with the client
		Signage & floor markings to be used for que management to encourage social distancing. Social distancing to be supervised at peak times	
		Temperatue check all customers using standard IR*	
		Provide mobile WHB & hand sanitisers at entrance	
		Dependant on current Government advice provide face shields or masks for catering staff *	
SERVERYS	Within operational limits	Que management via social distancing & staggered meal times at all severy's. Floor space clearly marked Restaurant supervisor to monitor Social distancing encouraged via signage & floor markings No self service condiments / cutlery – all issued at counter	
TILL POINTS	Within operational limits	Where practicable cashless payments High countertop screens fitted to protect cashiers	
KITCHEN STAFF	As defined in client SLA	Stagger or reduce staff rotas to reflect reduced menu offerings that safe guard social distancing	

* Additional consideration dependent on Government advice at time of lockdown restrictions being lifted

UK HOSPITALITY

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

PERSONAL PROTECTIVE EQUIPMENT (PPE)				
APRON	SAFETY SHOES	NITRILE GLOVE	OVERALLS/ UNIFORM	GOGGLES

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	✓		✓		✓	

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	✓	Every 15 minutes in peak times in the case of tables, table condiments and chairs; and after each	✓	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	✓		✓		✓	
Trolley handles	✓		✓		✓	

Annex 1 – template COVID-19 Secure risk assessment (under development)

Currently this example is for a food-led business, you will need to complete one for your own individual business. This is a draft under development.

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.

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 coronavirus 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.

This risk assessment document could form the basis of discussions with the local authority prior to opening to ensure that there is agreement on the risk-based approach and controls set up. By setting concerns and control measures in a logical way this will give confidence to enforcement officers and customers to show that and show that due consideration has been undertaken.

Customers can be advised 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.

Primary Authorities could also be involved where businesses have one.

The hazard

Coronavirus is a respiratory disease that can invade a host via the respiratory route or via hand to eye / mouth / nose contact. 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 main controls are:

- Social distancing
- Disinfecting hand contact surfaces
- Hand washing and hand sanitiser use

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.

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

- You should complete this document prior to re-opening after the lock down period.
- Carefully consider each section of the document and decide **which of the potential controls are suitable for your business**. Examples for different sectors are included in the sectoral guidance
- Indicate with ☑ if you can use this control in your business, if not enter ☒
- If you have your own ideas which will work better, please enter these instead.
- It may be that you simply cannot use any control in a section in which case state this.
- You should speak to your local EHO
- 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.

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

TEMPLATE COVID-19 RISK ASSESSMENT

Flow Diagrams

By plotting out the routes taken by staff and customers in your pub, you will have a clear idea of where the potential issues may arise, particularly in relation to social distancing. This is based on the current HSE approach to identifying risk in your business. The same

How to use this template document

- You should complete your own assessment, prior to re-opening after the lock down period.
- Carefully consider each section of the document and decide **which of the potential controls are suitable for your business**.
- If you have your own ideas which will work better, please enter these instead.
- It may be that you simply cannot use any control in a section in which case state this.
- You should speak to your local EHO
- 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 could have to take place virtually.

Living Document

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

Customer Journey	Controls in my business (*(Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)*)
Pre-booking (if feasible)	
Arrival outside venue	
Queuing outside	
Entering the business	
Walking to table	

Customer Journey	Controls in my business (*(Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)*)
Either inside or outside	
Ordering food and drinks	
Bar Service	
Food and drinks service	
Clearing the customer table	
Going to the toilet	
Paying	
Leaving the business	
In-between customers	
Continuous actions (cleaning etc.)	

Staff Assessment

Staff Journey	Controls in my business (based on above principles and/or own enhanced measures) ☑☒ or own solution
Before returning to work	
Pre-arrival	
Arrival	
Uniform change (if applicable)	
Kitchen Menu	
Kitchens	

Medium / large	
Small	
Food Storage Areas	
Cellar	
Work benches and tables	
Equipment	

Outdoor areas	
Deliveries	
Front of House	
Toilet Use	
Interaction with customers	
Interaction with work colleagues	
Using the Staff office	
Leave work	
Staff rest rooms	
When staff feel unwell [n]	

ANNEX 2 – Further staff advice

Know the routes of transmission

- Direct contact to face – eyes, nose from droplets 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, 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.

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

Be prepared

Operators will comply with prevailing Government social distancing guidelines at all times, informing staff of relevant changes thereof.

- Because it is believed that Coronavirus is infective during the 14-day incubation period, you could be carrying it without having any symptoms and wouldn't know; others you are in contact with may also be carrying the virus without any symptoms and could be infectious.

- Taking preventive measures means assuming that everyone may have it and taking action accordingly. It is not a waste of time and is actually very cheap to implement the most effective measures, because these involve firstly washing your hands at critical times and second keeping dirty hands away from your face.

- Increasing the frequency of ==disinfection== of hand contact surfaces in public areas will help to reduce the risks, and whilst many businesses are now closed, those that remain open need to increase disinfect tables, chairs, doors and door handles and any other touch points.

- The precautions for this virus are pretty much the same as for any respiratory virus, so should also help to reduce the risk of getting other flu and cold viruses as well as norovirus which can be transmitted through poor hygiene.

Appendix 4 – advice for staff to take home

- Advise everyone to wash their hands as soon as they get home from shopping or work, particularly if they have travelled on public transport.

- More and more households have been in closer contact with each other than normally. Children are at home from school and family members may be staying. Anyone could be infected and may not know it for 14 days. This means personal hygiene and disinfection at home is even more important than ever. Passing on messages to your workforce to help keep them safe at home is a must.

- Key times to wash hands at home are:

    o Always when you arrive home

    o Always when you go out (e.g. when you may touch things such as carpark buttons, petrol pumps etc)

    o Always after going to the toilet

    o Always after blowing your nose or touching your nose

    o Always before putting contact lenses in or out

    o Always after loading the dishwasher (dirty plates may be contaminated)

    o Always before emptying the dishwasher or drying washed dishes (dirty hands will contaminate the clean crockery and cutlery)

    o After cleaning

    o After handling laundry

    o Before handling clean laundry

    o Before preparing ready-to-eat food

    o After preparing raw food (food safety issue, but still important)

    o After unpacking a delivery parcel or shopping

    o Before taking drinks or snacks to others in the household

    o Before eating with your fingers

    o After handling refuse

- **Keep your hands away from your face, particularly your eyes and nose**

    Your hands can pick up virus particles on any surface that is contaminated – anywhere where an infected person may have touched, or where someone has unwittingly transferred the virus from one contaminated surface to another. NEVER touch your eyes or inside your nose unless you have just washed your hands.

- Don't shake hands.

- Stay apart as much as you can and turn away from people on public transport if you can, particularly if they are coughing or sneezing.

Annex 3 – general coronavirus information

Coronavirus or COVID-19 is a respiratory illness which has caused many infections and deaths not only in China, where it originated, but also in other countries around the world including the UK. As this is a new disease, we are still learning about it so much is still uncertain, and Government web sites are updated most days, so do check them, even if you have read them before.

Viruses such as flu have been found to survive on surfaces for up to 2 days. For coronavirus, current advice has been that we should assume that after 72 hours or 3 days there is less risk of the virus surviving; it depends on the surface, and although estimates of 24-48 hours have been also made for different surfaces, for simplicity it is probably best to keep to 72 hours for the moment.

People may appear perfectly well but could be carriers of coronavirus in the incubation period, which is up to 14 days, and they could be shedding the virus. This means that we need to ensure that everyone improves their personal hygiene and as much as possible (handwashing and keeping hands from faces) and keeps their distance from each other if at all possible, whether in the workplace or when having a break. Where permitted businesses continue to operate, new procedures will need to be written to take social distancing measures into account.

The usual standard good hygiene practices carried out in food businesses anyway will help contain the spread of the virus, but we nevertheless need to add to this for the current crisis as we are dealing with a respiratory disease.

CASE STUDY

Services at Online Retailer FC Locations Under COVID-19

Background

BaxterStorey provide catering for 21 Fulfilment Centres (FC's) for an online retailer feeding up to 24,000 client associates on a 24/7 basis 363 days per year. The service is shift based and tightly controlled to deliver volume within small break windows.

Changes to Services

Following the regulations introduced by the government in response to the COVID-19 pandemic covering workplace canteens BaxterStorey were requested to develop and implement a catering offer for designated key workers within FC's across the UK. The requirements for the revised offer were that it allowed for maximum social distancing within the staff canteen area to be maintained and that it could be operated under reduced staffing to ensure maximum business service continuity.

The initial request was for a reduced fully grab and go service for both breakfast and lunch. This was implemented over a two-day window following the announcement of the initial regulations restricting use of workplace canteens to take away services on the 26th March.

This service was then further developed over the next five working days following client approval to encompass full self-service payment at the till point with barcoded products where possible. Retail products such as crisps, confectionary and minerals are restricted to vending machines. Vending is operated with enhanced and increased cleaning schedules of touchpoints to reduce any risk of cross contamination.

In addition, and in wider support of controlling spread of infection within the FC's, this online retailer has introduced infrared temperature checking on entry to buildings and guidance on ensuring that associates wash hands both on entry and exit to shared canteen spaces.

Summary of Changes to Services

- Barriers before entering the canteen to allow safe number of associates into servery at one time
- Introduction of longer break times to reduce throughput and maintain social distancing in canteen break spaces
- Service scope reduced to two key items for breakfast and lunch services*
- Meals served pre-packaged as a meal to enable hot options whilst eliminating staff serving and limiting dwell time on counters*
- Retail items stocked in vending machines wherever possible*
- Self-service tills with contactless payments only removing the potential for cash cross contamination and the need for a physical till operator maintaining the 2m social distancing call*
- Wrapping of disposable cutlery and sealing in bags

Summary

The service model in operation enables the retailer to continue providing catering services for their key workers whilst ensuring that social distancing measures are always maintained to protect their

employees. This service is due to its simplistic nature and ability to withstand staffing and supply chain pressures should they occur. It is also scalable and provides a platform on which services could be expanded following any relaxation of social distancing.

Glossary

Anti-viral: a product/process that can kill a virus or suppresses its ability to replicate/spread.

Cleaning: a process to remove mainly physical contamination but also helps in the reduction of micro-organisms to a safer level.

Disinfection/Disinfectant: a substance (usually chemical) or process that kills micro-organisms, although some viruses and spores can still survive.

Personal Protective Equipment (PPE): mandatory items worn by staff to prevent exposure to harmful substances where there are no alternative controls in place to prevent injury/ill-health.

Protective clothing: other generic items of protective equipment that are not mandated for a particular job task but can assist in offering limited levels of staff protection and can also offer reassurance to the user.

Sanitising/sanitiser: a substance (usually chemical) or process that reduces the level of micro-organisms to a safer level.

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