



COVID-19: GUIDELINES FOR RURAL TOURISM OPERATORS IN ENGLAND

April 2021

TABLE OF CONTENTS

	Page No
1. HOW TO USE THIS GUIDANCE	4
2. OPERATIONAL GUIDANCE	6
2.1 Staff <ul style="list-style-type: none">• Information, training and documentation• Returning to work when reopening• Testing• Checklist for staff development• Illnesses and emergencies for visitors with Covid-19 symptoms• Checklist for illnesses and emergencies	6 6 7 7 7 8
2.2 On-site <ul style="list-style-type: none">• Personal Protective Equipment (PPE)• Hygiene, Disinfection and Cleaning – Hand Washing• Hygiene, Disinfection and Cleaning – Hygiene Facilities• Hygiene, Disinfection and Cleaning – How to clean effectively and safely• Checklist on Hygiene, Disinfection and Cleaning• Entry to site• Social Distancing and Safe Behaviour On-Site• Checklist for Safe Behaviour and Social Distancing	8 8 9 9 10 11 11 12
3. COMMUNICATION	13
3.1 Sharing Information, Advice and Best Practice	13
3.2 Visitors Pre-visit <ul style="list-style-type: none">• Pre-booking• Communicating with Visitors pre-visit• Checklist for visitors' pre-visit	13 13 14
3.3 Visitors on-site <ul style="list-style-type: none">• Communicating with visitors on-site	14 14
3.4 The Local Community <ul style="list-style-type: none">• Communicating with the local community• Checklist for Communicating with visitors and the local community	15 15 15
4. COMPLIANCE AND ENFORCEMENT	16
4.1 Ensuring compliance <ul style="list-style-type: none">• Supporting evidence for the risk assessment• Checklist for enforcing and complying with Covid-19 rules	16 16 16

5. COMPLETING THE RISK ASSESSMENT	17
5.1 Points to consider	17
• The Risk Assessment approach	17
• HACCP	17
• The Risk Assessment	18
• Risk Assessment template	19
ANNEX 1: CHECKLISTS TO PRINT OUT	24

1. HOW TO USE THIS GUIDANCE

What areas does this guidance cover?

It covers the following:

- The general approach that rural tourism businesses, such as camping/glamping and holiday lets, need to follow to prepare for re-opening;
- Factors to consider within the risk assessment;
- The general COVID-19 guidelines on staff safety which are applicable to any business;
- Relevant guidance on visitor safety, and communications (including with local communities);
- A risk assessment template to be used in addition to this guidance.

The following guidance is accurate from the date of publication and will be updated to follow the latest advice. It needs to be stressed that Government guidance on safeguarding changes on an ongoing basis so businesses will need to review their operating procedures regularly.

It should also be read in conjunction with the Government's guidelines on working safely in the visitor economy which can be found here:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy>

Who should be responsible for using this guidance?

The owner or manager of the site.

The Government's Covid-19 Rules

The Government announced its roadmap towards the general re-opening of the UK economy on 22 February, 2021. This sets out 4 phases:

Phase 1: from 8 March

- All schools will open with outdoor after-school sports and activities allowed. Recreation in a public space - such as a park - will be allowed between two people, meaning they would be allowed to sit down for a coffee, drink or picnic.
- From 29 March outdoor gatherings of either six people or two households will be allowed. It is understood this will include gatherings in private gardens. Outdoor sports facilities such as tennis, basketball courts, or outdoor swimming pools will reopen and organised adult and children's sport, such as grassroots football, will also be permitted.

Phase 2: Earliest 12 April

- Non-essential retail units can reopen. Self-contained accommodation (including holiday lets, camping and glamping sites) will also be allowed to reopen for individuals or members of the same household. Zoos and theme parks will be permitted to reopen.

Phase 3: Earliest 17 May

- Other tourism businesses will be permitted to reopen, including hotels and B&Bs, subject to meeting Covid-19 secure guidelines. Hospitality businesses, including public houses and restaurants, will be able to reopen indoors without curfew or the need for a substantial meal. Groups will be able to meet up to a limit of 30 outdoors.

Phase 4: Earliest 21 June

- All social contact restrictions will be removed. Weddings of more than 30 will be permitted.

Before any business is permitted to reopen, a risk assessment must be carried out in order to ensure that the business can operate safely and meet the Government's Covid-19 secure guidelines which can be found here: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/theVisitor-economy>. This guidance sets out the general criteria a business needs to consider in drafting the necessary risk assessments.

They are the legal requirements to make your business COVID-19 safe. This applies to England only. Guidance relevant to Wales, Scotland and Northern Ireland will be added when available.

If a business is operating several different activities, each activity will require a separate risk assessment that follows the risk assessment template.

2. OPERATIONAL GUIDANCE

2.1: Staff

Information, training and documentation

Training should be given to ensure that all staff understand the new risks and should include details the current safe distance as set out in Government guidance, routes of transmission and the importance of hand washing when at work. A plan should be put into place to ensure both understanding and compliance with government and health guidelines.

The business should have all relevant information available for inspection. This includes information shared with staff via training and briefings, details on areas such as known routes of transmission, steps to ensure staff can recognise Covid-19 symptoms, World Health Organisation (WHO) and Public Health England (PHE) guidance, which will form the basis of information to staff, guests and visitors. Relevant information will, where appropriate, be displayed in the workplace.

Staff must not come to work if they have symptoms of coronavirus or live in a household where someone has coronavirus. 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, go to the [111](#) webpage.

If it is an emergency and the person has 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 hands after removing disposable items and discard in line with current Government guidelines.

Staff should be regularly briefed and – where appropriate – offered training to ensure that the guidance is implemented and thoroughly applied.

It is important that the business conducts:

- Regular briefings with staff on the latest Government and other advice regarding safe working;
- A fitness to work review carried out daily according to the above criteria which is recorded;
- Daily review and enforcement of the return-to-work assessment (see below).

Returning to work when reopening

For staff returning to work, a "return to work assessment" (considering GDPR requirements regarding sharing and storing information) must be carried out and should include the following:

- Return to work interviews (phone);
- A survey all staff to find out pre-existing conditions, including:
 - Staff with symptoms / living with someone with symptoms
 - Staff who have been close to somebody who now has Covid-19;
- Transport to work.

The return-to-work assessment must be readily available to enforcement officers and should be appended to the completed risk assessment.

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 the regular briefings.

Testing of Staff

The Government has been encouraging businesses to sign up for free work-based testing although it is not obligatory. It has also introduced free home testing for all. Whether to engage in work-based testing is a decision for each business (and we are aware that several unincorporated businesses have been unable to register). However, businesses can also consider the potential benefits of testing in terms of staff monitoring and management.

Checklist for staff development

Tick when completed

HAVE YOU:

- | | |
|---|--|
| <ul style="list-style-type: none">Ensured staff communication and training can be reviewed, updated and refreshed with all staff when a site reopens. It is likely that staff will have been off-site for some time and will not be aware of the new guidelines? | |
| <ul style="list-style-type: none">Retrained staff on the new procedures, considering any concerns and inputs? | |
| <ul style="list-style-type: none">Ensured that staff fully understand how the new guidelines apply and procedures work? | |
| <ul style="list-style-type: none">Made sure that staff are fully prepared and have all the skills, knowledge and necessary PPE they will need when operating on site and with visitors? | |
| <ul style="list-style-type: none">Prepared a full questionnaire for all staff before returning to work to identify any illnesses, any health concerns regarding Covid-19, and any team members who may have been in contact with someone with Covid-19 in the last few weeks? | |
| <ul style="list-style-type: none">Put in place a testing regime for staff (if applicable) that is easy to follow and can be monitored effectively? If there are home testing arrangements, is there a system in place to monitor staff test results? | |

Illness and emergencies for visitors with Covid-19 symptoms

If a visitor thinks that they have contracted Covid-19 symptoms, they must be advised to be tested as soon as possible. If the visitor is tested positive, they should return home if they are able to do so. They must follow government advice and self-isolate for 7 days. If there are other people with whom the visitor has been in contact, these people should leave the site and must self-isolate for 14 days. If a visitor is physically unable to return home, they need to consult the relevant health professional. It is important that the visitor

discusses how they wish to proceed with the owner as soon as they can if they have tested positive. In all cases the visitor will be expected to pay all costs.

Staff should have access to medical kits which include thermometers and body fluid spillage kits. Emergency first aid and PPE packs should also be easily located around the site in the event of illness and emergency. Staff who are trained in first aid and emergencies should be clearly identified in order to provide assistance.

Checklist for illnesses and emergencies

Tick when completed

HAVE YOU:

- | | |
|--|--|
| • Put in place procedures that are easy for staff to follow in the event that a visitor shows signs of Covid-19 symptoms? | |
| • Ensured that all staff understand what to do in the event of a visitor showing signs of Covid-19 symptoms? | |
| • Made sure that first aid kits and other medical kits are readily available and easily accessible to staff and visitors? | |
| • Communicated with the visitor what needs to be done in the event of a Covid-19 outbreak and that these rules have been understood? | |

2.2: On-site

Personal Protective Equipment (PPE) and face coverings

Provision and use of protective clothing and equipment for staff must be entirely compliant and in line with Government and PHE guidance. 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, masks and aprons. All PPE purchased should come from recognizable and reputable suppliers and be EU accredited with the CE mark.

The correct use and removal of such PPE is key 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 and in line with government guidance.

Although there are no Government rules relating to the wearing of face coverings, other than guidance from Public Health England and the use of public transport, businesses will need to consider how best to ensure safety on-site. It may be the case that in certain areas, you may want visitors to wear face coverings if you believe that there may be a risk to health.

Hygiene, Disinfection and Cleaning – 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.

Managers/appropriate person should remind everyone to wash their hands again at the start of every shift (in addition to washing hands at arrival). This is to remove any virus particles picked up on the way to work 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. 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.

Hygiene, Disinfection and Cleaning – Hygiene Facilities

Camping businesses will need to consider installing additional hygiene facilities in order to meet the needs of the Government guidelines, enforce social distancing and ensuring the safety of visitors and staff. This could include new outdoor handbasins and well positioned hand sanitising stations.

This may include the erection or provision of portable temporary or additional shower and toilet units but these decisions need to consider the capacity of the site and the flow of visitors around the site. It should be noted that front-opening cubicles, with handbasins included, are safest as they ensure people using the facilities are distanced from others, i.e. there is no need to be close to others sharing the facilities.

Both self-catering and camping businesses also need to be aware that, for the business to be able to reopen, hygiene facilities, such as showers and bathroom facilities, can only be used for either individuals or household groups at any one time. After each use, the facilities should be cleaned according to the business risk assessment guidelines and a reservation system for facilities use should be put in place. Failure to adequately prepare for this will mean that the business will not be meeting the Covid-19 secure guidelines and could be closed down by the local public health authorities.

Charging small appliances needs to be done where possible by campers themselves, since getting campsite staff to handle other people's devices is unsafe, requiring handling of shared items and close proximity between staff and customers. Campsites should consider installing additional charging points on site where customers can keep an eye on their own appliances while charging and where there is no risk that an appliance is handled by anyone other than the owner. Alternatively, secure charging points for phones can be installed and paid for by the customer.

Hygiene, Disinfection and Cleaning – How to clean effectively and safely

Surface disinfection and social distancing

If staff are serving customers or taking payments, they must be protected and they need to keep the minimum distance away from customers as set out in Government guidance. It is essential that the routes, and potential routes, of transmission are known and to establish what actions are best for the business.

Heightened disinfection needs to be undertaken to disinfect all frequently touched areas such as doors, tables, chairs, counters, tills, card machines etc. It is especially important to have procedures in place for the cleaning of communal areas, such as showers and toilets. These need to follow clear cleaning protocols to ensure that all areas are safe and follow the WHO and PHE guidelines. Facilities will need to be monitored and checked on

an hourly basis to ensure that they are clean and disinfected properly. The aim is to minimise the risk of infection as much as possible.

Where staff may congregate, such as staff break areas, timings should be staggered so that groups of staff have slots to come for breaks to avoid close contact. The following procedures should be put in place:

- 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;
- If uniforms are worn, these should be washed at temperatures above 60°C or a laundry sanitising agent used if the fabrics cannot be washed at such a temperature;
- Where uniforms are not worn, staff should wash clothes daily at the same temperature as above;
- For staff to protect others: follow the WHO and PHE guidelines. Always sneeze or cough into the crook of the arm to prevent hands becoming contaminated. If a tissue is used, bin it immediately and do not leave around on surfaces. Wash hands or use hand gel afterwards;
- For cleaning bodily fluids from surfaces, 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>

Checklist on Hygiene, Disinfection and Cleaning

Tick when completed

HAVE YOU:

- | | |
|--|--|
| • Calculated the amount of PPE that the business will need and ensured that sufficient quantities of PPE will be available when ordering? | |
| • Made available sufficient quantities of hand washing materials, such as hand sanitisers and gels? | |
| • Is there clear and simple messaging for the proper and safest way to wash hands? | |
| • Considered the installation of additional hygiene facilities, such as portable toilets, to meet capacity and enforce government guidelines? | |
| • Set out in flow diagrams the potential routes of transmission and put in place control mechanisms to mitigate risk? | |
| • Put in place cleaning protocols that meet the social distancing guidelines and take account of different types of cleaning necessary, for example, soft furnishings? | |
| • Put in place cleaning protocols for hygiene facilities including showers and toilets? | |
| • Put in place a reservation system for the use of bathroom facilities and ensured that facilities can be cleaned after every visit? | |
| • Ensured that all staff fully understand the importance of hygiene and the need to meet the Government guidelines on social distancing? | |

Entry to Site

Some businesses may already operate a barrier-controlled entry system to control visitor flows. In the case of card operated barriers, or those using pin numbers, the cleaning of surfaces touched on the barrier must be regular, perhaps with gloves provided or wipes available to the customer. Camera recognition of number plates has the advantage of allowing contactless entry for booked campers, with reduced or no check-in interaction required with staff. Such a system may want to be considered by others.

Social Distancing and Safe Behaviour On-site

Safe behaviour and social distancing will be new conditions for campers. It will be important that messaging is clear as to the new rules and that anyone not social distancing or taking irresponsible risks will be asked to leave the site.

Your risk control measures may involve re-opening your business with a reduced capacity to enable effective social distancing. It is essential, therefore, that all existing procedures regarding standard operations are reviewed and this should be a key part of the risk assessment. Any review needs to consider the design and capacity of individual buildings and spaces to ensure that social distancing can be implemented effectively.

You will need to consider the following:

- How to ensure that capacity/visitor flows are manageable and can be monitored. New procedures must be effective and need to be reviewed daily;
- policies and procedures that encourage visitors to print out tickets at home or use technology for guests to gain entry without long wait times at reception desks. This should include a pre-booking procedure;
- Erecting hygiene screens and sanitation point in areas such reception till areas, shops and food pick up areas where social distancing may not be possible;
- Markings on the floor in queue lines showing social distancing points or physically modify queue lines to virtual queues using technology;
- If there are food outlets as part of the business, assess capacities and control measures to comply with social distancing, possibly removing every other table to increase social distancing for family groups;
- Reviewing capacities for any outdoor seating areas to ensure the requisite 2m spacing;
- Reviewing the new routines required to regularly clean and sanitise seating and eating areas.

All reviews of operating standards and procedures must either be part of the overall risk assessment for the business or appended to it.

Checklist for Safe Behaviour and Social Distancing	
Tick when completed	
HAVE YOU:	
• Ensured, through an ongoing training programme, that staff understand the importance of social distancing and are able to enforce the new rules?	
• Put in place clear and consistent messaging for visitors in order to keep to the social distancing guidelines?	
• Designed appropriate signs, walkways and queuing systems that are easy to understand and enforced?	
• Put in place an ongoing monitoring and review system?	
• Designed systems to ensure that capacity meets the Government guidelines?	

3. COMMUNICATION

3.1: Advice and best practice

Sharing Information, Advice and Best Practice

Sharing best practice and information with similar businesses, including Facebook groups, professional organisations (such as CLA) is crucial to ensuring the greatest sense of awareness possible of issues of health and safety and how these can be resolved.

Sharing information with the local community will be vital to re-opening so that there is less opposition to visitors coming to a particular area. This can be done through local social media. What is key is that the local community is aware of what the business is doing, how the business is endeavouring to protect the public and providing a clear and consistent message.

3.2: Visitors Pre-visit

Pre-booking

It is important that campers, for example, are able to pre-book before any visit if possible. This means that businesses need to ensure that their websites convey a straightforward message – all arrivals should be pre-booked on the business online system. This has the advantage of:

- Reducing queues and unwanted arrivals;
- Allowing for clearer communication with guests prior to arrival;
- Simplified check-ins as bookings are pre-paid and contact with staff is greatly reduced;
- Ensuring accurate guest records are maintained for compliance with government guidelines.

For campsites, it is crucial that visitor records contain as much information as possible to meet the conditions of the Government's track and trace system. Businesses need to be prepared to get details from visitors that aids identification in the event of a Covid-19 outbreak on site.

Communicating with Visitors Pre-visit

Use your business website and other social media channels to give visitors pre-visit information on the controls in place and how the guidelines relating to hygiene and social distancing will be enforced.

Make sure that customers are aware of the essential message that if they are feeling ill, are showing signs of the virus or live in the same household as someone with the virus, they should not visit. This should be made very clear on the homepage of your website.

You should also consider putting a video on the webpage or Facebook page setting out how the business will operate.

Explain to the visitor what they should do if they start to feel ill whilst on site. Set out what the procedures are, what visitors should do to minimise contact with staff and others whilst assistance is sought and how staff are trained to deal with Covid-19 cases.

It is important that a Covid-19 charter or statement is put on the website and/or Facebook page setting out what has been done.

Ensuring effective communication with visitors' pre-visit is crucial. For example, have information packs available online so that they do not need to be available in the accommodation unit. You can also use the website to put on readily accessible information – both pre-visit and visit – and try to encourage visitors to do everything online as is possible. In addition, promote your business as a contactless payment venue through cashless and pre-booked purchases online.

Checklist for visitors' pre-visit	
Tick when completed	
HAVE YOU:	
• Ensured that the website has all the available information a visitor will need, including what the visitor will need to bring with them during their stay?	
• Made clear to the visitor the pre-booking arrangements that need to be followed?	
• Ensured that you have full identification details from the visitor that can be used in the event of a Covid-19 outbreak on-site?	
• Set out on the website how the site will operate, including, if possible, a short video of the procedures that will be put in place and how these must be met?	

3.3: Visitors On-site

Communicating with Visitors On-site
Information should be displayed at main entrance points and reception areas about social distancing procedures on the site. Signage should also be displayed at hygiene stations, which may include hand sanitising products or traditional soap and water facilities along with directional signage around the site to the nearest locations.
There should be signage in toilets and washrooms about how to clean hands correctly – use child friendly signage as well as messages for adults.
Information needs to be provided throughout the site on how to maintain social distancing while on site. Use of floor markings in any areas where traffic can be high will be required to help visitors respect social distancing.
There should be information around the site highlighting the increased cleaning schedules in place. This may mean that some areas will be closed off periodically to fully sanitise the area. Public safety announcements and digital screens are useful to repeat practices being applied throughout the facility.
Procedures need to be in place regarding temperature checking of visitors, including children who can be checked with the parents' permission.

Consider specific procedures in dealing with children who are sometimes ill during a visit. A letter can be prepared to hand to parents to explain that any sickness or temperature will result in the family being asked to leave immediately. In addition, parents need to be informed that if a child is diagnosed with Covid-19 following a visit, this needs to be communicated to you as soon as possible.

3.4 The Local Community

Communicating with the Local Community

It is essential to gain the trust of local communities to reassure the local population that the actions taken by the business and the visitor are safe. Getting the local community onside is one of the first actions a business needs to consider as part of a reopening plan.

This can be achieved through local social media with the business itself being proactive in creating contacts through WhatsApp and Facebook groups. The message conveyed needs to be simple, understandable and above all consistent.

It is also a good idea to create online forums with the local community to ensure that they are aware of how the business will operate once it reopens.

Checklist for communicating with visitors and the local community

Tick when completed

HAVE YOU:

- Developed a communication plan for visitors and the local community that aims to reassure both?
- Put in place a pre-booking system that allows for easier and more effective management of the site?
- Provided for visitors, through the website, information that they will need and the guidelines that need to be followed before they arrive?
- Put in place clear and consistent messaging on site, especially on hygiene, disinfection and cleaning and social distancing?
- Ensured regular contact with the local community, keeping them up to date with developments on site?

4. COMPLIANCE AND ENFORCEMENT

4.1 Ensuring compliance

Supporting evidence for the risk assessment
<p>The risk assessment will need to be supported by evidence of compliance and the measures taken to meet the COVID-19 Secure guidelines.</p> <p>Compliance checks will be carried out by enforcement bodies, such as Environmental Health Officers, and these will be responsible for checking the risk assessment, supporting evidence and the operational practices in place for the business. It is very possible that there will be several compliance and enforcement checks from different enforcement bodies depending on the type of business.</p>

Checklist for enforcing and complying with Covid-19 rules	Tick when completed
HAVE YOU:	
• Read and understand the Government COVID-19 Secure advice (https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy)?	
• Read and understand the guidance contained in this note and how it can be applied to the business?	
• Made any adjustments to operating procedures and premises based on this advice and any other changes that are identified. If any changes are made to update the risk assessment they should be recorded?	
• Discussed with staff to gauge their concerns and established how these can be addressed?	
• Completed the risk assessment and that ensured copies are made online?	
• Compiled evidence to support the risk assessment? (Again, copies should be made online and be available for enforcement officers)	
• Are you prepared for an inspection by an enforcement body?	

5. COMPLETING THE RISK ASSESSMENT

5.1 Points to consider

The Risk Assessment Approach
<p>Whilst every business is different, there are two things in common – the staff and the customer. Both will have ‘journeys’ through the premises.</p> <p>It is crucial to be able to demonstrate that the business has considered the physical routes people take through business premises and processes, 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 should be a hybrid of Hazard Analysis Critical Control Points (HACCP) and a risk assessment.</p> <p>Tracing the routes that people will typically take, either to carry out their jobs or as customers, will help inform what risks from COVID-19 are involved, and subsequently how to take action to reduce these risks. This will require a flow diagram which can be adjusted if it is found that the route or journey needs to be changed to ensure a safer environment.</p> <p>The risk assessment needs to form the basis of any discussions with the local authority prior to opening. It will be the responsibility of Environmental Health Officers to inspect reopened businesses. By setting concerns and control measures in a logical way this will give confidence to enforcement officers, customers and the local community to show that the necessary safety controls are in place. This will also be needed to ensure that customers know what the new procedures are so that everyone’s expectations are managed in advance.</p>
HACCP
<p><i>What is the hazard?</i></p> <p>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 that it is possible that anyone could be carrying the virus.</p>
Flow Diagrams and control measures
<p><i>What are the main controls?</i></p> <p>These are:</p> <ul style="list-style-type: none">• Social distancing;• Disinfecting hand contact surfaces;• Hand washing and hand sanitiser use. <p>These controls are set out in the Government guidelines and the advice provided by PHE and the WHO.</p>
Flow Diagrams and control measures
<p>By plotting out the routes taken by staff and customers there should be a clear idea of where the potential issues may arise, particularly in relation to social distancing. This is</p>

based on the current HSE approach to identifying risk in a business. The following points need to be considered:

- The business needs to complete its own assessment, prior to re-opening after the lockdown period;
- Carefully consider which of the potential controls are suitable for the business;
- It is important that each area of the business can be managed effectively according to the Government guidance;
- As necessary, there should be ongoing communications with Environmental Health Officers;
- Photographic evidence should be provided on the control measures in place in order to be able to fully explain the business assessment to the public authorities as well as the local community.

The risk assessment

How to use the risk assessment

- The Risk Assessment must be completed and in place before the business can reopen;
- Indicate with if such a control is in use;
- It is important that each area of the business can be managed effectively according to the Government guidance;
- Where necessary it is important to talk to Environmental Health;
- Photographic evidence should be provided on the control measures in place in order to be able to fully explain the business assessment to the public authorities as well as the local community.

An evolving risk assessment

The Risk Assessment is ever evolving and needs to be continuously edited and updated as understanding of the virus improves, government guidance changes and CLA members develop improved solutions.

The template below is a generic Risk Assessment for dealing with the current COVID-19 situation in the workplace. It is unlikely to cover all scenarios and each business should consider its own unique circumstances. It will need to be adapted to meet the needs of the business and consider the hazards and controls the business needs. Even where the hazards are the same, the control measures adopted may have to be different from those in the examples to meet the particular conditions in the workplace.

It is also important that the risk assessment considers the guidance set out in this document. Use the checklists to ensure that the risk assessment covers the risks identified.

To keep up to date with HSE advice to workplaces in this fast-changing situation visit
<https://www.hse.gov.uk/news/coronavirus.htm>

What are the hazards?	Who might be harmed	Controls Required	Additional Controls	Action by who?	Action by when?	Done
Spread of Covid-19 Coronavirus	<ul style="list-style-type: none"> • Staff • Visitors to your premises • Cleaners • Contractors • Drivers • Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions • Anyone else who physically comes in contact with you in relation to your business 	<p>Hand Washing</p> <ul style="list-style-type: none"> • Hand washing facilities with soap and water in place. • Stringent hand washing taking place. • See hand washing guidance. https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ • Drying of hands with disposable paper towels. • https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/ • Staff encouraged to protect the skin by applying emollient cream regularly • https://www.nhs.uk/conditions/emollients/ • Gel sanitisers in any area where washing facilities not readily available 	<p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.</p> <p>Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme https://www.hse.gov.uk/skin/professional/health-surveillance.htm</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - https://www.publichealth.hscni.net/news/covid-19-coronavirus</p> <p>Posters, leaflets and other materials are available for display. https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p>			

	<p>Cleaning</p> <p>Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.</p> <p>Cleaning other surfaces (including soft furnishings) or laundry, https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</p> <p>Social Distancing</p> <p>Social Distancing - Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Government https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people</p> <p>Developing flow diagrams to be able to control and manage the flow of people and the potential transmission of Covid-19</p>	<p>Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.</p> <p>Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. Management checks to ensure this is adhered to.</p>		
--	--	---	--	--

		<p>Taking steps to review work schedules including start & finish times/shift patterns, working from home etc. to reduce number of workers on site at any one time. Also relocating workers to other tasks.</p> <p>Redesigning processes to ensure social distancing in place.</p> <p>Conference calls to be used instead of face-to-face meetings.</p> <p>Ensuring sufficient rest breaks for staff.</p> <p>Social distancing also to be adhered to in canteen area and smoking area.</p> <p><u>Wearing of Gloves</u> Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p> <p><u>PPE</u> Public Health guidance on the use of PPE (personal protective equipment) to protect against COVID-19 relates to health care settings. In all other settings individuals are asked to observe social distancing measures and</p>	<p>Staff to be reminded that wearing of gloves is not a substitute for good hand washing.</p> <p>To minimise the risk of transmission of COVID-19 during face-fit testing the following additional measures should be carried out –</p> <p>Both the fit tester and those being fit tested should wash their hands before and after the test.</p> <p>Those being fit tested with non-disposable masks should clean the mask themselves before and immediately after the test using a suitable disinfectant cleaning wipe (check with manufacturer to avoid damaging the mask).</p> <p>Test face pieces that cannot be adequately disinfected (e.g., disposable half masks) should not be used by more than one individual.</p> <p>Fit testers should wear disposable gloves when undertaking cleaning of the tubes, hoods etc. and ensure they remove gloves following the correct procedure (PDF)</p>		
--	--	--	---	--	--

		<p>practice good hand hygiene behaviours</p> <p>Where PPE is a requirement for risks associated with the work undertaken the following measures will be followed-</p> <p>Tight-fitting respirators (such as disposable FFP3 masks and reusable half masks) rely on having a good seal with the wearer's face. A face fit test will be carried out to ensure the respiratory protective equipment (RPE) can protect the wearer.</p> <p>Wearers must be clean shaven.</p> <p><u>Symptoms of Covid-19</u></p> <p>If anyone becomes unwell with a new continuous cough or a high temperature in the workplace, they will be sent home and advised to follow the stay-at-home guidance. Line managers will maintain regular contact with staff members during this time.</p> <p>If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other workplace premises such as domestic premises), the management team</p>	<p>Reference https://www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm</p> <p>Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast-changing situation.</p> <p>Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.</p> <p>Communicate with companies we deliver to/from to ensure welfare facilities will be available to our drivers. Allowing delivery</p>		
--	--	--	--	--	--

	<p>of the workplace will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.</p> <p>https://www.publichealth.hscni.net/</p> <p>Drivers</p> <p>Procedures in place for Drivers to ensure adequate welfare facilities available during their work - Reference</p> <p>https://www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm</p> <p>COVID-19-guidance on freight transport.</p> <p>Persons should not share vehicles or cabs, where suitable distancing cannot be achieved.</p> <p>Mental Health</p> <p>Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help</p> <p>Reference -</p> <p>https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/www.hseni.gov.uk/stress</p>	<p>drivers adequate breaks to avail of proper welfare facilities.</p> <p>Regular communication of mental health information and open-door policy for those who need additional support.</p>		
--	--	---	--	--

ANNEX 1: CHECKLISTS TO PRINTOUT

OPERATIONAL GUIDANCE: STAFF DEVELOPMENT

Checklist for staff development		Tick when completed
HAVE YOU:		
<ul style="list-style-type: none">• Ensured staff communication and training can be reviewed, updated and refreshed with all staff when a site reopens. It is likely that staff will have been off-site for some time and will not be aware of the new guidelines?		
<ul style="list-style-type: none">• Retrained staff on the new procedures, considering any concerns and inputs?		
<ul style="list-style-type: none">• Ensured that staff fully understand how the new guidelines apply and procedures work?		
<ul style="list-style-type: none">• Made sure that staff are fully prepared and have all the skills, knowledge and necessary PPE they will need when operating on site and with visitors?		
<ul style="list-style-type: none">• Prepared a full questionnaire for all staff before returning to work to identify any illnesses, any health concerns regarding Covid-19, and any team members who may have been in contact with someone with Covid-19 in the last few weeks?		
<ul style="list-style-type: none">• Put in place a testing regime for staff (if applicable) that is easy to follow and can be monitored effectively? If there are home testing arrangements, is there a system in place to monitor staff test results?		

OPERATIONAL GUIDANCE: ILLNESSES AND EMERGENCIES

Checklist for illnesses and emergencies		Tick when completed
HAVE YOU:		
<ul style="list-style-type: none">• Put in place procedures that are easy for staff to follow in the event that a visitor shows signs of Covid-19 symptoms?		
<ul style="list-style-type: none">• Ensured that all staff understand what to do in the event of a visitor showing signs of Covid-19 symptoms?		
<ul style="list-style-type: none">• Made sure that first aid kits and other medical kits are readily available and easily accessible to staff and visitors?		
<ul style="list-style-type: none">• Communicated with the visitor what needs to be done in the event of a Covid-19 outbreak and that these rules have been understood?		

OPERATIONAL GUIDANCE: HYGIENE, DISINFECTION AND CLEANING

Checklist on Hygiene, Disinfection and Cleaning	
Tick when completed	
HAVE YOU:	
• Calculated the amount of PPE that the business will need and ensured that sufficient quantities of PPE will be available when ordering?	
• Made available sufficient quantities of hand washing materials, such as hand sanitisers and gels?	
• Is there clear and simple messaging for the proper and safest way to wash hands?	
• Considered the installation of additional hygiene facilities, such as portable toilets, in order to meet capacity and enforce government guidelines?	
• Set out in flow diagrams the potential routes of transmission and put in place control mechanisms to mitigate risk?	
• Put in place cleaning protocols that meet the social distancing guidelines and take account of different types of cleaning necessary, for example, soft furnishings?	
• Put in place cleaning protocols for hygiene facilities including showers and toilets?	
• Put in place a reservation system for the use of bathroom facilities and ensured that facilities can be cleaned after every visit?	
• Ensured that all staff fully understand the importance of hygiene and the need to meet the Government guidelines on social distancing?	

OPERATIONAL GUIDANCE: SAFE BEHAVIOUR AND SOCIAL DISTANCING

Checklist for Safe Behaviour and Social Distancing	
Tick when completed	
HAVE YOU:	
• Ensured, through an ongoing training programme, that staff understand the importance of social distancing and can enforce the new rules?	
• Put in place clear and consistent messaging for visitors to keep to the social distancing guidelines?	
• Designed appropriate signs, walkways and queuing systems that are easy to understand and enforced?	
• Put in place an ongoing monitoring and review system?	
• Designed systems to ensure that capacity meets the Government guidelines?	

COMMUNICATION: VISITORS PRE-VISIT

Checklist for visitors' pre-visit	
Tick when completed	
HAVE YOU:	
• Ensured that the website has all the available information a visitor will need, including what the visitor will need to bring with them during their stay?	
• Made clear to the visitor the pre-booking arrangements that need to be followed?	
• Ensured that you have full identification details from the visitor that can be used in the event of a Covid-19 outbreak on-site?	
• Set out on the website how the site will operate, including, if possible, a short video of the procedures that will be put in place and how these must be met?	

COMMUNICATION: VISITORS ON SITE AND LOCAL COMMUNITY

Checklist for Communicating with visitors and the local community	
Tick when completed	
HAVE YOU:	
• Developed a communication plan for visitors and the local community that aims to reassure both?	
• Put in place a pre-booking system that allows for easier and more effective management of the site?	
• Provided for visitors, through the website, information that they will need and the guidelines that need to be followed before they arrive?	
• Put in place clear and consistent messaging on site, especially on hygiene, disinfection and cleaning and social distancing?	
• Ensured regular contact with the local community, keeping them up to date with developments on site?	

COMPLIANCE AND ENFORCEMENT

Checklist for enforcing and complying with Covid-19 rules	
Tick when completed	
HAVE YOU:	
• Read and understand the Government COVID-19 Secure advice (https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy)?	
• Read and understand the guidance contained in this note and how it can be applied to the business?	
• Made any adjustments to operating procedures and premises based on this advice and any other changes that are identified. If any changes are made to update the risk assessment they should be recorded?	
• Discussed with staff to gauge their concerns and established how these can be addressed?	
• Completed the risk assessment and that ensured copies are made online?	
• Compiled evidence to support the risk assessment? (Again, copies should be made online and be available for enforcement officers)	
• Are you prepared for an inspection by an enforcement body?	