Coronavirus (COVID-19) Safety

SECTOR GUIDANCE
ENGLAND & SCOTLAND

Recommended COVID Secure protocol and process guidelines for the operation of touring caravan sites and the communal facilities located within.

CONTENTS

SECTION 1
GENERAL CONSIDERATIONS FOR REOPENING SITES

This document provides suggested procedures and protocols for use in preparing for the reopening and ongoing operation of sites. The objective is to bring together a suite of mitigation processes and protocols to help keep staff, customers, visitors and local communities safe by delivering an environment from which to enjoy caravan sites in a COVID Secure manner.

1.1 LAW AND GUIDANCE

This document seeks to provide an explanation of the practical mitigation protocols, processes and procedures that could be used within the operation of a Caravan Site, in order to deliver a **COVID Secure** environment. **This document is for guidance only with responsibility and accountability remaining with the owner/company who chooses to use it to support their own decision-making process in managing the risk of COVID-19 on their site.**

These protocols are based directly on the Covid Secure sector guidance (updated on 24th June) on **GOV.uk** for the Visitor Economy and Hotels & Other Guest Accomodation, reflecting the requirements of Government guidance in relation to COVID-19. In addition they recognise that all procedures must comply with legislation, including:

- Health and Safety at Work Act 1974
- Control of Substances Hazardous to Health 2002
- Management of Health and Safety at Work Regulations 1999

Further Central Government, Devolved Administration coronavirus (COVID-19) guidance, information, advice and resources can be found in **APPENDIX B.**

1.2 PRINCIPLES

The approach taken for defining operational protocols and procedures has at all stages been based upon the 5 steps to working safely as detailed on **GOV.uk**:

- Carrying out a specific COVID-19 risk assessment by site and activity.
- Developing cleaning, handwashing & hygiene procedures.
- Helping people to work from home, where possible.
- Maintaining 2m social distancing, where possible.
- Managing transmission risk, where people cannot be 2m apart.

1.3 PROCESS - RISK ASSESSMENT

All sites should conduct a specific COVID-19 risk assessment, and where appropriate, further actions and/or modifications may be required in addition to the protocols being proposed within this document. Please note that businesses with more than 5 employees will need to keep a written record of their risk assessments.

- This is a legal requirement, and will provide the framework for the necessary amendments to be made to normal standard operating procedures.
- A blank model risk assessment to support this policy is shown in **APPENDIX D.**
- Staff should receive additional training where required to support delivery.

SECTION 2
PRE-OPENING PREPARATION

2.1 SUMMARY

Detailed preparation of the site and it's facilities in advance of the permitted opening date is vital to ensure **COVID Secure** protocols and processes are in place and in operation from the very beginning.

This activity should not only focus on the physical preparations required, but it is also hugely important to ensure there is positive engagement and communication with the local community, together with steps taken to ensure extra focus on staff wellbeing issues.

It is fully recognised that permitted opening dates, together with associated protocols and restrictions will have regional variations. For the avoidance of doubt, these guidelines relate to businesses in England & Scotland only.

2.2 ENGAGEMENT WITH LOCAL COMMUNITY

Government permission to reopen sites is being widely publicised. Therefore, it is important to be prepared to answer any enquiries with well-founded reassurance about the measures you are taking to ensure the safety of guests, staff and those in the local community.

As an industry we responded promptly to the calls for a lockdown and complied immediately when measures were announced by the Government to protect the NHS and save lives. That safety motivation should continue to drive your behaviours when reopening in a **COVID Secure** manner as guests return.

You can explain your actions to ensure the safety of all site users, including:

- Compliance with health and safety legislation which underpins all actions.
- Compliance with government advice and guidance which is regularly reviewed.
- Robust cleaning and personal hygiene procedures.
- Carefully thought out social distancing protocols.
- Information to customers about how to stay safe, stay alert and consider others with repeated visual reminders.
- Processes to ensure you are able to provide the relevant data for the test & trace process.
- Contingency plans in place should anyone on the site be suspected of having coronavirus.

It is also important to advise your guests to adhere to the Caravan Code which ensures their vehicles are in good repair with particular attention being paid to those sections of the Highway Code relevant to trailer caravans. In addition, a reminder to observe the Countryside Code relating to water, cleanliness, fire dangers, litter, public paths, gates, control of dogs, damage to crops, hedges, walls, trees and plants, livestock and wildlife will assist with positive local community messaging.

If you have any positive relationships with local community groups, then it is worth considering approaching these groups pro-actively with the measures being undertaken to ensure you open in a responsible manner, and consistent with Government guidelines.

2.3 STAFF WELLBEING

Staff wellbeing is of paramount importance during these unusual circumstances, and details of the measures the business is taking in terms of ensuring the health and safety of sites staff should be communicated clearly to staff prior to sites opening.

It is important that this includes specific recognition and adjustments for those who fall into the clinically vulnerable and extremely vulnerable (shielded) categories. All businesses have a responsibility to proactively address and support any individual concerns that staff may have around their own health and safety. Staff surveys could help in being able to understand any concerns about returning to work and address any wellbeing issues accordingly.

Site Managers or owners should carry out regular team meetings and 1 to 1 meetings ensuring personal H&S and wellbeing is a regular agenda item. This will enable teams to support each other and for issues to be quickly identified and resolved or escalated as appropriate. These meetings should take place outdoors wherever possible and ensure 2m social distancing is observed.

It is also good practice to remind people of how to access Mental Health First Aiders if available, and additional communication in relation to any additional wellbeing support mechanisms such as telephone helplines etc.

A Protocol will be needed in order to manage a situation where a member of staff becomes ill with COVID-19. Consideration will be needed around living arrangements if they live on site, cleaning down of work areas and how the site will operate while they are self-isolating.

2.4 SITE INFRASTRUCTURE

Detailed assessments of the water systems of sites will need to have been undertaken by competent staff and/or an independent legionella contractor to assist with the production of a safe and compliant legionella reopening plan on a site by site basis.

Cold water storage tanks may need to be chlorinated, hot water storage thermally disinfected and all water systems thoroughly flushed and descaled plus legionella and bacterial testing to be undertaken ahead of reopening.

In addition, a full **COVID Secure** site safety audit should be completed by each site in order for it to be deemed safe and ready to open.

2.5 SAFETY & SECURITY

A review will need to be carried out as part of the site safety audit as to how first aid incidents and any incidents involving trespassers attempting to enter the site will need to be managed and responded too in a safe and appropriate manner.

2.6 TOOLS & EQUIPMENT

Visual and mechanical inspections of tools and equipment will need to take place to ensure they are in a safe condition.

SECTION 3
PRE-ARRIVAL & ONSITE COMMUNICATION

3.1 SUMMARY

The primary objective of communication to guests should be to provide clear information and guidance on the new **COVID Secure** procedures, instructions and expectations on your site.

Details of the measures being taken should be communicated, wherever possible to guests prior to their arrival at site. Once on site, relevant signage and other collateral should be displayed reinforcing the messages.

3.2 WEBSITE COLLATERAL

The objective of any website communication could be to act as the primary source of information for guests, providing them with the most up-to-date information on the new procedures, instructions and expectations of how all need to act and behave during their stay.

A detailed set of **COVID Secure** FAQs providing information and guidance on all of the new procedures, instructions and expectations of your guests should be provided which covers every subject area and principle reinforcing the new operating procedures.

3.3 BOOKING CONFIRMATIONS AND PRE-ARRIVAL EMAILS

All booking confirmations and/or pre-arrival emails where possible should contain the details of or a link to the **COVID Secure** FAQs on the website as this should ideally be the primary source of information for members and guests, providing them with the most up-to-date information on the new procedures, instructions and expectations of how we will all need to act and behave during their stay.

3.4 ONSITE COMMUNICATION

The primary objective of onsite signage and additional collateral will be to remind guests of the need to adhere to the **COVID Secure** procedures and guidance throughout their stay. It is important for this message to be consistently reinforced across the site.

A simple and clear leaflet detailing the FAQ's should be available, and distributed to arriving guests along with their keys, fobs & barrier cards etc. In addition, some of the collateral should provide the physical markings and processes to deliver the social distancing protocols.

Should you choose to operate shared facilities, you must make information available to guests on the increased risk of these facilities.

In order to comply with the track and trace requirements, you will need to keep a temporary record of your customers and visitors for 21 days, in a way that is manageable for your business, and assist Test, Trace, Protect with requests for that data if needed. You must also ensure it complies with the relevant GDPR regulations.

SECTION 4
ARRIVALS & DEPARTURES

4.1 SUMMARY

The primary objective of the **COVID Secure** arrivals and departure processes should be to minimise staff interaction, with as many of the required transactions being dealt with in advance and/or via telephone. Where interactions with staff are required, where possible, these should take place outside, maintaining 2m distancing where possible.

Clear and concise information and guidance as detailed in Section 3 should be provided to guests in advance of the new procedures, instructions and expectations on site.

SUBJECT AREA & PRINCIPLE	SUGGESTED COVID SECURE MITIGATION	ADDITIONAL POSSIBLE MITIGATION OPTIONS
Arrival Process - *COVID-19 Risk Assessment*	**Conduct site specific risk assessment.**	n/a
Arrival Process - *Cleaning, handwashing & hygiene procedures*	**Card payment equipment sanitised between uses.** - **Increased regularity of sanitisation of surfaces, with particular focus on priority touchpoints (Appendix C).** - **All Keys, Fobs, Barrier Cards etc. disinfected before allocation.**	n/a
Arrival Process - *Maintaining 2m social distancing where possible*	**Prepayment required in advance, or contactless payment except in exceptional circumstances.** **Where possible, interactions to take place outside, maintaining 2m distance.** **Use of reception area only in exceptional circumstances. If access to reception is required, this should be restricted to a single member of each party.** **Minimise interaction times.**	Manage numbers allowed in enclosed areas in a scalable way: eg. small/single terminal - 1 x family group. - medium & large/multi-terminal - ensure 2m distancing
Arrival Process - *Managing transmission risk where people cannot be 2m apart*	**Perspex screens in place in reception areas for separation between staff and guests where interaction is closer than 2m.** - **Minimise interaction times.** - **Increase ventilation**	n/a
Departure Process - *Maintaining 2m social distancing where possible*	**Drop off box provided for depositing Keys, Fobs, Barrier Cards etc disinfected after use.**	n/a

SECTION 5
PITCHING/ACCOMMODATION ALLOCATION

5.1 SUMMARY

The majority of touring caravan sites by default support **COVID Secure** and support Social Distancing guidelines as all pitches are separated by more than 2m for fire safety purposes.

Many pitches have electrical connection and/or water service points, which reduce the need to use communal service points, and subsequently further help with social distancing.

SUBJECT AREA & PRINCIPLE	SUGGESTED COVID SECURE MITIGATION	ADDITIONAL POSSIBLE MITIGATION OPTIONS
Pitching - *COVID-19 Risk Assessment*	**Conduct site specific risk assessment.**	n/a
Pitching - *Cleaning, handwashing & hygiene procedures*	**Guests advised to wash their hands for 20 seconds after using pitch service points and electrical hookups.**	n/a
Pitching - *Maintaining 2m social distancing where possible*	**All pitches are separated laterally by more than 2m.**	Pitches could be pre-allocated in order to further maximise the distance between pitches utilised.

SECTION 6
COMMUNAL FACILITIES

6.1 SUMMARY

Communal facilities are often an integral part of touring caravan sites and can be important for the wider guest experience, including reception for arrival & departure services, information rooms for local area information, service points for water access and waste facilities, together with facility blocks for laundry, washing up, toilets and washing facilities, which provide access to unlimited hot water to assist guests in ensuring good personal hygiene.

In order to be **COVID Secure**, additional measures will need to be implemented, with the primary intervention being the reduction of people being able to use the facilities at any one time. A review of existing cleaning regimes will also be required with a view to enhancing the current standards of cleanliness operated where possible. These measures are inline with the guidance issued on **GOV.uk**

In reality, there are a very high proportion of guests that are able to be completely self sufficient in relation to sanitary facilities, as their caravans and motorhomes have integrated toilets, showers and washing facilities, and based upon our research, approximately 60% of guests are planning on using their own facilities rather than the communal facilities, which will naturally reduce demand.

Should you choose to operate shared facilities, you must make information available to guests on the increased risk of these facilities.

6.2 RECEPTION AREAS, BACK OFFICES & SHOP SERVICES

The primary objective of the **COVID Secure** protocols for these areas should be to minimise staff face to face interaction with guests, with as many of the required transactions being dealt with in advance and/or via telephone. Where interactions with staff are required, where possible, these should take place outside maintaining 2m distancing.

Sites operate reception areas of varying sizes and layouts and often will offer for sale essential items such as gas bottles, awning pegs and toilet fluid. These are primarily transactional touch point areas with interaction around paying for products or services and providing services for arrivals and departures. In addition they would often also offer popular grocery items. In order to become **COVID Secure**, it is suggested that only essential items are sold, via a telephone based "order and collect" service.

SUBJECT AREA & PRINCIPLE	SUGGESTED COVID SECURE MITIGATION	ADDITIONAL POSSIBLE MITIGATION FACTORS
Reception Area - *COVID-19 Risk Assessment*	**Conduct site specific risk assessment.**	n/a
Reception Area - *Cleaning, handwashing & hygiene procedures*	**Equipment sanitised between uses.** - **Increased regularity of sanitisation of surfaces, with particular focus on priority**	n/a.

	touchpoints (Appendix C). - **Fixed teams operate together.**	
Reception Area - *Maintaining 2m social distancing where possible*	**Where possible, keep interactions outside.** - **Social distancing separation markers - external for queuing.** - **Minimise interaction times.** - **Minimise cash handling.**	Manage numbers allowed in enclosed areas in a scalable way, eg. small/single terminal - 1 x family group. medium & large/multi-terminal - ensure 2m distancing Social distancing separation markers - internal for queuing
Reception Area - *Managing transmission risk where people cannot be 2m apart*	**Perspex screens in place for separation where interaction is closer than 2m.** - **Minimise interaction times.**	n/a
Back Office - **COVID-19 Risk Assessment**	**Conduct site specific risk assessment.**	n/a
Back Office - *Cleaning, handwashing & hygiene procedures*	**Equipment cleaned down between use.** - **Enhanced cleaning rota of work surfaces.**	/na
Back Office - *Maintaining 2m social distancing where possible*	**Fixed teams operating together.** - **Staggering of break times.** - **Team meetings held outside or remotely where possible** **Avoid use of shared facilities, toilets etc.**	n/a
Shop Services - *Maintaining 2m social distancing where possible*	**Only essential items to be available for sale (Gas, Toilet Chemical & Awning Pegs).** - **Order & collect or delivery operation via telephone with prepayment taken.** - **Social distancing separation markers**	Restrict access to the shop to one family group only.
Shop Services - *Managing transmission risk where people cannot be 2m apart*	**Perspex screens in place at counters for separation.** - **Minimise interaction times.**	n/a

6.3 TOILET, SHOWER AND WASHING FACILITIES

The primary objective of the **COVID Secure** protocols for these areas should be to support social distancing by reducing the number of users at any one time, based upon the size and number of facilities within each building. This should be identified through the site specific risk assessment.

The guidance below has been built upon government guidelines in Hotels and other guest accomodation

Site toilet and facility blocks are communal spaces and generally consist of a mix of toilet cubicles, privacy cubicles, shower cubicles, urinals and wash hand basins. By their very nature, whilst not 2m apart, toilet, privacy and shower cubicles have solid walls stretching virtually from floor to ceiling, therefore providing physical separation.

SUBJECT AREA & PRINCIPLE	SUGGESTED COVID SECURE MITIGATION	ADDITIONAL POSSIBLE MITIGATION FACTORS
Toilet, Shower & Washing Facilities - *COVID-19 risk assessment*	**Conduct site specific risk assessment.**	n/a
Toilet, Shower & Washing Facilities - *Cleaning, handwashing & hygiene procedures*	**Develop an enhanced cleaning schedule in line with surface types and suitable cleaning products.** - **Increased regularity of sanitisation of surfaces, with particular focus on priority touchpoints (Appendix C).** - **Increase ventilation levels.**	Provision of hand sanitiser station. - Conduct additional cleans, either deep clean or high level - touch point cleans, as deemed appropriate depending on occupancy levels and usage..
Toilet, Shower & Washing Facilities - *Maintaining 2m social distancing where possible*	**Pre-arrival communication encouraging use of their own facilities if they have them and that facilities on site are shared.** - **Risk Assessment to define the number of guests who can reasonably maintain 2m social distancing within the building. Take into account total floorspace as well as likely pinch points and busy areas.** - **Social distancing separation markers - external.** - **Every other wash hand basin, and every other urinal to be out of use.** - **Toilet blocks must be closed whilst cleaning takes place to minimise staff interaction.**	Restriction of access to one family group only - Closure of every other cubicle, in addition to wash hand basins and urinals. Closure of shower cubicles and vanity units. Provide access only to toilets and hand wash facilities

6.4 INFORMATION ROOMS

Key focus in delivering **COVID Secure** processes within information rooms should primarily be based upon controlling the volume of people within the facility, and enhanced cleaning regimes.

Information rooms provide local tourist information, transport details and general hints and tips to making the most of their visit. They are generally external facilities situated in a small structure, such as a garden shed type format, or are situated in annexes within reception buildings.

SUBJECT AREA & PRINCIPLE	SUGGESTED COVID SECURE MITIGATION	ADDITIONAL POSSIBLE MITIGATION FACTORS
Information Room - *COVID-19 Risk Assessment*	**Conduct site specific risk assessment.**	n/a
Information Room - *Cleaning, handwashing & hygiene procedures*	**Removal of reusable literature e.g comments books.** - **Increased regularity of sanitisation of surfaces, with particular focus on priority touchpoints (Appendix C).**	n/a
Information Room - *Maintaining 2m social distancing where possible*	**Access restricted to one family group at a time, communicated via clear signage.**	n/a

6.5 SERVICE POINTS

Service points are primarily situated in an external environment, with some located as an annex to a toilet block facility. By the nature of their function and design, service points are already well placed to deliver a **COVID Secure** experience, however the additional measures detailed below encourage social distancing. In addition, being primarily outdoors with exposure to UV, known to break-down the structure of the virus, combined with enhanced cleaning regimes will enable effective management of risk.

SUBJECT AREA & PRINCIPLE	SUGGESTED COVID SECURE MITIGATION	ADDITIONAL POSSIBLE MITIGATION FACTORS
Service Points - *COVID-19 Risk Assessment*	**Conduct site specific risk assessment .**	n/a
Service Points - *Cleaning, handwashing & hygiene procedures*	**Increased regularity of sanitisation of surfaces, with particular focus on priority touchpoints (Appendix C).**	Provision of hand sanitiser station.
Service Points - *Maintaining 2m social distancing where possible*	**Ensure sufficient space around the service point to allow for queuing whilst maintaining social distancing.**	n/a

6.6 LAUNDRY, VEG PREPPING & WASHING UP FACILITIES

Key focus in delivering **COVID Secure** processes within Laundry, Veg Preparation & Washing Up facilities will primarily be based upon controlling the volume of people within the facility, and enhanced cleaning regimes.

Laundry, veg prepping and washing up facilities often tend to be small rooms or annexes to toilet block facilities.

SUBJECT AREA & PRINCIPLE	SUGGESTED COVID SECURE MITIGATION	ADDITIONAL POSSIBLE MITIGATION FACTORS
Laundry, Veg Prepping & Washing up Facilities - *COVID-19 Risk Assessment*	**Conduct site specific risk assessment .**	n/a
Laundry, Veg Prepping & Washing up Facilities - *Cleaning, handwashing & hygiene procedures*	**Increased regularity of sanitisation of surfaces, with particular focus on priority touchpoints (Appendix C).**	n/a
Laundry, Veg Prepping & Washing up Facilities - *Maintaining 2m social distancing where possible*	**Access restricted to one family group at a time, communicated via clear signage.** - **Ensure sufficient space externally to allow for queuing whilst maintaining social distancing.**	n/a

6.7 MOTOR VEHICLE WASTE POINTS

Generally, motor vehicle waste points by their very nature help to provide a **COVID Secure** and socially distanced environment, as only one vehicle is able to utilise the facility at any one time.

SUBJECT AREA & PRINCIPLE	SUGGESTED COVID SECURE MITIGATION	ADDITIONAL POSSIBLE MITIGATION OPTIONS
Motor Vehicle Waste Points - *COVID-19 Risk Assessment*	**Conduct Site Specific Risk Assessment**	n/a
Motor Vehicle Waste Points - *Cleaning, handwashing & hygiene procedures*	**Increased regularity of sanitisation of surfaces, with particular focus on priority touchpoints (Appendix C).**	n/a
Motor Vehicle Waste Points - *Maintaining 2m social distancing where possible*	**Access restricted to one family group at a time, communicated via clear signage.**	n/a

6.8 OUTDOOR SWIMMING POOLS & SURROUNDING AREA

Whilst not particularly prevalent within touring caravan sites, there are a relatively small number that provide Swimming Pool facilities outdoors. Whilst there is the potential that such spaces would be permitted to operate simultaneously with the reopening of caravan sites, the protocols detailed below are based on the Step 1 guidance within England - Further reviews to this position would be undertaken at an appropriate point in the future.

SUBJECT AREA & PRINCIPLE	SUGGESTED COVID SECURE MITIGATION	ADDITIONAL POSSIBLE MITIGATION OPTIONS
Swimming Pools & Surrounding Area - Risk Assessment	**Conduct Site Specific Risk Assessment**	n/a
Swimming Pools & Surrounding Area - Maintaining 2m Social Distancing where Possible	**Closure of the Swimming Pool & Surrounding Area**	n/a

6.9 RESTAURANTS, CAFES & OUTDOOR SOCIAL SPACES

There are a relatively small number of sites that provide either Restaurant, Cafe or Social spaces. In addition to the steps below, the guidance in relation to Restaurants offering takeaway or delivery services on **GOV.uk** should be followed.

The protocols detailed below are based on the Step 1 guidance within England - further reviews to this position would be undertaken at an appropriate point in the future.

SUBJECT AREA	SUGGESTED COVID SECURE MITIGATION	ADDITIONAL POSSIBLE MITIGATION OPTIONS
Restaurants & Cafes - *COVID-19 Risk Assessment*	**Undertake specific risk assessment in relation to Restaurant & Cafe Operations, based on mitigations utilised.**	n/a
Restaurants & Cafes - *Cleaning, handwashing & hygiene procedures*	**Enhanced frequency and recording of handwashing by staff in BOH and FOH areas. - Providing handwashing and hand sanitiser and encourage visitors to wash their hands regularly. - Increased regularity of sanitisation of surfaces, with particular focus on priority touchpoints (Appendix C).**	n/a
Restaurants & Cafes - *Maintaining 2m Social Distancing where possible*	**Services would be limited to take away only - Internal seating areas would be unavailable for use by guests. - Pre-ordering and prepayment process by telephone utilised (no cash transactions possible), with**	Service restricted to delivery only.

	contactless collection or delivery service employed. - Provide clear guidance on social distancing and hygiene to people on arrival, for example, signage, visual aids and before arrival, such as by phone, on the website or by email. - Regulating entry so premises do not become overcrowded, and placing 2m markers on the floor to maintain social distancing inside the premises. - In kitchen areas, only 1 person at any one time to access confined spaces such as fridges, freezers and dry stores.	
Restaurants & Cafes - *Managing transmission risk where people cannot be 2m apart*	In a kitchen environment where it is not possible to maintain 2m distancing for prolonged periods of time: Menu complexity and size of offer should be reviewed and amended with the objective of reducing numbers of staff required. - Demand management measures should be implemented with the objective of reducing numbers of staff available.	Utilisation of face masks by kitchen staff. - Use of perspex screens to separate working areas.
Outdoor Social Spaces - *Maintaining 2m Social Distancing where possible*	Where outdoor tables and seating are provided, volumes will be reduced, together with relocation to ensure the required level of social distancing. In addition, communication will be in place to advise only 1 family group per table.	Removal of all outdoor tables & seating...

6.10 PLAY AREAS & GAMES ROOMS

Some touring caravan sites offer children's playground areas and internal games rooms. Whilst there is the potential that such spaces would be permitted to operate simultaneously with the reopening of caravan sites, the protocols detailed below are based on the Step 1 guidance within England - Further reviews to this position would be undertaken at an appropriate point in the future.

SUBJECT AREA & PRINCIPLE	SUGGESTED COVID SECURE MITIGATION	ADDITIONAL POSSIBLE MITIGATION OPTIONS
Play Areas & Games Rooms - *COVID-19 Risk Assessment*	**Conduct Site Specific Risk Assessment**	n/a
Play Areas & Games Rooms - *Maintaining 2m Social Distancing where Possible*	**Closure of the Play Areas & Games Rooms**	n/a

SECTION 7
STORAGE FACILITIES

SUBJECT AREA & PRINCIPLE	SUGGESTED COVID SECURE MITIGATION	ADDITIONAL POSSIBLE MITIGATION FACTORS
Storage Facilities - COVID-19 Risk Assessment	Conduct site specific risk assessment .	n/a
Storage Facilities - Cleaning, handwashing & hygiene procedures	All Keys, Fobs, Barrier Cards etc. disinfected before allocation - Increased regulary of sanitisation of surfaces, with particular focus on priority touchpoints (Appendix C). - Hand sanitiser station situated at storage entrance points.	n/a
Storage Facilities - Maintaining 2m Social Distancing where possible	Where necessary restrict numbers entering the storage facility at any given time to aid with required social distancing.	n/a

SECTION 8
DEALING WITH A SUSPECTED OR CONFIRMED CASE OF COVID-19 ON SITE

Guests should not be allowed to self-isolate, shield or quarantine on sites. However the situation may occur of a guest developing symptoms AFTER arriving on site. In the event of a guest needing to self-isolate whilst on site, due to symptoms of coronavirus, the site managers should follow the relevant escalation and reporting process within their organisation.

The guest and their family should be asked to leave the site and return home immediately provided someone within the group is safely able to drive them. They may need to leave their outfit on site if the driver is not able/confident to tow.

If however they are unable to leave the site, for example if the driver is unwell and is not fit to undertake the journey, perhaps due to distance etc. the following steps must be taken. The guests should:

1. Be made aware of the current Govt. guidance for self-isolation: <u>Stay at home: guidance for households with possible coronavirus (COVID-19) infection</u>

2. Be advised that they and their party/family are not permitted to make use of any communal facilities whilst self isolating on site. This includes toilets, showers, veg-prep areas, shops, games rooms or laundry facilities.

3. Be advised they will not be able to dispose of any rubbish as per the current guidelines above in any communal bins. They must keep all rubbish within their outfit/awning, it must be double-bagged and cannot be disposed of in communal bins until at least 72hrs after their symptoms have abated completely. If they are leaving the site before that time, they should take their waste away with them.

4. Be advised they can use a designated service point to get water and dispose of grey/black waste, but only by contacting the site managers in advance and arranging a specific time to do this. Site managers will need to clean the service point with the appropriate chemicals before anyone else uses it.

5. Advise they can arrange for food to be delivered to site during their stay but must notify site staff in advance of any delivery and the delivery must be delivered/collected from a designated area.

Many guests in the face of these measures will likely take the decision to leave the site soon after. In this event they should be asked to take all rubbish with them.

Should they choose to stay and abide by the restrictions imposed, they should notify site staff if their symptoms deteriorate or extend beyond the 14 day period and should be advised to call NHS 111 for further advice.

APPENDIX A - CORE GOVERNMENT COVID-19 GUIDANCE

1. The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough or high temperature or a loss of, or change in, normal sense of taste or smell (anosmia). If you have these symptoms, however mild, stay at home and do not leave your house for at least 7 days from when your symptoms started (if you live alone), or 14 days (if you live with someone who has symptoms). You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact NHS 111 online. If you have no internet access, you should call NHS 111. For a medical emergency dial 999.

2. Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that's all you have access to.

3. To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue, and throw the tissue in a bin immediately. Then wash your hands using soap and water or use a hand sanitising gel.

4. Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.

APPENDIX B - WEB BASED SUPPORT RESOURCES

Please note that guidance is constantly being updated, therefore the links in this document may be superseded. Please ensure the guidance to which you refer is the most up to date.

UK and England   Northern Ireland   Scotland   Wales

ENGLAND

Five Steps to Working Safely

Visitor Economy Working Guidance

Hotels & Other Guest Accomodation Working Guidance

Health & Safety Executive - Risk Assessment Guidance

Cleaning in Non Healthcare Settings

Hand Washing Guidance

UK Hospitality Guidance

BH&HPA Guidance

SCOTLAND

Tourism & Hospitality Guidance

UK Hospitality Guidance - Scotland

APPENDIX C - HIGH PRIORITY TOUCHPOINTS

Overarching cleaning guidance protocols which should be utilised are detailed within the government guidelines in relation to cleaning in non-healthcare settings.

Some key high priority touchpoints that are common within our sites and will need additional attention are as follows, however this is not an exhaustive list, and you should identify your own key touchpoints within your risk assessments:

General Site Facilities

- Communal area surfaces and worktops.
- Door handles including cupboards, wardrobes etc.
- Door push plates
- Light Switches
- Handrails
- Gate latches
- Keys, Fobs & Barrier Cards etc
- Window sills and handles
- Tables
- Chairs
- Bin Lids
- Communal facility taps
- Bathroom & toilet sanitary fittings
- Bathroom surfaces, taps, handles, shower doors etc
- Equipment and machinery.

Please note, this is not an exhaustive list, and priority touchpoints at each location should be identified within individual site COVID-19 Risk Assessments

APPENDIX D - MODEL & EXAMPLE RISK ASSESSMENT

For more detail, and further advice on managing risk, please visit
www.hse.gov.uk/simple-health-safety/risk/

Risk assessment template

HSE

Health and Safety Executive

Company name: Assessment carried out by:

Date of next review: Date assessment was carried out:

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/

Published by the Health and Safety Executive 10/19