



## Coronavirus Policy

### Introduction

As a company operating during the Coronavirus COVID-19 pandemic we need to ensure that we are protecting our workforce and minimising the risk of spread of infection.

We are committed to implementing consistent measures in line with the Government's recommendations on social distancing.

The health and safety requirements of our work activities must also not be compromised at this time. If an activity cannot be undertaken safely due to a lack of suitably qualified personnel being available or social distancing being implemented, it will not take place.

We are aware that emergency services are also under great pressure and may not be in a position to respond as quickly as usual.

Managers will remind the workforce at every opportunity of the Safe Operating Procedures which are aimed at protecting them, their colleagues, their families and the UK population.

If our company is not consistently implementing the measures set out below, we may be required to shut the company down.

### Self-Isolation

#### Self-Isolation

Anyone who meets one of the following criteria should not come to work, if a worker is known, observed or identified as having these symptoms on-site they will be asked to self-isolate:

- A high temperature, a new persistent cough or a loss or change to your sense of taste or smell – follow the guidance on self-isolation
- Is living with someone who is self-isolating with the above symptoms
- Is designated as clinically **extremely** vulnerable, having received a shielding letter from the NHS.

### Vulnerable employees & their families

If an employee is:

- clinically vulnerable (by virtue of their age, underlying health condition, clinical condition or is pregnant);
- living with someone who is designated as clinically **extremely** vulnerable, having received a shielding letter from the NHS; or



- is living with someone who is clinically vulnerable

discussions will be held with these individuals about whether or not it is safe for them to return to work.

### **Procedure if Someone Falls Ill**

If a worker develops a high temperature, a persistent cough or a loss or change to their sense of taste or smell while at work, they should:

- Return home immediately
- Avoid touching anything
- Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow.

They must then follow the guidance on self-isolation and testing and not return to work until their period of self- isolation has been completed.

See the emergency procedure for information relating to the test and trace system.

### **Access Points**

We will:

- Require all workers to wash or clean their hands before entering or leaving the building
- Plan and allow plenty of space between people waiting to enter the building
- Regularly clean common contact surfaces in reception, office, access control and delivery areas particularly during peak flow times
- Reduce the number of people in attendance at meetings and consider holding them outdoors wherever possible

### **Hand Washing**

We will:

- Provide additional hand washing facilities to the usual welfare facilities and keep these topped up at all times
- Provide hand sanitiser in two locations before entering the main soft play area
- Regularly clean the hand washing facilities and check soap and sanitiser levels
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

### **Toilet Facilities**

We will:

- Restrict the number of people using toilet facilities at any one time
- Encourage all in the building to wash hands before and after using the facilities

- Enhance the cleaning regimes for toilet facilities particularly door handles, locks and the toilet flush
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

## **Avoiding Close Working**

### **General Principles**

- Non-essential physical work that requires close contact between workers will not be carried out
- Work requiring skin to skin contact will not be carried out
- People are arranged to work side by side or facing away from each other rather than face to face.
- Floor tape or paint are in place to mark areas to help people keep a 2m distance.
- Screens are used to create a physical barrier between people where appropriate, for example, till and reception areas.
- Kitchen access is allowed by as few people as possible.
- Interaction between staff is minimised at all times.
- Teams are fixed to restrict the number of people interacting with each other.
- Contact is minimised at handover points such as when presenting food to serving staff or delivery drivers.
- All employees are to be reminded of the importance of washing their uniforms after each shift.

## **Meetings**

- Where face to face only essential attendees maintaining 2m distancing with windows and doors opened. Hand sanitising facilities will be available.
- Will be held outdoors where possible

## **Cleaning**

Enhanced cleaning procedures will be in place across the site, particularly in common areas and any touch points:

- Taps and washing facilities
- Toilet flush and seats
- Door handles and push plates
- Handrails on staircases and in corridors
- Customer facilities
- Food areas and food preparation equipment
- Keyboards and office equipment
- Storage points and rubbish collection areas

## First Aid

The company will ensure there is adequate first aid cover for the premises.

## Keeping Customers Safe

To ensure the safety of our customers we will:

- Calculate the maximum number of customers that can reasonably follow social distancing guidelines at the venue. Upon opening we will operate at reduced capacity with extended cleaning periods between each session. This will be kept under review.
- Tables will be spaced to allow for social distancing.
- Reduce the need for customers to queue
- 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.
- Manage the entry of customers, and the number of customers at a venue, so that all indoor customers are seated with appropriate distancing. Managing entry numbers will be done through online booking. Only those with an online booking will be allowed to visit.
- Make customers aware of, and encourage compliance with, limits on gatherings at booking. Indoor gatherings are limited to members of any two households (or support bubbles), while outdoor gatherings are limited to members of any two households (or support bubbles), or a group of at most six people from any number of households.
- Encourage customers to use hand sanitiser or handwashing facilities as they enter the venue.
- Remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.
- Look at how people move through the venue and how this can be adjusted to reduce congestion and contact between customers. A one-way system will be in place.
- Reduce the volume level of the music played in the venue so that conversation is not difficult, and customers do not need to shout.
- Identify workers as designated supervisors for each area to ensure social distancing measures are being adhered to by customers.
- Have clearly designated positions from which employees supervising can provide advice or assistance to customers whilst maintaining social distance.
- Allowing a sufficient break time between sessions in order to appropriately clean the premises and equipment and to prevent waiting in groups.
- Use signage such as ground markings to mark out required social distance to allow controlled flows of people.
- Permit only one parent/carer per child to supervise their child while following social distancing.
- Provide the safety briefing to customers online at the time of booking to prevent the need for large numbers of people to congregate to watch this before each session.

## Managing Service of Food & Drink

To keep our customers and employees safe whilst serving food and drink we will:

- Maintain social distancing from customers when taking orders from customers.
- Use social distance markings to remind customers to maintain social distancing between customers of different households or support bubbles.
- Provide cutlery and condiments only when food is served.
- Provide only disposable condiments or clean non disposable condiment containers after each use.
- Reduce the number of surfaces touched by both staff and customers. For example, ask customers to remain at a table where possible, or to not lean on counters when collecting takeaways.
- Minimise contact between front of house workers and customers at points of service where appropriate by using screens or tables at tills and counters to maintain social distancing guidelines.
- Adjust service approaches to minimise staff contact with customers. Indoor table service must be used where possible, alongside further measures such as assigning a single staff member per table. Where counter service is unavoidable, preventing customers from remaining at the bar or counter after ordering.
- Minimise contact between kitchen workers and front of house workers by having zones from which front of house staff can collect food.

## Serving Food

More frequent handwashing will be introduced and we will continue to maintain good hygiene practices in food preparation and handling areas. Employees should wash their hands for 20 seconds, especially after being in a public place, blowing their nose, coughing or sneezing.

Objects and surfaces that are touched regularly will be cleaned frequently using our standard cleaning products.

## Kitchen safety

- Interaction between kitchen staff and other workers will be minimised, including when on breaks.
- As few people as possible will be allowed to access the kitchen.
- A 'one way' traffic flow will be put in place to minimise contact.
- Working areas will be spaced to maintain social distancing guidelines as much as possible, recognising the difficulty of moving equipment such as sinks, hobs and ovens.
- Floor marking will be provided to signal social distancing.
- Contact will be minimised at 'handover' points with other staff, such as when presenting food to serving staff and delivery drivers.

## Customer Toilets



Signs and posters will be displayed to build awareness of good handwashing technique, the need to increase handwashing frequency and to avoid touching your face, and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.

To enable good hand hygiene hand sanitiser will be available on entry to toilets where safe and practical, and suitable handwashing facilities including running water and liquid soap and suitable options for drying (either paper towels or hand driers) will be available.

Clear use and cleaning guidance will be in place for toilets, with increased frequency of cleaning in line with usage. Normal cleaning products will be used, paying attention to frequently hand touched surfaces, and disposable cloths or paper roll will be used to clean all hard surfaces.

## Face Coverings

Customers are not required to wear face coverings. They are exempt for the following reasons:

- Children are not required to wear them
- Parents will be sitting in the café area which is exempt as it is an area where people will be consuming food and drinks
- Parents supervising children will likely be taking part in physical activity and all forms of face coverings may restrict breathing efficiency and should not be used during exercise

## Soft Play

### Cleaning of Soft Play Areas and frames

- High contact surfaces will be cleaned between booked sessions.
- The entire soft play is treated at the end of each day.

### Soft Play Frame Operations

- Before anyone is permitted to enter the soft play frame they will need to apply hand sanitiser at the point of entry to the play area. These sanitisation points will be adjacent to each separate play area (not just at the entrance to the building), supervised and the application of sanitiser made mandatory.
- We have a zero-tolerance policy for dealing with non-compliance. Staff will be trained in the handling of non-compliant persons.
- Where customers are required to queue, clear social distancing floor markings to stop clumping are in place.
- The capacity of the soft play frame has been calculated to allow for the current guidance on social distancing - this will allow households to socially distance. On the basis of normal play frame capacity calculations which is based on active floor area, capacity/occupancy will be reduced to **maximum 40%**, this will be based on the total number of users including parents or guardian supervising. This will be monitored when in use as part of the ongoing risk assessment process, to ensure that capacities deliver social distance requirements.