

## The Club Company COVID-19 Statement

The Club Company top priority is the health and wellbeing of all our employees, customers and third parties. To minimise the spread of COVID-19 and to ensure that all Clubs are a safe place to visit, we are undertaking a number of additional safety measures, these include:

- Enhanced cleaning and sanitising regimes
- Provision of additional hand washing facilities and sanitising stations
- Social distancing measures implemented across the business
- COVID-19 illness reporting procedures for staff, customers and contractors
- Enhanced provision of personnel protective equipment (PPE), where appropriate
- Delivering a certified COVID-19 staff training program across the business
- An ongoing review and verification of our procedures by our Environmental Health Partners Common Sense Compliance Ltd. With each Club undertaking a 'COVID-19 assessment.

As a business we will continue to adhere to regional and central government advice and industry guidelines. UK Active have developed the operational guidance for our sector, which we have incorporated where relevant - for further reference please go to <https://www.ukactive.com/covid-19#operational-guidance>.

Our COVID-19 policy has been implemented throughout the business and is in addition to existing food safety management system and health and safety management system

The Club Company management will ensure that adequate finances and resources are provided to enable this policy to be implemented and standards verified.

We will continue to review our COVID-19 policy and update as necessary. Our risk assessment is shown on the following pages and is applied to every club within our group.

Your support and cooperation at this time is very much appreciated.

A handwritten signature in black ink, appearing to read 'T. Deibel'.

**Chief Executive Officer**  
**The Club Company**

## **COVID-19 Key Control Measures**

This arrangement sets out key control measures that will be implemented across the Clubs. These measures are vital to reduce the risk of spreading infection and should be reviewed across all departments.

### **Control Measure – Staffing Levels and Wellbeing**

Forward planning to ensure consideration is given to minimal numbers of staff required onsite to operate the Club safely. For any staff working from home then monitoring of their wellbeing and mental health is to be considered, and a procedure arranged for keeping in touch with each individual.

### **Control Measure - Hand hygiene**

Hand hygiene procedures are key in minimising the risk of surface contamination.

The following measures must be implemented:

- Hand sanitising stations to be located at entrance and exit areas of each key thorough fare. This must include the Clubs main entrance area, food and beverage areas, lift entrances, meeting rooms, drinks stations, leisure areas, back of house areas, toilet areas, changing areas, offices and staff entrance and exit areas.
- The sanitiser provided must contain at least a 60% alcohol content.
- Provision of disposable paper towel to be provided at hand sanitising stations and placed strategically around the Club.
- Wash and sanitise your hands (Poster 1) to be displayed at hand sanitising stations.
- Bins (ideally pedal operated, or with no contact tops) to be provided for the disposal of any paper towels used.
- Only one person to use the hand sanitising area at a time, observing social distancing.

- Wash and sanitise your hands poster to be displayed by all wash hand basins (staff and guest areas).

Depending on the layout and size of the operation, additional sanitising stations may be required. You will need to assess your own Club.

Staff must wash their hands on a regular basis. The following rules are to be followed.

- Regular hand washing to be undertaken, including, before and after handling food, blowing nose, coughing or sneezing, touching face/nose/mouth and using toilet.
- Wash hand basins must be provided with hot and cold running water, soap and paper towels.
- When using soap and water, hands must be washed for at least 20 seconds.
- Hands to be dried with paper towels. Towels should also be used to turn taps on and off.
- Bins (ideally pedal operated or with no contact tops) to be provided for the disposal of used paper towels.
- Staff should refrain from touching their face whilst working.
- All individual staff to be provided with hand gel sanitiser, these are to be attached to the staff and used regularly.

Hand washing is the best way to control any spread of COVID-19. However, if disposable gloves are to be worn then these must be changed after each task and hands washed. Even with gloves on, face touching is to be discouraged.

### **Control Measure - Respiratory Etiquette:**

Staff to follow good respiratory etiquette when coughing or sneezing. These rules include:

- When possible, a tissue to be used.
- Tissues to be disposed of in a bin.
- **Catch it, Bin it, Kill it posters should be displayed for staff and back of house areas.**
- If tissues are not available, then mouth to be covered with the crook of the arm.
- Tissues to be strategically placed around the Club for use by both staff and customers.
- Hands to be washed following coughing or sneezing. Hand sanitiser can be used.
- The area where coughing or sneezing occurred to be sanitised, especially hand contact surfaces.

### **Control Measure – Payment Methods**

All payments should be made by contactless payment. Cash payments to be discouraged.

### **Control Measure – Perspex Screens**

Where there is any staff / guest face to face contact required then, where feasible, Perspex screens are to be used. Key areas are likely to include reception, bar, leisure entrance, pro shop. This will act as a shield between staff members and customers. This will be reviewed on a Club basis.

### **Control Measure – Staff Personal Deliveries**

Staff are not to receive any personal deliveries to work.

### **Control Measure – Contractor Communication.**

Contractors visiting the Club must have their temperature taken prior to signing in and confirm that they or no one within their household has any COVID-19 symptoms. They must sign the Clubs Daily Signing in Form (COVID form 3). Contractors visiting must ensure that they are made aware of the COVID-19 requirements prior to visiting.

When undertaking work the following points should be followed:

- Contractor to contact Club on arrival and a Senior Manager to meet contractor prior to entering the premises.
- Contractor not allowed onsite if requirements of signing in form are not met.
- Contractor to use closest entrance to where the works are to take place.
- Detail of work and arrangements to be discussed and agreed with Club management prior to commencing.
- Where possible area to be cordon off or closed whilst works take place.
- Areas where contractors have been working are to be sanitised prior to re-opening.
- Whilst onsite, contractors are to stay to the areas where they are required to work and not unnecessarily enter other parts of the Club. Regular monitoring will be required.
- Contractors to sign out once works completed.

## **Control Measure – Use of gloves, masks and aprons.**

The use of any PPE is based on risk assessment. Currently for COVID-19 there is no clear cut rule on the use of PPE, but there may be an expectation by guests and customers in seeing employees wear certain types of PPE; e.g. disposable gloves, aprons and the wearing of face masks.

The use of disposable gloves can encourage a false assumption by the wearer that they are personally protected, which will not necessarily be the case, e.g. still touching the face, can still spread microbes around if gloves are contaminated; etc. If gloves are to be worn, then they must be changed regularly and hands must be sanitised frequently.

Face masks (unless they are of the correct type and fitted properly) are not efficient at protecting the wearer from COVID-19. There may be some limited benefit of a COVID-19 positive person wearing a mask, as this can reduce the aerosol emitted from breathing, coughing and sneezing. However, employees may feel safer by the wearing of a mask and guests/customers may expect to see them worn.

Note: Wearing masks will encourage hand to face contact.

If the operation requires further advice on the use of PPE for COVID-19 protection, then the CSC helpline can be contacted for guidance.

## Departmental COVID-19 Arrangements

This section of the policy sets out the COVID-19 control measures to be undertaken and assessed within each department.

### Department - Reception and Communal Areas:

#### Reception and Concierge Staff

- Departmental staff to stick to their own working area/department within the Club and be discouraged from entering areas they do not need to. This includes during break and lunch times.
- When shifts change, handover should be done with correct social distancing being maintained (or by phone)
- All staff to sign in using the Daily Health Check Status.
- All departmental staff to receive COVID 19 training.
- All staff to have access to hand sanitiser that they can readily use. Sanitiser must contain at least 60% alcohol.

#### Reception and Communal Areas

- Hand sanitising stations to be available at Club entrance, lobbies, communal areas, staff entrance and exit areas; and key thorough fare areas. Wash and sanitise your hands (COVID poster 1) to be displayed.
- Social Distancing Poster (COVID Poster 5) is to be displayed strategical around the Club and to include the Club entrance, lounge areas, bar, restaurants; etc.
- Non-slip floor markers or stands to be clearly displayed to aid with social distancing.

- Reception staff workstations are to be set up to meet social distancing guidelines and to have all necessary equipment i.e. pens, paper, printer to hand. Staff stationary should be personalised.
- Excess furniture in communal areas to be removed, if possible, or spread out to aid social distancing.
- Contactless/Card payments preferable - cash is to be discouraged.
- Perspex screens to be provided at reception desks. If this is not possible a two metre distance marker to be displayed.
- To ensure all communal toilets have hot and cold water, soap and paper towels available; and stocks regularly checked. Non-contact bins to be available for disposal of towels. Wash and sanitise your hands poster (COVID Poster 1) to be displayed.
- Regular sanitising of hand contact points to be undertaken in reception and communal areas. Daily Departmental Cleaning forms (COVID Form 6c) to be completed.
- Guests to be encouraged to make enquires via bedroom telephone to reception, where possible.

### **Check-in/Check-out Procedures**

- If electronic or remote check in procedures is feasible, then this should be implemented and where possible payment taken via phone.
- If offered by the Club, valet parking should be avoided and guests advised to park their own vehicle.
- Staff supervision at Club entrance is recommended particularly during busier periods. Entrance door should be opened for guests if not electric. Guests to be advised of the Clubs procedures on arrival. If the reception is busy then a suitable waiting area should be provided.



- Door handling staff must ensure regular sanitising of hands and door handle. If disposable gloves are to be worn then these must be replaced on a regular basis and hands sanitised when gloves are changed.
- If reception area does not allow for adequate social distancing, then consider using a larger/additional area i.e. conference suite, to assist with guest check in/checks outs.
- Portering to be discouraged. If this service is provided bag handles are to be cleaned with disinfectant wipe prior to handling, hands sanitised and handles wiped again prior to guest receiving luggage back. Porters hands are to be sanitised.
- Reception staff to discuss COVID-19 symptoms with guests checking in. To note that it is not company policy (Unless advised otherwise by regional or central government) to take guests temperature on arrival.
- Reception staff to clearly understand procedure for dealing with any guests who may pose a risk of COVID-19 infection. (Details on procedures are outlined in Arrangement 6 COVID-19 Illness reporting).
- Containers are to be located in the front desk area that are labelled for; sanitised or new pens, used pens and used guest room key cards/keys. Should the guest require a pen then they use from the sanitised container and replace in the used pen container. All used pens must be sanitised after each use. All returned key cards/keys to be placed in used key container. When removed these key cards/keys must be sanitised and then sanitised again prior to reissuing.
- Contactless check out to be undertaken, where possible. Bills are to be presented through the night with a note stating 'no need to check out, your card will be charged and receipt posted. Guests are only to visit reception if a necessity.

## **Passenger Lifts**

- Passenger lifts to be discouraged, where feasible.
- If passenger lifts are to be used then a hand sanitising station must be located at lift entrances. The use of lifts poster to be displayed at all lift entrances.

## **Department - Food and Beverage**

### **Food and Beverage Staff**

- When shifts change, handover should be done with social distancing practiced (or by phone).
- All staff to sign in daily using the Daily Health Check Status.
- All departmental staff to receive COVID-19 training.
- All Food and Beverage staff to enter via the most suitable entrance to enable minimal travel through the Club.
- Departmental staff to stay to their own working area/department within the Club and be discouraged from entering other areas. This includes during break and lunch times.
- Kitchen staff to review working areas and stagger work stations in line with social distancing requirements.
- All staff to be provided access to hand sanitiser. Sanitiser must contain at least 60% alcohol.

### **Food Offerings**

- The provision of room service for food and drink should be considered as the first option. Room service to be taken to the room on a trolley, where possible. Do not enter the room, the guest is to retrieve their food from the trolley.

- Grab and Go food options should be considered as an alternative to the restaurant area and for conference provision. This can include; pre-boxed food ready to take-away.
- A system to order Grab and Go food via phone or app should be setup and a time for collection provided to the guest. Collection times to be spaced out to avoid crowding.
- Dining areas must have seats and tables set to adhere to current social distancing guidance; and consideration given to waiter's social distancing e.g. time separation.
- Table service only, for all food and drink orders in dining areas.
- Pre-booking encouraged if possible for dining areas and bookings spread out to support social distancing.
- Open food self-service buffet counters are to close until further notice.

### **Restaurant and Bar Areas**

- Hand sanitising station to be available at all restaurants and bars entrance and exit areas. Wash and sanitise your hands poster to be displayed.
- Social distancing poster to be displayed at restaurant and bar entrance and exit areas.
- Regular cleaning of hand contact points to be undertaken at least hourly and more frequently depending on foot fall levels. The Daily Departmental Cleaning form to be completed.
- Card contactless payments preferable - cash is to be discouraged.
- Perspex till screens must be provided at bar and/or restaurant areas where appropriate.

- Diners are to wait at the entrance of the dining area until they are greeted and seated by a member of staff. Social distancing markings to be set out for those waiting to enter.
- Dining periods to be extended to support social distancing.
- A one-way system to be operated within the dining areas, where possible.
- Any bar stools should be removed from the bar until further notice.
- Each table must be cleaned after each use. Table Sanitation posters must be used and a copy to be placed at each table. Cleaning must include chairs, table, condiments and all items on the table including menus and the sanitation poster.
- Where possible, guests are looked after by one waiter during their dining experience.
- Waiters are not to top up wine and water.
- Waiters to sanitise hands between each guests and table tasks.
- Where possible, menu options should be in electronic format, on black boards or if table menus used these must be disposable or laminated so they can be sanitised after each use.
- It is strongly recommended single use salt, pepper, ketchup, mayo sachets are provided as oppose to table condiments.
- Free bar nibbles and snacks must not be provided.
- Bill folders are not to be used.

## Food and Beverage - Back of House

- To ensure all wash hand basins have hot and cold running water, soap and paper towels. Lidded pedal bins are to be available for disposal of towels, treadles on the bin **Must Be** working. Wash and sanitise your hands to be displayed.
  
- The numbers of staff in locker room areas to be limited in order to maintain social distancing. Area to be regularly cleaned and recorded with hand contact points to be included in the hand contact sanitising regime.
  
- Where possible, staff canteens should be closed until further notice and staff encouraged to bring their own pack lunch. If operating the following provisions will need to be made:
  - Chairs to be spaced out 2 metres and no more than 2 people per table.
  - Sofas removed or usage discouraged.
  - Social distancing floor markers and one way system to be provided.
  - Hand sanitising station to be provided at entrance to canteen.
  - All tables, chairs, cutlery and utensils used to be cleaned after each use.
  - Hourly cleaning of canteen area hand contact points to be undertaken and recorded.
  
- Hourly cleaning to take place throughout. This must focus on hand contact areas and details recorded on Daily Departmental Cleaning form
  
- Glass wash machines to be drained and sanitised regularly throughout service and to temperature.
  
- Bar staff must wash hands prior to and after collecting glasses.
  
- Delivery drivers must not enter the building or kitchen areas.

## **Department - Meetings and Events.**

### **Meeting and Events Staff**

- Departmental staff to stay to their own working area/department within the building and be discouraged from entering other areas of the Club. This will include during break and lunch times.
- When shifts change, handover should be done via phone or video call.
- All staff to sign in using the Daily Health Check Status.
- All departmental staff to receive COVID 19 training.
- All staff to be provided access to hand sanitiser. Sanitiser must contain at least 60% alcohol.

### **Meeting Rooms**

- No large gatherings are to be undertaken, this will be reviewed in line with government guidelines.
- Congregating in break out areas should be discouraged. Refreshment/drink stations can be setup in respective meeting rooms. Multiple stations can be setup, if appropriate.
- Room windows, to be opened where possible, to aid room ventilation.
- Pre-packed Grab and Go option and/or food boxes to be used and brought to delegates.
- Meeting rooms to be cleaned after each use, during breaks and before each use. Cleaning must focus on hand contact points, including; tables, chairs, drink stations, equipment, controllers, door and cupboard handles.
- Delegates should be encouraged to bring their own pens, pencils and paper.
- Hand sanitising stations are to be provided at entrance to meeting rooms.

## Department – Housekeeping

### Housekeeping Staff

- All housekeeping staff to sign in using the Daily Health Check Status.
- All departmental staff to receive COVID 19 training.
- All Housekeeping staff to enter via the most suitable entrance to enable minimal travel through the Club
- Housekeeping staff to stick to their working area/department within the building and be discouraged from entering other areas of the Club. This will include during break and lunch times.
- All staff to be provided access to hand sanitiser. Sanitiser must contain at least 60% alcohol.
- Housekeeping staff to be vigilant when working in corridors to maintain 2 metre distance.
- When shifts change handover to be done to current social distancing guidelines (or by phone / video call).
- Housekeeping team to review working practices; e.g. consider split shifts

### Bedrooms

- Disposable apron to be worn for each normal room clean. Hands to be regularly sanitised during servicing of the bedrooms. Normal PPE provision to be worn when cleaning bathroom and toilets.
- If a guest who has stayed, has COVID-19 symptoms or the condition has been confirmed as positive then the room must remain closed for 72 hours after departure or fumigated using an appropriate viricidal disinfectant. (CoSHH information and assessment need to be provided with a risk assessment/safe system of work for the fumigating procedure). Full cleaning procedure in arrangement 4 of the policy must be referred to.

- Windows should be open when cleaning, to aid ventilation.
- Housekeeping to clean each room ensuring all items detailed on the Departmental Daily Cleaning Form have been covered. Each item is to be detailed on the form.
- All towels to be replaced between guests stays whether or not they have been used.
- All bedding to be replaced between guest stays whether or not it has been used.
- All glassware and china to be removed and replaced with disposable items.
- The throws and cushions are to be removed from bedrooms until further notice.
- Extra pillows and blankets are to be removed until further notice. These can be made available upon guests request
- All non-essential items to be removed from room this includes; pens, note pads, booklets, dining menus etc.
- The room should only be serviced when no guests are in the room.



## Department – Maintenance

### Maintenance Staff

- All Maintenance staff to sign in using the Daily Health Check Status.
- All departmental staff to receive COVID 19 training.
- All Maintenance staff to enter via the most suitable entrance to enable minimal travel through the Club.
- Maintenance staff to stay to the areas they need to within the building and be discouraged from unnecessarily visiting areas of the Club. This will include during break and lunch times.
- All staff to be provided access to hand sanitiser. Sanitiser must contain at least 60% alcohol.

### Each job to be assessed prior to undertaking, with the following points followed:

- If work is in a communal area, this is to be undertaken during quieter times of the day. If possible, the area should be cordoned off in line with current social distancing practices.
- If work is being undertaken in a bedroom, this should be completed when the room is unoccupied. If the work is urgent and room occupied, the guest should leave the room whilst works take place.
- The area where work is to be undertaken must be sanitised prior to works commencing and once works have been completed.
- If work requires two or more people then social distancing is to be assessed per job. If social distancing is not possible then arrangements must ensure that appropriate PPE is worn. For e.g. face masks, face visor, disposable gloves and aprons.
- Frequent trips to local hardware stores is to be discouraged. Preferred option is to purchase through the Club's supplier arrangements.

- All tools and vehicles used must be sanitised after each use.

## **Department – Offices/Team Meetings**

### **Office Staff**

- To work from home is the first option.
- Remote meetings are the first preference.
- All office staff to sign in using the Daily Health Check Status.
- All office staff to receive COVID 19 training.
- All office staff to enter via the most suitable entrance to enable minimal travel through the Club.
- Office staff to stay to the areas they need to within the building and to be discouraged from visiting other areas of the Club. This will include during break and lunch times.
- All staff to be provided with access to hand sanitiser. Sanitiser must contain at least 60% alcohol.
- HOD/Team meetings should ideally take place via phone or video call if not social distancing rules must be adhered to.

### **Office Space**

- Where possible items to be individually personalised, e.g. pens, staplers, keyboards etc.
- Desks to be reviewed to adhere to social distancing between chairs. Desks should be positioned to enable individuals to face away from each other, where this is not possible then a screen must be used.

- Office areas must be sanitised every hour. This must focus on hand contact points, including; mouse, keyboard, desk, chair, printers, photocopiers, any stationary used, telephone, tablets devices, folders and door and cupboard handles.
- Hand sanitising station to be setup at office entrance and staff to use prior to entering and exiting.
- When possible open external windows to aid ventilation.

## **Department – Staff Accommodation**

If there are large blocks of staff accommodation, this will be difficult to control and the risk of spreading the virus is considered high; which in turn can spread to the operation readily.

If the operation can operate without the use of staff accommodation, then this is the preferred option.

### **Accommodation Controls:**

- Where occupancy levels allow then consideration to be given for housing staff in Club bedrooms.
- Ideally a wash hand basin to be provided in each room.
- Provision of a hand sanitiser and tissues in each room and reserve supplies provided within the accommodation building. Lidded bin to be provided for each room for tissue disposal.
- Employees are responsible for cleaning their rooms on a daily basis, using a virucide sanitiser.
- Toilet and bathroom areas to be allocated to specific rooms.
- For employees isolating, a separate area within the block/building should be allocated, with separate toilet and bathroom facilities.
- There must be regular hand contact sanitising within the building; e.g. hand rails, door handles, door push plates, toilet flushing handles/buttons, taps; etc.
- COVID posters to be displayed appropriately: Hand sanitising station (at entrances), catch it bin it kill it, social distancing, wash your hands and symptoms poster.
- Operation to consider providing room service food for employees. This is to remove any viral contamination risks in kitchen areas.

- If common areas are to be used; e.g. kitchen, bathrooms, then strict sanitisation must be completed for all hand contact/body contact surfaces before and after use.
- If kitchens are to be used, then there must be used separately, arrange timing schedules, one person cooks for all per meal and rotate.
- Dishwasher operational for washing up crockery and cutlery. Ensure that the correct chemicals are readily available for the dishwasher.
- There should be a regular professional clean. This could be provided by a member of the housekeeping staff.
- Live-in employees must have additional COVID-19 control training on the accommodation COVID-19 controls and the reasons why.
- The building must be ventilated as much as possible; e.g. external windows open. However, security arrangements must also be taken into account.
- Regular management checks are required, using the Staff Accommodation Checklist.

**Household Size Accommodation (No more than 3 employees in a building):**

For household size accommodation social distancing may not be required. But consideration needs to be given if one person displays symptoms and is self-isolating, then other persons will need to self-isolate for 14 days.

**Medium to large Numbers of Employees in the Accommodation:**

- No sharing of rooms and no gatherings. Present requirements are only one to one and 2 metres apart.
- No visiting of rooms.

For medium to large accommodation, social distancing measures must be implemented; e.g. No use of common areas, if possible, one way systems into and out of the building.

### **Department - Leisure, Spa and Golf**

In preparing for reopening and once reopened the following controls must be implemented. Note: Government advice must be followed and controls adapted accordingly.

#### **Staff**

- Staff to sign in daily using the Daily Health Check Status.
- All departmental staff to receive COVID 19 training.
- All leisure and golf staff to enter via the most suitable entrance to enable minimal travel through the Club.
- Staff to stay to their working area/department within the building and be discouraged from entering areas of the premises. This will include during break and lunch times.
- All staff to be provided access to hand sanitiser. Sanitiser must contain at least 60% alcohol.

#### **Group Classes**

Studio use will need to be risk assessed, prior to recommencing. High impact group classes will be a higher risk. Please follow advice from management prior to each class re-commencing.

- Maximum numbers to be reviewed to ensure social distancing can be maintained.
- Attendees advised to arrive ready for the class and only to enter at the class start time, attendees to leave once classed has finished.

- Each area to be sanitised between classes. This must focus on hand contact points and any equipment used during the class.
- A 15 minute break between classes to be implemented to allow time for cleaning and ensure no cross over of groups.
- Doors and windows, to be opened, where possible, to aid ventilation; and after each class.
- Some classes where possible and weather permitting, may be held outside.
- Hand sanitising station to be setup at entrance to classes and all attendees must use prior to entering.

## **Gyms**

Gyms will need to be risk assessed, prior to reopening. Please follow advice from senior management prior to opening. The following controls should form part of the assessment;

- All gym equipment to be spread out to allow for current social distance spacing between users.
- A review of maximum numbers of users in the gym at anyone time to be undertaken to limit numbers.
- Users to pre-book time slots for a session and time to be limited.
- Users advised to arrive ready and only to enter the gym at start time, users to leave once session has finished.
- Gym equipment to be sanitised between each use. A number of virucidal spray and disposable paper towel stations to be provided for the users. Disposable gloves will also be available for use.

- Hand sanitising station to be setup at the entrance to the gym and at strategic points within. All users must use prior to starting the session.
- Perspex screen to be considered for any leisure or gym reception area.
- Doors and windows, to be opened, where possible, to aid ventilation.

## **Golf**

- Golfers to ideally come ready to play and arrive no more than 15 minutes prior to tee time.
- Online booking system to be operated.
- Rakes to be removed from bunkers and golfers advised to smooth sand with club and/or foot.
- Benches around the golf course to be removed or covered
- Ball washers to be removed or covered.
- Flags must be left in at all times.
- Ball spacer to be placed in hole to avoid hole contact when receiving ball.
- Use of hired buggies and trolleys must be thoroughly sanitised after each use. If this is not possible equipment should not be hired out
- Scorecards and competitions to be discouraged, consideration to be given electronic scorecards.
- Pro Shop maximum numbers to be enforced with social distance signage implemented and social distancing (COVID poster 5) to be displayed.
- Perspex till screen to be used at pro-shop till.
- Contactless payment to be encouraged.



## **Leisure Club Sessions**

### **Changing Areas**

- Social distancing is required and therefore must be indicated and signed as appropriate.
- Management must ensure that changing rooms do not become over crowded and therefore must manage the number of persons entering the area, which will allow for proper social distancing; e.g. during peak times, during class change overs, swimming pools lesson changes; etc.
- Hand sanitising stations must be set up outside the entrances and within the changing rooms, with wash and sanitise your hands to be displayed. Viricidal cleaner and disposable gloves will also be provided for members use.
- All hand contact points must be sanitised using a viricide every hour as a minimum and during peak times every 30 minutes and this recorded
- Internally every other column of lockers will be removed from use to aid social distancing.

### **Studios**

- The controls required will depend on the activity:
- All classes will be set up to adhere to current social distancing requirements.
- Hand sanitising Station must be set up outside the entrances of studios and at least one within.
- There should be a clear time lapse between classes/ uses, minimum 10 minutes.

- There must be no groups waiting around between classes.
- All equipment must be sanitised using a viricide between uses by different persons; e.g. mats, weights, balls; etc.
- All hand contact points must be sanitised using a viricide between classes and this is recorded

### **Swimming Pools and Wet Facilities**

- Hand sanitising Station must be set up outside the entrances of swimming pool and wet areas. With wash and sanitise your hands poster displayed.
- All pool and spa water must be hygienically managed, ensure that there is effective sanitisation of the water through proper water treatment. The correct sanitising concentration must be used and regularly monitored, as per usual pool management would require. Any low-level dosing must initiate immediate action: close the facility until the dosing levels are correct.
- Maximum bather loads are one bather per 3 cubic metres.
- Social distancing must be maintained throughout the facilities, this includes instructors/ teachers. Markers and social distancing signage must be clearly evident throughout the facility.
- The use of hot tubs/ spa pools can only be used if social distancing allows.
- Saunas/steam rooms are confined spaces and as such are considered high risk in the management of COVID-19 and therefore it is recommended that these facilities are not available of use, until there is scientific evidence of safe use.

- All pool equipment e.g. floats, woggles and training aids will not be used until advice changes.
- When re-opening the wet area facilities, please refer to PWTAG Technical Note No 43: Re-opening a pool after COVID-19 shutdown.

## **Cleaning Arrangement**

Cleaning procedures are key in reducing the spread of COVID-19. Viruses and bacteria can be transferred by an infected person to a surface, The COVID-19 virus has the potential to remain on the surface for a period of time:

- Glass 5 days
- Wood 4 days
- Plastic and stainless steel 3 days
- Cardboard 24 hours

Anyone touching an infected surface can potentially become infected by touching their face and particularly their mouth, nose and eyes.

Should a surface become infected then it can be removed by thorough cleaning/sanitising with suitable cleaning chemicals.

As part of the organisations COVID-19 policy enhanced daily cleaning procedures are to be implemented. Details are included within the departmental arrangements.

### **Cleaning procedure if a COVID-19 symptomatic individual has been onsite**

Should a member of staff become symptomatic whilst onsite or a guest display or advice of symptoms of COVID-19, then the following cleaning procedures must be followed.

Areas that the individual has passed through must be sanitised focusing on hand contact services.

All surfaces that the symptomatic person has come into contact with must be cleaned and disinfected, including;

- Objects that are visibly contaminated with body fluids.
- Any potential high-risk areas that the individual came into contact with. E.g. door handles, table, grab rails.
- If a guest who has stayed in a room and has COVID-19 symptoms or the condition has been confirmed as positive then the room must remain closed for 72 hours after departure or fumigated using an appropriate viricidal disinfectant. (CoSHH information and assessment need to be provided with a risk assessment/safe system of work for the fumigating procedure).

The following cleaning arrangements must be followed for potentially infected areas.

When cleaning potentially infected areas the following guidelines must be followed:

- Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings.
- Cleaning chemical must either be;
  - A combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine
  - A viricidal chemical which can kill COVID-19
  - A household detergent followed by disinfection (1000 ppm av.cl.). Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants.
  - Ensure that all chemicals that are used have the respective technical data sheet and CoSHH risk assessment completed.
  - Keep windows open to ensure good ventilation.
  - Use protective gear, such as masks, disposable gloves, goggles and disposable aprons.

## Personal Protective Equipment (PPE) for cleaning a potentially infected area.

The minimum [PPE](#) to be worn for cleaning a general area where a person with possible or confirmed COVID-19 is disposable gloves and an apron.

If the area is visibly contaminated with bodily fluids then the need for additional PPE will be required, for e.g. goggles and face masks. The facemask should be of at least an N95 or FFP2 standard.

Hands should be washed with soap and water for 20 seconds after all PPE has been removed and the 60% alcohol gel.

A COVID-19 emergency cleaning kit must be available onsite at all times. To summarise this should include:

Cleaning Kit	PPE
Disposable Cloths	Gloves
Disposable Mop	Apron
A suitable disinfectant as detailed above	Goggles
Virucide Sanitiser	Facemask – N95 or FFP2 minimum
Bio disposable waste bag	

Any suspected illness must be recorded on the COVID-19 Illness Reporting form and details uploaded onto H&S portal. The senior management team must also be notified.

## Waste/Emptying Bins

All PPE, cleaning materials and tissues used when cleaning areas of suspected COVID-19 spread must be treated as a biohazard and be disposed accordingly.

Bin liners containing suspected COVID-19 contamination waste, must be double bagged and stored safely away for 72 hours prior to putting out in normal waste. Gloves, disposable apron and goggles to be worn when emptying tissue bins. Do not push down on bags – just seal/tie.

## **Head Office and Regional Staff Arrangement.**

Along with the measures taken at the Clubs, the following procedures will also be implemented for Head Office and Regional/Group Management.

- Where feasible staff will work from home.
- Daily Health Check Status will need to be implemented at Head Office and staff to sign in and out.
- Head Office and Regional/Group Management staff to sign the Daily Health Check Status when visiting a Club.
- Hand sanitising stations should be setup at Head Office, with one at the main entrance and at the entrance of each area. Wash and sanitise your hands to be displayed.
- Posters to be displayed clearly around the office.
- Head Office hand contact points to be sanitised at least hourly and Club Daily Cleaning Forms to be completed.
- Head Office to stock emergency COVID-19 cleaning kit and follow details within the cleaning arrangement.
- Desk and office lay-out to be reviewed to maintain social distancing measures. This may require a reduced Head Office capacity for a period of time.
- Head Office and Regional/Group management staff to be allocated with individual hand sanitiser and regular hand washing undertaken.
- Handshaking not to be undertaken and to ensure distance maintained when talking and interacting.
- Where possible internal and supplier meetings will be conducted via video.

- When travelling public transport to be avoided, if possible. If using public transport then a face mask must be worn.

## **COVID-19 Illness Reporting.**

It is important that any suspected or confirmed COVID-19 cases are quickly and effectively managed. This includes any staff, guests or third parties who are symptomatic or have a confirmed cases of COVID-19.

### **Staff Health and Reporting Procedures:**

During this period we will be enhancing the monitoring of staff health and implementing daily health check procedures. These controls will include.

- It is a recommendation that staff take their temperature prior to leaving home and travelling to work if possible. Temperature must be taken on arrival / leaving work.
- No staff to attempt travel to work or to sign in if any of the following apply.
  - Recorded a temperature of above 38°C (100.4°F).
  - They have a consistent cough.
  - They have had a positive COVID-19 test.
  - Anyone within their household has any of the above symptoms or has a positive COVID-19 test.

**Should a member of staff not be able to attend work or sign in due to COVID-19 symptoms or a positive test.** Details should also be noted on the H&S portal and a Senior Manager informed.

- Anyone displaying any of the above symptoms must isolate at home for at least 7 days and until clear of all symptoms.
- Isolation must be extended to 14 days if symptoms relate to another person within their household or until the affected individual receives a negative test.

- Should the second individual experience any noted symptoms at any point during the 14 days then they must isolate at home for 7 days from start of symptoms and until clear of all symptoms.
- Staff to sign in at the start of each shift on the Daily Health Check Status.
- Where possible staff to avoid travelling to work on public transport.
- Should a member of staff experience symptoms during their shift they must leave the area and be isolated in an appropriate isolation room if possible, or sent home, public transport should not be used. The required cleaning procedures will need to be followed as detailed within the cleaning arrangement.

### **Guests Displaying Symptoms:**

For any guests displaying or notifying the Club of symptoms then they must be isolated. If they are a resident then this will be their bedroom, for non-residents then a suitable room should be identified for the guest to isolate.

The COVID-19 Illness Reporting form should then be completed and details logged onto the H&S portal.

The appropriate cleaning regime detailed in the cleaning arrangement will then need to be followed.

### **RIDDOR Reporting of COVID-19**

COVID-19 has been classified as reportable under RIDDOR when:

- An unintended incident at work has led to someone's possible or actual exposure to COVID-19. This must be reported as a dangerous occurrence.
- A worker has been diagnosed as having COVID-19 and there is reasonable evidence that it was caused by exposure at work. This must be reported as a case of disease.



- A worker dies as a result of occupational exposure to coronavirus.

It is important that any potential or confirmed COVID-19 illness to an employee, guest or third party is investigated and reviewed prior to RIDDOR reporting. Any incident must be discussed with CSC and Senior Management to review and determine if a reporting is required.

Should it be determined that a COVID-19 incident does require reporting then it will be the Club Managers responsibility to ensure that the accident or event is notified within the correct time period.