



Casino Guidance – stringent social distancing measures



INTRODUCTION

The safety of staff and customers has been of paramount concern during the Covid-19 pandemic. It is essential all guidelines and safety procedures are followed. Casinos in England, Scotland and Wales will reopen on 17 May 2021.

The devolved administrations in Wales, Scotland and Northern Ireland have adopted their own phased approach out of lockdown; although broadly similar, there may be some differences in terms of the precise timeline they adopt. Please check the appropriate Government website for relevant guidance.

This information is not a substitute for UK Government guidance. Members should familiarise themselves with government guidelines and be aware that these may change due to the fluid nature of the Covid-19 pandemic.

Find out about the **[new restrictions and what you can and cannot do.](#)**

A new COVID-19 variant is spreading in some parts of England. There may be additional advice for your area. Find out what you should do.

Social distancing:

- There have been changes to social distancing guidance, however, COVID-secure measures including social distancing guidance continue to apply in workplaces, in businesses and in venues open to the public. This is to protect your staff, customers and members of the public, by reducing the risk of spreading COVID-19.
- You should continue to follow relevant measures on social distancing, such as calculating the number of people who can be safely accommodated in your facility with social distancing in place, and advising customers of any relevant social distancing measures in your facility, for example, through signage or floor markings.
- Make sure everyone can maintain social distancing. Social distancing guidance continues to apply in workplaces, in businesses and in venues open to the public. Make it easy for everyone to understand by putting up signs or introducing a one-way system that your customers can follow.
- Calculate the maximum number of customers that can reasonably follow social distancing guidelines (2m, or 1m+ with risk mitigation where 2m is not viable) within your facility. Take into account total floorspace as well as likely pinch points and busy areas. Limit the number of customers in the facility, overall and in any particular congestion areas. For example doorways between outside and inside spaces.



BEIS/CO GUIDANCE

- Failure to complete a risk assessment which takes account of COVID-19, or completing a risk assessment but failing to put in place sufficient measures to manage the risk of COVID-19, could constitute a breach of health and safety law.
- Employers are expected to respond to any advice or notices issued by enforcing authorities rapidly and are required to do so within any timescales imposed by the enforcing authorities.
- Latest government guidance is set out [here](#)
- Premises or locations which are COVID-19 Secure will be able to hold more than 30 people, subject to their own capacity limits, although any individual groups should not interact with anyone outside of the group they are attending the venue with - so in a group no larger than two households or six people if outdoors.
- Venues should consider the cumulative impact of many venues re-opening in a small area. This means working with local authorities, neighbouring businesses and travel operators to assess this risk and applying additional mitigations. These could include:
 - Further lowering capacity - even if it is possible to safely seat a number of people inside a venue, it may not be safe for them all to travel or enter that venue.
 - Staggering entry times with other venues and taking steps to avoid queues building up in surrounding areas.
 - Arranging one-way travel routes between transport hubs and venues.
 - Advising patrons to avoid particular forms of transport or routes and to avoid crowded areas when in transit to the venue.
- Those operating venues following COVID-19 Secure guidelines should take additional steps to ensure the safety of the public and prevent large gatherings or mass events from taking place. Any live performances in venues must strictly follow the current live performances guidelines.
- All venues should ensure that steps are taken to avoid people needing to unduly raise their voices to each other. This includes - but is not limited to - refraining from playing music or broadcasts that may encourage shouting, including if played at a volume that makes normal conversation difficult. This is because of the potential for increased risk of transmission - particularly from aerosol and droplet transmission. You should take similar steps to prevent other close contact activities - such as communal dancing until allowed by regulation.
- Where a premises delivers a mix of services, only those services that are permitted to be open should be available.
- Avoid using public transport, and aim to walk, cycle, or drive instead. If using public transport is necessary, wearing a face covering is mandatory, unless you are exempt for health, disability or other reasons.
- Public toilets, portable toilets and toilets inside premises should be kept open and carefully managed to reduce the risk of transmission of COVID-19. Steps that will usually be needed:
 - Using signs and posters 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.
 - Consider the use of social distancing marking in areas where queues normally form, and the adoption of a limited entry approach, with one in, one out (whilst avoiding the creation of additional bottlenecks).
 - To enable good hand hygiene consider making hand sanitiser available on entry to toilets where safe and practical, and ensure suitable handwashing facilities including running water and liquid soap and suitable options for drying (either paper towels or hand driers) are available.
 - Setting clear use and cleaning guidance for toilets, with increased frequency of cleaning in line with usage. Use normal cleaning products, paying attention to frequently hand touched surfaces, and consider use of disposable cloths or paper roll to clean all hard surfaces.
 - Keep the facilities well ventilated, for example by fixing doors open where appropriate.
 - Special care should be taken for cleaning of portable toilets and larger toilet blocks.
 - Putting up a visible cleaning schedule can keep it up to date and visible.
 - Providing more waste facilities and more frequent rubbish collection.
- The opening up of the economy following the COVID-19 outbreak is being supported by NHS Test and Trace. You should assist this service by keeping a temporary record of your staff shift patterns, customers and visitors for 21 days, in a way that is manageable for your business, and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks. Many businesses that take bookings already have systems for recording their customers and visitors – including restaurants, hotels, and hair salons. If you do not already do this, you should do so to help fight the virus.

- 2m or 1m with risk mitigation (where 2m is not viable) are acceptable. You should consider and set out the mitigations you will introduce in your risk assessment.
- You must share the results of your risk assessment with your workforce. If possible, you should consider publishing the results on your website (all employers with over 50 workers are expected to do so). All businesses should demonstrate to their workers and customers that they have properly assessed their risk and taken appropriate measures to mitigate this. You should do this by displaying a notification in a prominent place in your business and on your website, if you have one.
- Providing written or spoken communication of the latest guidelines to both workers and customers inside and outside the venue. You should display posters or information setting out how customers should behave at your venue to keep everyone safe.
- Ensuring any changes to entries, exit and queue management take into account reasonable adjustments for those who need them, including disabled customers. Consider the particular needs of those with protected characteristics, such as those who are hearing or visually impaired.
- To make sure individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19, those who live in a household or are in a support bubble with someone who has symptoms, and those who are advised to self-isolate as part of the government's test and trace service.
- Maintaining good ventilation in the work environment. For example, opening windows and doors frequently, where possible.
- Clinically extremely vulnerable individuals have been strongly advised not to work outside the home during the pandemic peak and only return to work when community infection rates are low.
- Clinically vulnerable individuals, who are at higher risk of severe illness (for example, people with some pre-existing conditions), have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role.
- If clinically vulnerable individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). If they cannot maintain social distancing you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.

The Health and Safety Executive (HSE) has also published guidance on protecting vulnerable workers, including advice for employers and employees on how to talk about reducing risks in the workplace.

The latest Government guidance for shielding can be found [here](#)

IN ADDITION TO THE ABOVE GUIDANCE

Face Coverings

Face coverings are mandatory and must be worn in casinos.

There are also settings where you must wear a face covering by law. A full list of where you must wear a face covering in England is available on [GOV.UK](#). Specific requirements in Northern Ireland, Scotland and Wales are available on the websites of the devolved administrations.

Please be mindful that some individuals and groups have reasonable excuses for not wearing a face covering due to age, health or other conditions which are not always visible

Workplace testing

About 1 in 3 people with coronavirus do not have symptoms but can still infect others. You can reduce the risk of the virus spreading by asking your employees to get tested regularly. Employees can access testing free of charge at home or at a test site. Those businesses that registered before 12 April 2021 can order free rapid lateral flow tests until 30 June 2021. Those that did not register can pay an approved provider to provide tests or run a test site.

[You can find further information here.](#)

Testing and vaccinations

It's important that you continue to put measures in place to reduce the risk of COVID-19 transmission, including maintaining social distancing, frequent cleaning, good hygiene and adequate ventilation, even if your employees have:

- received a recent negative test result
- had the vaccine (either 1 or 2 doses)

Where you are providing testing on-site, you should ensure that workplace testing is carried out in a safe manner, and in an appropriate setting where control measures are in place to manage the risk of COVID-19 transmission during the testing process. These include maintaining social distancing where possible, frequent cleaning, good hygiene and adequate ventilation. You should also ensure that an appropriate setting is available for individuals to wait in while their test is processed.

Anyone with symptoms should get a free [NHS test](#) as soon as possible.

Ordering COVID-19 tests for employees with no coronavirus symptoms

If you have registered for workplace testing before 12 April 2021, you can continue to order free rapid lateral flow tests until 30 June 2021.



If you have not yet registered, you can choose to:

- Pay an approved provider to provide tests or run a test site for you
- Ask your employees to check if they can get a rapid lateral flow test to do at home or at a test site on [NHS.UK](https://www.nhs.uk)

Social Contact Limit

The contacts of individuals who test positive for Coronavirus are required to self isolate for a period of 10 days. Contacts will need to self isolate for 10 days from the day after contact with the individual who tested positive has taken place. Please follow the latest guidance [here](#)

Venue

- Test and trace will apply to all customers - names and contact details will be recorded at entry to the casino, preferably using the NHS app.
- Capacity must be restricted to ensure that social distancing requirements are met throughout the customer's journey (at a minimum there will be a 50% reduction in current licensed permitted numbers).
- Social distancing will be maintained throughout the premises in line with the Government's Covid-19 Secure Guidelines.
- Entry to the casino will be made one at a time and queue markers will be used to maintain the 2m social distancing requirement.
- Customers will be required to use hand sanitiser prior to entry.
- Any live performances in venues must strictly follow the current live performance guidelines.
- Casino table, machine and restaurant areas must be zoned with staff monitoring and restricting customer movement to ensure social distancing is maintained.
- Where practical, introduce a one-way system round the casino with markings directing and reminding staff and customers of procedures.
- Gaming floor layouts will be reviewed to allow for appropriate social distancing between tables and customers. When required to maintain social distancing, gaming tables will be closed or movable plexiglass screens may be deployed.
- Slot and Electronic Gaming Machine positions will be reviewed to maintain social distancing between customers. In zones where this is not possible, machines will be closed, or plexiglass screens may be deployed.
- If the risk assessment shows that PPE is required, then this will be provided free of charge to workers who need it and ensured that workers will be trained to use it.
- Objects and surfaces in the casino will be regularly sanitised including table areas, gaming machines, cards and chips.
- Sanitising solutions will be provided throughout the casino to enable frequent hand cleansing including at tables, gaming machines and entrance.
- Employers must be responsible for reacting and responding to any update in advice or protocols issued by enforcing authorities. These changes must be implemented within the imposed timescale.
- Managers must consider the local impact of venues re-opening. Working with local authorities, neighbouring businesses and travel operators will mitigate risk. E.g. staggering entry times with other venues to avoid queues building up in surrounding areas.

- Venues should limit noise levels and should take action to avoid people needing to raise their voices at each other. This includes refraining from playing music or broadcasts at levels that encourage shouting or volumes that make normal conversation difficult.
- The results of the Covid-19 risk assessment must be shared with the workforce and displayed at the venue to show compliance with this guidance. Should display and communicate the latest guidelines to both staff and customers.
- Any changes to entries, exit and queue management or restrictions placed, must take account for reasonable adjustments for those who may need them, including disabled customers.
- Toilets inside the premises should be kept open and good hygiene, social distancing and cleanliness in toilet facilities must be promoted and implemented.
- Capacity limits will be enforced in specific areas (such as smoking areas, lifts, toilets).
- Colleagues will be trained to remind customers of social distancing guidance.
- Sanitiser stations will be available throughout the premises, including back of house areas.
- In line with HSE/PHE guidance, colleagues will have their roles risk-assessed so that our teams are guided to make the necessary adjustments to their role (for instance, guidance on hygiene and social distancing).
- Shift times and working hours will be reviewed to stagger start and finish times. Wherever possible, shift patterns will be changed to match colleagues with the same teams, reducing the number of colleagues that come into contact with each other wherever possible.
- Where possible seating and circulation in staffrooms and canteen areas will be configured to maintain social distancing.
- Our venues will ensure a high compliance with the Government's published Covid-19 Secure Guidelines.
- A high level of sanitation will always be maintained in venues, supported by Risk Assessment and Method Statements.
- Customers will be encouraged to make contactless transactions wherever possible and allowed by law.
- The hospitality sector have been reporting fines being issued by inspectors for operators not having a mandatory mechanism, where the expectation is to refuse entry if a customer refuses to participate.

Casino and gaming zone

- Customers must queue following social distancing guidelines to access any table games.
- Customers must remain seated and are not permitted to circulate between tables during play.
- All seating and table areas must be regularly sanitised.
- Customers will be asked to sanitise hands before and after joining tables.
- Sanitiser will be available at all gaming tables and in sanitisation stations around the venue.
- Gaming table capacity must be strictly limited to ensure compliance with social distancing regulations.
- Gaming machines, voucher redemption terminals and ATMs will be regularly sanitised.

- Contact during payments and exchange of documentation will be minimised, electronic payment methods will be used where possible.
- Members should introduce sneeze guards where necessary to increase protection.
- Signage will clearly promote social distancing measures throughout our venues.
- Social distancing will be maintained throughout the premises in-line with the Government's Covid-19 Secure Guidelines.
- In order to support Test and Trace, in line with standard operating procedures in casinos, customer contact details should be recorded.
- Everyone visiting a hospitality setting must remain at least 1 metre apart from the next person, unless from the same household or a carer. Businesses must review layouts and take all reasonable measures to ensure 1 metre spacing, including back to back and or side to side arrangements between seated groups, using physical separators/screens where necessary and or one way systems. One metre physical distancing relates to premises already applying additional mitigating measures to use this exemption, otherwise 2 metres applies.

IN ADDITION TO THE ABOVE, SPECIFIC FOR SCOTLAND

Businesses are reminded that capacity should be determined by the need for physical distancing and numbers must not exceed safe limits. Systems should be in place to safely manage capacity to avoid overcrowding.

The limits on households mixing indoors and outdoors apply to hospitality and are critically important. Businesses must ensure staff are aware of the limits when taking bookings and that they are ready to challenge any attempt to make bookings for numbers that clearly exceed the limits. These are currently 6 people from up to 2 households both indoors and outdoors.

Measures that take effect from 14 August 2020

- Face coverings are mandatory except where customers are drinking or eating elsewhere.
- Staff do not need to wear face coverings when the casino is closed to the public; where staff are physically separated by a screen; or in a back room.
- 2m social distancing is in place on the gaming floor – 1m social distancing in place in the café bar/restaurant areas. We will be making the case for 1m social distancing to be in place across-venue via our contact in the Scottish Government.
- Casinos will need to adhere to the enhanced guidance issued by the SG on 14 August, available [here](#).
- While previously low level music/volume was permitted it is now necessary to ensure every effort is made to reduce noise levels to a minimum in hospitality premises so people do not need to raise voices to be heard or get closer to others – this presents an increased risk of transmission that must be mitigated. There must be no background music and televisions must be on mute and sub-titled.
- Customers and visitors must refrain from shouting and loud behaviour. Clear signage can help with messaging to inform customers of expected standards of behaviour.
- Physical distancing must be observed in external queues for hospitality settings, particularly during evenings. Steps should be taken to avoid queues outside the premises as much as possible but where unavoidable for safety reasons, measures should be taken to ensure physical distancing.
- Internal queuing: Physical distancing must be maintained and a system in place whereby only one person can approach to order at a time.
- Bingo playing is the primary purpose of a Bingo Club. In this context the **2 hours time slot (for guidance only) does not apply**. However any risk associated with food and beverage sales should be reflected in the clubs specific risk assessment.

- It is essential that clear signage is displayed at entry points and throughout the premises to inform customers that they are within a 1 metre physical distancing zone and, most importantly, that everyone is reminded to observe the requirement to remain at least 1 metre from the next person, unless from the same household or a carer.
- There should be robust cleaning regimes in place around all shared and hard surface contact areas, including toilets, door handles, tables and chairs and service items.
- Adequate and good quality ventilation should be standard in indoor commercial spaces – businesses should consider current arrangements and whether additional measures are required to make improvements.
- The sharing of current and good advice is key to cooperation between businesses and their customers and will help the collective effort to keep coronavirus at bay. All reasonable measures must be taken to ensure staff are in possession of key facts to help with overall compliance.

Assessing Risk:

- Planning for a restart will be a joint effort between employers and employees with both parties fully contributing as part of an ongoing commitment to work together in ensuring a safe workplace
- Employers have a duty to consult employees on health and safety. Consultation should occur, where relevant, with full and part-time staff, contractors, shift workers, security staff and facilities and cleaning staff. You can do this by listening and talking to them about their work and how you will manage risks from COVID-19. This should be done in advance of re-opening.
- All businesses must consult and involve their workers in this process, where appropriate. This should be through recognised trade union health and safety representatives, or relevant employee safety representatives.
- A full risk assessment must be undertaken in consultation with employees, and, where necessary, landlords and or neighbouring premises where common areas may be shared
- Constructively engage with employees when carrying out a risk assessment
- The mental health of employees should be factored in to the risk assessment with signposting to employer-led, government and third sector support made available to staff to manage issues such as confrontation, stress and isolation as needed



- An implementation timetable should be created and structured broadly as follows:
 - Undertake an analysis to ensure you understand where the risks are to your business being able to restart. This should take into account the challenges of maintaining **physical distancing and enabling hand washing**, as well as **fair work principles**.
 - Produce a re-start plan that incorporates your physical distancing and hygiene solutions, and identifies what work is required to be carried out before a restart e. g. screens, one-way systems, 2 metre zones, staff room, PPE provision (if required or advised), hand sanitisers etc. As part of training, provide briefings and inductions into the new ways of working.
 - Your preparation should also include what actions you will take if customers do not comply with your requirements.
 - Where premises have been empty due to lockdown and furlough, thorough safety checks should be conducted on gas and electrical installations, water cooler and ventilation checks, particularly regarding Legionella risks and pest control checks should be conducted to avoid infestation problems.
 - Risk assessments must also be completed for safe goods processes for food, alcohol, laundry etc.
- remain seated as much as possible during your visit to a hospitality premises and do not congregate, for example to watch a TV.
- avoid raised voices and no singing.
- keep noise to a minimum – there will be no background music or volume from TVs to avoid people having to raise their voice above normal levels to speak, as this can contribute to the spread of coronavirus.
- keep your hands clean - use the hand hygiene products that are provided for your use, or use your own, before or after you touch any common areas – businesses will also be doing this but regular hand hygiene is good practice and reduces the risk of transmission.
- catch coughs and sneezes in a tissue and dispose of any tissues into a bin and wash hands immediately.
- if an individual does not have tissues to hand, they should catch coughs and sneezes in the crook of their elbow.
- go prepared – take with you what you need and check the weather forecast.
- be considerate to staff that are providing guidance and advice, and abide by their instructions at all times. Please be courteous and understand that staff are working in challenging circumstances.
- wear a face covering in the queue and inside premises, except when eating and drinking, see advice on wearing face coverings.
- bear in mind that some people may find these measures more difficult to adhere to than others e.g. those with sight loss, autism, learning disabilities, asthma or other breathing difficulties, dementia, or other communication or mobility needs. Please be considerate of them, respecting and accommodating differences by giving way when you are out and about.

Customer behaviour:

Customers should:

- always observe physical distancing, keeping either 2 metres, or in hospitality premises operating within the exemption, 1 metre from the next person, unless from the same household or a carer.
- not form and avoid crowds – this presents a significant risk and must be avoided at all times.
- always follow Scottish Government advice on travelling and visiting services provided by the tourism and hospitality sector – see Transport Scotland for current transport advice.
- refrain from travel or visiting tourism and hospitality services if you have symptoms of illness or others in your household are unwell or symptomatic – please check with NHS Inform for further advice.
- pay attention to and follow all instructions and advice that is provided by businesses and their staff – this is for your safety and that of other customers and staff.
- provide your contact details when using hospitality services to support Scotland's Test and Protect service – it is now a mandatory requirement for businesses to do this.
- in particular, when considering meeting people from more than one other household, you should think beforehand about what size of table you will need to keep physically distance between households. The venue you are visiting will be able to advise you of booking options.
- avoid visiting multiple indoor hospitality premises on the same day outside of routine meal times. In particular, do not visit more than one pub or bar in the same day, as this increases the risk of multiple transmission.
- Stay in your own household group if you have not arranged to meet others, observing physical distancing guidelines at all times.
- 1. Maintaining social distancing (keeping either 2 metres, or in hospitality premises operating within the exemption, 1 metre from the next person, unless from the same household or a carer).

Maintaining 2m physical distancing will always be more effective than 1m and customers should adhere to the 2m physical distancing if required to queue to enter a premises – there should be no queuing indoors.

Workforce planning:

- Health factors must be considered in any phasing of returns to work. Employees living in vulnerable or shielded households are only expected to return when new safe working environment measures have been fully tested and a return to onsite work is consistent with individual medical advice. Also, please see the updated shielding guidance [here](#). If necessary, please update your guidance in line with this updated version. Clinically extremely vulnerable people can go to work as long as the workplace is Covid-secure, but should carry on working from home wherever possible.

- Employers should also take account of travel-to-work considerations in phasing a restart, particularly those who may rely on public transport – see [Transport Scotland advice pages](#).
- Employers should take account of childcare arrangements, in the case of nurseries and schools not being fully operational.
- Returning workers may have some level of apprehension about how safe they may be and they may require reassurance and evidence that measures recommended in workplace risk assessments have been implemented.
- Employers should ensure that the organisation’s culture is inclusive, with the aim that every employee should feel that they are returning to a supportive, caring and safe environment.
- It is important that organisations foster a fair and inclusive working environment that does not tolerate discrimination. There is also a risk of victimisation of those infected, suspected, or more vulnerable to COVID-19 which should be addressed.
- Where it is necessary to undertake an individual risk assessment due to staff being in a high risk or vulnerable group, this should also consider wider factors such as whether being from a minority ethnic community may present yet higher risks from COVID-19.
- People who have tested positive for the virus will need to self-isolate for a minimum of 10 days.
- Scotland’s Test and Protect strategy - NHS contact tracers will interview them and get in touch with people they have been in close contact with, and tell them they must self-isolate for 14 days. If your employees are informed by a contact tracer that they should isolate, you should help them to do so straight away.
- A close contact is defined as:
 - Those that are living in the same household as a case
 - Face to face contact with a case for any length of time within 1 metre of a case
 - Extended close contact within 2 metres for more than 15 minutes with a case
- Pay for workers who are sheltering, self-isolating, sick or balancing care responsibilities is likely to be a source of concern for employees. Businesses should work with trade union or workforce representatives to provide early guidance on relevant processes and support for individuals affected by these issues.
- Workers who are shielding should not be compelled to attend work and businesses should make arrangements to ensure those staff are not disadvantaged due to obeying medical advice. Businesses should explore measures such as suspending the normal application of sickness or disciplinary procedures related to attendance in these cases.
- Businesses should also acknowledge the range of factors likely to cause stress or anxiety amongst employees, ranging from living with lockdown arrangements to concerns about travel, schools, caring responsibilities and relatives impacted by the virus, amongst others.
- If you have a large workforce and previous shift models have resulted in crowding at entry and exit points you may wish to develop plans to change shift patterns to protect the workforce and to optimise productive capacity.
- Health Protection Scotland (HPS) has provided COVID-19 [information and guidance for general \(non-healthcare\) settings](#) which reiterates that people should not travel if they exhibit any COVID-19 symptoms. The HPS advice, and any subsequent safe travelling advice, such as that provided by [Transport Scotland](#), should be factored into decisions on planned returns to work.
- The HPS guidance also offers advice on the use of PPE, confirming that workplaces should only use PPE which is consistent with local policies and in line with measures justified by a risk assessment.
- Security staff should remain focused on security duties. Where COVID-19 creates additional staffing requirements, e. g. for queue management, employers should ensure additional suitable staff resource is made available. Employers should ensure that security staff feel safe, e. g. having access to appropriate PPE and hand-washing facilities, and the confidence to raise any concerns.
- Where necessary, organisations should consult with and involve their security departments in the interpretation and implementation of this guidance. In particular, security should be considered in any revised risk assessment.

Operational guide and checklist:

- Minimising pressures on supply chains during the COVID-19 pandemic is essential. Suppliers must be able to cope with the current crisis and ensure service continuity and delivery during and after the outbreak. Businesses are encouraged to work with suppliers to understand the specific pressures they face and identify potential solutions on a case-by-case basis.
- Where relevant, businesses should also consider as part of their risk assessment, issues around the safe management of deliveries.
- Hospitality businesses with queries or concerns regarding food safety practices in their premises should contact their local authority environmental health department for advice.
- Additional mitigating measures will be in place to reduce the risks of operating at 1m as opposed to 2m. You must follow the guidance and instructions of staff at all times and be mindful to maintain your own distance of 1m from others out-with your own household or a carer, this includes while sitting and eating/drinking at the table.

Customer toilets:

- Public toilets are defined as any toilets accessible to the public. The opening of toilets should be accompanied by local risk assessment, and control measures should be proactively monitored by operators. Most premises should have a norovirus policy that can be adapted for use in cleaning facilities if an individual with COVID-19 symptoms is known to have used the facilities.
- Risk assessment should specifically include:
 - Remote/unmonitored facilities for which there may be increased demand as travel restrictions are eased and people start travelling greater distances
 - Janitorial staff for whom operators should already have procedures/PPE in place



- Enhanced cleaning is likely to be required and should take into account:
 - Products used – should be a disinfectant not detergent-based product
 - Areas of particular concern – it is important that attention is paid to frequently touched areas including toilet flush, toilet seat, toilet locks and handles, taps, paper towel and soap dispensers and door handles on access/entry
 - Enhanced monitoring of facilities will be required to ensure hygiene is maintained
 - Clearly display enhanced cleaning rota and ensure it is adhered to i.e. a documented record that the checks have been carried out for the public to see
 - The cleaning rota should be supplemented with a cleaning schedule or similar procedure log that details the manner and frequency of cleaning of the various surfaces
 - Remove any unnecessary or communal items within the facility (e.g. ornaments or cosmetic items) to facilitate cleaning
 - Ensure that if a staff key fob or key is required to access the facilities this is cleaned between uses
 - PPE should be provided in line with Health Protection Scotland Guidance for General (Non-Healthcare) Settings
 - Staff should be trained in appropriate cleaning methods for sanitary areas and the use of the equipment and products for cleaning and disinfection
- Consider providing a contact number for the public to use should they have any concerns regarding cleanliness (e.g. if the facility has been heavily soiled between cleans). Use signage to tell the public what to do if someone falls ill with suspected COVID within a toilet facility
- Reusable equipment should be removed and replaced with disposable (e.g. fabric towels, baby-changing mats)
- Cleaning materials for surfaces should be provided (e.g. antibacterial wipes for baby change areas)
- Reduce the requirement for surfaces to be touched once hands have been washed on the way out of facilities e.g. prop open exit door
- Physical distancing should be maintained by way of signage and floor markings and, in respect of staffed toilets, proactively encouraged by staff
- Consider whether distances between equipment e.g. hand basins are sufficient and consistent with physical distancing policy
- Consider the route to and from toilets, in particular how to maintain physical distancing and cleaning of possible touchpoints
- Use one-way systems where this is possible

Workforce training:

- Suitable training methods will need to be implemented to enable effective delivery of relevant overarching and business-specific measures. Employees will be expected to work in a way which maintains physical distancing in line with the **business and physical distancing guidance**.
- It is anticipated that visual aids will be required as part of the training and as part of ongoing guidance and communications with staff to reinforce individual responsibilities in a new normal working environment.
- Businesses should consider an induction process for all staff covering new, enhanced hygiene and physical distancing measures.

Collecting Customer Data:

- For indoor hospitality, NHS Scotland's Test and Protect service came into effect on 15 July. From this date, hospitality businesses serving customers who remain on the premises while engaging with the business, should gather minimal contact details (e.g. name and telephone number) from customers to support NHS Scotland's Test and Protect service.
- The recording of customer / visitor contact details is now mandatory and must be implemented in all hospitality settings.
- Hospitality businesses that are serving customers on their premises – either indoors or in outdoor spaces such as beer gardens – will need to gather minimum contact details for all customers to support Test and Protect.
- Contact data will need to be collected by a business for each customer, or for the 'lead member' of a small household group, upon their arrival, or prior to their arrival where booking in advance allows.
- The ability to record departure times where possible, as well as arrival time (including staff shift times) is important to reduce the number of customers or staff needing to be contacted (and potentially asked to self-isolate) by NHS Scotland's Test and Protect service, although it is acknowledged that in certain circumstances this may be more difficult.
- Once customer details have been gathered, the business will be the data controller, and the data must not be shared with individuals or organisations other than NHS Scotland. All customer data should be stored somewhere secure. You should hold records for 21 days from the date of each separate visit of a staff member or customer. After 21 days, data must be disposed of.

Information to collect

The following information should be collected by the venue, where possible:

Staff:

- the names of staff who work at the premises
- a contact phone number for each member of staff
- the dates and times that staff are at work

For larger establishments, and where possible, it is also helpful to keep a record of what areas staff work in, e.g. what tables/sections they serve.

Customers and visitors:

- the name of each customer, or when customers are attending as a small household group, the contact details for one member of that group – a 'lead member'
- a contact phone number for each customer, or for the 'lead member' of a small household group
- date of visit and arrival and, where possible, departure time

For larger establishments, and where possible, it is also helpful to record table numbers or sections where customers were seated.

If a customer does not have a telephone number, businesses may give customers the option to provide:

- a postal address
- an email address

The following resources (in supporting files) can be downloaded and displayed in premises to make customers aware of the need to provide contact details:

- **A3 PDF hospitality poster** – guidance on providing contact details – to be printed and displayed in premises
- **A4 PDF hospitality poster** – guidance on providing contact details – to be printed and displayed in premises
- **A3 JPG guidance on providing contact details** – for display on digital screens
- **A4 JPG guidance on providing contact details** – for display on digital screens

IN ADDITION TO THE ABOVE, SPECIFIC FOR WALES

The Welsh Government have published specific guidance for the tourism and hospitality sector, please [find it here](#).

Assessing Risk

- A risk **Covid-19 risk assessment** must be carried out. Risk assessments should be 'live' documents and regularly reviewed.
- The need to demonstrate a formal, consistent, and pro-active approach to assessing risk and taking appropriate action.
- Assessing risks should consider harms to both the physical and mental health of staff, volunteers and customers.
- Minimising the need for work related journeys and face-to-face contact.
- How you need to take into consideration the age profile of the workforce.
- A need to consider the minimum safe level of staffing – for example to maintain the specific COVID-19 protocols or in the event of a member of staff or volunteer becoming unwell, or needing to isolate repeatedly. This may determine customer capacity on site.
- On staffed sites, what arrangements need to be put into place in the event of someone becoming unwell whilst on the premises?
- Your respective local authority can provide advice to support risk assessments. Public protection departments have the role of supporting businesses as well as enforcement action and advice for the public as consumers. Council officers can provide risk assessment templates, guidance notes and checklists.
- Any members of staff who display **symptoms** should **self-isolate** at home immediately and **apply for a test**. No-one who displays symptoms, should be self-isolating or has been told to self-isolate as a contact of a case should attend the workplace.
- You are required by the coronavirus regulations to provide information to those entering or working at premises about how to **minimise exposure** to coronavirus.

Where people do need to come within 2 metre of each other and where closer working is required, take all **reasonable measures** to minimise exposure to coronavirus, for example by:

- Limiting the level of face-to-face interaction.
- Increased hand washing and respiratory **hygiene**, environmental cleanliness and providing reminders about their importance.
- Washing hands well for 20 seconds with soap and drying thoroughly, or using alcohol-based hand gels before and after close contact.
- Using physical barriers.
- Minimising loud noises which will require people to shout over them.
- Wearing personal protective equipment where sector specific guidance says it is necessary.



- Recording the provision of lead names and contact details to support **Test, Trace, Protect (TTP)**.
- Ensuring that those with coronavirus symptoms are not present on the premises and undertaking any necessary **TTP actions required by employers**.

Consider how people get to and from work. If employees are spending significant time on **public transport**, this increases the risk of the virus entering the workplace. You should show flexibility on this issue, including allowing workers to work from different locations where possible, looking at different start and finish times, and supporting workers getting to and from the workplace.

Coronavirus Regulations

- Take all reasonable measures to ensure that a distance of 2 metres between all persons is maintained on particular premises;
- Ensure that other reasonable measures are taken to minimise risk of exposure to the virus, in particular by limiting close face to face interaction and by improving hygiene; and
- Provide information to those entering or working at premises about how to minimise risk.

Preparing the venue for reopening

- Plans should be proportionate (i.e. in line with scale of operations) should be reviewed regularly, and must offer a careful approach to reopening.
- As part of the planning for reopening, a number of **physical interventions** might be required in order to implement many of the measures listed in this and accompanying documents.
- You should carry out statutory health and safety buildings checks prior to reopening for staff or visitors (e.g. legionella, water temperature, gas and electrical testing). Local authorities' Environment Health Officers will be able to give valuable advice on what checks are required prior to re-opening.
- Deep clean public and workforce areas prior to re-opening and implement revised and enhanced **cleaning regimes**.
- Provide safer toilets for public use. Refer to **guidance for the safe management of toilets used by the public**.
- Employers have a duty to consult employees on health and safety. Workers should be involved in assessing workplace risks and the development and review of workplace health and safety policies in partnership with the employer, supported by their trade union or other representative organisation where appropriate.
- Checking whether you need to service or adjust ventilation systems, for example so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.
- Most air conditioning systems do not need adjustment, however where systems serve multiple buildings, or you are unsure, advice should be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.

Equality and diversity

- You must consider the rights of those with protected characteristics and how they can continue to safely access your venue / services.
- You must consider how you will continue to comply with Welsh language duties when implementing any changes in your activities / services.
- Remember that some people do not have internet access. You should make provision for them to be able to make bookings / enquiries offline.

Security and emergency preparedness

- You must consider the security implications of any changes you make to your ways of working. Be mindful of any new vulnerabilities you might inadvertently create when implementing new ways of working. Do not remove any security features without considering protective security in the round.
- You must ensure any COVID-19 adaptations support your emergency preparedness. Issues could include your fire alarm muster stations, access for emergency response teams, dealing with violent or aggressive people and other threatening situations. Check that trained first-aiders are still willing to undertake these roles and update any first-aid training to include COVID-19 protocols.

Health – Test, Trace, Protect

- The **Test, Trace, Protect strategy** exists to enhance health surveillance in the community, undertake effective and extensive contact tracing, and support people to self-isolate where required to do so.
- The Welsh Government has published **guidance on employers' responsibilities to help with COVID-19 testing and contact tracing**.
- Contact tracing is an important part of Test Trace Protect strategy which will help us live and work alongside the virus while research continues to find more effective treatments and a vaccine. There is a **contact tracing question and answer** document published by Welsh Government to refer to alongside the guidance above.

Communications

- Public confidence will be key to supporting a successful and commercially viable return to business, and good communications can help to create this.
- People may feel anxious about public gatherings, especially those that take place indoors, for a long period of time (**see social distancing guidance**). Plans for reopening will need to take into account public perceptions and due consideration will also need to be given to local communities in which your organisation exists and operates. Good, sustained communication and links with local communities will be key to increasing confidence in the preparations that have been implemented to minimise the spread of COVID-19.
- Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.

- Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.
- Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.
- Ongoing engagement with workers (including through trade unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.
- Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19).
- Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language and with attention to the Welsh Language Standards and guidance.
- Using visual communications, for example whiteboards or signage, to explain changes to production schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.
- Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.

Review

- Ensure that all measures are reviewed regularly (at least weekly) and particularly in light of changes to legislation, government guidance, lessons learned and any other examples of best practice elsewhere.
- Also focus on creating adaptable solutions that can be paused or rapidly reversed in the event of further COVID-19 outbreaks (i.e. consider how you would revise your operating practices swiftly should the need arise).

Physical Distancing

- Always observe social distancing (also known as physical distancing) – stay 2 metres (3 steps) away from others, indoors and outdoors
- Wash your hands regularly
- If you meet another household, outside your extended household, stay outdoors
- Stay at home if you, anyone you live with or anyone in your extended household has symptoms.
- Further increasing the frequency of hand washing and **sanitisation and surface cleaning**, including disinfecting of heavy footfall and frequent touch points such as door handles, countertops, etc.
- Keeping the activity time involved as short as possible.
- Reducing the number of people each person has contact with by using ‘fixed teams or partnering’ (so each person works with only a few others).

- Using screens or barriers to separate people from each other. These are particularly appropriate where an individual cannot maintain physical distancing and is in contact with a high volume of people.
- Physical distancing applies to all parts of a premises where business is conducted, not just the place where people spend most of their time, but also entrances and exits, break rooms, staging sites and store rooms, canteens and similar settings. These are often the most challenging areas to maintain physical distancing.
- Using screens to create a physical barrier between people.
- Minimising contacts around transactions, for example, considering using contactless payments and encouraging online booking and pre-payments where appropriate
- If using cash, encouraging increased handwashing and introducing more handwashing facilities for workers and customers or providing hand sanitiser where this is not practical.
- Rethinking demonstrations and promotions to minimise direct contact and to maintain physical distancing.

Face coverings

- A face covering can be very simple and may be worn in enclosed spaces where physical distancing isn't possible.
- In some circumstances where it might be difficult to stay 2 metres away from others, we are advising the use of three-layer, non medical face coverings.
- Face coverings should be made up of three layers as set out by the World Health Organization but do not need to be medical-grade face masks.
- This advice applies only to people who are not symptomatic.

Protecting those at risk

- Extremely vulnerable individuals have been strongly advised to **shield** and not to work outside the home.
- A wider group of individuals, who are at increased risk of severe illness, have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role.
- If (but not clinically extremely vulnerable) **individuals at increased risk** cannot work from home, they should be offered the option of the safest available on-site roles, ensuring that all reasonable measures have been taken in the workplace and they maintain the required distance away from others and from customer-facing roles.

Arriving and leaving casino venues for employees

- Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.
- Providing additional parking or facilities such as bike-racks to help people walk, run, or cycle to work where possible.



- Reducing congestion, for example, by having more entry points to the workplace in larger businesses.
- Using markings and introducing one-way flow at entry and exit points which are back of house or employee-only and where appropriate, taking into account premises structure, style of operation and customer profile.
- Providing handwashing facilities (or hand sanitiser where not possible) for workers at entry and exit points.
- Providing alternatives to touch-based security devices such as keypads.
- Defining process alternatives for entry/exit points where appropriate, for example, deactivating pass readers at turnstiles in favour of showing a pass to security personnel at a distance.
- Frequent cleaning of high touch surfaces (such as door handles) where contact is unavoidable.

Managing customers and visitors

- Assessing the number of customers, or crowd density, that can reasonably enable 2 metre physical distancing within any space. This will vary depending on layout or usage. This will require taking into account the total floor space as well as pinch points and busy areas.
- For indoor attractions, consider limiting the number of customers or adjusting the crowd density at any time by implementing timed ticketing or asking customers to book ahead where possible.
- Consider how customers and employees will move in congestions areas, for example doorways between adjacent indoor and outdoor spaces.
- Reviewing how customers move through and around the venue (indoors and outdoors) and considering how you could adjust the flow of customers and employees to reduce congestion and contact; for example, queue management or one-way flow, where possible.
- Create clear signage for customers explaining the provisions in place, reminding of **social and physical distancing** (including distancing from employees) and promoting the use of contactless payment.
- Managing queues to ensure they do not cause a risk to individuals or other businesses, for example by introducing queuing systems, using barriers and having staff direct customers. This may include using outside premises for queuing where available and safe, for example some car parks. Have contingency plans in place for periods of poor weather.
- Ensuring any changes to entry, exit and queue management take into account reasonable adjustments for those who need them, including disabled customers.
- Encouraging customers to use hand sanitiser or handwashing facilities as they enter the premises to reduce the risk of transmission by touching products or surfaces.
- Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow physical distancing guidelines.

- Working with your local authority and landlord to take into account the impact of your processes, including queues, on public spaces such as high streets and public car parks and fire escapes outside and within the public realm
- Working with your immediate, local community to take account of the impact of your activities
- Having clearly designated positions from which employees can provide assistance to customers whilst maintaining 2 metre distance.
- Working with neighbouring businesses and local authorities to consider how to stagger the number of people arriving throughout the day; for example, by staggering opening hours which could help reduce the demand on public transport at key times and avoid overcrowding.

Keeping venues clean

- Frequent cleaning of work areas and equipment between uses by using your usual cleaning products.
- Frequent cleaning of objects and surfaces that are touched regularly, including self-checkouts, trolleys, coffee machines, betting machines or staff handed devices, and making sure there are adequate disposal arrangements for cleaning products.
- Clearing workspaces, removing waste and belongings from the work area at the end of a shift.
- If you are **cleaning after a known or suspected case of Covid-19** then you refer to specific guidance.

Hygiene: handwashing, sanitation facilities and toilets

- Using **signs and posters** to build awareness of good handwashing technique, the need to increase handwashing frequency, 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.
 - Providing regular reminders and signage to maintain handwashing hygiene standards.
 - Providing hand sanitiser in multiple locations in addition to washrooms.
 - Setting clear use of **cleaning guidance for toilets** to ensure they are kept clean and 2 metre physical distancing is achieved as much as possible.
 - Enhancing cleaning for busy areas and common touch points.
 - Use of portable toilets should be minimised and special care should be taken for cleaning of portable toilets where they are in place.
 - Use of 2 metre physical distance marking for other common areas such as toilets, showers, lockers and changing rooms and in other areas where queues typically form.
 - Providing more waste facilities and more frequent rubbish collections.
 - Providing hand drying facilities – either paper towels or electrical dryers.
-

Handling goods, merchandise and other materials

- Encouraging increased handwashing and introducing more handwashing facilities for workers and customers or providing hand sanitiser where this is not practical.
- Putting in place picking-up and dropping-off collection points where possible, rather than passing goods hand-to-hand.
- Cleaning exterior and interior touchpoints in accordance to sector guidance for example, theme park rides and attractions. Also considering the introduction of hand sanitiser stations immediately before and after customer use.
- Keeping returns separate from displayed merchandise / stock to reduce the likelihood of transmission through touch.

Deliveries

- Putting in place procedures to minimise person-to-person contact during deliveries to other sites.
- Maintaining consistent pairing where 2-person deliveries are required.
- Minimising contact during payments and exchange of documentation, for example by using electronic payment methods and electronically signed and exchanged documents.
- Revising pick-up and drop-off collection points, procedures, signage and markings.
- Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.
- Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.
- Where possible and safe, having single workers load or unload vehicles.
- Where possible, using the same pairs of people for loads where more than one is needed.
- Enabling drivers to access welfare facilities when required.
- Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.



CASINO RESTAURANT ZONE

This guidance includes but is not limited to:

- Maintaining social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) from customers when taking orders from customers.
- Restaurant/Bar areas will be reconfigured to allow for social distancing. Table service will be utilised.
- Minimising customer self service of food, cutlery and condiments to reduce risk of transmission. For example, providing cutlery and condiments only when food is served.
- Encouraging contactless payments where possible and adjusting location of card readers to social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).
- Providing only disposable condiments or cleaning non-disposable condiment containers after each use.
- Reducing the number of surfaces touched by both staff and customers. For example, asking customers to remain at a table where possible, or to not lean on counters.
- Ensuring all outdoor areas, with particular regard to covered areas, have sufficient ventilation. For example, increasing the open sides of a covered area.
- Minimising contact between kitchen workers and front of house workers, delivery drivers or riders, for example, by having zones from which delivery drivers can collect packaged food items.
- Limiting access to venues for people waiting for or collecting takeaways. Setting out clear demarcation for social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) for delivery drivers, riders or customers queuing.
- Working with your local authority, landlord and neighbours to ensure designated waiting areas do not obstruct public spaces
- Encouraging use of contactless ordering from tables where available. For example, through an ordering app.
- Adjusting 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. Outdoor table service should also be encouraged, although customers are permitted to stand outside if distanced appropriately. Where bar or counter service is unavoidable, preventing customers from remaining at the bar or counter after ordering.
- Minimising contact between kitchen workers and front of house workers. For example, by having zones from which front of house staff can collect food. Encouraging use of outdoor areas for service where possible. For example, increasing outdoor seating or outdoor points of service such as stalls. Adjusting processes to prevent customers from congregating at points of service. For example, having only staff collect and return empty glasses to the bar.



ADVICE FOR STAFF TO TAKE HOME

A general commitment to hygiene should be regularly communicated to staff, including transmission threats outside of the workplace, infection and quarantine guidelines, and actions to reduce risk of infection in the home.



HYGIENE

Good hygiene is vital to the reduction of transmission. All handwashing to always be in line with Government guidelines regarding method and length of washing. All staff should wash their hands when arriving at work, as well as before handling or eating food, or after blowing noses, coughing or sneezing, or going to the toilet.

Communications to staff should remind everyone to wash their hands or use a suitable hand gel at the start of every shift. Hand sanitiser could also be placed in multiple locations in addition to washrooms.



STAFF RETURN AND FITNESS TO WORK

It is recommended that businesses should carry out a return to work conversation, with staff. HSE has guidance on talking to employees about Covid-19. This should be carried out for all staff returning to work in the work environment, to ensure staff safety. Clinically extremely vulnerable individuals have been strongly advised not to work outside the home. Clinically vulnerable individuals, who are at higher risk of severe illness, have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role. If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to socially distance from others. If they have to spend time closer than the social distance to others, you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.

You should also provide support for workers around mental health and wellbeing.



STAFF PROTECTION

All Government advice should be adhered to with regard to protection of staff from COVID-19 and actions to limit risk of transmission. This will include developing cleaning, handwashing and hygiene procedures and maintaining social distancing, where possible. Below are some suggested control measures to consider as part of your risk assessment and development of risk management procedures. Please note this list is not exhaustive. The most important thing is to remember the routes of transmission, and to work out what actions are most effective in your business.

- Heightened cleaning and disinfection to disinfect all frequently touched areas in staff areas such as tables, chairs, counters tills, card machines, etc.
- For staff break areas/canteens, stagger timings so that groups of staff have slots to come for their meals to reduce gathering.
- In office/admin areas, many people could be sharing the phone, keyboard, mouse, and the desk. If these items are shared, they should be cleaned using your usual cleaning products before being used, and cleaning products should be made available for this purpose.
- Make sure that the social distancing rule applies at lunch or smoking/vaping breaks.
- Wash items in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely. There is more control if laundry is carried out in-house or professionally, rather than staff taking it home.



PEOPLE WHO NEED TO SELF-ISOLATE

The current advice is that individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms and those who are advised to self-isolate as part of the government's test and trace program. Enable workers to work from home while self-isolating if appropriate. See current guidance for employers and employees relating to statutory sick pay due to coronavirus. See current guidance for people who have symptoms and those who live with others who have symptoms.

If you have symptoms of COVID-19 - a high temperature, new and persistent cough or anosmia-, however mild, you must self-isolate for 10 days from when your symptoms started OR if you are not experiencing symptoms but have tested positive for COVID-19 you must self-isolate for at least 10 days starting from the day the test was taken. If you have tested positive whilst not experiencing symptoms but develop symptoms during the isolation period, you must restart the at least 10 day isolation period from the day you develop symptoms. **This only applies to those who begin their isolation on or after 30 July.**

While this guidance applies to England, you should always consider whether there are local restrictions in place in your area. If you live in an area that is experiencing a local COVID-19 outbreak and where local restrictions have been imposed, different guidance and legislation will apply. Please consult the [local restrictions pages](#) to see if any restrictions are in place in your area. Also, please see the updated shielding guidance [here](#). If necessary, please update your guidance in line with this updated version. Clinically extremely vulnerable people can go to work as long as the workplace is Covid-secure, but should carry on working from home wherever possible.



WASTE DISPOSAL

Contact your waste contractor to advise them of any changes in your procedures, such as increased frequency of collections. Consider additional litter bins on your premises to encourage customers to dispose of their own waste, such as takeaway containers or wrappers. This will reduce the need for staff to touch items that have been left or touched by customers, as well as reducing littering on and around your premises.



TRAINING

Training should be given to ensure that all staff understand the new risks, and should include details on social distancing requirements, routes of transmission and the importance of hand washing and surface disinfection at key times. All staff should be instructed about not coming to work if they have a high temperature, new continuous cough or the loss of taste or smell. They should stay at home for seven days (or for as long as prevailing guidance dictates).



PROTECTIVE EQUIPMENT

The Government advises that when managing the risk of COVID-19, additional PPE (beyond what you usually wear) is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE. Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19. The Government advises that unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited.

With that being said, where social distancing cannot easily be observed you are encouraged to wear a face covering (but not PPE) when in an enclosed public setting where there are people you do not normally meet. Additional Government guidance can be found [here](#) - More information on PPE and face coverings.



ADVICE TO STAFF WORKING IN KITCHENS

- Kitchen management is challenging, and will require planning and in some cases rearranging.
- As every restaurant business is different, consideration for the individual site and kitchen should be developed as part of your overall risk assessment, reviewed and communicated to all staff.
- In kitchens, continue to use your regular cleaning regime as usual, and at the end of the shift you may want to go over all hand touch surfaces one more time before closing.
- You could include guidance regarding the number of people allowed in the chilled stores or dry stores at one time, keeping to social distance requirements, or the changing rooms/staff toilet areas.
- Use a dishwasher (if available) to clean and dry used crockery and cutlery. If this is not possible, wash them by hand using detergent and warm water and dry them thoroughly, using a separate tea towel.



CUSTOMER PROTECTION – EAT-IN RESTAURANT OPERATIONS

Please refer to the government guidance on pubs and restaurants: <https://assets.publishing.service.gov.uk/media/5eb96e8e86650c278b077616/Keeping-workers-and-customers-safe-during-covid-19-restaurants-pubs-bars-takeaways-230620.pdf>