<table>
<thead>
<tr>
<th>Potential Harm/Consequence</th>
<th>Likelihood That Harm Will Occur</th>
<th>Risk Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Insignificant</td>
<td>Very Unlikely</td>
</tr>
<tr>
<td>2</td>
<td>Minor</td>
<td>Unlikely</td>
</tr>
<tr>
<td>3</td>
<td>Moderate</td>
<td>Possible</td>
</tr>
<tr>
<td>4</td>
<td>Major</td>
<td>Likely</td>
</tr>
<tr>
<td>5</td>
<td>Catastrophic</td>
<td>Very Likely</td>
</tr>
</tbody>
</table>

The risk rating indicates the level of response required to be taken when adding actions to the improvement plan (RPP). Ratings between 15 and 25 require an urgent review of existing control measures.

If the Risk Rating is 15 or more and no further control measures are practicable, add the risk to the H&S Risk Register.

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Who May be Harmed</th>
<th>Current Control Measure in Place</th>
<th>Risk Rating With Current Control Measures in Place</th>
<th>Sample of any Reviewed Control Measures</th>
<th>Additional Control Measures Required</th>
<th>Potential Risk Rating After Additional Control Measures Implemented</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category</td>
<td>Keeping up to date with official guidance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If the Risk Rating is 15 or more and no further control measures are practicable, add the risk to the H&S Risk Register.
### Category

#### Lack of up-to-date information regarding the virus

<table>
<thead>
<tr>
<th>Staff</th>
<th>Contractors</th>
<th>Customer - Adult</th>
<th>Customer - Child</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Attendance at Covid-19 clinics, webinars and other CPD**

**Regular review of NGB advice and guidance**

**Following advice and guidance from industry bodies such as CIMSPA, UKactive, RLSS, PWTAG**

**Reviewing best practice examples from within the industry**

**Reviewing other sectors where applicable**

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#### Information - Responsibilities

- **Lack of up-to-date information regarding the virus**

**COVID-19 Response Team established.** Aeneas Richardson – Director of Operations to develop sources of information to keep up to date with the latest guidance available on managing response to the pandemic and feed this into the risk assessment process.

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**Government (www.gov.uk) and NHS (www.nhs.uk) advice is regularly checked and followed by Aeneas Richardson – Director of Operations.**

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#### Preventing the spread of Covid-19 in the building - General

- **Access points to premises**

**No restriction of entry and exit points to the premises which reduces the control of persons entering/exiting the building/area**

- **Category**

**Group Exercise class capacity reduced to allow for adequate social distancing.**

---

- **Contractors**

---

- **Customer - Adult**

---

- **Customer - Child**

---

**View Files**

**View Links**

---
Customers in close contact with other customers and visitors to the facility resulting in incorrect social distancing

- **Capacity - Gym**
  - Staff
    - Customer - Adult
    - Customer - Child
  - Gym Capacity Areas reduced to allow for adequate social distancing
    - Gym Capacity 25

- **Capacity - Swimming pool**
  - Staff
    - Customer - Adult
    - Customer - Child
  - Pool bather loads to be reduced in line with Swim england COVID guidance
    - Lane Swimming - Directional lane and etiquette signage to be displayed. Duration of passing is limited - 6m2 per person
    - General swimming - Unstructured and direction of travel removed - 9m2 per person
    - Instructor lead activity - Movement in sync. Direction and movement controlled. - 6m2 per person
    - General family swimming - Unstructured and direction of travel removed - 6m2 per person

- **Touch points**
  - Staff
    - Contractors
    - Customer - Adult
    - Customer - Child
  - High touch points identified across all facility areas and used to develop additional cleaning and sanitising points and cleaning regimes

- **Door mechanisms**
  - Staff
    - Contractors
    - Customer - Adult
    - Customer - Child
  - Additional / enhanced cleaning regime in place
    - Hand sanitisation provided on entry / exit to activity areas

- **Lack of handwashing facilities**
  - Staff
    - Contractors
    - Customer - Adult
    - Customer - Child
  - Lack of handwashing facilities leading to increased risk of spread of the virus

<table>
<thead>
<tr>
<th>Category</th>
<th>Customer entering the premises with Covid-19 symptoms</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Customers in close contact with other customers and visitors to the facility resulting in incorrect social distancing</td>
</tr>
<tr>
<td></td>
<td>Customers unaware of good hygiene and social distancing practices</td>
</tr>
<tr>
<td></td>
<td>Opening of entry and exit points to premises to reduce touch points and increase ventilation during Covid-19 compromises</td>
</tr>
</tbody>
</table>

### Incorrect social distancing

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>Hand soap dispensers checked regularly and refilled</td>
</tr>
<tr>
<td>Contractors</td>
<td>Hot water system maintained to provide constant supply</td>
</tr>
<tr>
<td>Customer - Adult</td>
<td>Additional hand sanitiser points provided around the facility to complement existing hand washing facilities</td>
</tr>
<tr>
<td>Customer - Child</td>
<td>Sanitiser is either anti-viral or minimum 60% alcohol based</td>
</tr>
<tr>
<td>Customer - Child</td>
<td>Hand washing, sanitising, toilet facilities and consumables checked and replenished regularly as part of the enhanced cleaning and inspection regime</td>
</tr>
<tr>
<td>Customer - Child</td>
<td>Sufficient planning with consumables suppliers in place</td>
</tr>
<tr>
<td>Customer - Child</td>
<td>Hand dryers marked out of action. Towels provided to reduce air particles.Bins in high risk areas are double bagged in case of splitting</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>Cafe tables removed or closed off</td>
</tr>
<tr>
<td>Contractors</td>
<td>Spectators of lessons encouraged to wait in vehicles or outside</td>
</tr>
<tr>
<td>Customer - Adult</td>
<td>Signage in place in toilet areas outlining restrictions (regarding closeness of sinks and urinals)</td>
</tr>
<tr>
<td>Customer - Child</td>
<td>Government guidance on social distancing followed</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>Signage in key facility areas (entrance, reception, changing rooms, toilets, activity areas, staff areas) promoting good hygiene practices and facility social distancing guidelines</td>
</tr>
<tr>
<td>Contractors</td>
<td>Government guidance followed and promoted</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>Restricted areas kept locked to prevent unauthorised access</td>
</tr>
<tr>
<td>Contractors</td>
<td>Existing access controls maintained for high risk areas, e.g. access to pool hall, access to trampolines</td>
</tr>
<tr>
<td>Customer - Adult</td>
<td>Or where this is not the case, identify the new controls implemented for these high risk areas</td>
</tr>
<tr>
<td>Customer - Child</td>
<td>Sports Hall Louvers to be set to ‘open’ when an activity is taking place</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purpose</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>Handling customers presenting symptoms whilst in the facility</td>
</tr>
<tr>
<td>Contractors</td>
<td>Please select additional control measure or manual</td>
</tr>
<tr>
<td>Customer - Adult</td>
<td>Please select additional control measure or manual</td>
</tr>
<tr>
<td>Customer - Child</td>
<td>Please select additional control measure or manual</td>
</tr>
</tbody>
</table>
**Possible transmission of Covid-19 due to over-crowded parking / failure to maintain social distancing**

- Clear statement on website and at entrance for customers not to participate or attend if exhibiting any symptoms or been in contact with anyone exhibiting symptoms within the last 14 days
- Customers are tactfully refused entry and directed to stay home, self-isolate and contact NHS 111
- Government guidance is followed

---

**Possible transmission of Covid-19 due to not following 2m social distancing guidelines**

- Cones, tape or barriers used to direct individuals towards the entrance and to any queuing system
- Directional signage used to direct individuals
- The queuing system is positioned closed to the building to ensure segregation of pedestrians and vehicles
- The ground is marked at 2m intervals to encourage social distancing whilst queuing
- Bike racks are cleaned and sanitised regularly
- Secure points for cycles are increased to avoid overcrowding
- Notices are displayed encouraging customers to pay for parking by phone or mobile app
- Stair/slope handrails are cleaned frequently
- Litter bins are emptied regularly
- Activity start times staggered to try to avoid pinch point times in car parks, Where possible

---

**Social distancing - Car Parking and Entrance to Building**

**Social distancing - Entering and Exiting the Building**
### Social Distancing and Preventing the Spread of Covid-19 - Reception

<table>
<thead>
<tr>
<th>Category</th>
<th>Social distancing / hygiene</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Possible transmission of Covid-19 due to not following 2m social distancing guidelines Spread of virus due to</td>
</tr>
</tbody>
</table>

- Social separation queuing system in place from outside areas through to reception
- The flooring is marked at 2m intervals to encourage social distancing
- Occupancy levels are controlled via booking systems
- Hand sanitiser is available at the point of entrance and exit to encourage good hand hygiene practice
- Staff check sanitiser levels regularly
- Doors are kept open, unless automatic, to prevent touching and aid fresh air movement
- Where possible, entrance and exit doors are separate and are clearly defined
- Retractable queue barriers used to define the access/egress routes to doors/separation

**Please select additional control measure or manual**

6
The flooring is marked at 2m intervals to encourage social distancing

Sanitiser stations are positioned in reception for customers

Staff check sanitiser levels regularly

Perspex screens are fitted to reception desks to help maintain social distancing

Reception desks are extended where it is not possible for reception staff to maintain 2m distance with one another (where more than one receptionist is needed, unless able to work back to back)

Only one receptionist is situated at reception where desks cannot be extended and where 2m distance cannot be maintained

Floor marking indicate where customers should stand at reception

Hand sanitiser is available to receptionists to be used if having to handle cash

Card payments and contactless is strongly encouraged

Card payment machines are sanitised frequently

Customers are encouraged to book online

Tills/touchscreens are sanitised on staff changeover

Desks, telephones, radios and PA controls are sanitised on staff changeover and immediately after another member of staff touches them

Regular cleaning of the Perspex screen takes place

Returned retail stock is isolated for 72 hours prior to placing back on display

Hire equipment is sanitised between use / re-issue

Staff receiving back hire equipment wash / sanitise their hands immediately after handling it

Contractors and visitors are signed in/out by receptionists

Contractors are provided with guidelines and any rules related to Covid-19 arrangements in advance of their attendance

Any visitor passes an keys that are handed out to contractors are sanitised upon return

Screen are fitted at reception to provide a barrier
**Category**

**Social Distancing and Preventing the Spread of Covid-19 - Technical and Maintenance**

**Social Distancing / Hygiene**

Possible transmission of Covid-19 due to not following 2m social distancing guidelines

Spread of virus due to insufficient social distancing guidelines

**Hygiene arrangements**

Spread of virus due to insufficient hygiene arrangements in plant rooms and technical areas and through use of shared tools and equipment

**Staff**

- Contractors
- Customer - Adult
- Customer - Child

Where practical, floor is marked to indicate direction of travel through the building

Prominent signage is displayed reminding of social distancing guidelines

Prominent signage is displayed encouraging the use of hand sanitiser

Hand sanitiser stations are fitted throughout, especially at entrances to each activity area, by key touch points and in areas where customers congregate

Staff check sanitiser levels regularly

Where possible, doors (except fire doors) are kept open throughout the building, ensuring air handling is not compromised or any building plant or fabric is not adversely affected

Door handles, push plates and door edges are frequently sanitised throughout the day

Where practical, seats and tables are removed or taped over to prevent customers congregating

Lifts are restricted to a maximum of one person or more if from one household at a time, e.g. one parent and their child or a disabled customer and their carer

Drinks fountains are removed

**Contractors**

- Customer - Adult
- Customer - Child

Only essential tasks completed to maintain safety and quality standards where two people are required to complete the task

Where practical, work is completed outside of opening hours to reduce potential for contact with customers

Specific risk assessment completed for any essential tasks (e.g. maintenance tasks) where social distancing is not possible

**Customer - Adult**

- Customer - Child

Shared tools and equipment is sanitised by staff at the start of shift or on handover

Hand sanitiser and wipes are available

Where possible, contractors access to plant rooms and workshops restricted to authorised persons only

Staff trained in social distancing good practice

**Please select additional control measure or manual**
Hygiene arrangements

Spread of virus due to insufficient hygiene arrangements on the control of contractors

- Contracted work kept to a minimum to maintain safety standards, compliance and essential quality/environmental standards
- Where possible, contractors complete work outside of opening hours
- RAIS are requested and reviewed and include Covid-19 considerations
- Contractors are advised of facility standards on social distancing and hygiene in advance and when entering the facility
- Contractors are signed in by receptionist or receiving member of staff
- Quotation work completed remotely where possible
- Service/inspection sheets are sent electronically

Category

Statutory Inspections Past Expiry Date

- Fixed electrical
  - Fixed electrical past due date for inspection
    - Inspection body contacted weekly to establish an inspection date
    - Housekeeping standards focussed in areas of electrical intake points and distribution boards
    - Daily check of building and electrical points to establish if any issues
    - Access to local/company electrician to resolve any faults
    - Controls reviewed weekly to ensure valid and up-to-date

- Fire alarm
  - Fire alarm past due date for inspection
    - Inspecting body contacted weekly to establish an inspection date
    - Guidance from inspecting body to be obtained in interim period
    - Daily checks on fire panel to take place
    - Test of all call points prior to re-opening
    - Daily test on at least one break glass call point to take place and be recorded in place of weekly test
    - Controls reviewed weekly to ensure valid and up-to-date
    - Guidance received is followed

- Emergency lighting
  - Emergency lighting past due date for inspection
    - Guidance on keeping emergency lighting up-to-date
    - Guidance on ensuring emergency lighting is in place
    - Guidance on conducting regular testing of emergency lighting
    - Guidance on keeping emergency lighting in a state of readiness
    - Guidance on ensuring emergency lighting is functional
    - Guidance on conducting regular maintenance of emergency lighting
    - Guidance on ensuring emergency lighting is operational
### Passenger Lift

**Past due date for inspection**

- **Staff**
  - Contractors
  - Customer - Adult
  - Customer - Child

- **Guidance**
  - Inspecting body contacted weekly to establish an inspection date
  - Guidance from inspecting body to be obtained in interim period
  - Daily recorded visual check on all lighting to confirm operational
  - Weekly recorded flick tests on lighting to take place instead of monthly
  - Controls reviewed weekly to ensure valid and up-to-date
  - Guidance received is followed

- **Assessment**
  - Assessment made to determine whether lift is critical for essential work
  - Inspecting body contacted weekly to establish an inspection date
  - Inspecting body consulted for guidance
  - Insurers notified and consulted for advice
  - Daily recorded checks of lift operation and alarm completed prior to opening to test safe to use
  - Additional service of lift arranged until examination completed
  - Controls reviewed weekly to ensure valid and up-to-date
  - Guidance from inspecting body has been received and is followed
  - Justification for keeping the lift operational is documented, including why it is deemed essential, no significant history of issues from previous examinations, and this is verified by competent person or inspecting body

### Pool Hoist and Disabled Hoist

**Past due date for inspection**

- **Staff**
  - Contractors
  - Customer - Adult
  - Customer - Child

- **Guidance**
  - Inspecting body contacted weekly to establish an inspection date
  - Inspecting body consulted for guidance
  - Insurers notified and consulted for advice
  - Daily recorded checks of hoist operation completed prior to opening to test safe to use
  - Additional service of hoist arranged until examination completed
  - Controls reviewed weekly to ensure valid and up-to-date
  - Guidance from inspecting body is received and followed
  - Justification for keeping the hoist(s) operational due to it being essential is documented, along with justification on the basis that there have been no history of issues. This is verified by competent person or inspecting body

### Pool Hoist and Disabled Hoist

**Past due date for inspection**

- **Staff**
  - Contractors
  - Customer - Adult
  - Customer - Child

- **Guidance**
  - Inspecting body contacted weekly to establish an inspection date
  - Inspecting body consulted for guidance
  - Insurers notified and consulted for advice
  - Daily recorded checks of hoist operation completed prior to opening to test safe to use
  - Additional service of hoist arranged until examination completed
  - Controls reviewed weekly to ensure valid and up-to-date
  - Hoists closed off to public as deemed not essential for use
  - Guidance from inspecting body is received and followed
  - Justification for keeping the hoist(s) operational due to it being essential is documented, along with justification on the basis that there have been no history of issues. This is verified by competent person or inspecting body
### Pressure Vessels
- **Past Due Date for Inspection**
- **Inspecting Body**
  - Contacted weekly to establish an inspection date
  - Consulted for guidance
  - Additional service of pressure vessel arranged until examination completed
  - Controls reviewed weekly to ensure valid and up-to-date
  - Coffee machine/pressure vessel closed off as deemed not essential for use
  - Guidance from inspecting body is received and followed
  - Justification that the pressure vessel/system is essential is documented and includes evidence of no significant issues. Justification is verified by competent person / inspection body

### Fire Extinguishers
- **Past Due Date for Inspection**
- **Inspecting Body**
  - Contacted weekly to establish an inspection date
  - Consulted for guidance
  - Weekly recorded check on extinguishers' operational ability to take place
  - Controls reviewed weekly to ensure valid and up-to-date
  - Guidance received from inspecting body is followed

### Gas Boiler
- **Past Due Date for Inspection**
- **Inspecting Body**
  - Contacted weekly to establish an inspection date
  - Guidance from inspection body to be obtained in interim period
  - Daily recorded check on boiler operation takes place
  - Local contractor available to complete remedial works and repairs
  - Controls reviewed weekly to ensure valid and up-to-date
  - Review of recent service examinations highlights no significant history of issues
  - Guidance received from inspection body is followed

### Kitchen Canopy
- **Past Due Date for Inspection**
- **Inspecting Body**
  - Contacted weekly to establish an inspection date
  - Internal deep clean of canopy to take place prior to re-opening
  - Weekly clean of canopy to take place
  - Controls reviewed weekly to ensure valid and up-to-date

### Lightning Protection
- **Past Due Date for Inspection**
- **Inspecting Body**
  - Consulted for guidance
  - Additional service of safety system arranged until examination completed
  - Controls reviewed weekly to ensure valid and up-to-date
  - Guidance from inspection body is received and followed
  - Justification that the lightning protection system is essential is documented and includes evidence of no significant issues. Justification is verified by competent person / inspection body
<table>
<thead>
<tr>
<th>Category</th>
<th>Legionella</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hot and cold water system</td>
<td>Re-starting of water system and potential for release of legionella bacteria</td>
</tr>
<tr>
<td>Swimming / spa pool</td>
<td>Swimming / spa pool return to operation</td>
</tr>
<tr>
<td>Cleaning and Waste</td>
<td></td>
</tr>
</tbody>
</table>

**Lightening protection past due date for inspection**
- Staff
  - Contractors
  - Customer - Adult
  - Customer - Child
- Inspecting body contacted weekly to establish an inspection date
  - Controls reviewed weekly to ensure valid and up-to-date

**Fall arrest equipment past due date for inspection**
- Staff
  - Contractors
  - Customer - Adult
  - Customer - Child
- Inspecting body contacted weekly to establish an inspection date
  - Guidance from inspecting body to be obtained in interim period
  - Weekly and pre-use recorded check on fall arrest equipment takes place
  - Controls reviewed weekly to ensure valid and up-to-date
  - Fall arrest equipment isolated adn sta not to complete any work that requires its use until examination takes place
  - Previous examinations highlights no significant history of issues
  - Guidance received from inspecting body is followed

**Category** | 3 x 1 |
<p>| legionella | 3 x 1 |
| Hot and cold water system | 3 x 1 |
| Swimming / spa pool | 3 x 1 |
| Cleaning and Waste | 3 x 1 |</p>
<table>
<thead>
<tr>
<th>Category</th>
<th>Handling Post, Packages and Deliveries</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Handling Post, Packages and Deliveries</td>
<td></td>
</tr>
</tbody>
</table>

### Reduced levels of cleaning staff available increasing risk of being able to provide adequate cleaning services
- **Staff**
  - Contractors
  - Customer - Adult
  - Customer - Child
- **Contractors**
- **Customer - Adult**
- **Customer - Child**

<table>
<thead>
<tr>
<th>Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional multi-skilled staff trained and rostered to carry out cleaning tasks</td>
</tr>
<tr>
<td>Restriction of areas available to staff/public to reduce facilities to be cleaned</td>
</tr>
<tr>
<td>Business continuity plan in place</td>
</tr>
</tbody>
</table>

### Untrained staff
- **Untrained staff using new cleaning substances and equipment introduced as part of the revised Covid-19 cleaning regime**
  - Staff
  - Contractors
  - Customer - Adult
  - Customer - Child

<table>
<thead>
<tr>
<th>Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>COSHH assessments for all staff have been undertaken</td>
</tr>
<tr>
<td>Work instructions for all tasks in place</td>
</tr>
<tr>
<td>All staff who complete cleaning duties are trained in the use of new substances and tasks as part of their return to work training</td>
</tr>
<tr>
<td>Only staff trained in safe methods and use of substances carry out cleaning tasks, including the use of mechanical cleaning equipment</td>
</tr>
<tr>
<td>Staff are trained to wash their hands prior to placing PPE on and wash their hands again after removing their PPE</td>
</tr>
</tbody>
</table>

### Ineffective cleaning
- **Poor cleaning practice increasing risk of viral contamination**
  - Staff
  - Contractors
  - Customer - Adult
  - Customer - Child

<table>
<thead>
<tr>
<th>Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Robust general cleaning schedule in place</td>
</tr>
<tr>
<td>Additional cleaning programmed for high touch points, including door handles, switches, furniture, handrails, IT equipment, desks, phones, flush plates, taps, dispensers, lockers etc.</td>
</tr>
<tr>
<td>Cleaning tasks monitored by Duty Manager</td>
</tr>
</tbody>
</table>

### Cross contamination
- **Contamination transferred from waste**
  - Staff
  - Contractors
  - Customer - Adult
  - Customer - Child

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Personal protective equipment available, including gloves and aprons</td>
</tr>
<tr>
<td>Staff wash hands following removal/transfer of waste</td>
</tr>
<tr>
<td>Waste bins are emptied regularly</td>
</tr>
<tr>
<td>Waste placed in plastic rubbish bags and tied, then placed immediately in normal secured waste disposal receptacle</td>
</tr>
<tr>
<td>Where additional cleaning and waste is required following a suspected case of someone with symptoms of Covid-19, the waste is double bagged and safely set aside for 72 hours prior to placing in general waste as per government guidelines</td>
</tr>
</tbody>
</table>

### Category
- Handling Post, Packages and Deliveries

<table>
<thead>
<tr>
<th>Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add Sample Measure</td>
</tr>
<tr>
<td>Please select additional control measure or manual</td>
</tr>
</tbody>
</table>

### Additional multi-skilled staff trained and rostered to carry out cleaning tasks
- **Staff**
  - Contractors
  - Customer - Adult
  - Customer - Child

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### Untrained staff
- **Untrained staff using new cleaning substances and equipment introduced as part of the revised Covid-19 cleaning regime**
  - Staff
  - Contractors
  - Customer - Adult
  - Customer - Child

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### Ineffective cleaning
- **Poor cleaning practice increasing risk of viral contamination**
  - Staff
  - Contractors
  - Customer - Adult
  - Customer - Child

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<tbody>
<tr>
<td>Robust general cleaning schedule in place</td>
</tr>
<tr>
<td>Additional cleaning programmed for high touch points, including door handles, switches, furniture, handrails, IT equipment, desks, phones, flush plates, taps, dispensers, lockers etc.</td>
</tr>
<tr>
<td>Cleaning tasks monitored by Duty Manager</td>
</tr>
</tbody>
</table>

### Cross contamination
- **Contamination transferred from waste**
  - Staff
  - Contractors
  - Customer - Adult
  - Customer - Child

<table>
<thead>
<tr>
<th>Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal protective equipment available, including gloves and aprons</td>
</tr>
<tr>
<td>Staff wash hands following removal/transfer of waste</td>
</tr>
<tr>
<td>Waste bins are emptied regularly</td>
</tr>
<tr>
<td>Waste placed in plastic rubbish bags and tied, then placed immediately in normal secured waste disposal receptacle</td>
</tr>
<tr>
<td>Where additional cleaning and waste is required following a suspected case of someone with symptoms of Covid-19, the waste is double bagged and safely set aside for 72 hours prior to placing in general waste as per government guidelines</td>
</tr>
</tbody>
</table>

### Handling Post, Packages and Deliveries
<table>
<thead>
<tr>
<th>Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add Sample Measure</td>
</tr>
<tr>
<td>Please select additional control measure or manual</td>
</tr>
</tbody>
</table>
### Deliveries exposing staff and drivers to transmission of the virus

- Bulk purchasing to reduce the number of deliveries required
- Electronic delivery notes not used and staff verbally confirm name
- One person to handle the delivery, unless manual handling required two. If two persons required, the same pair to try and partner up
- Hands to be washed or sanitised after opening and disposing of packaging
- Delivery points designated depending on type of product
- Delivery times agreed as far as possible with supplier

### Post, Packages and Food

**Handling post, packages and food**

- Work instructions in place
  - Personal protective equipment provided for handling items if required
- Hands are washed or sanitised after handling post or packages

### Lost and Found Property

**Lost and Found Property**

- Found property, apart from valuables, is bagged up and secured
- Personal clothing such as underwear and swimwear is disposed of
- Valuables are bagged up and placed in a safe
- Staff will not access property other than valuables for at least 72 hours after finding
- Staff handling lost property to wash or sanitise hands immediately after touching
<table>
<thead>
<tr>
<th>Reviewed By</th>
<th>Name</th>
<th>Comment</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>meridianlc</td>
<td>Adam Dalton</td>
<td></td>
<td>25-06-2020 12:50:07</td>
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<tr>
<td>meridianlc</td>
<td>Adam Dalton</td>
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<td>25-06-2020 13:00:43</td>
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<tr>
<td>meridianlc</td>
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<td>30-06-2020 12:10:17</td>
</tr>
<tr>
<td>meridianlc</td>
<td>Nick Marshall</td>
<td>Update regards Capacities, Hand dryers being out of action, activity staggered start times</td>
<td>29-08-2020 12:20:47</td>
</tr>
</tbody>
</table>

Showing 1 to 10 of 13 entries