

Working safely during COVID-19

in Hotels and Tourist Accommodation

Version 3 - 11 Sept 2020.

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INTRODUCTION

This guidance is designed to be relevant for businesses, visitors and people who work within the visitor economy to help prepare for return to work whenever it is safe to do so.

It is designed to help employers, employees and the self-employed in Northern Ireland (NI) understand how to work as safely as possible during the COVID-19 pandemic keeping to the recommended social distancing guidelines.

As of the date of publication, **you should maintain a social distance of at least 2m (6ft)** between you and anyone outside of your household to minimise exposure to the virus and the potential to spread the infection.

Where 2m is not possible, a minimum of 1m distancing is still safer than close contact if additional mitigating measures are implemented e.g. good hand hygiene and respiratory hygiene practices including the wearing of face coverings or use of screens. Specific information is provided in [Guidance on the Restrictions in Northern Ireland and Public Health Advice](#)

This guidance should be considered and applied in line with the NI Executive's roadmap for re-opening the Visitor Economy and regulations set out under the Health Protection (Coronavirus, Restrictions) Regulations (Northern Ireland) 2020

This guidance been prepared by the Department for the Economy, in partnership with Tourism NI, with input from the NI Tourism Recovery Working Group and in consultation with Public Health Agency (PHA) and the Health and Safety Executive NI (HSENI), key Executive Departments and has been shared with Trade Unions.

The Guidance takes account of UK Government guidance being developed by the Department for Culture, Music and Sport (DCMS) in partnership with the Visitor Economy Working Group. It has been prepared to reflect NI public health and safety requirements and legislation. It also takes into consideration best practice outlined within the 'COVID-19 Working Through this Together Guidance' produced by the NI Engagement Forum: <https://www.nibusinessinfo.co.uk/content/coronavirus-workplace-safety-guidance-and-priority-sector-list>

This document is one of a set of guidance documents about how to work safely in different types of workplace. It should be read in conjunction with sectoral specific guidance listed within.

Businesses and trade bodies should review their material regularly against the latest NI Executive guidance to ensure it is compliant with core requirements.

We expect that this document will be updated over time. This version is up to date as of 31 July 2020. You can check for updates at <https://covid19.tourismni.com/businesssupport>

CORONAVIRUS (COVID-19)



WHAT DO WE MEAN BY 'HOTELS AND TOURIST ACCOMMODATION'

Hotels and tourist accommodation includes income-generating accommodation for example, hotels, self-catering accommodation, B&Bs, guesthouses, guest accommodation, hostels, campus accommodation, bunk houses, caravan parks and other types of accommodation.

HOW TO USE THIS GUIDANCE

This document sets out guidance on how to work safely within the visitor economy, with a particular focus on hotels and tourist accommodation. It takes account of practical considerations and recognises that the detailed arrangements may be different for each business.

Each business will need to translate this into the specific actions it needs to take, depending on the nature of their business, including the size and type of business, how it is organised, operated, managed and regulated. A site-by-site approach is essential and risk assessment for premises will be unique. Therefore this guidance should be used to translate to whatever areas are relevant to your business and any measures that are taken should fit appropriately with any operational needs.

This guidance does not supersede any legal obligations relating to health and safety, employment or duties under equalities legislation and it is important that as a business or an employer you continue to comply with your existing statutory obligations, including those relating to individuals with protected characteristics. It is nonstatutory, but should be taken into account when complying with these existing obligations. When considering how to apply this guidance, please don't forget to take into account agency workers, contractors and other people, as well as your employees.

Everyone must play their part in tackling the pandemic and the onus on individuals to operate responsibly, in line with the latest public health guidance. Owners are responsible for the conduct of their businesses and should consider how they communicate with both their staff and customers in this regard.

To help you decide which actions to take, you need to carry out an appropriate COVID-19 risk assessment, at a business and site level, just as you would for other health and safety related hazards. This risk assessment must be done in consultation with unions or workers.

We know many people are also keen to return to or contribute to volunteering. Organisations also have a duty of care to volunteers to ensure as far as reasonably practicable they are not exposed to risks to their health and safety. This guidance is equally applicable to volunteers and, when it comes to health and safety, they should be afforded the same level of protection as employees and the self-employed.

In many instances in the visitor economy, premises are let out to third party contractors and operators for specific usage. In such cases, whilst the premises remain under the direct control of the owner, the actual event or function is under the control of the event planner/organiser and they too have a role to play.

This guidance should be read in conjunction with relevant guidance provided throughout the document and delivered in line with legislation relating to the phased reopening of the NI businesses and indicative re-opening dates, specifically those businesses outlined within this guidance: www.nibusinessinfo.co.uk/content/coronavirus-timeline-ni-businesses-reopening

WHAT IS COVID-19?

COVID-19 (SARS-CoV-2) is the infectious disease caused by a novel (new) coronavirus not previously seen in humans. It belongs to the same family of viruses (coronaviruses) as the virus that causes SARS, but is not the same virus.

How does COVID-19 Spread?

The disease spreads primarily from person to person through small droplets from the nose or mouth, which are expelled when a person with COVID-19 coughs, sneezes, or speaks. These droplets are relatively heavy, do not travel far and quickly sink to the ground.

People can catch COVID-19 either:

DIRECTLY

If they breathe in these droplets from a person infected with the virus.

INDIRECTLY

By touching surfaces (e.g. tables, doorknobs and handrails) that an infected person has coughed or sneezed on and then touching their eyes, nose or mouth.

It is still not known how long the virus survives on these surfaces, although current information suggests the virus may survive for 48-72 hours.

WHAT TO DO IF A CUSTOMER HAS A SUSPECTED OR CONFIRMED CASE OF COVID-19

The management of a suspected or confirmed case of COVID-19 is the same and, where possible, individuals should follow the stay at home guidance online on the [Public Health Agency](#) and [Public Health England](#) webpages.

In addition to maintaining social distancing, the following also should be considered for customers or employees:

- Identification of a room with private toilet and handwashing facility where a person who develops symptoms can be isolated until arrangements can be made for them to be taken home or to hospital.
- Appropriate PPE for employees who may have to supervise the ill person.
- Hotel and tourist accommodation should refer to information on Coronavirus (Covid-19) advice for accommodation providers. <http://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers>

Advice on reopening the business or part of the business following a suspected or confirmed case, can be found via the above links, but in particular:

- The [COVID-19: cleaning of non-healthcare settings](#) web page provides advice on cleaning, disinfection and laundry.
- [Working through this together: a practical guide to making workplaces safer.](#)
- [Coronavirus: Workplace safety guidelines and social distancing.](#)
- [Working safely during coronavirus \(COVID-19\).](#)

Key Steps to working and delivering services safely:

1. Carry out a COVID-19 Risk Assessment and revise all standard operating procedures as required.
2. Develop suitable cleaning, handwashing and hygiene procedures.
3. Help people to work from home, where possible.
4. Maintain the recommended social distancing, where possible.
5. Where people can't maintain the recommended distance, manage transmission risk.
6. Clear communications to be aware of the symptoms and what to do if symptoms present.



1. THINKING ABOUT RISK

OBJECTIVE: That all business owners carry out a COVID-19 risk assessment.

Everyone needs to assess and manage the risks of COVID-19. As a business owner, you also have a legal responsibility to protect workers, your customers and others from risk to their health and safety. This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19.

You must make sure that the risk assessment for your business addresses the risks of COVID-19, using this guidance to help inform your decisions and control measures. A risk assessment is not about creating huge amounts of paperwork, but rather about identifying sensible measures to control the risks in your workplace and making a record of the significant findings.

If you have fewer than five workers, or are self-employed, you don't have to write anything down as part of your risk assessment but it is useful to do this so you can review it at a later date, and to have a written record of what you have done to protect your guests and your employees. Your risk assessment will help you decide whether you have done everything you need to. Further information is available at www.hseni.gov.uk including a [COVID-19 risk assessment template](#)

Where a business has staff, employers have a duty to consult their people on health and safety. In a small business, you might choose to consult your workers directly. Larger businesses may consult through a health and safety representative, chosen by your employees or selected by a trade union. You can do this by listening and talking to them about the work and how you will manage risks from COVID-19.

The people who do the work are often the best people to understand the risks in the workplace and will have a view on how to work safely. Involving them in making decisions shows that you take their health and safety seriously. You must consult with the health and safety representative selected by a recognised trade union or, if there isn't one, a representative chosen by workers. As an employer, you cannot decide who the representative will be.

At its most effective, full involvement of your workers creates a culture where relationships between employers and workers are based on collaboration, trust and joint problem solving. As is normal practice, workers should be involved in assessing workplace risks and the development and review of workplace health and safety policies in partnership with the employer.

Employers and workers should always come together to resolve issues. If concerns still cannot be resolved, see below for further steps that can be taken.

Where the relevant enforcing authority, which may be your local council, identifies employers who are not taking action to comply with the relevant public health legislation and guidance to control public health risks and risks to employees, they will consider taking a range of actions to improve control of workplace risks. For example, this would cover employers not taking appropriate action to socially distance, where possible. The actions the enforcing authority can take include the provision of specific advice to employers through to issuing enforcement notices to help secure improvements.

HOW TO RAISE A CONCERN IF YOU ARE AN EMPLOYEE

First, speak to your employer

Contact your employee representative, if your workplace has one; and/or contact your trade union if you have one

If agreement on a resolution cannot be reached, employees and/or their recognised trade unions or other representatives should contact their local Council or use the HSENI online form:
<https://www.secure.hseni.gov.uk/forms/complaint.aspx>

1.1 MANAGING RISK

OBJECTIVE: To reduce risk to the lowest reasonably practicable level by taking preventative measures in order of priority.

Hotels and tourist accommodation have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. Employers must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected.



In the context of COVID-19 this means working through these steps in order:

- In every business, increasing the frequency of handwashing and surface cleaning.
- Businesses should make every reasonable effort to enable working from home as a first option. Where working from home is not practical, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government.
- Where the social distancing guidelines cannot be followed in full in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff, customers and contractors.

Further mitigating actions include:

- Managing the number of people admitted to make it possible to maintain the required social distancing level.
- Increasing the frequency of hand washing and surface cleaning including disinfection of high footfall areas or common touchpoints.
- Keeping the activity time of any activity where social distancing cannot be maintained as short as possible.
- Using back-to-back or side-to-side working (rather than face-to-face) whenever 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, barriers or other structural impediments to separate people from each other.

Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.

In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.

The recommendations in the rest of this document are ones you should consider as you go through this process. You could also consider any advice that has been produced specifically for your sector, for example by trade associations or trades unions. Guidance produced by UK Hospitality, The Northern Ireland Hotels Federation (NIHF) and Hospitality Ulster have further information on many parts of the visitor economy that may help with this process. Links can be found at the end of this document.

If you have not already done so, you should carry out an assessment of the risks posed by COVID-19 in your workplace as soon as possible. If you are currently operating, for example by providing accommodation for key workers, you are likely to have gone through a lot of this thinking already. We recommend that you use this document to identify any further improvements you should make.

You should consider the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks or issues with accessibility which may need mitigation. Sections 4 & 8 outline the key Security considerations and advice.

Whilst the risk to health from COVID-19 is at the forefront of everyone's minds, it is essential that businesses and other organisations remain cognisant of all risks that may impact their business as they look to adjust their operations, ensuring that existing risk assessments are proactively adapted to support and complement other changes.

1.2 SHARING THE RESULTS OF YOUR RISK ASSESSMENT

You should share the results of your risk assessment with your workforce. If possible, you should consider publishing the results on your website, a dedicated employee website or employee communications portal (and we would expect all employers with over 50 workers to do so).

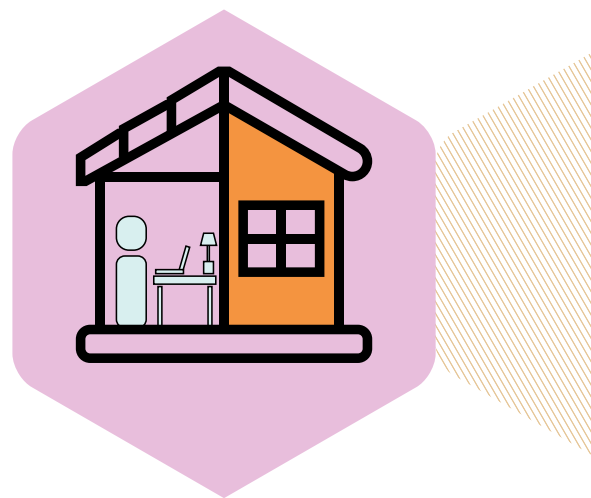


2. WHO SHOULD GO TO WORK

OBJECTIVE: That work that can be done from home should be done from home. There is a recognition that for many workers in hotels and tourist accommodation this will not be possible. Nobody should go to work if your business is closed under current government regulations except for certain specific exemptions (for example providing accommodation at the request of a health and social care trust).

Steps that will usually be needed:

- Considering who is essential to be on the premises; for example, administrative staff who do not need to be on-site should work from home if at all possible.
- Planning for the minimum number of people needed on site to operate safely and effectively.
- Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.
- Keeping in touch with any off-site workers on their working arrangements including their welfare, mental and physical health and personal security.
- Providing equipment for people to work from home safely and effectively, for example, remote access to work systems.



2.1 PROTECTING PEOPLE WHO ARE AT HIGHER RISK

OBJECTIVE: To protect clinically vulnerable and clinically extremely vulnerable individuals.

- Clinically extremely vulnerable individuals (see definition in Appendix) have been strongly advised not to work outside the home.
- Clinically vulnerable individuals, who are at higher risk of severe illness (for example, people with some pre-existing conditions, see definition in Appendix), 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 maintain social distancing. If they have to spend time in close proximity to others, you should carefully assess whether this involves an acceptable level of risk and whether the activity should continue. If so, further mitigating actions should be taken to reduce the risk of transmission between staff (see Section 3 for examples of actions that can be taken). 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.

Steps that will usually be needed:

- Providing support for workers around mental health and wellbeing. This could include advice or telephone support.
- See current guidance for advice on who is in the [clinically extremely vulnerable](#) and [clinically vulnerable](#) groups.

2.2 PEOPLE WHO NEED TO SELF-ISOLATE

OBJECTIVE: 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 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 contact tracing programme.

Steps that will usually be needed:

- Enabling workers to work from home while self-isolating if appropriate.
- See current guidance for [employees](#) and [employers](#) relating to statutory sick pay due to COVID-19.
- See [current guidance](#) for people who have symptoms and those who live with others who have symptoms.

2.3 EQUALITY IN THE WORKPLACE

OBJECTIVE: To treat everyone in your workplace equally.

Employers and service providers have duties and obligations under equality laws.

- In applying this guidance, employers should be mindful of the particular needs of different groups of workers or individuals.
- You must not discriminate unlawfully against or harass anyone on the grounds of: age; sex; race; disability; religious or similar philosophical belief; political opinion; sexual orientation; pregnancy or maternity; marital status; or gender reassignment.
- Employers also have particular responsibilities towards disabled workers and those who are new or expectant mothers.

Steps that will usually be needed:

- Understanding and taking into account the particular circumstances of those with different protected characteristics.
- Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them.
- Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.
- Making reasonable adjustments to avoid disabled workers being put at a disadvantage and assessing the health and safety risks for new or expectant mothers.
- Understanding and responding to the concerns of those who consider themselves at increased risk.
- Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example those with caring responsibilities or those with religious commitments.



3. SOCIAL DISTANCING IN THE WORKPLACE AND PLACE OF BUSINESS

OBJECTIVE: To maintain the recommended social distancing wherever possible, including while arriving at and departing from work, while in work and when travelling between sites.

- You must maintain social distancing in the workplace wherever possible.
- Where the social distancing guidelines cannot be followed in full in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.

Mitigating actions include:

- Further increasing the frequency of hand washing and surface cleaning, including disinfecting of heavy footfall and frequent touch points.
- Keeping the activity time involved as short as possible.
- Using back-to-back or side-to-side working (rather than face-to-face) whenever 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.
- Social distancing applies to all parts of a premises where business is contracted, not just the place where people spend most of their time, but also entrances and exits, reception, dining rooms, break rooms, WCs, store rooms and similar settings. These are often the most challenging areas to maintain social distancing.



CORONAVIRUS KEEP YOUR DISTANCE AT WORK

**WE ALL
MUST DO IT
TO GET
THROUGH IT**



WORK SAFE



SAVE LIVES

Get up-to-date advice at

nibusinessinfo.co.uk/coronavirus

3.1 COMING TO WORK AND LEAVING WORK

OBJECTIVE: To maintain social distancing wherever possible for workers and customers on arrival and departure, and to enable handwashing upon arrival.

Steps that will usually be needed:

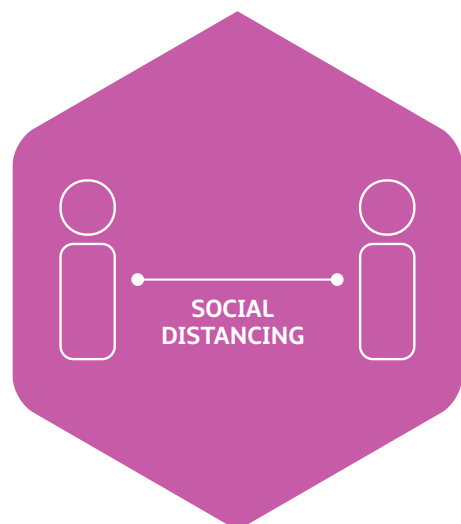
- Assessing the appropriate maximum occupancy given the size and configuration of the operation and ensuring booking systems and processes are configured to manage accordingly.
- Staggering arrival and departure times for staff and guests to reduce crowding into and out of the business, taking account 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.
- Limiting passengers in corporate vehicles. This could include leaving seats empty.
- Reducing congestion, for example, by having more entry points to the workplace.
- Using markings and introducing one-way flow at entry and exit points throughout the building, taking into account premises structure, style of operation and customer profile.
- Providing handwashing facilities (or hand sanitiser where not possible) at all entry and exit points.
- Providing alternatives to touch-based entry systems and security devices, such as automatic door kits or swipe card entry systems.
- Providing storage for staff clothes and bags.
- Requesting that staff change into work uniforms on site using appropriate facilities/changing areas, where social distancing and hygiene guidelines can be met.
- Washing uniforms on site rather than by individual staff members at home.

3.2 MOVING AROUND BUILDINGS AND SITES

OBJECTIVE: To maintain social distancing as far as possible while people travel through the workplace.

Steps that will usually be needed:

- Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of radios or telephones, where permitted. These items require cleaning between users if multi-use.
- Reducing job and location rotation, for example, assigning workers to specific floors or keeping temporary personnel dedicated to one site.
- Introducing more one-way flow through buildings. Providing floor markings where appropriate and signage should remind both workers and customers to follow to social distancing wherever possible.
- Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.
- Making sure that people with disabilities are able to access lifts.
- Regulating use of high traffic areas including corridors, lifts and walkways to maintain social distancing and increasing the frequency of cleaning and disinfection of these areas.
- Managing use of high traffic areas including corridors, lifts and staircases to maintain social distancing. For example, asking guests and staff to walk on the left to give priority to those ascending stairs, or indicating 'passing points' where the walkway is widest.
- Managing spacing between outdoor accommodation, such as tents and caravans, to enable social distancing for workers and customers.



3.3 WORKPLACES AND WORKSTATIONS

OBJECTIVE: To maintain appropriate social distancing between individuals when they are at their workstations.

- For people who work in one place, workstations should be reconfigured to allow them to maintain social distancing wherever possible.
- Workstations should be assigned to an individual as much as possible. If they need to be shared, they should be shared by the smallest possible number of people whilst maintaining social distancing.
- If it is not possible to maintain social distancing at workstations then businesses should consider whether that activity needs to continue for the business to operate, and if so, take all mitigating actions possible to reduce the risk of transmission.

Steps that will usually be needed:

- Reviewing layouts to allow workers to work further apart from each other.
- Using floor tape, paint or other queuing systems, where appropriate, to help people maintain social distancing, or using signage or other communication measures taking into account building characteristics, trading style and customer profile.
- Avoiding people working face-to-face. For example, by working side-by-side or facing away from each other.
- Where it is not possible to move workstations further apart, using screens to create a physical barrier between people. For example, consider areas such as reception and guest services.
- Managing check-in and check-out times to enable staff to conduct cleaning and refreshing accommodation that may take longer under safer working conditions.
- Communicating to customers times when housekeeping, cleaning and similar activities are underway to encourage them to leave spaces free for staff to operate.
- Using a consistent pairing system if people have to work in close proximity. For example, cleaning hotel rooms or servicing equipment.
- Minimising contacts around transactions, for example, considering using contactless payments and encouraging online booking and pre-payment 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.

Rethink and reconfigure your physical workplace

Source: Adapted from Forrester



Maintain a rigorous cleaning schedule for facilities and continue hygiene procedures



Limit the number of people coming into face-to-face contact



Maintain physical distancing across workstations and workplaces for customers and employees alike.

3.4 MEETINGS

OBJECTIVE: To reduce transmission due to face-to-face meetings and maintain social distancing in meetings.

Steps that will usually be needed:

- Using remote working tools to avoid in person meetings
- Only absolutely necessary participants should attend meetings and should maintain social distancing throughout.
- Avoiding transmission during meetings, for example avoiding sharing pens and other objects.
- Providing hand sanitiser in meeting rooms.
- Holding meetings outdoors or in well-ventilated rooms whenever possible.
- For areas where regular meetings take place, use floor signage to help people maintain social distancing.

3.5 COMMON AREAS

OBJECTIVE: To maintain social distancing while using common areas.

Steps that will usually be needed:

- Staggering meal times and staff break times to reduce pressure on the staff break rooms and dining areas.
- Using safe outside areas for breaks and dining.
- Creating additional space by using other parts of the building.
- Installing screens to protect workers in receptions or similar areas.
- Providing packaged meals or similar to avoid fully opening staff canteens.
- Reconfiguring seating and tables to optimise spacing and reduce face-to-face interactions.
- Encouraging workers to remain on-site and, when not possible, maintaining social distancing while off-site.
- Considering use of social distance marking for staff and guest common areas such as toilets, showers, and changing rooms. And consider closing places at high risk of contamination, for example, children's recreation areas. Additional cleaning protocols should be applied to these facilities.
- Considering alternative options to serve guests, such as a 'grab and go' service or room service.



3.6 ACCIDENTS, SECURITY AND OTHER INCIDENTS

OBJECTIVE: To prioritise safety during incidents.

- In an emergency, for example, an accident, provision of first aid, fire or break-in, people do not have to maintain social distancing if it would be unsafe.
- People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.

Steps that will usually be needed:

- Reviewing your incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.



4. KEEPING CUSTOMERS AND VISITORS SAFE

4.1 MANAGE SOCIAL DISTANCING

OBJECTIVE: To provide top level considerations for managing customers, visitors and contractors.

- Informing guests and other visitors of guidance about visiting the premises prior to and at point of arrival (including information on websites, on booking forms and in entrance ways). For example, check-in times, peak times, facilities for handwashing, social distancing guidelines and other safety measures.
- Managing outside 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 guests.
- Working with neighbouring businesses and various authorities to consider how to spread the number of people arriving throughout the day for example by staggering opening hours; this will help reduce demand on public transport at key times and avoid overcrowding.
- Ensuring any changes to entries, exit and queue management take into account reasonable adjustments for those who need them, including disabled customers. For example, maintaining pedestrian and parking access for disabled customers.
- Encouraging guests to use hand sanitiser or handwashing facilities as they enter the premises.
- Taking measures to avoid crowded reception areas and public spaces, such as staggering check-in and check-out times, placing markers on the floor to maintain social distancing and assessing the number of customers that can reasonably enable social distancing in any space.
- Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.
- Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.
- Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.
- Considering room occupancy levels to maintain social distancing, especially in multi-occupancy dormitories.
- Making staff accessible to guests via phone, emails and guest apps.
- Encouraging contactless payments or pre-payments for rooms as part of the online booking where possible, to limit cash payments for bills.
- Ensure good ventilation indoors, in particular where social distancing is 1m plus.
- Ensure all outdoor areas, with particular regard to covered areas, have sufficient ventilation.

4.2 TEST AND TRACE

OBJECTIVE: To minimise the risk of transmission and protect the health of customers and visitors in hotels and tourist accommodation.

The Department for the Economy (DfE) has published guidance on maintaining records of staff, customers and visitors in the hospitality industry to help support coronavirus contact tracing efforts in Northern Ireland.

The guidance sets out key actions and information around the collection of staff, customer and visitor data

[Download guidance for the NI hospitality industry on maintaining records of staff, customers and visitors \(PDF, 657K\).](#)

When recording customer details, businesses should also follow the specific guidance on [data security for collecting customer and visitor details](#) which the ICO has produced.

There are 'Test, Trace and Protect' posters that you can display in your hospitality setting that explain the details you need to record to protect the health and safety of the customers and staff.

4.3 CUSTOMER TOILETS

OBJECTIVE: To ensure that toilets are kept open and to ensure good hygiene, social distancing and cleanliness in toilet facilities. 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, 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, with paper towels preferable to hand dryers.
- Setting clear use and cleaning guidance for toilets, with increased frequency of cleaning in-line with usage. Use normal disinfectant products, paying attention to frequently 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.

4.4 WEDDINGS AND CIVIL PARTNERSHIPS

OBJECTIVE: To manage interactions at weddings and civil partnerships.

Indoor weddings and civil partnerships are permitted from 10 July in line with social distancing. Updates on restrictions can be found in the [Guidance on the Restrictions in Northern Ireland and Public Health Advice](#)

The Northern Ireland Executive has provided guidance for marriages, civil partnerships or other celebratory events: www.executiveoffice-ni.gov.uk/publications/guidance-marriages-civil-partnerships-or-other-celebratory-events

The size of a venue will determine how many people can attend ceremonies based on the venue's risk assessment. Particular attention must be paid to guidance on social distancing, entertainment and hygiene protocols. As at 31 July 2020, the guidance states that:

The thirty person limit [on indoor and outdoor gatherings] does not apply to a gathering where that gathering has a recognised person responsible for organising and operating the gathering and it is organised or operated for cultural, entertainment, recreational, outdoor sports, social, community, educational, work, legal, religious or political purposes. The person responsible when organising or operating the gathering must;

- (a) have carried out a [risk assessment](#) which meets the requirements of the [Management of Health and Safety at Work Regulations \(Northern Ireland\) 2000](#), whether or not that person is subject to those Regulations; and
- (b) take all reasonable measures to limit the risk of transmission of the coronavirus, including implementing the preventive and protective measures identified in the risk assessment and comply with any relevant guidance issued by a Northern Ireland Government Department.

The relaxation outlined above does not apply to gatherings relating to indoor sports and therefore the thirty person limit will apply in this context.

4.5 ENTERTAINMENT

OBJECTIVE: To maintain social distancing when providing entertainment within or outside hotel and tourist accommodation.

The Northern Ireland Executive is developing guidance on entertainment is and a link will be provided when available.

4.6 BUSINESS & LEISURE EVENTS

OBJECTIVE: To provide information on business and leisure events.

As of 31 July 2020, Conference halls and conference facilities must remain closed. The latest information on the restrictions can be found at: www.health-ni.gov.uk/sites/default/files/publications/health/your-guide-to-covid-regs.pdf

The guidance on Indoor and Outdoor Gatherings (excluding Private Dwellings) states that:

You, as a group of individuals, may gather indoors or outdoors (excluding in private dwellings) up to a maximum of thirty people.

The thirty person limit does not apply to a gathering where that gathering has a recognised person responsible for organising and operating the gathering and it is organised or operated for cultural, entertainment, recreational, outdoor sports, social, community, educational, work, legal, religious or political purposes. The person responsible when organising or operating the gathering must;

- (a) have carried out a [risk assessment](#) which meets the requirements of the [Management of Health and Safety at Work Regulations \(Northern Ireland\) 2000](#), whether or not that person is subject to those Regulations; and
- (b) take all reasonable measures to limit the risk of transmission of the coronavirus, including implementing the preventive and protective measures identified in the risk assessment and comply with any relevant guidance issued by a Northern Ireland Government Department.

The relaxation outlined above does not apply to gatherings relating to indoor sports and therefore the thirty person limit will apply in this context

4.7 SELLING FOOD AND DRINK

OBJECTIVE: To minimise interactions with guests when selling food and drink. Refer to broader guidance on food preparation and service.

Steps that will usually be needed:

- Minimising contact between kitchen workers and front of house workers, for example, using a designated order and food service handover area.
- Using front of house staff to serve customers purchasing food and drink, minimising the time they spend in the kitchen.
- Creating a physical barrier such as a screen, between front of house workers and guests where possible.
- Encouraging contactless orders and payments where possible.
- Adjusting service approaches to minimise staff contact with customers. For example, encouraging use of table service over bar service and assigning a single staff member per table. Where bar service is unavoidable, preventing customers from remaining at the bar after ordering.
- Encouraging guests to order room service over the telephone.
- Have clear communications for customers on what they should do if they become unwell during their visit.
- Clear procedures established with regards to the delivery and clearance of room service.
- Determining the viability of entertainment and maximum audience numbers consistent with social distancing outside and within venues and other safety considerations.
- Preventing entertainment, such as broadcasts, that is likely to encourage audience behaviours increasing transmission risk. For example, loud background music, communal dancing, group singing or chanting.

4.8 FURTHER GUIDANCE

OBJECTIVE: To make sure people understand what they need to do to maintain safety.

Steps that will usually be needed:

- Providing clear guidance on social distancing to people both before arrival and on arrival, for example through signage, visual aids, on your website and in pre-arrival emails. Consider the particular needs of those with protected characteristics, such as people with visual or hearing impairments.
- Reminding guests of social distancing guidelines during check-in, and advising of any changes to usual service.
- Providing signage (for example, posters or leaflets on basic hygiene practices such as handwashing) to educate guests. This information could be available in different languages or using visual cues, and communicated to guests ahead of their stay.
- Informing guests about preventative measures being taken and other services they may require, for example, medical and pharmacy services available in the area or in the establishment itself.
- Informing guests that they should be prepared to remove face coverings if asked to do so by police officers and staff for the purposes of identification.
- Have clear communications for customers on what they should do if they become unwell during their visit.

Consideration should be given to the sector-specific guidance and resources highlighted below, where relevant.

Guidance referenced below from a trade body or association may include best practice documents, templates and more detailed sector-specific advice on certain environments. Industry bodies may also be able to provide examples or templates to enable you to carry out an appropriate risk assessment.



4.8.1 HOTELS AND TOURIST ACCOMMODATION



- **UK Hospitality**, in partnership with Hospitality Ulster and The Northern Ireland Hotels Federation have published guidance which includes hotels and tourist accommodation, pubs and restaurants - COVID-19 advice and risk assessments for hospitality businesses (Northern Ireland).
- **Camping, caravanning, motor homes and holiday parks** which includes these sectors in more detail, associations such as the [British Homes and Holiday Parks Association](#); [National Caravan Council](#) and the [Caravan and Motorhome Club](#) have resources on their websites with advice and further information.
- **Self-catering and Bed & Breakfast accommodation:** [Association of Scotland's Self-Caterers](#); [Professional Association of Self Caterers](#); [B&B Association](#); [Short Term Accommodation Association](#) and [Country Land and Business Association](#) have further information available on their websites.
- **Restaurants, Pubs, Bars and Food Services:** please refer to the Working Safely during Covid-19 in Restaurants, Pubs, Bars and Food Services guidance, which also has advice on catering.

4.8.2 VISITOR ECONOMY GUIDANCE



- Please refer to the separate Visitor Economy guidance document for further information about the wider visitor economy.
- Some indoor and outdoor event venues will be covered by DCMS guidance on Events and Entertainment.

4.8.3 BUSINESS AND LEISURE EVENTS



- This section covers business events, meetings, conferences, exhibitions, trade fairs and consumer shows (organised events) taking place in convention and exhibition centres or conference halls and some indoor meeting venues.
- The Meetings Industry Association produced guidance specifically for conferences and meetings venues, which is also wrapped into the wider NIHF, Hospitality Ulster and UK Hospitality guidance - COVID-19 advice and risk assessments for hospitality businesses (Northern Ireland).
- The Association of Event Organisers has published guidance specifically for exhibition, trade fairs and consumer shows to reopen.
- You should consider the relevant sections of the workplace as well as relevant sectoral guidance published by the UK Government and NI Executive Departments, COVID-19: Working Through This Together - A Practical Guide To Making Workplaces Safer, as well as relevant guidance on Pubs and Restaurants and the UK Hospitality, NIHF and Hospitality Ulster guidance for catering requirements - COVID-19 advice and risk assessments for hospitality businesses (Northern Ireland).
- Guidance related to outdoor events has been prepared by the Events Industry Forum.

4.9 OVERARCHING SAFETY AND SECURITY CONSIDERATIONS

Adapting to COVID-19 measures will inevitably result in changes to operating policies, processes and procedures of hotels, indoor and outdoor attractions, business event centres and venues. Any changes should always be considered alongside security implications. If you have a security department or manager, they should be consulted to help ensure good security is maintained as far as possible and that there are no unintended security consequences as a result of changes. This should be achieved by conducting a security risk assessment.

Specific examples of where security implications may arise are: queueing, search and screening (where this has been directed by a wider government policy on security), maintaining vigilance for potential threats, and access controls. There may be others that your organisation will need to consider.



4.9.1 QUEUES AND SOCIAL DISTANCING

Whilst dense crowding is unlikely if social distancing is operating correctly, the revised layout of spaces may present new security risks, particularly where multiple queues are created.

Considerations include:

- Operators should try and organise queuing within existing protected areas; Operators should not remove any security features or useful street furniture items without considering protective security in the round.
- If queuing is only possible outside of protected areas then consider and mitigate the vulnerabilities by: routing queues behind permanent physical structures (e.g. street furniture, bollards, trolley parks and bike racks) to provide a visual deterrent and delay; closing off vehicle access to shared spaces; adjusting servicing and delivery times; reducing the opportunities for vehicles (including potentially hostile vehicles) to interact with pedestrians; erecting robust barriers; introducing a reduced speed limit or traffic calming measures.
- Operators should be careful to avoid sharing credible, detailed information that could risk the safety of staff and customers. In particular, this should not be included in detailed risk assessments published on public websites. Be mindful of messaging, both at the site and particularly on-line, which covers detailed information about queue locations and times, the number of people expected, and suggesting removal of security features such as street furniture, bollards etc.

4.9.2 SEARCH AND SCREENING

Conduct of any physical search and screening may need adapting in order to adhere to social distancing measures.

- To maintain effective security and deterrence, search and screening should still be conducted as appropriate and in line with the organisation's policies.
- Ensure security staff are and feel safe. For example, having access to hand-washing facilities, and that they are able and confident to raise any concerns.
- The Centre for the Protection of National Infrastructure (CPNI) has and continues to produce guidance on COVID-19 recovery: This can be accessed at <https://www.cpni.gov.uk/>. The PSNI's Counter Terrorism Security Advisor would be happy to provide further advice and can be contacted at ctsa@psni.pnn.police.uk

4.9.3 STAFF, SECURITY OFFICERS AND STEWARDING

It is vital for staff to remain vigilant and act on potential safety and security threats.

It is advised to:

- Continue to ensure that awareness of security threats is raised alongside safety and health risks through staff briefings.
- Whilst stewards and security officers may be focused on managing people and queues for COVID-19 safety reasons, they should continue to remain vigilant for and report any suspicious activity as soon as possible.
- Ideally consider providing separate stewarding to manage the social distancing and other safety aspects to enable your security staff to focus on their core responsibilities to keep the site safe from threats.
- Ensure there is a good communication system in place to inform people of any incident. Carry out a short exercise or test to check procedures and equipment for this are working correctly.

4.9.4 RESTRICTED ENTRY POINTS

Restricted access entry points, such as those facilitated by keypad, biometrics and/or pass should remain fully in operation. They should not be deactivated.

- Pin pads and biometrics should be highlighted as "touch points" and cleaned regularly.
- Access control (staff) proximity cards will work up to 10cm from the reader. Staff can be informed that there is no need to physically touch the card on the reader.





5. CLEANING THE WORKPLACE AND PLACE OF BUSINESS

5.1 BEFORE REOPENING

OBJECTIVE: To make sure that any site or location that has been closed or partially operated is clean and ready to restart, including:

- An assessment for all sites, or parts of sites, that have been closed, before restarting work.
- Assess whether you will check and clean your water system in-house or call in an external expert. You should consider risk, cost, time and complexity of the site and whether there are any legionella risks from showerheads, hot water storage systems or air conditioning units. Further information can be found at: <https://www.hse.gov.uk/coronavirus/legionella-risks-during-coronavirus-outbreak.htm>
- Cleaning procedures and providing hand sanitiser, before restarting work.

Steps that will usually be needed:

- 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.
- Opening windows and doors frequently to encourage ventilation, where possible.

5.2 KEEPING THE VENUE CLEAN

OBJECTIVE: To keep the workplace clean and prevent transmission by touching contaminated surfaces.

Steps that will usually be needed:

- Frequent cleaning of work areas and equipment between use, using your usual cleaning products.
- Frequent cleaning of objects and surfaces that are touched regularly, including door handles, lift controls, switches, water dispensers, coffee machines or staff handheld devices, and making sure there are adequate disposal arrangements for cleaning products.
- Clearing workspaces and removing waste and belongings from the work area at the end of a shift.
- Wedging doors open, where appropriate, to reduce touchpoints. This does not apply to fire doors.
- Maintaining a cleaning plan for situations in which there are sick guests staying in the establishment or are identified with COVID-19 within a few days after leaving the establishment.
- Considering removal of items that are likely to be regularly touched by lots of different people, for example shared newspapers.
- Considering increased surface cleaning for confined accommodation such as tents or caravans and leaving longer periods between usage by different guests.
- If you are cleaning after a known or suspected case of COVID-19 then you refer to the [specific guidance](#).



5.2.1 HOUSEKEEPING

OBJECTIVE: To provide high level considerations to maintain the cleanliness of rooms.

Steps that will usually be needed:

- Consider the ability to perform housekeeping, whilst maintaining social distancing, if the guest is in the room or should the guest be requested to leave the room.
- When cleaning a room, focus on cleaning of all hand-contact surfaces in rooms. This could include, but is not limited to: light switches; bedside tables; remote controls; taps; flush handles and toilet seats; door handles – inside and out; hair dryer handles; iron and ironing board, trouser press; safe buttons; wardrobe doors; mini bar handle; kettle handle and lid; heater and/or air conditioner controls.
- Considering removal of items from the room that are not needed.
- Glasses and crockery should be removed and thoroughly cleaned.
- Towels and linens should be washed in accordance with washing instructions. The frequency of the cycle of cleaning and in-room services should be reviewed to take into account different lengths of stay.
- The Northern Ireland Hotels Federation and Hospitality Ulster, in association with UKHospitality, have produced further guidance on cleaning in hotel and tourist accommodation - COVID-19 advice and risk assessments for hospitality businesses (Northern Ireland).



5.2.2 KITCHEN AND FOOD SERVICE AREAS CLEANING

OBJECTIVE: To ensure the highest hygiene standards are operated in kitchen areas.

Steps that will usually be needed:

- Following [government guidance](#) on cleaning food preparation and food service areas.
- Recognising that cleaning measures are already stringent in kitchen areas, consider the need for additional cleaning measures.
- Having bins for collection of used towels and staff overalls.
- Asking workers to wash hands before handling plates and takeaway boxes.
- Continuing high frequency of hand washing throughout the day.

5.3 HYGIENE – HANDWASHING, SANITATION FACILITIES AND TOILETS

OBJECTIVE: To help everyone keep good hygiene through the working day.

Steps that will usually be needed:

- 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. Consideration should be given to the visually impaired, those who do not have English as a first language and those who may not be able to read.
- Providing regular reminders and signage to maintain hygiene standards.
- Providing hand sanitiser in multiple locations in addition to washrooms.
- Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.
- Enhancing cleaning for busy areas and common touch points.
- Special care should be taken for cleaning of portable toilets.
- Considering use of social distance marking for other common areas such as toilets, showers, lockers and changing rooms and in any other areas where queues typically form.
- Providing more waste facilities and more frequent rubbish collection.
- Providing paper towels for hand drying, where possible.



5.4 CHANGING ROOMS AND SHOWERS

OBJECTIVE: To minimise the risk of transmission in changing rooms and showers.

Steps that will usually be needed:

- Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible.
- Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.
- In establishments where guests use shared showers, ensuring cleaning between every use to minimise the risk.

5.5 HANDLING GOODS, MERCHANDISE AND OTHER MATERIALS

OBJECTIVE: To reduce transmission through contact with objects in accommodation.

Steps that will usually be needed:

- Cleaning procedures for goods and merchandise entering the premises.
- 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. Also considering the introduction of hand sanitiser stations immediately before and after customer use.
- Enhanced handling procedures of laundry to prevent potential contamination of surrounding surfaces, to prevent raising dust or dispersing the virus.



6. PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment, such as face masks.

Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.

At the start of this document we described the steps you need to take to manage COVID-19 risk in the workplace. This includes working from home and maintaining social distancing in the workplace if at all possible.

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.

Face coverings are now required in certain settings, for example Public Transport. The regulations can be found here www.health-ni.gov.uk/sites/default/files/publications/health/nisr_20200151_en.pdf

It is strongly advised that you should think about using face coverings, for example short periods in enclosed spaces where social distancing is not possible. Further information can be found at <https://www.nidirect.gov.uk/articles/coronavirus-covid-19-face-coverings>

In clinical settings, like a hospital, or a small handful of other roles for which Public Health England advises use of PPE. For example, first responders and immigration enforcement officers.

If you are in one of these groups, you should refer to the advice at: <https://www.gov.uk/government/publications/coronavirus-covid-19-personal-protective-equipment-ppe-plan/covid-19-personal-protective-equipment-ppe-plan>

Further guidance related to cleaning in non-health care settings can be found at: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

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 limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.



7. WORKFORCE MANAGEMENT

7.1 SHIFT PATTERNS AND WORKING GROUPS

OBJECTIVE: To change the way work is organised to create distinct groups and reduce the number of contacts each worker has.

Steps that will usually be needed:

- Where workers are split into teams or shift groups, all reasonable steps must be taken to maintain the same teams or shift groups so that where contact is unavoidable, this happens between the same people.
- Identifying areas where people have to directly pass things to each other and finding ways to remove direct contact such as by using drop-off points or transfer zones.
- Considering where congestion caused by people flow and 'pinch points' can be improved. Using one-way systems, staggered shifts and assigned staff mealtimes are possible ways to minimise the risk of transmission.

7.2 WORK-RELATED TRAVEL

7.2.1 CARS, ACCOMMODATION AND VISITS

OBJECTIVE: To avoid unnecessary work travel and keep people safe when they do need to travel between locations.

Steps that will usually be needed:

- Minimising non-essential travel – consider remote options first.
- Minimising the number of people travelling together in any one vehicle, using fixed travel partners e.g. always travelling with the same people, increasing ventilation when possible and avoiding sitting face-to-face.
- Cleaning shared vehicles between shifts or on handover.
- Where workers are required to stay away from their home, centrally logging the stay and confirming that any overnight accommodation meets social distancing guidelines.

7.2.2 DELIVERIES TO OTHER SITES

OBJECTIVE: To help workers working between different sites to maintain social distancing and hygiene practices.

Steps that will usually be needed:

- Putting in place procedures to minimise person-to-person contact during deliveries to other sites.
- Maintaining consistent pairing where two-person working is required.
- Minimising contact during payments and exchange of documentation, for example by using electronic payment methods and electronically signed and exchanged documents.

7.3 COMMUNICATIONS AND TRAINING

7.3.1 RETURNING TO WORK

OBJECTIVE: To make sure all workers understand COVID-19 related safety procedures.

Every workplace will look and feel substantially different. Social distancing and enhanced hygiene will change how the workplace operates. Training will be essential to building a common understanding of requirements. Suitable training methods will need to be implemented to enable effective delivery of the overarching safety measures. Communications will play an important role in ensuring employees, contractors and customers understand safety measures.

Steps that will usually be needed:

- 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 around new procedures for arrival at work.
- 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).

7.3.2 ONGOING COMMUNICATIONS AND SIGNAGE

OBJECTIVE: To make sure all workers are kept up to date with how safety measures are being implemented or updated.

Steps that will usually be needed:

- Ongoing engagement with workers (including through trade unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.
- 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.
- Using visual communications, for example whiteboards or signage, to explain changes to processes to ensure good communication and 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.
- Providing means for customers and staff to access the latest advice regarding COVID-19 measures (from the government website) and telephone numbers of key contacts should a member of staff or guest become ill.
- Providing guidance to staff as to how they should regularly communicate guidance to guests to ensure consistent messaging and responses.

7.3.3 REPORTING COVID-19 RELATED INCIDENTS

OBJECTIVE: To ensure compliance with The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (Northern Ireland) 1997 in relation to COVID-19.

You should only make a report under RIDDOR when one of the following circumstances applies:

- An accident or incident at work has, or could have, led to the release or escape of coronavirus. This must be reported as a dangerous occurrence.
- A person at work (a worker) has been diagnosed as having COVID-19 attributed to an occupational exposure to coronavirus. This must be reported as a case of disease.
- A worker dies as a result of occupational exposure to coronavirus. This must be reported as a work-related death due to exposure to a biological agent.



8. INBOUND AND OUTBOUND GOODS

OBJECTIVE: To maintain social distancing and avoid surface transmission when goods enter and leave the site.

Steps that will usually be needed:

- 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. Adjusting the way things are brought into the building and put away to create space for social distancing.
- Creating one-way flow of traffic in stockrooms.
- 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, consistent with other guidance.
- Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.

WHERE TO OBTAIN FURTHER GUIDANCE

This list is not extensive. Links are correct as of 23/06/20, however these may change over time, and more advice will become available

Sector

General

Government Guidance

NI Direct: Coronavirus (COVID-19):

www.nidirect.gov.uk/campaigns/coronavirus-covid-19

Coronavirus: Workplace safety guidance and priority sector list:

<https://www.nibusinessinfo.co.uk/content/coronavirus-workplace-safety-guidelines-and-social-distancing>

COVID-19: Working Through This Together - A Practical Guide To Making Workplaces Safer:

<https://www.nibusinessinfo.co.uk/sites/default/files/Covid-19-Working-Through-This-Together.pdf>

COVID-19: What you need to do:

www.gov.uk/coronavirus

Support for businesses and employers during coronavirus (COVID-19):

www.gov.uk/coronavirus/business-support

General guidance for employees during coronavirus (COVID-19):

<https://www.gov.uk/guidance/guidance-and-support-for-employees-during-coronavirus-covid-19>

NI Direct Safer travel guidance for public transport users, walkers, cyclists and drivers:

www.nidirect.gov.uk/articles/safer-travel-guidance-public-transport-users-walkers-cyclists-drivers

Coronavirus (COVID-19): safer air travel guidance for passengers:

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-air-travel-guidance-for-passengers>

Sectoral Guidance

UNWTO, Global Guidelines to Restart Tourism:

<https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2020-05/UNWTO-Global-Guidelines-to-Restart-Tourism.pdf>

Sector

Hotels and Tourist Accommodation

Government Guidance

Hotels and Tourist Accommodation guidance:

<https://covid19.tourismni.com/businesssupport>

Restaurants, Pubs, Bars and Food Services:

<https://covid19.tourismni.com/businesssupport>

Sectoral Guidance

UKHospitality, NIHF and Hospitality Ulster guidance - COVID-19 advice and risk assessments for hospitality businesses (Northern Ireland):

<https://www.nihf.co.uk/>

<https://hospitalityulster.org/>

British Holiday & Home Parks Association guidance:

www.bhhpa.org.uk/covid19hs/

National Caravan Council:

www.thencc.org.uk/

Association of Scotland's Self-Caterers:

www.assc.co.uk/

Professional Association of Self Caterers:

www.pascuk.co.uk/

Short Term Accommodation Association:

www.ukstaa.org/

WHERE TO OBTAIN FURTHER GUIDANCE

This list is not extensive. Links are correct as of 23/06/20, however these may change over time, and more advice will become available

Sector

**Restaurants, Pubs,
Bars and Food
Services**

Government Guidance

FSA Checklist for reopening during Covid-19:

www.food.gov.uk/business-guidance/reopening-checklist-for-food-businesses-during-covid-19

Adapting your business for takeaway and delivery:

<http://www.food.gov.uk/business-guidance/adapting-restaurants-and-food-businesses-for-takeaway-and-food-delivery-during-covid-19>

Safe Catering:

<https://www.food.gov.uk/business-guidance/safe-catering>

Cleaning effectively in your business:

<https://www.food.gov.uk/business-guidance/cleaning-effectively-in-your-business>

Sectoral Guidance

UKHospitality, NIHF and Hospitality Ulster guidance - COVID-19 advice and risk assessments for hospitality businesses (Northern Ireland):

<https://www.nihf.co.uk/>

<https://hospitalityulster.org/>

Sector

Business and Leisure Events

Sectoral Guidance

Working safely during COVID-19 in the Outdoor Event Industry, which will be published on the Events Industry Forum website:

www.eventsindustryforum.co.uk

The AEO's e-guide:

www.aev.org.uk/e-guide

The Purple Guide produced by the Events Industry Forum:

www.thepurpleguide.co.uk/

The MIA's AIM accreditation programme:

<https://www.mia-uk.org/AIM>

Meetings Industry Association:

<https://www.mia-uk.org/>

APPENDIX DEFINITIONS

Common Areas

The term 'common area' refers to areas and amenities which are provided for the common use of more than one person including canteens, reception areas, meeting rooms, areas of worship, toilets, gardens, fire escapes, kitchens, fitness facilities, store rooms, laundry facilities.

Common areas for accommodation may be a stairwell, a lift, a corridor in the building, or even the accommodation itself.

Clinically extremely vulnerable

Clinically extremely vulnerable people will have received a letter telling them they are in this group, or they will have been told by their GP. Guidance on who is in this group can be found here: <https://www.nidirect.gov.uk/articles/guidance-shielding-extremely-vulnerable-people>

Clinically vulnerable people

Clinically vulnerable people include those aged 70 or over and those with some underlying health conditions, all members of this group are listed in the 'clinically vulnerable' section here: <https://www.nidirect.gov.uk/information-and-services/coronavirus-covid-19/vulnerable-people>

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