



Coronavirus (COVID-19) Risk Assessment Summary – Family Adventures

What are the hazards?	Who might be harmed and how?	What are we already doing?
Transmission due to contact between individuals	<i>Staff, Guests, Visitors and Contractors</i>	<p><u>General Management</u></p> <ul style="list-style-type: none">• We will ensure that contractors and visitors are limited to essential services only, and that their operations are aligned with the Government’s ‘Covid-19 Secure’ guidance.• We have reviewed our Fire Risk Assessments to ensure they remain effective and comply with guidance on social distancing.• Physical meetings are limited to essential purposes only and social distancing principles enforced, these will be outdoors or in well-ventilated rooms whenever possible.• Customers are directed to the government guidance on travel advice.• Guests will be asked to confirm that everyone is in good health and not showing any signs of Covid-19.• Coach operators contracted by PGL will confirm in writing that they conform with UK Government Coronavirus: Safer working principles and risk assessment for working in or from a vehicle (12 May 2020).• We will ensure a smooth check-in, avoiding contact with other users.• We will allocate accommodation in accordance with the latest government guidance.• We will limit the number of PGL staff you have contact with by ensuring your dedicated group leader is your primary point of contact. At other times, you will be provided with a phone number (and phone if necessary) in order to contact duty staff. At no time will you need to travel within the centre or visit reception to contact a member of staff.• We will limit the number of different Instructors assigned to your group.• Our reception desks are kept clear, fitted with a protective screen and will display guidance for limiting the number of people in the area in order to reduce the risk of transmission.

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		<p><u>Facilities</u></p> <ul style="list-style-type: none"> • The number of customers permitted in each building at any one time will be calculated to ensure social distancing can be maintained in line with the current Government Guidance, signage is provided at each entrance to illustrate the maximum numbers and highlight our expectations. • Hand sanitiser will be available at the entrance to all buildings, and must be used by everyone entering the premises to reduce the risk of transmission. • Markers will be in place to help staff and guests maintain social distancing wherever there is a need to queue. • Signage will be placed in prominent areas to remind everyone to maintain social distancing and wash their hands regularly. • Additional cleaning and sanitising will take place in areas of high congregation and frequent touch points/surfaces such as: <ul style="list-style-type: none"> ○ Door handles / push plates, especially in and around WCs, Dining Rooms, Communal Offices, Receptions, Vending machines, Keypad Door Locks. ○ Entrances to buildings, Classrooms and Accommodation corridors. • One-way flows will be introduced with a separate exit where possible, where this is not possible an adult will supervise the entrance / exit to ensure that social distancing guidance is adhered to. • To provide maximum ventilation entrance and exit doors, and windows will be open as much as possible unless they are designated fire doors. • Furniture will be arranged to allow social distancing. • Guest timings for arrival, use of the shop and restaurant will be staggered to reduce the risk of transmission. • Toilet facilities provided for visitors are single occupancy only and cleaning materials will be provided to allow 'self-cleaning'.

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		<p><u>Parking and Movement around the Centre</u></p> <p>Car parks are be defined and controlled to ensure all traffic and vehicle movement is managed.</p> <p>Effective signage to make sure all aspects of movements and use of site is clear and unambiguous.</p> <p><u>Our Staff</u></p> <ul style="list-style-type: none"> • Who are identified by the NHS as requiring to be ‘shielded’ must stay at home. • Will only come into work if they are well and no one in their household is self-isolating. • Residential staff will be accommodated in single occupancy rooms. • Have staggered arrival and departure times at work to prevent crowding into and out of the workplace. More entry points have been provided. • Are provided with access to additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible. • Are encouraged to take precautionary measures if using public transport. • Will undergo comprehensive training in washing hands, cleaning, hygiene, social distancing and the use of PPE. • Are kept updated, specifically trained, and regularly assessed on all new procedures. • Are health checked every morning and reminded daily only to come into work if they are well and no one in their household is self-isolating. • Staff will have a change of clothes/spare uniform available for when required e.g. after dealing with virus or bodily fluids. • Are split into dedicated work teams where possible to keep the number of members interacting with others as small as possible. • Are aware of their obligation to report any illness and are reminded of the importance of good personal hygiene.

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		<ul style="list-style-type: none"> • Have been trained in preventing the transmission of Covid-19. • Will avoid using hot desks and spaces, where this is not possible, cleaning and sanitising workstations will be undertaken between different occupants. • All vulnerable staff are self-isolating. • Only essential travel is permitted, with no movement between sites. • Company vehicles will be used for essential purposes only and cleaned in accordance with UK Government Coronavirus: Safer working principles and risk assessment for working in or from a vehicle (12 May 2020). • First Aiders have been provided with additional training and access to the appropriate PPE in order to maintain an effective response to any incidents. <p><u>Accommodation</u></p> <ul style="list-style-type: none"> • Rooms will be cleaned and sanitised prior to occupancy in accordance with the procedures outlined in the PGL Housekeeping Manual and Health and Safety Procedures, this will include treating all accommodation rooms with a Viricidal mist prior to occupation. • Linen is laundered at 60 degrees. • Guest keys will be sanitised with a disinfectant before arrival. • Each room will be inspected and approved for use by a member of the Housekeeping Management team. • Rooms will only be cleaned during the stay at the request of the occupants. • Tea and Coffee making facilities will sanitised and available in each Adult room, additional supplies will be requested via the Group Leader and left outside the room in a sealed bag.

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		<p><u>Catering</u></p> <ul style="list-style-type: none"> • The dining room will be clearly physically marked to ensure guests can follow a safe one-way queuing system that adheres to the latest advice regarding social distancing. • Each dining room will have a clear entrance and exit route that avoids groups interacting with others. • Dining will be a 'serviced model' from the counters with the only self-service item being drinks made available on each table. Once seated, guests should attract the attention of a member of staff for any further service. • Guests will be able to order packed lunches to be eaten outside for each lunchtime. <p><u>Retail</u></p> <ul style="list-style-type: none"> • The Group Leader will ensure the guests are aware of the procedures to be followed. • Contactless payment will be encouraged, tills will be designated 'cash' or 'cash and card' to reduce the requirement to share the card reader. • A screen will be in place at the till to reduce the risk of transmission between staff and customers. • Staff will be assigned to a till and will be responsible for cashing up it up. It will be sanitised between users and located to allow social distancing. • Replenishment of the shop floor will only occur when guests are not in the shop. • Any goods in and out will be isolated for 72 hours before processing. • There will only be one person at a time in stockrooms. <p><u>Bar</u></p> <ul style="list-style-type: none"> • Table service only will be provided. • Tills will be located to allow social distancing to be maintained and will be sanitised at the end of each shift.

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		<ul style="list-style-type: none"> • There will only be one person at a time in stockrooms. <p>Activities</p> <ul style="list-style-type: none"> • We will modify programmes to ensure Activities can be conducted to adhere with Social Distancing Guidelines. • Will be conducted in accordance with the guidance issued by the Governing Bodies of Sport and Industry sector bodies. • We will minimise the need for guests to share equipment. • We will prevent the sharing of PPE if there is a risk of transmission. • Where social distancing cannot be maintained, Instructors will follow Government advice and wear the appropriate protective equipment.
Transmission due to contact with surfaces and objects	<i>Staff, Guests, Visitors and Contractors</i>	<p>Facilities</p> <ul style="list-style-type: none"> • Hand sanitiser will be available at the entrance to all buildings, and must be used by everyone entering the premises to reduce the risk of transmission. • Additional cleaning and sanitising will take place in areas of high congregation and frequent touch points/surfaces such as: <ul style="list-style-type: none"> ○ Door handles / push plates, especially in and around WCs, Dining Rooms, Communal Offices, Receptions, Vending machines, Keypad Door Locks. ○ Entrances to buildings, Classrooms and Accommodation corridors. • Appropriate cleaning supplies will be readily available for staff and accompanying visitors to enable easy access for 'self-service' cleaning. • Where surfaces require disinfecting we will use an antiviral disinfectant that is effective against Coronavirus; certified to European standards B:2013 + A2:2019. • To provide maximum ventilation entrance and exit doors and windows will be open as much as possible, unless they are designated fire doors.

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		<ul style="list-style-type: none"> • Moveable soft furnishings that could harbour the Covid virus will be removed. • Toilet facilities provided for visitors are single occupancy only and cleaning materials will be provided to allow 'self-cleaning'. • Bins will be (non-touch) for the disposal of PPE, tissues etc. <p><u>Accommodation</u></p> <ul style="list-style-type: none"> • We have implemented strict pre-occupancy room cleaning and sanitizing protocols in compliance with health and safety procedures, using specific products as recommended (disinfection, frequent and thorough hand washing for our staff, step by-step cleaning instructions, etc.). • For your health protection, room cleaning is not carried out during the stay. <p><u>Catering</u></p> <ul style="list-style-type: none"> • Chairs, tables and any other touch points will be sanitized between groups visiting the dining room. • Cutlery, crockery and paper serviettes will be provided to guests over the food counter. • Guests will be able to order packed lunches to be eaten outside for each lunchtime. • All condiments to be dispensed by PGL staff and no self-service available. Where no reusable bottle is available, sachets will be provided. • Guests will be encouraged to bring their own drinks bottle, or travel mug containing a drink, to the dining room with them • Jugs of squash and glasses will be made available on each table, with re-fills of water and squash available during service through the Group Leader. <p><u>Retail</u></p> <ul style="list-style-type: none"> • The Group Leader will ensure the guests are aware of the procedures to be followed. • The use of baskets will be minimised, with handles sanitised between users.

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		<ul style="list-style-type: none"> • Customers will be encouraged to avoid touching products while browsing. • Guests will be asked not to lean on the counter. • Any goods in and out will be isolated for 72 hours before processing. • There will be no unpacked sweets available. • Guests will be encouraged to sanitise their hands using the sanitiser provided before using the vending machines. <p><u>Bar</u></p> <ul style="list-style-type: none"> • Table service only will be provided. • We will only accept payment using contactless credit or debit card. • A system will be in place to show guests which tables have been sanitised and are ready to use. • Customers will be asked to return glasses to a clearly marked area. • Goods in will be isolated for 72 hours before being used. <p><u>Activities</u></p> <ul style="list-style-type: none"> • Will be conducted in accordance with the guidance issued by the Governing Bodies of Sport and Industry sector bodies. • We will ensure groups are not sharing the same equipment / venue. • We will prevent the sharing of PPE if there is a risk of transmission. • We will ensure strict maintenance of hand hygiene using hand sanitiser before, during (where appropriate) and after activity. • We have a clearly defined disinfecting routine in place to disinfect relevant equipment and contact surfaces before, after and at pre-set intervals as defined in activity risk assessment.



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Transmission of infection	<i>Staff, Guests, Visitors and Contractors</i>	We have procedures in place to manage any suspected infection, which includes the use of designated rooms suitable for isolation whilst awaiting collection. PGL Infection Control Policy outlines the actions to be taken in the event of someone (staff, guest) showing signs of Covid-19.

Name of Assessor:	Paul Kenwright
Department:	Head of Safety and Standards
Review Date:	To be updated upon release of further guidance from UK Government, DfE, NHS (All being monitored on a daily basis)