

Cliff House Holiday Park

Health & Safety Policy & Procedures; COVID-19

Addition to our Health and Safety Policy

With reference to:

HM Government Guidance:

Working Safely During COVID-19 in or from a vehicle; Guidance for Employers and Employees and the Self Employed,

Working Safely During COVID-19 in offices and contact centres; Guidance for Employers and Employees and the Self Employed,

Working Safely During COVID-19 in construction and other outdoor work; Guidance for Employers, Employees and the Self-Employed,

Working Safely During COVID-19 in restaurants, pubs, bars, and takeaway services

Available at: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19> [

British Holiday & Home Parks Association Ltd

Health and Safety Considerations for holiday, touring park, and campsite operations in the COVID-19 environment

1. Introduction

This amendment to our Safety Policy sets out our principles and procedures to ensure the Health, Safety and wellbeing of our Team, and Customers during the current phase of the COVID-19 pandemic. We have followed the hierarchy of controls as set out in our Health and Safety Policy on Risk Assessments and the current guidance from HM Government and the BH&HPA. We can reopen from the 4th July 2020

We will take all reasonable precautions required to create and maintain a safe working environment. We have approached these current principles with compassion and understanding. We will communicate regularly with our employees and customers and address any concerns they may have.

We expect this document to be updated as new advice emerges or the situation develops.

The government's guidance is that we all need to help control the virus, and this means on Park

- Limit contact with other people
- Keep your distance – 2 metres, and outside as much as possible
- Wash your hands thoroughly and regularly for at least 20 seconds
- Do not leave home if you or anyone in your household has symptoms
- Only persons with a legitimate reason to be on site are permitted, all others will be asked to leave
- We have enhanced cleaning arrangements in place
- Failure to observe the requirements could result in a customer being asked to leave

The HM Government's Covid-19 secure notice is displayed on our website, reception and at the entrance to the 12 Lost Churches. Our procedures will be reviewed weekly, and logged on the Risk Assessment

The shop and the play area remain closed. The 12 Lost Churches is initially opening with a Takeaway/ External seating service, and with shorter opening times, which will be displayed

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General Covid-19 Secure Principles

- The Park will open on 4th July, there has been a team of staff maintaining and preparing the park for the safe return of our staff and customers in accordance with government and industry guidelines. Safety compliance checks have continued during our closedown
- Our reception area is open and is reconfigured with protective screens so we can maintain safe contact with our guests. We ask our customers in the office to maintain social distancing whilst accessing our assistance. Payment in full is preferred before arrival
- Our Maintenance Team will continue to carry out our compliance checks, park maintenance, repairs, visits to inspect/work at empty units and repairs in units and communal areas
- The housekeeping team have undertaken robust cleaning and hygiene procedures using surface cleaners that meet BS 14476
- Our employees are aware of the symptoms of Covid-19. Employees with the symptoms must let us know immediately and stay at home
- Where a person in the employee's household has recognised symptoms or the employee has been notified by the NHS Test and Track Service as being in close contact with someone who has tested positive then current NHS isolation guidance must be followed
- Employees whose symptoms come on whilst at work must go home immediately in a safe manner, minimising contact with others and then self-isolate and get tested in accordance with NHS guidance, and report this to their manager immediately.
- Those employees designated as clinically extremely vulnerable and who are subject to the shielding requirements must stay at home
- We ask that our customers and visitors do not visit the park with any symptoms and if they become ill whilst on site that they notify us without delay
- All our Teams will maintain 2m social distancing when working. Access to the shared spaces will be minimised and personal washable or disposable face coverings can be worn when in these restricted areas
- Visits will only be undertaken inside a customers' unit with controls in place (see below)
- Handwashing guidance (below) must be complied with
- Regular surface cleaning will be undertaken by the teams, and we will log the cleaning schedule of the communal guest areas (see below)
- Employees are provided with wipes for supplementary cleaning of hard contact surfaces, touch points, light switches, and equipment in their work area
- Team equipment is no longer shared unless cleansed in between uses
- All areas have been decluttered to reduce touch points and to facilitate cleaning
- Tracy has been appointed to lead on COVID matters in collaboration with our external Health and Safety Advisor.
- All staff are given a copy of this Policy & Risk Assessment
- We have provided information directly to our customers and via our social media platforms. Information notices are displayed in strategic locations on Park
- Customers are advised that our self-contained units must only be used by members of the same group, they are not to be used for social gatherings with friends. Customers remain responsible for the cleaning of the unit during their stay.
- Customers will be informed of the new arrangements for Reception, the 12 Lost Churches, play area and the Shop. And that they need to bring essentials with them.
- The Car Park and Tent pitches can only be utilised if the 2 metre social distancing rules are complied with by our customers
- Contractors are required to provide the maintenance manager with their Covid-19 Risk Assessment

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2. Hand washing

Employees & customers should avoid touching their face, particularly their eyes, mouth, and nose unless they have just washed their hands.

Hand washing must take place

- Before you leave home
- When you arrive at the Park
- After using the toilet
- Before eating, drinking, and touching your face, especially the eyes, nose, and mouth
- Before and after distinct tasks and using equipment
- Before leaving the Park

Remember you are trying to reduce the risk of viral transmission. Only use hand sanitiser if water and soap are not available.

Hand washing needs to be thorough- a rigorous rub for at least 20 seconds with soap under running water. It is the soap that kills the virus. The fingertips are likely to be the most contaminated and must be cleaned effectively. Hand washing posters are displayed

Monitor the dryness of your hands, sanitiser will remove some of the natural oils from your skin, as will increased handwashing. Do please regularly moisturise your hands.

Nails should be kept short, and nail biting is discouraged

Hand sanitiser and wipes will be placed in strategic locations for our customers to use, for example at the entrance to reception, the WC and Shower blocks, and the 12 Lost Churches

Hand sanitiser provided complies with BS EN 1500

3. Specific Covid-19 Secure Procedures (“Our Safe Systems of Work”)

Team travel to work

- Ideally travel in your own vehicle, cycle, or walk
- If you need to use public transport, wear a personal washable face covering, and choose a less busy time to travel

Reception & Office

- Reception has been reconfigured with protective screens to maintain 2 metres social distancing. Customers will be able to access our assistance safely. Staff should not enter the customer area, apart from to drop items on the table for customers to pick up
- Tourist information for customers has been relocated out of reception
- Customers are encouraged to make payment before arriving by card/ BACS. If the card machine is used it must be wiped down after use. However, Payment can be made for smaller amounts through the screens so is completely contactless.
- Customers are encouraged not to have parcels sent to the Park, those received will be stored securely and hands washed after handling by the reception team
- Only an agreed minimum number of employees will work or be present in the office & reception areas.

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- Meetings and conversations will take place outside if social distancing cannot be maintained
- Sharing of workstations or individual equipment, including pens is to be minimised. Staff have their own sets of equipment and sanitising wipes to keep their work areas clean. Lockers have been provided to facilitate this
- Employees are required to maintain social distancing (of at least 2 metres) within the office space
- The team will avoid face to face locations in preference to back to back or side to side seating.
- Signage displayed reminding to maintain social distancing and to wash hands on arrival and departure at the Park will be displayed in the reception window, so it always remains visible
- Signage displayed showing proper handwashing techniques will be displayed within staff WC's, and the towels will be replaced by disposable hand towels. Hand sanitiser is available to all and will be kept topped up
- The team will avoid entering a room or shared space if a colleague is in that area and social distancing may not be maintained.
- Wipes and hand sanitiser near high touch shared equipment such as the key cupboard and printers and persons are required to clean the touch points before and after each use and wash their hands before and after each use. Key Safes are now provided at the units to reduce this potential point of transmission
- Employees are encouraged to bring their own food and drink to the office to minimise the use of shared kitchen facilities, including the fridge. If these facilities are used, then all touch points on all equipment and containers used should be cleaned before and after use.
- Employees should consider eating their lunch at their desk or outside the office to minimise the use of shared spaces.
- Handwashing facilities kept well stocked, with used hand towels and wipes placed in plastic lined lidded bin
- First Aiders; a FFP2 Face covering will be provided for use during any necessary First Aid treatments. Separate advice will be provided on their use and disposal. treatments, the current guidance from the Resuscitation Council is here <https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/> Additional guidance is provided for our first aid trained staff.
- Customers requiring First Aid, are advised to visit the walk-in centre at Leiston
- Internal doors (excluding Fire Doors) should be left open to minimise contact. But closed at the end of the day without fail
- All Contractors carrying out essential maintenance works to the Park will be required to comply with these procedures
- Customers have been advised that only one designated person from each booking group should enter reception on arrival

At the Maintenance Stores and Welfare Facilities

- Only the maintenance team to access this unit, social distancing to be maintained including during rest breaks
- Handwashing to take place, and hand washing facilities kept stocked up with supplies
- Used hand towels and wipes placed in plastic lined lidded bin, and disposed of regularly
- Decluttering had been undertaken to remove excessive touch points and to facilitate effective cleaning
- Cleaning of touch points to be undertaken by the team at least at the beginning and end of the day. Sanitising wipes are provided for this
- Tools to be used by one team member or wiped down with a sanitiser wipe between uses.

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Maintenance Team; work on Park- essential maintenance works

- Entry at a unit to only take place if the occupants have confirmed that they are asymptomatic and not self-isolating both at the time of making the appointment and immediately prior to entry.
- Guidance setting out our expectations of customers during a visit will be provided in advance and they will be encouraged to have as few members of the 'household' present at the time of our visit.
- Work will only take place inside a Customer's unit if the Customer can be in another room, or leaves the premises during the work
- Social distancing of at least 2 metres from the customer and all members of their household to be always maintained
- The household must not enter the same room as the team whilst they are on site
- The Maintenance Team will clean any of the property's touch points they have used at the end of the visit
- Tools are sole use of the team, and the individual wherever possible
- Work gloves are sole use
- Avoid close face to face work where possible. If this is not possible then work side by side or facing away from each other.
- Hands to be washed on arrival and departure
- Keys and key safes must be wiped clean when used
- The team will not travel in the same vehicle wherever possible. Vehicles will be allocated to one team member as much as possible. The vehicles have been decluttered and driven with the windows open. A surface wipe will be used on the touch points before use, if used by another team member
- Safety checks are being maintained

Housekeeping

- Robust cleaning and hygiene procedures are being maintained
- Team members will wear disposable gloves and a disposable apron when cleaning accommodation. Shoes to be left at the door of the unit. Hands to be washed after removing PPE
- Face coverings are not mandatory, but if the team wish to use them, then guidance will be issued. They can be disposable or a washable (machine washable at a temperature of least 60 °C) version
- Social distancing and hand washing requirements must be maintained by the team
- Accommodation units will be decluttered to facilitate cleaning
- Customers will be advised that cleaning has taken place prior to their arrival, and that they are responsible for cleaning during their stay
- Bedlinen and towels for the units will be bagged and left in the cleaned unit for the guest to unpack, and make up their beds (apart from week 1)
- Adequate supplies of cleaning chemicals and equipment are maintained by the Housekeeping supervisor
- On entering a unit to clean, staff will ensure that the unit is well ventilated. Any remaining personal items from the customer will be bagged up and tied
- Hard surface cleaner complies with the BS 14476, steam or a compliant sanitising spray will also be used for soft furnishings, and surfaces

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- Disposable cloths and disposable mop heads will be used and bagged up for disposal after use. Bags to be tied.
- Frequently touched surfaces will be cleaned, such as door handles, light switches, remote controls, kitchen surfaces and appliances, thermostats, taps, tables, chairs, bins, bathroom surfaces and sanitary fittings.
- All crockery, cutlery, pans to be washed used the dishwasher on a 60 °C cycle, and any chipped or cracked items disposed of
- For cleaning a unit where an occupant has a possible/ confirmed case, a mask and single use boiler suit must be worn. The team also have a complete change of clothes to ensure their safety during this process
- Usual laundry procedures to be continued with our external supplier, but bedding and towels to be bagged before delivery to the unit.
- The team are well versed on correct handwashing techniques and good personal hygiene practices, such as short nails and no nail biting.
- Buggies are for one person only, with wipes in the unit to cleanse the touch points

The 12 Lost Churches

- The Play Area, Pool room & Terrace remain closed for the foreseeable future
- The Bar and Restaurant will operate a one-way system, this is clearly signed from the front door, to the exit into the garden
- Only supervised children and well-behaved dogs are permitted to ensure social distancing is maintained
- Windows & doors to be opened to ensure the area is well ventilated
- A Hand sanitiser unit is available for customers to use at the entrance and exit, and at the entrance to the WC's.
- Both the Ladies, Gents and accessible public WC's within this area now operate with social distancing in place. The first door will be propped open, to reduce a touch these points.
- WC's are only to be used by customers
- Notices are displayed asking customers to respect the social distancing rules whilst using the facilities
- Hand washing notices are displayed within these units and the soap etc are kept well stocked
- A table reservation system is in place. And only table service is permitted both inside the premises and outside in the garden area.
- Persons are not congregate at the bar, and bar service is no longer possible
- Condiments will be by single sachets
- Cutlery and crockery will not be left on the tables. Cutlery will be disinfected by using of the dishwasher and presented to the customer in a sealed takeaway, or similar box, or by being wrapped in a napkin
- Seating arrangements will consider the 2-metre social distancing, meaning that some units will not be able to be used. For example, the small banquette units immediately inside the front door will be not be in use.
- Pinch points to be self-managed by social distancing
- Groups are to be single household only, and to a maximum of 6 persons
- Contactless payments to be made only
- Staff to maintain social distancing on taking orders and the subsequent delivery of drinks and food
- Trays and menus to be wipeable with a sanitising wipe
- Disposable napkins only

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- Drop zone created for delivery of drinks and food items, and for one guest to distribute to the other guests in the group this could be via a tray or bag system
- External BBQ's, Picnic hampers and ready meals are being considered, to ease congestion within the restaurant. The above principals will be adhered to
- The front of house team will keep separate from the kitchen team, and a food drop off point is in place to facilitate this

Kitchen, Cellar, stock rooms and Bar

- Staff will adhere to the social distancing and hand washing requirements, and have an allocated 'workstation'
- Deliveries to be made to the cellar/ back door only not through the restaurant
- Hands to be washed after receiving a delivery in and after disposing of external packaging
- Robust and regular disinfection of the touch points to be maintained with a disinfection and sanitising process compliant to BS 14476
- Reduced menu to be in operation, dependant on the ongoing occupancy of the park
- Food Safety Management system (Safer Food Better Business) to be maintained. A revised system is in place from 4/7/20
- Dishwasher & glass washer to be maintained at or above 60 °C

The Shop

- The current shop layout does not permit social distancing. We are exploring solutions to manage this facility. Including a 'click and collect' option/ hampers from the 12 Lost Churches. Until this is resolved it must remain closed to our customers. Customers will be directed to our local community facilities.

Play area

- The Play area remains closed, and the gates are secured
- Notices are displayed to state that this area is closed

NB Parents will remain responsible for supervising their children on Park, to ensure social distancing and safety.

Health and Safety Checks on Park undertaken by the Maintenance and Housekeeping Teams

- Touch points to be avoided if practicable, and surfaces touched to be cleaned using a sanitising wipe
- Hands to be washed on arrival and departure and between tasks

Sales Customer Visits

- Sales visits are permitted to a prospective property, and the prospective customer will be made aware of the relevant sections of this procedure to ensure the safety of the team and the customer. Ideally an appointment will be made, and this information can be conveyed beforehand. However, it can be run through verbally ahead of the meeting
- Any meeting to only take place if the customer has confirmed that they are asymptomatic and should not self-isolating immediately prior to meeting
- Prior to a visit, the property should have been empty for at least 72 hours or all touch points in the property should be sanitised by the Housekeeping Team

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- Only potential customers & their household, and one Cliff House Team member will meet at the property.
- Customers will be permitted to view the Property; all the doors will be pre-opened for them. They are to be asked not to touch anything. The Cliff House Team Member will maintain social distancing, which could involve waiting outside the property.
- Customers will then be required to leave the property, without making any direct contact with our Team. Further conversations will be by subsequent phone call, email, etc.
- For a Sales signature, the Cliff House Team Member will wear a washable face covering and the new customer will be handed a disposable mask. Which the customer will then dispose of. If the customer needs a pen, then this can be retained by them or should be disposed of.
- Hands to be washed on arrival and departure
- Keys and key safes will be cleaned with sanitising

Customer Safety

- The Reception Area is open to our customers. Protective screens are in place to the two desks to ensure the safety of our team and our customers
- Information packs will be placed on the table by the reception door, for customers to collect. Information is also placed in the accommodation units
- Customers are advised of the new check in and check out times, to facilitate the cleaning of the units. Check out is by 9am and check in has been extended to 5 (ish dependant on how busy the park is)
- Only one designated person should go to reception on arrival
- Customers are advised that units are for the use of their group, not for inviting or entertaining guests
- Customers are advised to stay within their unit/ pitch
- Customers are reminded that they should not allow children or dogs to roam unsupervised around the park, as they may break the 2-metre social distancing rule
- Full pre-payment is now required; however, the card machine is being located so a minimal number of payments can if taken if required
- Customers are advised that parcels should not be sent to reception. Post trays remain, and post can be collected from the small table just inside reception
- Towels and Linen for the stay will be provided wrapped in a bag, we will not be making customers beds. This bag(s) can then be used for used items to be placed in at the end of the stay
- Customers are reminded of the enhanced hand washing requirements on Park, together with the requirement to maintain social distancing by strategically placed notices
- On check out guests are required to open all windows to their unit, and to place sheets, pillowcases and towels in the bags provided.
- Customers must also confirm that no one was ill during their stay.
- Regular and effective cleaning takes place of communal areas
- Lost property will no longer be held

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Communal wash areas: toilet, shower blocks and laundry room. And use of bulk bins

- Customers have been made aware of the new requirements for these areas and that they are responsibly to ensure social distancing. This guidance is displayed at the entrance to each unit. Where we can a one-way system is in place.
- Where possible, the entrance door will be propped open, to reduce the risk of contaminating the door handles
- All units will always be well ventilated
- The laundry room can be used by customers, and we have redesignated the sink unit there for handwashing to ensure that touch points are clean
- All non-essential items have been removed from each unit, and a hand sanitiser dispenser wall mounted at each entrance
- Bins in these areas are foot operated, lined and emptied regularly
- The Housekeeping team will maintain cleanliness, and empty bins during the day: the frequency to be dependent on the occupancy of our camping facilities
- Regular, recorded effective cleaning takes place of these areas
- Persons using the bulk bins on park, are advised to wash their hands after using these facilities
- A notice is on the noticeboard by the beach steps to remind users of the need to maintain social distancing whilst using the steps and to wash their hands

4. Wellbeing and Mental Health

Employees are reminded that they need to be mindful of anxiety, stress, and mental health in both themselves and others around them. Whilst we are all going through this together, we all have different circumstances, and this is not a competition.

If employees wish to speak about any concerns, they should first address them to their manager

5. Communication

We will update this amendment to the health and safety policy as we receive new guidance, and re-issue it. It is our joint responsibility to follow the procedures above, if you have any concerns please speak with your manager as soon as practicable.

6. Summary

- **We have carried out a COVID-19 risk assessment and shared the results with the people who work here and with our customers**
- **We have cleaning, handwashing, and hygiene procedures in line with guidance**
- **We have taken all reasonable steps to maintain a 2m distance across the activities of the Park**
- **Where people cannot be 2m apart, we have done everything practical to manage transmission risk**
- **We will revise these controls as necessary**