



COVID-Secure Policy and Procedures



16th November 2021

PGL COVID-Secure Policy and Procedures Statement

PGL is fully committed to safeguarding the health, safety and welfare of our colleagues, guests, visitors and the people in the communities where we work. We are aware of, and will comply with, Public Health England (PHE), the Health and Safety Executive (HSE) and Department for Education (DfE) COVID Guidance.

PGL manages the risks associated with COVID-19 and ongoing compliance with the government's "Working safely during coronavirus guidance" and the Department for Education's operational guidance for schools through;

1. Regularly reviewing our risk assessments and sharing with our customers and our employees.
2. Implementing robust cleaning, handwashing and hygiene procedures.
3. Monitoring Carbon Dioxide levels to ensure appropriate ventilation levels.
4. Ensuring a supply of fresh air to indoor spaces by opening windows, doors and vents.
5. Ensuring customers and staff are symptom free and insisting that they isolate and are tested if required.
6. Demonstrating strong leadership, worker engagement, and use of good health and safety advice.
7. Providing appropriate training.
8. Protecting vulnerable groups and those at higher risk of serious illness, such as those with underlying health problems.
9. Providing ongoing physical and mental health support, recognising that some effects may be long-lasting and consider the needs of all workers, including those with health conditions and those working from home.
10. Ensuring that goods suppliers, contractors and others who have access to our centres operate in accordance the Government's guidance on working safely during coronavirus.

Anthony Jones

Chief Executive Officer
PGL Travel Ltd.

Risk Assessment

What are the hazards?	Who might be harmed and how?	What are we doing?
Transmission due to contact between individuals and surfaces	<i>Staff, Guests, Visitors and Contractors</i>	<p><u>Prior to arrival</u></p> <ul style="list-style-type: none"> Schools and groups will have a clear understanding of the role they play in managing the risk of COVID-19, this includes promoting and monitoring of good personal hygiene and respecting social distancing to avoid contact with people outside of their group or who they do not normally meet The school is responsible for ensuring individuals who are required to self-isolate do not attend the setting Schools and groups will be advised that adults and children in Year 7 or Secondary 1 and above will be required to wear a face covering in indoor communal areas such as corridors, dining room and shop where they may encounter people outside of their group Schools and groups will be asked to confirm that their setting is 'COVID-free' and everyone on the visit is in good health and not showing any signs of COVID-19, this will be confirmed upon arrival <p><u>Transport / Car Parks / Vehicles</u></p> <ul style="list-style-type: none"> Schools and groups are directed to the government guidance on travel Coach operators contracted by PGL will confirm in writing that they conform with latest government guidance and ensure: <ul style="list-style-type: none"> use of hand sanitiser upon boarding and/or disembarking additional cleaning of vehicles managing any stops or breaks at services etc. to reduce the risk of transmission organised queuing and boarding where possible including 'first in, last out' distancing within vehicles wherever possible vehicles are well ventilated drivers routinely undertake LFD testing

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		<ul style="list-style-type: none"> • Car parks are defined and controlled to ensure all traffic and vehicle movement is managed to minimise congestion • Our staff are provided with access to additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible <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 • Physical meetings are limited to essential purposes only and social distancing guidance enforced, these will be outdoors or in well-ventilated rooms • In addition to staff training and pre-arrival information for guests, posters will assist in ensuring face coverings are used in recommended circumstances • A dedicated PGL Group Leader will be allocated as a primary point of contact <p><u>Arrival</u></p> <ul style="list-style-type: none"> • Party Leaders are reminded of the role they play in managing the risk of COVID-19 and their obligation to: <ul style="list-style-type: none"> ○ Report any illness to PGL ○ Ensure face coverings are worn where required ○ Respect social distancing • Party Leaders and guests are reminded of the importance of good personal hygiene and the need to clean their hands thoroughly and more often than usual; <ul style="list-style-type: none"> ○ In-between activities ○ Before and after eating or handling food ○ After sneezing, coughing, blowing nose or touching face ○ Before and after using the toilet • Party Leaders are encouraged to promote the importance of good respiratory hygiene for everyone ('catch it, bin it, kill it')

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		<p><u>All Facilities</u></p> <ul style="list-style-type: none"> • To provide maximum ventilation, entrance and exit doors and windows will be open as much as possible unless they are designated fire doors • The number of guests permitted in each building at any one time has been calculated to ensure social distancing can be respected and signage is provided at each entrance to illustrate the maximum numbers and highlight our expectations • Where surfaces require disinfecting, we will use an antiviral disinfectant that is effective against Coronavirus; certified to European standards B:2013 + A2:2019 • 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 hand washing facilities are provided outside the dining room and other key locations • Markers/signage will be in place to help staff and guests respect social distancing wherever there is a need to queue • Signage will be placed in prominent areas to remind everyone to respect social distancing and wash their hands regularly • One-way flows are 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 • Guest timings for arrival, use of the shop and restaurant will be staggered 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 and 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 • Furniture will be arranged to allow social distancing • Effective signage to make all aspects of movements and use of site is clear and unambiguous

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		<ul style="list-style-type: none"> • Toilet facilities provided for visitors are single occupancy only and cleaning materials will be provided to allow 'self-cleaning' • Bins will be available for the disposal of PPE, tissues etc. Hand Sanitiser will be available in close proximity <p><u>Our Staff</u></p> <ul style="list-style-type: none"> • We will promote and encourage asymptomatic testing for all staff – in line with DfE guidance for school staff • Are health checked every morning and reminded daily only to come into work if they are well and not required to self-isolate • Are aware of their obligation to report any illness and are reminded of the importance of good personal hygiene • Have staggered arrival and departure times at work to prevent crowding into and out of the workplace. More entry points have been provided • Are split into dedicated work teams, where possible, to keep the number of members interacting with others as small as possible • Staff will wear mask when sharing company transport • Will undergo comprehensive training in preventing the transmission of COVID-19, washing hands, cleaning, hygiene, social distancing and the use of PPE • Are kept updated and regularly monitored on all procedures • Will have a change of clothes / spare uniform available for when required e.g. after dealing with virus or bodily fluids • Will avoid using 'hot-desks' and shared workspaces, where this is not possible, cleaning and sanitising workstations will be undertaken between different occupants • First aiders have been provided with additional training in accordance with the Resuscitation Council UK Covid-19 guidance on CPR and resuscitation and appropriate PPE is available in order to maintain an effective response to any incidents

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		<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 virucidal mist prior to occupation unless the room has been unoccupied for 72 hours after cleaning • Windows are fitted with restrictors to allow ventilation • All linen including mattress protectors will be replaced between occupants • Pillowcases will be 'doubled up' • Shower curtains will be replaced between occupants • All 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 • To reduce the risk of transmission, rooms will only be cleaned during the stay at the request of the occupants • Tea and coffee making facilities will be sanitised and available in each adult room, additional supplies will be made available <p><u>Catering</u></p> <ul style="list-style-type: none"> • The dining room is clearly marked/signed to ensure guests can respect social distancing and avoid contact with people outside of their group or who they do not normally meet • Each dining room, where possible, does have a clear entrance and exit route that avoids groups interacting with others, exceptions to this are supervised to ensure social distancing is followed

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		<ul style="list-style-type: none"> • Chairs, tables, and any other touch points are sanitised between groups visiting the dining room • At all self-service points cleaning materials are provided to sanitise hands and equipment before and after service. Notices will be placed reminding everyone to only 'touch what you intend to take' • Utensils in use at the 'salad bar' will be replaced every 30 minutes (maximum) • Cutlery trays will be regularly replaced during service, they will be cleaned and sanitised before reintroduction. <p><u>Retail</u></p> <ul style="list-style-type: none"> • The PGL Group Leader will ensure 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 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 • There will only be one person at a time in stockrooms • The use of baskets will be minimised, with handles sanitised between users • Customers will be encouraged to avoid touching products while browsing • Guests will be asked not to lean on the counter • Guests will be encouraged to sanitise their hands using the sanitiser provided before using the vending machines

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		<p><u>Activities / Evening Entertainment</u></p> <ul style="list-style-type: none"> • Programmes are modified to ensure activities can be conducted to adhere with social distancing guidelines and prevent any interaction with other groups • The following activities are not in use until further notice: <ul style="list-style-type: none"> ○ Fencing ○ Aeroball (indoor) ○ Tunnel Trail ○ Quad Biking ○ Disco (unless single-group occupancy) ○ Matrix (Little Canada) • Activities 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 • Evening entertainments or other large group events will only take place indoors where we can guarantee there is sufficient ventilation in line with government guidance • We will ensure strict maintenance of hand hygiene using hand sanitiser before, during and after activity (where appropriate) • 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 our Activity Risk Assessment
Transmission of infection	<i>Staff, Guests, Visitors and Contractors</i>	<p><u>Infection Control</u></p> <ul style="list-style-type: none"> • We have procedures in place to manage any suspected infection which includes the use of designated rooms suitable for isolation whilst awaiting collection

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		<ul style="list-style-type: none"> The PGL Infection Control Policy outlines the actions to be taken in the event of someone (staff or guest) showing signs of COVID-19, including engaging with the NHS Track and Trace service and local health protection team <p><u>Guests</u></p> <ul style="list-style-type: none"> If a guest is displaying symptoms of the Covid-19 virus; <ul style="list-style-type: none"> As per DfE guidance for schools, each case and situation will be assessed on an individual basis, but the primary action will be for the individual to return home for testing They will immediately self-isolate to minimise any risk of transmission The school/group will contact the individuals parents to arrange for collection <p>*On the Isle of Wight, we will assist you in arranging the next available ferry crossing with Wightlink whose Covid Safe procedures currently require any such passengers to stay in the vehicle throughout the crossing.</p> <ul style="list-style-type: none"> If a guest cannot reasonably return home (for example because they are not well enough to travel) their circumstances will be discussed with an appropriate health care professional and, if necessary, the Local Authority <p><u>Staff</u></p> <p>Staff will self-isolate when they:</p> <ul style="list-style-type: none"> Display any symptoms (high temperature, new continuous cough, loss or change to sense of smell or taste) Have tested positive for Covid-19 Have been told to self-isolate by NHS Test and Trace Live with someone who has symptoms or tested positive, unless; <ul style="list-style-type: none"> They are fully vaccinated – this means 14 days have passed since your final dose of a COVID-19 vaccine given by the NHS Are under 18 years, 6 months old Are taking part or have taken part in a COVID-19 vaccine trial Are unable to get vaccinated for medical reasons All staff self-isolating whether they are symptomatic or not will request a PCR test Staff will be encouraged to tell people they've been in close contact with in the past 48 hours that they might have COVID-19 <p><u>Cleaning</u></p> <ul style="list-style-type: none"> If notified of a confirmed or suspected case of COVID-19 then we will enact the government guidance on cleaning in non-healthcare settings. As a minimum this will include;



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		<ul style="list-style-type: none">○ Secure the room for 72 hours to reduce the infection risk, especially on soft furnishings which cannot easily be cleaned. Alternatively use a 'anti-virucidal 'fogging' machine can be used to clean the area○ Use disposable cloths and mop heads, clean with warm soapy water first, then disinfect the surfaces○ Normal household disinfectant is recommended○ Pay particular attention to high-touch point areas and air vents○ Staff should wear PPE and, as a minimum, gloves, mask and an apron○ PPE should be discarded by double-bagging and keeping in a secure place, away from other waste for 72 hours. Staff should always wash their hands with soap and water for at least 20 seconds○ Public areas where a symptomatic person has passed through should be cleaned thoroughly even where contamination may not be visible. All surfaces that the symptomatic person has come into contact with should be disinfected, including all high-touch points such as bathrooms, door handles etc. <ul style="list-style-type: none">● Schools and Groups should notify PGL of any post-visit infections

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, PHE, NHS