



# COVID-Secure Policy and Procedures

28<sup>th</sup> May 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.

The DfE guidance on maintaining consistent groups or “school bubbling” provides the primary control for managing risk during residential educational visits. PGL will ensure that groups minimise contact with those outside of the school bubble and implement other protective controls to effectively reduce the risk and create an inherently safer environment.

PGL manages the risks associated with COVID-19 through ongoing compliance with the government’s “Five Steps to Safer Working Together” guidance through;

1. Regularly reviewing our risk assessments and sharing with our employees
2. Implementing cleaning, handwashing and hygiene procedures in line with guidance
3. Taking all reasonable steps to help people work from home
4. Taking all reasonable steps to maintain a 2-metre ‘social distance’
5. Implementing practical measures to manage transmission risk where employees, guests and visitors cannot be 2 metres apart

As employers, we will ensure safe people, workplaces, systems and equipment and we commit to the following;

- We will assess and manage our COVID-19 risks and ensure safe work-resumption using a systematic approach, the hierarchy of control and excellent communications
- This policy will be updated to reflect the latest government guidelines
- We will show strong leadership, worker engagement, and use of good health and safety advice; provide appropriate training, ‘social distancing’, hygiene, ventilation and PPE in line with the relevant risk assessments
- We will protect vulnerable groups and those at higher risk of serious illness, such as those with underlying health problems
- We will provide 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, those working from home and those furloughed
- We will ensure 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.

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## 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><b><u>Prior to arrival</u></b></p> <ul style="list-style-type: none"> <li>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 ensuring social distancing is maintained where necessary. The school is responsible for ensuring individuals who are required to self-isolate do not attend the setting</li> <li>Schools and groups will be advised that everyone aged 11 and over (or in year 7 and above) will be required to wear a face covering in indoor communal areas such as in corridors, dining room and shop</li> <li>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</li> </ul> <p><b><u>Maintaining Consistent Groups ('Bubbling')</u></b></p> <p>DfE Guidance sets out that residential educational visits organised by a school should be conducted in a way that maintains the integrity of the established school visit 'bubble' and have advised schools to consider 'bubbles' of circa 30 when planning visits. This is not 100% definitive and therefore, we will work with all groups and schools to meet their individual requirements.</p> <p>Our rooming plans treat each school or group as a class or group 'bubble', with each 'bubble' having their own separate area for accommodation. 'Bubble' sizes vary depending on the centre and type of accommodation and we will always ensure we maximise space within bubbles.</p> <p>Larger groups may be split across different floors and corridors, into smaller sub-groups, but this depends on the rooming configuration at your centre.</p> <p>Children will be in 4-6 bedded rooms and staff in single rooms. Where larger rooms are being used, we will advise in advance and aim to reduce the number of pupils into smaller groups where possible.</p> <ul style="list-style-type: none"> <li>Our rooming plans for schools and groups allows us the flexibility to respond to individual requirements</li> <li>Schools and groups will be allocated their own accommodation area to limit the interaction with other schools or groups</li> </ul>

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		<ul style="list-style-type: none"> <li>• Guests will be assigned to a group for activities, in which they will remain for the duration of their stay</li> <li>• Guests will have either en suite toilet and shower facilities, or facilities dedicated to the school or group to avoid the need to interact with other individuals or groups</li> <li>• Staggered arrival times and procedures for each school or group will avoid contact with other guests</li> <li>• Each school or group will have a designated area and mealtime to avoid contact with other guests</li> <li>• Staff accompanying the Group or School will be provided with single occupancy accommodation</li> </ul> <p><b><u>Transport / Car Parks / Vehicles</u></b></p> <ul style="list-style-type: none"> <li>• Schools and groups are directed to the government guidance on travel</li> <li>• Coach operators contracted by PGL will confirm in writing that they conform with latest government guidance and ensure:             <ul style="list-style-type: none"> <li>○ use of hand sanitiser upon boarding and/or disembarking</li> <li>○ additional cleaning of vehicles</li> <li>○ managing any stops or breaks at services etc. to reduce the risk of transmission</li> <li>○ organised queuing and boarding where possible including 'first in, last out'</li> <li>○ distancing within vehicles wherever possible</li> <li>○ vehicles are well ventilated</li> <li>○ the use of face coverings for children (except those under the age of 11 or those who are exempt)</li> <li>○ drivers routinely undertake LFD testing</li> </ul> </li> <li>• Car parks are defined and controlled to ensure all traffic and vehicle movement is managed to minimise congestion</li> <li>• 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</li> </ul>

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		<p><b><u>General Management</u></b></p> <ul style="list-style-type: none"> <li>• An Internal Statutory Compliance Audit will be undertaken prior to 'reopening' to ensure legal compliance (legionella, fire safety, electrical testing etc.)</li> <li>• We have reviewed our Fire Risk Assessments to ensure they remain effective and comply with guidance on social distancing</li> <li>• 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</li> <li>• Physical meetings are limited to essential purposes only and social distancing guidance enforced, these will be outdoors or in well-ventilated rooms</li> <li>• In addition to staff training and pre-arrival information for guests, posters will assist in ensuring face coverings are used in recommended circumstances</li> <li>• We will limit the number of PGL Staff assigned to each school or group</li> <li>• A dedicated PGL Group Leader will be allocated as a 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 the school or group need to travel within the centre or visit reception to contact a member of staff</li> <li>• We will limit the number of different Instructors assigned to each school or group</li> </ul> <p><b><u>Arrival</u></b></p> <ul style="list-style-type: none"> <li>• 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"> <li>○ Report any illness to PGL</li> <li>○ Ensure face coverings are worn where required</li> <li>○ Maintain social distancing</li> </ul> </li> <li>• 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"> <li>○ In-between activities</li> </ul> </li> </ul>

What are the hazards?	Who might be harmed and how?	What are we doing?
		<ul style="list-style-type: none"> <li>○ Before and after eating or handling food</li> <li>○ After touching your face, blowing your nose and sneezing or coughing</li> <li>○ Before and after using the toilet</li> </ul> <ul style="list-style-type: none"> <li>• Party Leaders are encouraged to promote the importance of good respiratory hygiene for everyone ('catch it, bin it, kill it')</li> </ul> <p><b><u>All Facilities</u></b></p> <ul style="list-style-type: none"> <li>• To provide maximum ventilation, entrance and exit doors and windows will be open as much as possible unless they are designated fire doors</li> <li>• The number of guests permitted in each building at any one time has been 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</li> <li>• Where surfaces require disinfecting, we will use an antiviral disinfectant that is effective against Coronavirus; certified to European standards B:2013 + A2:2019</li> <li>• 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</li> <li>• Additional hand washing facilities are provided outside the dining room and other key locations</li> <li>• Markers/signage will be in place to help staff and guests maintain social distancing wherever there is a need to queue</li> <li>• Signage will be placed in prominent areas to remind everyone to maintain social distancing and wash their hands regularly</li> <li>• 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</li> <li>• Guest timings for arrival, use of the shop and restaurant will be staggered to reduce the risk of transmission</li> <li>• 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"> <li>○ Door handles / push plates, especially in and around: WCs, dining rooms, communal offices, receptions, vending machines and keypad door locks</li> </ul> </li> </ul>

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		<ul style="list-style-type: none"> <li>○ Entrances to buildings, classrooms and accommodation corridors</li> <li>• Appropriate cleaning supplies will be readily available for staff and accompanying visitors to enable easy access for 'self-service' cleaning</li> <li>• Moveable soft furnishings that could harbour the COVID-19 virus will be removed</li> <li>• Furniture will be arranged to allow social distancing</li> <li>• Effective signage to make all aspects of movements and use of site is clear and unambiguous</li> <li>• Toilet facilities provided for visitors are single occupancy only and cleaning materials will be provided to allow 'self-cleaning'</li> <li>• Bins will be available for the disposal of PPE, tissues etc. Hand Sanitiser will be available in close proximity</li> </ul> <p><b><u>Our Staff</u></b></p> <ul style="list-style-type: none"> <li>• We will promote and encourage asymptomatic testing for all staff – in line with DfE guidance for school staff</li> <li>• 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</li> <li>• Are aware of their obligation to report any illness and are reminded of the importance of good personal hygiene</li> <li>• Have staggered arrival and departure times at work to prevent crowding into and out of the workplace. More entry points have been provided</li> <li>• Are split into dedicated work teams, where possible, to keep the number of members interacting with others as small as possible</li> <li>• Staff will wear mask when sharing company transport</li> <li>• Will undergo comprehensive training in preventing the transmission of COVID-19, washing hands, cleaning, hygiene, social distancing and the use of PPE</li> </ul>

What are the hazards?	Who might be harmed and how?	What are we doing?
		<ul style="list-style-type: none"> <li>• Are kept updated and regularly monitored on all procedures</li> <li>• Will have a change of clothes / spare uniform available for when required e.g. after dealing with virus or bodily fluids</li> <li>• Will avoid using 'hot-desks' and shared workspaces, where this is not possible, cleaning and sanitising workstations will be undertaken between different occupants</li> <li>• 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</li> </ul> <p><b><u>Accommodation</u></b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> <li>• Windows are fitted with restrictors to allow ventilation</li> <li>• All linen including mattress protectors will be replaced between occupants</li> <li>• Pillowcases will be 'doubled up'</li> <li>• Shower curtains will be replaced between occupants</li> <li>• All Linen is laundered at 60 degrees</li> <li>• Guest keys will be sanitised with a disinfectant before arrival</li> <li>• Each room will be inspected and approved for use by a member of the Housekeeping Management Team</li> </ul>




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		<ul style="list-style-type: none"> <li>• To reduce the risk of transmission, rooms will only be cleaned during the stay at the request of the occupants</li> <li>• Tea and coffee making facilities will be sanitised and available in each adult room, additional supplies will be made available</li> </ul> <p><b><u>Catering</u></b></p> <ul style="list-style-type: none"> <li>• The dining room will be clearly marked/signed to ensure guests can adhere to the latest advice regarding social distancing</li> <li>• Each dining room will have a clear entrance and exit route that avoids groups interacting with others</li> <li>• Dining will be a 'serviced model' from the counters with no self-service items</li> <li>• Jugs of squash and glasses will be made available on each table, refills of water and squash will be available during service through their PGL Group Leader</li> <li>• Once seated, guests should attract the attention of a member of staff for any further service</li> <li>• Guests will be able to order packed lunches to be eaten outside for each lunchtime</li> <li>• Chairs, tables and any other touch points will be sanitised between groups visiting the dining room</li> <li>• Cutlery, crockery and paper serviettes will be provided to guests over the food counter</li> <li>• Guests will be encouraged to bring their own drinks bottle or travel mug containing a drink to the dining room with them</li> </ul> <p><b><u>Retail</u></b></p> <ul style="list-style-type: none"> <li>• The PGL Group Leader will ensure guests are aware of the procedures to be followed</li> <li>• Contactless payment will be encouraged, tills will be designated 'cash' or 'cash and card' to reduce the requirement to share the card reader</li> </ul>

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		<ul style="list-style-type: none"> <li>• A screen will be in place at the till to reduce the risk of transmission between staff and customers</li> <li>• 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</li> <li>• Replenishment of the shop floor will only occur when guests are not in the shop</li> <li>• There will only be one person at a time in stockrooms</li> <li>• The use of baskets will be minimised, with handles sanitised between users</li> <li>• Customers will be encouraged to avoid touching products while browsing</li> <li>• Guests will be asked not to lean on the counter</li> <li>• There will be no unpacked sweets available</li> <li>• Guests will be encouraged to sanitise their hands using the sanitiser provided before using the vending machines</li> </ul> <p><b><u>Activities / Evening Entertainment</u></b></p> <ul style="list-style-type: none"> <li>• Programmes are modified to ensure activities can be conducted to adhere with social distancing guidelines and prevent any interaction with other groups</li> <li>• The following activities are prohibited until further notice: <ul style="list-style-type: none"> <li>○ Fencing</li> <li>○ Aeroball</li> <li>○ Tunnel Trail</li> <li>○ Quad Biking</li> <li>○ Disco</li> </ul> </li> <li>• Activities will be conducted in accordance with the guidance issued by the Governing Bodies of Sport and industry sector bodies</li> </ul>

What are the hazards?	Who might be harmed and how?	What are we doing?
		<ul style="list-style-type: none"> <li>• We will minimise the need for guests to share equipment</li> <li>• We will prevent the sharing of PPE if there is a risk of transmission</li> <li>• Where social distancing cannot be maintained, instructors will follow government advice and wear the appropriate protective equipment</li> <li>• We will ensure strict maintenance of hand hygiene using hand sanitiser before, during and after activity (where appropriate)</li> <li>• 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</li> </ul>
Transmission of infection	<i>Staff, Guests, Visitors and Contractors</i>	<p><b><u>Infection Control</u></b></p> <ul style="list-style-type: none"> <li>• We have procedures in place to manage any suspected infection which includes the use of designated rooms suitable for isolation whilst awaiting collection</li> <li>• 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</li> <li>• If a guest is displaying symptoms of the Covid-19 virus;             <ul style="list-style-type: none"> <li>○ 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</li> <li>○ They will immediately self-isolate to minimise any risk of transmission</li> <li>○ The school/group will contact the individuals parents to arrange for collection</li> <li>○ In the event of a positive test at home, the school with the providers assistance would contact the DfE helpline and PHE where necessary. Guidance from the DfE and PHE would establish any 'close contacts' who would need to return home</li> </ul> </li> </ul> <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>

What are the hazards?	Who might be harmed and how?	What are we doing?
		<ul style="list-style-type: none"> <li>• 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</li> <li>• 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; <ul style="list-style-type: none"> <li>○ 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</li> <li>○ Use disposable cloths and mop heads</li> <li>○ Clean with warm soapy water first, then disinfect the surfaces</li> <li>○ Normal household disinfectant is recommended</li> <li>○ Pay particular attention to high-touch point areas and air vents</li> <li>○ Staff should wear PPE and, as a minimum, gloves, mask and an apron</li> <li>○ 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</li> <li>○ 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.</li> </ul> </li> <li>• Schools and Groups should notify providers of any post-visit infections</li> </ul>

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

## References

- The Government guidance on working safely during coronavirus  
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely>
- The Government guidance for operating schools (coronavirus)  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/985138/10\\_May\\_Schools\\_Guidance.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/985138/10_May_Schools_Guidance.pdf)
- The Government guidance for Accommodation Operations has been reviewed and applied where appropriate <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>
- The Government guidance for Phased return of Sport and Recreation  
<https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-on-phased-return-of-sport-and-recreation/guidance-for-the-public-on-the-phased-return-of-outdoor-sport-and-recreation>
- The Government guidance for providers of grassroots sport and gym/ leisure facilities  
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/providers-of-grassroots-sport-and-gym-leisure-facilities>
- The Government guidance for safe passenger use of public transport  
<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>
- The Government guidance for transport operators  
<https://www.gov.uk/government/publications/coronavirus-covid-19-safer-transport-guidance-for-operators>
- The Government guidance for safe use of working vehicles  
[UK Government Coronavirus: Safer working principles and risk assessment for working in or from a vehicle \(12 May 2020\)](https://www.gov.uk/government/publications/coronavirus-covid-19-safer-working-principles-and-risk-assessment-for-working-in-or-from-a-vehicle)
- The Government guidance for Retail Operations  
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>
- The Government guidance for Catering Operations  
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>  
  
<https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>
- The Government guidance for Offices  
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>





- The Government guidance for the Visitor Economy  
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy>
- Outdoor Industries guidance on reopening hostels  
[http://www.theoia.co.uk/wp-content/uploads/2020/07/OIA-Hostels-Covid-19-Reopening-Guide\\_10-small.pdf](http://www.theoia.co.uk/wp-content/uploads/2020/07/OIA-Hostels-Covid-19-Reopening-Guide_10-small.pdf)
- British Holiday and Homes Parks Association guidance  
<http://www.bhhpa.org.uk/covid19hs/>
- UK Hospitality Coronavirus Guidance  
<https://www.ukhospitality.org.uk/page/coronavirus>
- Resuscitation Council UK Statement on COVID-19  
<https://www.resus.org.uk/covid-19-resources/covid-19-resources-general-public/resuscitation-council-uk-statement-covid-19>
- Vertex Industry Group (high ropes, adventure parks and zip wire activities.) Guidance  
<http://www.vertex-training.co.uk/docs/VIGReopeningv3.pdf>
- Association of British Climbing Walls guidance  
[https://www.abcwalls.co.uk/wp-content/uploads/Climbing-Centres-Covid-19-Reopening-Guide\\_07b-Public.pdf](https://www.abcwalls.co.uk/wp-content/uploads/Climbing-Centres-Covid-19-Reopening-Guide_07b-Public.pdf)