

Working safely during COVID-19

in Restaurants, Pubs, Bars
and Food Services

Version 3 - 11 September 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. Please be aware that you must adhere to the re-opening dates relevant to your sector or business.

This guidance has 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, Media 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 'RESTAURANTS, PUBS, BARS AND FOOD SERVICES'?

This guidance applies to any food preparation or service setting where food and drink is sold for consumption at venues or for takeaway or delivery. For example, restaurants, pubs, bars, food to go, cafes, mobile catering and contract catering or similar environments where food and drink is purchased and consumed at a venue in their indoor or outdoor areas or offered for takeaway or delivery. It also applies to the food services provided by businesses.

It does not apply to food preparation or food service in clinical or healthcare settings.

HOW TO USE THIS GUIDANCE

This document sets out guidance on how to work safely within the visitor economy, with a particular focus on restaurants, pubs, bars and food services. 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. 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 non-statutory, 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.

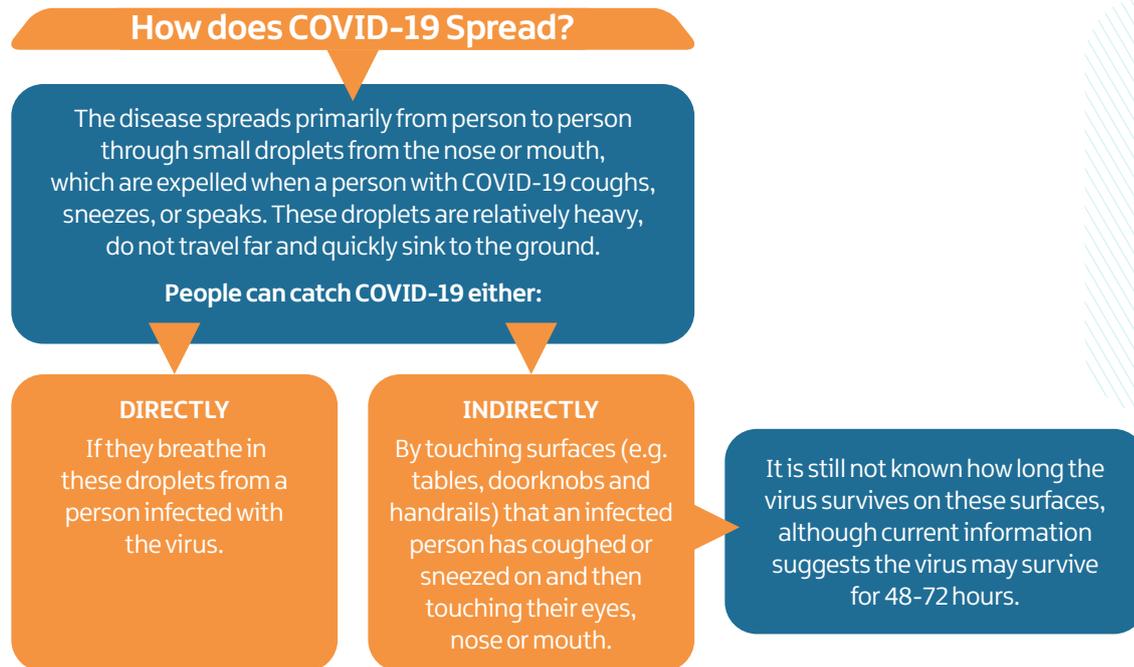
This guidance should be read in conjunction with the relevant guidance provided throughout the document and delivered in line with legislation

<https://www.health-ni.gov.uk/sites/default/files/publications/health/your-guide-to-covid-regs.pdf>

relating to the phased reopening of the NI businesses and indicative re-opening dates, specifically those businesses this guidance has been prepared for: 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.



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.
- In the case of hotel and tourist accommodation, please 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, 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 business. 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](#)

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 you can take.

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.

Employers 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 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, volunteers, customers and contractors.

Further mitigating actions include:

- Managing the number of people admitted onto the premise/within the place of business 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).
- Where social distancing is not possible, using screens, barriers or other structural impediment 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 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 UKHospitality, Hospitality Ulster and the Northern Ireland Hotels Federation (NIHF) - COVID-19 advice and risk assessments for hospitality businesses (Northern Ireland) - has 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, 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.



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 in between and around 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.
- Using screens or barriers or other structural impediments to separate workers from each other and workers from customers at points of service.
- 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).
- 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, break rooms, canteens, 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:

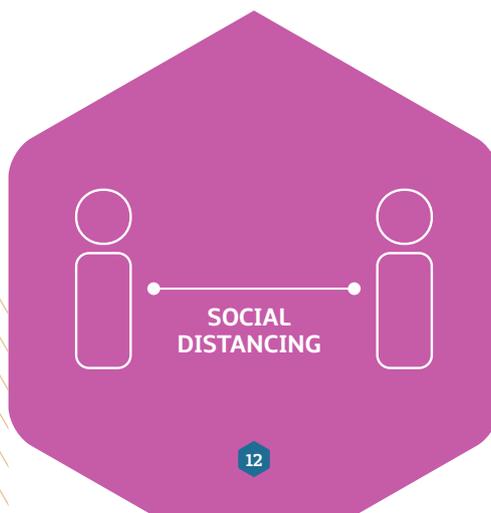
- Staggering arrival and departure times for staff and guests to reduce crowding into and out of the business, taking account of the impact on those with protected characteristics.
- Providing additional parking or facilities such as bike-racks to help people walk, run, or cycle to work where possible.
- 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 and across sites.

Steps that will usually be needed:

- Reducing movement by discouraging non-essential trips within venues and sites, for example, restricting access to some areas, encouraging use of radios, telephones or other electronic devices when sending orders from service areas to kitchens, where permitted, and cleaning them between use.
- Reducing job and location rotation, for example, assigning workers to specific floors or keeping temporary personnel dedicated to one venue.
- Introducing more one-way flow through buildings through signage that clearly indicates the direction of flow.
- 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.
- 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.



3.3 WORKPLACES AREAS

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

- For people who work in one place, for example waiter captains or cashiers, working areas should allow them to maintain social distancing from one another as well as the public.
- Working areas 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.
- If it is not possible to maintain social distancing at workstations apart 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 and processes to allow staff to work further apart from each other.
- Only where it is not possible to move working areas further apart, arranging people to work side-by-side or facing away from each other rather than face-to-face. Where this is not possible, using screens to separate people from each other.
- Using floor tape or paint to mark areas to help people maintain social distancing.
- 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



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

Source: Adapted from Forrester

3.4 FOOD PREPARATION AREAS

OBJECTIVE: To maintain social distancing and reduce contact where possible in kitchens and other food preparation areas. Note that COVID-19 is a respiratory illness. It is not known to be transmitted by exposure to food or food packaging.

Steps that will usually be needed:

- Following [government guidance](#) on managing food preparation and food service areas.
 - Allowing kitchen access to as few people as possible for the running of the business.
 - Minimising interaction between kitchen staff and other workers, including when on breaks.
 - Putting teams into shifts to restrict the number of workers interacting with each other.
- Spacing working areas so as to maintain social distancing, as much as possible, recognising the difficulty of moving equipment such as sinks, hobs and ovens. Consider cleanable panels to separate working areas in larger kitchens.
- Providing floor marking to signal social distancing.
 - Using 'one way' traffic flows to minimise contact.
 - Minimising access to walk-in pantries, fridges and freezers, for example, with only one person being able to access these areas at one point in time.
 - Minimising contact at 'handover' points with other staff, such as when presenting food to serving staff and delivery drivers.

3.5 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.

3.6 BACK OF HOUSE AND COMMON AREAS

OBJECTIVE: To maintain social distancing while using common areas.

Steps that will usually be needed:

- Staggering break times to reduce pressure on break rooms or places to eat.
- Using safe outside areas for breaks.
- Creating additional space by using other parts of the building.
- Installing screens to protect staff in front of house areas or serving customers at till points
- 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.

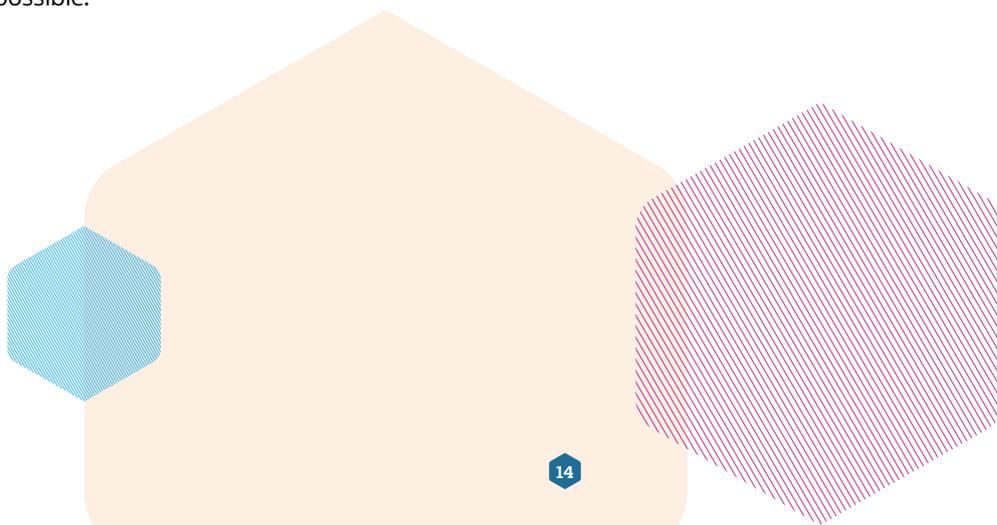
3.7 ACCIDENTS, SECURITY AND OTHER INCIDENTS

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 manage visits to restaurants, pubs, bars and food services to minimise risk of transmission.

Steps that will usually be needed:

- Defining the maximum number of customers that can reasonably follow social distancing at the venue. Taking into account total indoor and outdoor space, specific venue characteristics such as furniture as well as likely pinch points and busy areas.
- Reconfiguring indoor and outdoor seating and tables to maintain social distancing of customers of different households. For example, increasing the distance between tables.
- Working with neighbouring businesses and your district council and landlord to take into account the impact of your processes, such as queues, on public spaces such as high streets and public car parks.
- Working with your local authority or neighbours to provide additional parking or facilities such as bike-racks, where possible, to help customers avoid using public transport.
- Using outside spaces for queueing where available and safe. For example, using some car parks and existing outdoor services areas.
- Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage, visual aids and before arrival, such as by phone, on the website or by email.
- Encouraging customers to use hand sanitiser or handwashing facilities as they enter the venue.
- Managing the entry of customers, and the number of customers at a venue, so that the venue, including areas of congestion does not become overcrowded. For example, through reservation systems and queue management, where possible.
- Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.
- 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.
- Managing customers to prevent queues forming. For example, using social distancing markings, having customers queue at a safe distance for toilets and bringing payment machines to customers.
- Looking at how people walk through the venue and how you could adjust this to reduce congestion and contact between customers, for example, queue management or one-way flow, where possible.
- Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.
- Planning for maintaining social distancing in the event of adverse weather conditions, being clear that customers cannot seek shelter indoors unless social distancing can be maintained.
- Working with neighbouring businesses and the 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.
- 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.

4.2 TEST AND TRACE

OBJECTIVE: To minimise the risk of transmission and protect the health of customers and visitors in restaurants, pubs, bars and food services.

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 TAKEAWAY OR DELIVERY

OBJECTIVE: To manage interactions at the venue resulting from selling food and drinks for takeaway or delivery.

Steps that will usually be needed:

- Encouraging customers to order online, on apps or over the telephone to reduce queues and stagger pick-up times.
- Minimising contact between kitchen workers and front of house workers, delivery drivers or riders, for example, by having zones from which delivery drivers can collect packaged food items.
- Limiting access to venues for people waiting for or collecting takeaways. Setting out clear demarcation to maintain social distancing for customers queuing. Asking customers to wait outside or in their cars.
- Encouraging contactless payments where possible.

4.4 SERVICE AT THE VENUE

OBJECTIVE: To manage interactions at the venue resulting from service of food and drink at a venue in indoor and outdoor services areas.

Steps that will usually be needed:

- Encouraging use of contactless ordering from tables where possible. For example, through an ordering app.
- 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.
- Adjusting processes to prevent customers from congregating at points of service. For example, having only staff collect and return empty glasses to the bar.
- Minimising contact between kitchen workers and front of house workers. For example, by having zones from which front of house staff can collect food.
- Encouraging use of outdoor areas for service where possible. For example, increasing outdoor seating.
- 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.

4.4.1 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.

4.4.2 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.

4.4.3 ENTERTAINMENT

OBJECTIVE: To maintain social distancing when providing entertainment within or outside restaurants, pubs, bars and similar venues that serve food or drink.

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

4.4.4 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.

4.5 MANAGING SERVICE OF FOOD AND DRINK AT A VENUE

OBJECTIVE: To manage interactions at the venue resulting from service of food and drink.

- Provision of Food and Drink at a venue should be delivered in line with phased re-opening and inline with regulations:
www.nibusinessinfo.co.uk/content/coronavirus-timeline-business-reopening
- Provision of food through table service (with alcohol only when accompanying food).
- Maintaining social distancing when taking orders from customers.
- Using social distance markings to remind customers to maintain distance between those from different households.
- Preventing customer self-service of food, cutlery and condiments to minimise transmission. For example, providing cutlery and condiments only when food is served.
- Reducing the number of surfaces touched by both staff and customers. For example, using trays to deliver plates to tables.
- Providing disposable condiments or cleaning non-disposable condiment containers after each use.
- Encouraging contactless payments where possible and adjusting location of card readers to maintain social distancing.
- Creating a physical barrier between front of house workers and customers at points of service where possible. For example, screens or tables at tills and counters to maintain social distancing.
- Use of electronic menus or menu boards and ordering through apps where possible.

4.6 FURTHER GUIDANCE

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

Consideration should be given to the sector-specific guidance and resources highlighted at the end of this document.

Government has also published guidance on the Visitor Economy, Hotels and Tourist Accommodation, Culture and Heritage Destinations and Venues and Transport. Further guidance is also being produced at UK level in relation to Events and Entertainment. This guidance will be updated with the relevant information and links when these documents become available.

UKHospitality in partnership with Hospitality Ulster, NIHF and a number other sectoral bodies have consolidated many parts of the visitor economy into one guidance document. Whilst it is not comprehensive, it can be used in conjunction with the links below to provide further information and resources for your risk assessment. The UKHospitality guidance is applicable to businesses UK-wide and has been adapted by Hospitality Ulster and the Northern Ireland Federation to Northern Ireland.

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.

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 online booking forms.
- Consider the particular needs of those with protected characteristics, such as people with visual or hearing impairments.
- Providing written or spoken communication of the latest guidelines to both workers and customers inside and outside the venue. Consider the particular needs of those with protected characteristics, such as those who are visually impaired.
- Informing customers that they should be prepared to remove face coverings safely 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.
- Ensuring latest guidelines are visible in selling and non-selling areas.
- Encouraging workers to remind customers to follow social distancing advice and clean their hands regularly.
- Where visits to venues are required, for example, inbound supplier deliveries or safety critical visitors, providing site guidance on social distancing and hygiene on or before arrival.



4.6.1 HOTELS AND TOURIST ACCOMMODATION



- Hospitality Ulster and NIHF, in association with UK Hospitality have published guidance which includes hotels and 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 [Association of Scotland's Self-Caterers](#); [National Caravan Council](#); [The British Holiday & Home Parks Association](#) and the [Caravan and Motorhome Club](#) have resources on their websites with advice and further information.
- Self-catering accommodation and Bed & Breakfast accommodation: [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

4.6.2 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.

4.6.3 INDOOR AND OUTDOOR ATTRACTIONS



This is a diverse segment of the visitor economy sector covering a broad cross-section of sites, venues, activity and operation type - indoor and outdoor - and incorporate in some cases accommodation and food offerings. There is a range of guidance, good practice, principles and considerations developed by a range of public sector and voluntary organisations and membership or representative organisations within the UK and Ireland and globally. While not all will apply to every business, the range of material is useful to provide approaches to consider to help develop the plan that will work best for your business. Tourism Northern Ireland maintains a list of many of these examples of useful good practice, principles and considerations on its website.

- The Department for Communities has prepared guidance for Culture and Heritage Destinations and Venues which includes museums and galleries, historic monuments, historic buildings, historic parks and gardens, libraries, arts venues and cinemas.
- Guidance for museums has been drafted by the National Museum Directors' Council.
- UK Hospitality, NIHF and Hospitality Ulster have developed guidance for amusement parks, attractions and family entertainment centres.
- IAAPA, the Global Association for the attractions industry, has developed re-opening guidance which includes principles and considerations for attractions globally as they re-open
- The British Association of Leisure Parks, Piers and Attractions (BALPPA) is developing guidance for individual parks, piers and attractions amongst their members.
- Guidance relating to outdoor events is being prepared by the Events Industry Forum.
- BIAZA (British and Irish Association of Zoos and Aquariums) has resources and has developed guidance for zoos and aquariums.
- The UK government has published guidance on Urban Centres and Green Spaces. This guidance includes information and examples of measures that may be undertaken to adapt and manage public spaces in order to help social distancing.
- The Visitor Safety Group has published COVID-19 Recovery Planning Guidance: Working Practices for Landowners and Countryside Managers.
- The UK Government, Sport NI, Canoe Association NI, Mountaineering Ireland and many others have published guidance and best practice on a range of activities including boating, hillwalking, canoeing and sport and recreation.

- 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 has produced guidance specifically for conferences and meetings venues, which is also wrapped into the wider UK Hospitality, NIHF and Hospitality Ulster 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 workplace guidance published the [UK Government and NI Executive Departments](#), as well as relevant sectoral guidance on Pubs and Restaurants and the UK Hospitality guidance, NIHF and Hospitality Ulster for catering requirements.
- Guidance relating to outdoor events has been prepared by the Events Industry Forum.

4.7 OVERARCHING SAFETY AND SECURITY CONSIDERATIONS

Adapting to COVID-19 measures will inevitably result in changes to operating policies, processes and procedures in all businesses. 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.



4.7.1 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.

4.7.2 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

4.7.3 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.

4.7.4 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 venue 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 hot water storage systems or air conditioning unit. 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 venue clean and prevent transmission by touching contaminated surfaces.

Steps that will usually be needed:

- Following [government guidance](#) on cleaning food preparation and food service areas.
- Wedging doors open, where appropriate, to reduce touchpoints. This does not apply to fire doors.
- Frequent cleaning of objects and surfaces that are touched regularly such as counters, tills, and making sure there are adequate disposal arrangements for cleaning products.
- Cleaning surfaces and objects between each customer use. For example, cleaning tables, chairs, trays and laminated menus in view of customers before customer use.
- If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.
- Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.
- Clearing workspaces and removing waste and belongings from the work area at the end of a shift.
- Maintaining a cleaning plan for situations when a customer is identified as having COVID-19 within a few days after leaving the establishment.
- If you are cleaning after a known or suspected case of COVID-19 then you refer to the [specific guidance](#).



5.3 KEEPING THE KITCHEN CLEAN

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 and disinfection measures.
- Having bins for collection of used towels and staff overalls.
- Washing hands before handling plates and cutlery.
- Continuing high frequency of hand washing throughout the day.

5.4 HYGIENE – HANDWASHING, SANITATION FACILITIES AND TOILETS

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

Steps that will usually be needed:

- Following [government guidance](#) on hygiene in food preparation and food service areas.
- 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.
- Special care should be taken for cleaning of portable toilets.
- Providing more waste facilities and more frequent rubbish collection.
- Providing paper towels for hand drying, where possible.
- Washing hands after handling customer items and before moving onto another task. For example, after collecting used plates for cleaning and before serving food to another table.



5.5 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.

5.6 HANDLING GOODS, MERCHANDISE, OTHER MATERIALS AND ON-SITE VEHICLES

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.
- Cleaning procedures for the parts of shared equipment you touch before each use.
- Encouraging increased handwashing and introducing more handwashing facilities for workers handling goods and merchandise 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.
- Regular cleaning of the inside of vehicles that workers may take home.
- 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 should 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, DELIVERIES ON MOTORCYCLES AND BICYCLES, 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 outside a household travelling together in any one vehicle, using fixed travel partners, 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 making sure any overnight accommodation meets social distancing guidelines.
- Ensuring that delivery drivers or riders maintain good hygiene and wash their hands regularly.

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.
- Assisting in 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, especially 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.
- Communicating approaches and operational procedures with suppliers, customers or trade bodies to help their adoption and share experience.
- 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.
- 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 a customer become ill.
- Providing guidance to staff as to how they should regularly communicate guidance to customers 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, especially in high volume situations, for example, distribution centres, despatch areas.

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 venue 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.
- Adjusting put-away and replenishment rules to create space for social distancing. Where social distancing cannot be maintained due to venue design, sufficient mitigation strategies should be designed and implemented.

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

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/>

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

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/

Sector

Indoor & Outdoor Attractions, Venues and Experiences

Government Guidance

Department for Communities - Culture and Heritage Destination Venues <https://www.communities-ni.gov.uk/publications/covid-19-culture-and-heritage-destinations-venues-guidance-phased-return>

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/>
The British Association of Leisure Parks, Piers and Attractions (BALPPA): <https://www.balppa.org/>
National Museum Directors' Council: www.nationalmuseums.org.uk
Visitor Safety Group: <https://vscg.org/documents/uploads/covidguidance.pdf>
COVID-19 Guidance for Tour Guiding: <http://www.itg.org.uk/news-and-events/institute-news/covid-19-guidance-for-guides/>
British and Irish Association of Zoos and Aquariums: biaza.org.uk/
British Canoeing: www.britishcanoeing.org.uk/
Sport & Recreation Alliance: www.sportandrecreation.org.uk/news/covid-19/latest-government-guidance
International Show Caves Association: www.i-s-c-a.org/news/221-isca-covid-recommendations
Mountaineering Ireland: www.mountaineering.ie/aboutus/news/2020/
Canoe Association Northern Ireland: www.cani.org.uk/canis-current-recommendations-for-paddlesport-activity/
IAAPA, the Global Association for the attractions industry: www.iaapa.org/news/covid-19-resource-page
Sport NI Funding and Support: www.sportni.net/funding-and-support/
Guidance relating to outdoor events has been prepared by the Events Industry Forum: www.eventsindustryforum.co.uk/
Safer public places - urban centres and green spaces: <https://www.gov.uk/guidance/safer-public-places-urban-centres-and-green-spaces-covid-19>

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	Sectoral Guidance
Business and Leisure Events	<p>Working safely during COVID-19 in the Outdoor Event Industry, which will be published on the Events Industry Forum website: www.eventsindustryforum.co.uk</p> <p>The AEO's e-guide: www.aev.org.uk/e-guide</p> <p>The Purple Guide produced by the Events Industry Forum: www.thepurpleguide.co.uk/</p> <p>The MIA's AIM accreditation programme: https://www.mia-uk.org/AIM</p> <p>Meetings Industry Association: https://www.mia-uk.org/</p>

APPENDIX DEFINITIONS

Common Areas	<p>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.</p> <p>Common areas for accommodation may be a stairwell, a lift, a corridor in the building, or even the accommodation itself.</p>
Clinically extremely vulnerable	<p>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</p>
Clinically vulnerable people	<p>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</p>

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This publication is also available on our website at: <https://covid19.tourismni.com/businesssupport>

More information will be published on this website as it becomes available.

Information is available in alternative formats or languages on request.

If you have any enquires about this publication, please contact Tourism NI: info@tourismni.com