



COVID -19

Re-opening Caravan Parks in Northern Ireland

Introduction

COVID-19 is a new coronavirus that has not previously been identified in humans. In its novelty, it has caused death and illness across the UK and the world. The extent and severity of the illness caused by the virus remains unknown and the virus' trajectory remains uncertain. Currently there are no available vaccines and no accepted therapeutics. For these reasons, we ask that you carefully read this guidance as the priority of park owners is to safeguard the health of their employees and their guests

Following a robust national lockdown, which really could not have come at a worse time for our great industry. We now need to prepare for reopening as it is critical that as an industry, we salvage a short-term window in this year's season.

To help NCC members successfully re-open their caravan park as safely as possible, the NCC has created this guidance which is full of suggested recommendations designed to give you a head start in evaluating and creating COVID-19 operating policies and procedures that work for your park.

As different countries reopen government guidance and local guidelines will vary, so it is important to remember the recommendations provided in this guide are for general informational purposes only and should not be accepted as legal or government-mandated advice.

Your park is unique, so this guide is not intended to be exhaustive. We have tried to ensure it covers a small family run park through to a larger operator. The park operator/owner must take responsibility for their park, its operational policies, procedures and compliance with all nationally recognised requirements and any additional precautions appropriate for your individual circumstances.

COVID-19 will require new procedures at your park, so be sure to develop policies that focus on the safety and well-being of your employees and guests. You will also need to focus on training your employees on these new policies and procedures and the proper use of personal protective equipment (PPE).

For your guests, be sure to clearly communicate changes to your normal park rules so they know their responsibilities during their stay to ensure the enjoyment and safety of everyone at your park.

We will rebound as an industry - we are resilient, strong and there will never be a greater desire to get out and holiday in the UK once the lockdown is removed. Our industry's collective strength is what will see us through.

We hope you find this guidance helpful. If you have any questions along the way, the NCC team are here to help you. You can contact us on 01252 336097 or email us at membership@thenc.org.uk

John Lally
Director General

DISCLAIMER

COVID-19 is a new coronavirus that has not previously been identified in humans. In its novelty, it has caused death and illness across the world. The extent and severity of the illness caused by the virus remains unknown and the virus' trajectory remains uncertain. Currently there are no available vaccines and no accepted therapeutics.

For these reasons, we ask that you read this carefully. The National Caravan Council (NCC) hopes that this document provides helpful, general information to its members. This document is not comprehensive and provides minimum considerations for parks. It is not intended to be, and should not be considered, legal or occupational health and safety advice. You should always follow government guidance and should seek advice from your own business, legal, and health and safety advisors. This is important because the guidance from government and public health authorities changes regularly as the pandemic evolves and so your own advisors will tailor their individual advice to you based on ever-changing circumstances in your area.

NCC does not represent to you that the information provided in this document is complete. Because the document is intended to be informational only, it should be read in that context and, as noted above, we strongly recommend that you review it with your own professional advisors. NCC disclaims all liability for any demand, claim, injury, or loss arising directly or indirectly from the contents of this publication

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Start Here

Parks will be permitted to open from 26th June 2020. Whilst a number of on park facilities will also be allowed to open there are some that will have to remain shut – for details see [here](#). So, these guidelines are to help park operators to prepare for opening. So these guidelines are to help park operators to prepare for opening.

Unfortunately, there is much confusion given the sheer volume of COVID-19 guidance and a lack of understanding as to the hierarchy this all sits within:

Tier 1 Government coronavirus (COVID-19) latest information and advice is provided:

[Northern Ireland](#)

Tier 2 Working safely during COVID-19 in the Visitor Economy / Tourism sector (not published)

Tier 3 UKH – COVID 19 advice and risk assessments for hospitality businesses (not published)

Tier 4 NCC COVID Guidance (this document)

APPENDIX 5 details links to further information

Please note that the scope of this guidance does not cover:

-Bars/pubs

-Restaurants and casual dining areas

Note: this guidance will be covered in detail under the UK Hospitality Guidance (Tier 3 above) to be published shortly.

STAY UP TO DATE - The guidance, including this publication, is subject to change and it is important to ensure that you are following the latest guidance. By way of example the minimum social distance of 2m is under review and if this is reduced then all corresponding guidance will be amended.

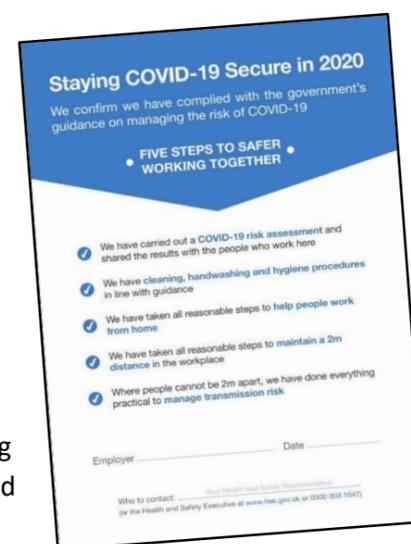
The Health and Safety Executive (HSE) is the compliance body and has full powers as set out in legislation in relation to the implementation of COVID-19 Protocols.

Non-compliance can result in the closure of a Park!

There are common points that appear in all the government's guidance:

- **Risk assessments** - Must be carried out before a business may reopen.
- **Social distancing protocols** - Should be used by the park staff and visitors.
- **Hygiene and cleaning protocols** - Should be used frequently by the park staff and visitors.
- **Personal Protection Equipment (PPE)** - Should be worn as appropriate

To let others know that the park has been through the review process to ensure they can work safely during coronavirus, the government has produced a [Staying COVID-19 Secure in 2020 poster](#) which the park should complete and display for the benefit of staff and visitors.



How Does COVID-19 Spread?

The virus that causes COVID-19 can spread from person to person through respiratory droplets - small droplets from the nose or mouth of a person infected with the virus. These droplets are produced when a person coughs, sneezes or exhales.

People can catch the virus either:

- directly, by breathing in the droplets produced when an infected person coughs or sneezes

or

- indirectly, by touching surfaces (e.g. table, door handle) that an infected person has coughed or sneezed on and then touching their eyes, nose or mouth. It is still not known how long the virus survives on surfaces, although current information suggests the virus may survive for 48 - 72 hours.

Simple household disinfectants can kill the virus. Surfaces must be cleaned first and then disinfected.

Current information suggests that COVID-19 spreads easily from person to person and, while people are most likely to pass on the infection when they have symptoms, it is currently understood that people may be capable of spreading the virus to others even if they themselves do not have any symptoms.

Compare symptoms of coronavirus, flu and cold

Symptoms	Coronavirus Symptoms range from mild to severe	Flu Abrupt onset of symptoms	Cold Gradual onset of symptoms
Fever or chills	Common	Common	Rare
Cough	Common (usually dry)	Common (usually dry)	Mild
Shortness of breath	Common	No	No
Lost or changed sense of smell or taste	Common	Rare	Rare
Fatigue	Common	Common	Sometimes
Aches and pains	Common	Common	Common
Sore throat	Sometimes	Sometimes	Common
Headaches	Sometimes	Common	Rare
Runny or Stuffy Nose	Sometimes	Sometimes	Common
Feeling sick or vomiting	Rare	Sometimes	No
Diarrhoea	Rare	Sometimes in children	No
Sneezing	No	No	Common

One of the best ways to prevent person to person spread of COVID-19, is to:

- use proper hand hygiene
- use respiratory etiquette
- practice physical distancing

Be aware of symptoms

- A fever (high temperature - 38°C or above)
- A cough – this can be any kind of cough, not just dry
- Shortness of breath or breathing difficulties

Those with covid-19 symptoms

Consider signage reminding staff and guests that they should not enter the park if they or a member of their household has COVID-19 symptoms.

It is important that procedures are put in place to ensure that if a member of staff or guest is (or becomes) symptomatic they can be isolated to protect the other members of staff and/or guests. See government guidance [here](#)

Business Response/Action Plan

Caravan parks of all types will need to adapt their operations, review employee practices and consider the design of their business to provide a safe environment for guests and employees to avoid the potential spread of COVID-19. Creating an Action Plan will help to clarify what needs to be done to overcome the threat of COVID-19 and give your employees and guests confidence that they are safe.

The plan will need to be regularly reviewed and amended as new regulations, guidelines and procedures come into force. Experience and feedback will inform how appropriate and effective the plan is.

Response Team/Coordinator

The park should appoint dedicated personnel to undertake the risk assessments and take responsibility for implementing all the necessary measures to control the risks. It is important to ensure that there is a robust system in place that prevents the spread of COVID-19. Equally important is the process in place to deal with individual and multiple cases of the disease that may occur. A collaborative approach amongst the park's staff to the implementation of the COVID-19 protocol is essential to achieve success and maximum buy in.

Resource needs to be considered to ensure sufficient employees are available to maintain physical distancing while completing the tasks to the required standards. Employee scheduling must ensure more time is allocated for cleaning and encourage employees to work alone if possible.

To achieve this you should consider:

- Implementing phased shifts.
- Scheduling small teams.
- Keeping the same team combinations where possible to limit employee interaction. This will also assist should contact tracing be required.

You will also need to plan for the impact of employee absences which may involve reallocating employees from non-essential tasks.

Where appropriate, cross-training employees will help maintain staffing levels within your site.

Compliance champions - select dedicated work colleagues as on-park 'champions' to support the park monitoring compliance on an ongoing basis in relation to:

- Personal & Respiratory Hygiene
- Social Distancing
- Gathering in groups

As the park re-opens, the champions need to be vigilant and a process needs to be in place ensuring those found to breaking the rules are discouraged to do so again, with persistent non-compliance resulting in the guest being invited to leave the park.

Site Signage - You must display appropriate COVID-19 signage relating to hand and respiratory hygiene and physical distancing measures throughout your park. Where feasible, television screens and monitors can communicate these messages in reception and public areas.

Emergency Procedure for COVID-19 – a stand-alone process should be in place to deal with on-site guests who may be showing signs of COVID-19 and could potentially be confirmed as having the virus. The procedure needs to ensure that all visitors are aware of how to report a suspected case of COVID-19 centrally via phone. Note the date and time of any notification to the park. If the case is confirmed, isolate the guest and/or any person who may have been in close proximity to the infected individual and ensure implementation of appropriate quarantine arrangements. All efforts should be made for the guest to return home - [See Appendix 1](#)

Risk Assessment

Before a park can reopen, to comply with health and safety legislation it must carry out its own COVID-19 risk assessments. The park should put in place written safe working procedures that are appropriate to the activities of each area of the park.

It is about identifying sensible measures to control the risks. The risk assessments will help to identify hazards associated with COVID-19 and decide what measures need to be put in place to protect employees, guests and others who may be visiting the park.

How to conduct a COVID-19 Risk Assessment

COVID-19 risk assessments involve the park identifying safety hazards in the different types of facilities that are operated by the business. The park must then analyse these hazards to determine if they present a risk that could harm someone (i.e. infect somebody with coronavirus). If there is a risk, you must explore and implement ways of eliminating or mitigating it.

Operational procedures should be created after conducting the initial COVID-19 risk assessment to give a step-by-step safe working guide that park staff, visitors, contractors and others can follow. These are an excellent basis for training and day-to-day operation.

In summary:

- Risk assessments identify, quantify, and then control risks.
- Operational procedures describe detailed steps on how to complete the job and avoid the risk identified in the risk assessment (i.e. how to do the job safely).

The HSE website contains example risk assessments which can be found [here](#). Also see <https://www.hse.gov.uk/news/working-safely-during-coronavirus-outbreak.htm>. The internet also has many websites where full RAMS templates can be found.

COVID-19 RISK ASSESSMENT			
COMPANY:		Document No:	
PARK DETAILS:		Revision No:	
FACILITY:		Assessed by:	
Area within the facility:		Date of assessment:	

ACTIVITY WITHIN AREA	HAZARD	WHO IS AT RISK?	LIKELIHOOD (Low/Med/High)	MITIGATING CONTROL MEASURES	CONTROL DOCUMENTS
OPERATION					

An example of a completed Risk Assessment for a sales office on a park is provided in [Appendix 2](#)

Evaluating whether a facility on park should open

Facilities will vary greatly from park to park and therefore, when considering if an individual type of facility should open, evaluate questions such as:

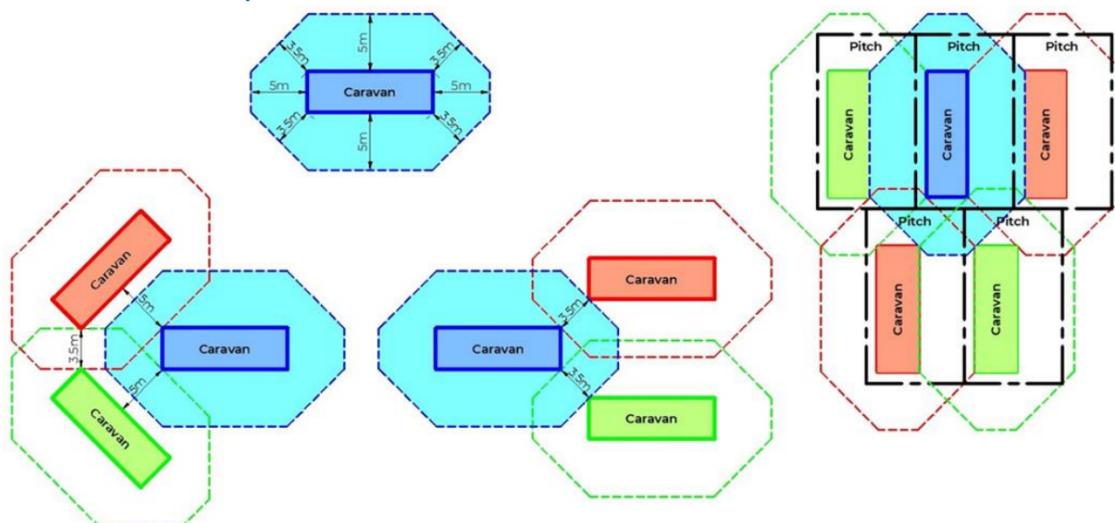
- Has the government said that this type of facility can open or is it specifically closed?
- Can the park comply with the government's specific guidance for the type of facility?
- Can the government's minimum social distancing requirements be maintained within the facility?
- Can an adequate cleaning and sanitising protocol be maintained at all times?
- Can the park produce operational procedures for all the functions within this facility?
- Are there enough cleaning products to maintain the facility?
- Is there enough PPE to maintain this facility while keeping people safe?
- Are there enough staff members to monitor this facility?
- Can the park train staff members to safely operate within this facility?
- Can the park provide signage and hand sanitising stations at the entrance of this facility?
- **Recreation and activities** - Consider removing playground equipment (e.g. slides/see-saws, basketball stands, volleyball nets, goal posts if possible). If removal is not possible, render these inoperable or clearly indicate that use is prohibited.

Key considerations

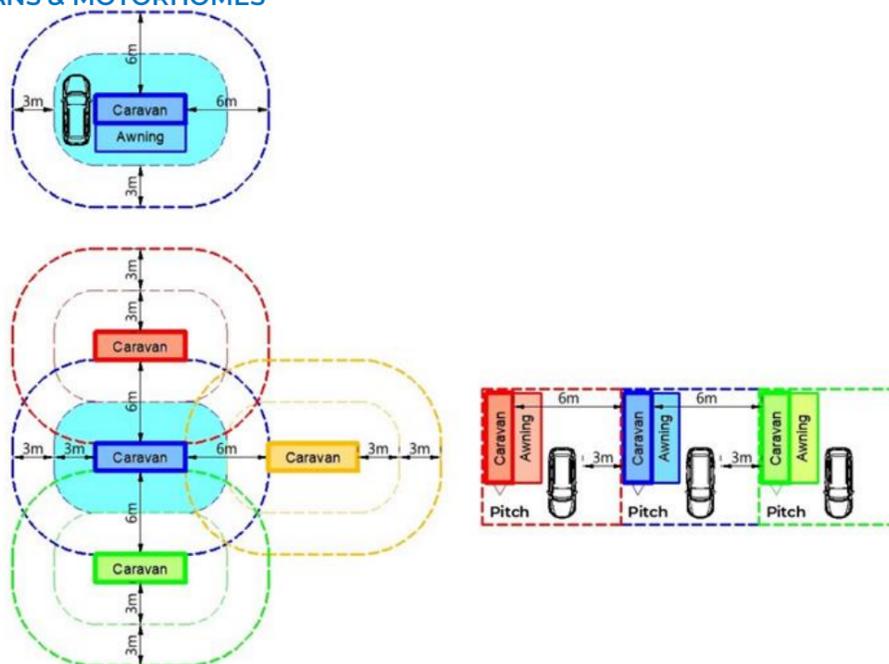
Those conducting the risk assessments should consider the complete customer journey from arrival through to departure with consideration of all areas of the park and its facilities. Redesign of certain areas may be required.

Minimum separation distances between caravans - Caravan pitches are the primary element of any caravan park. Generous separation distances between all types of caravans have been required firstly under the model standards but more recently via fire safety risk assessments. The use of caravans as self-sufficient accommodation supports social distancing. Custom and practice has been the application of the separation distances seen in the diagram below:

HOLIDAY CARAVANS/LODGES



TOURING CARAVANS & MOTORHOMES



Social (physical) distancing

Physical distancing guidelines must be incorporated into the Action Plan for each area within the park. Specific areas must also comply with mandatory capacity limits where applicable.

If you can't arrange for employees to stay at the minimum prescribed distance apart at all times, alternative protective measures must be put in place including additional PPE provisions.

Minimise any direct employee contact and provide hand washing facilities and other hand hygiene aids such as hand sanitisers, wipes etc. Ensure these are readily accessible so employees can perform hand hygiene as soon as a task is complete. The park owner or manager needs to meet government advice on maintaining the minimum physical distancing between people on park. Physical distancing criteria do not apply to members of the same household or bubble.

If employees are working together on the same task, they must maintain physical distancing.

Note: If the risk assessment identifies instances where the minimum separation distance isn't possible, additional safety precautions must be put in place to manage the risk.

Precautions that businesses must implement include:

- Monitoring to ensure no employee has any symptoms of COVID-19.
- Ensuring that employees are aware of who to inform if they become unwell at work.
- Ensuring employees wash their hands thoroughly and frequently (for a minimum of 20 seconds).
- Ensuring Personal Protective Equipment (PPE) follows guidelines provided by the HSE and HPSC

As a part of the hazard assessment process it is important to ensure that throughout the customer journey the social distancing can be maintained from arrival in the car park to and through all areas of the park.

Consideration should be given to:

- One-way systems where necessary to reduce the flow of guests
- Remove where possible any obstructions or unnecessary touch points
- Consider capacity in internal spaces for both staff and guests
- Can separate entrances and exits be established to avoid congestion where possible?
- Layout for working areas may need to be rearranged to minimise physical contact between employees and guests.
- Avoid use of guest waiting areas
- Can barriers be installed to create space at counters, seating areas, between work areas etc? Floor markings may need to be considered outside and inside certain areas to eliminate guests coming within the minimum distancing zone
- Avoid sharing of office space where possible and, if not, desks should be moved further apart to comply with physical distancing requirements. Staff should avoid visiting another area or department to ask a question and use the phone/radio instead
- Hold meetings virtually where practical
- At no point should staff and guests be inside a holiday caravan at the same time
- Provision of good directional signage to the different areas of the park should be considered
- Signage to support the minimum distancing requirements should be prominently in place

Personal hygiene

The park needs to ensure it is ready to operate with high standards of personal hygiene and that staff representatives are responsible for reinforcing this message on an ongoing basis.

Providing Hand Sanitisers - Hand sanitiser dispensers (touchless whenever possible), should be placed at:

- ALL entrances and exits
- ALL staff workstation areas
- Near toilet areas (guest and staff)
- Throughout guest areas

These should be replenished every night with sufficient stock to last the full working day.

All greetings between individuals should involve no physical contact (e.g. no handshakes, fist bumps, etc.).

Hand Hygiene - Good hand hygiene practices are vital to help minimise the spread of COVID-19. This involves hand washing with soap and water for a minimum of 20 seconds, or the use of hand sanitiser (if hands are visibly clean), as required and frequently.

Hands should be washed as often as necessary and always:

- Before starting work
- Before handling cooked or ready-to-eat food
- Before eating
- After handling or preparing raw food
- After handling waste
- After cleaning duties including sweeping/mopping, etc.
- After using the toilet
- After blowing nose, sneezing or coughing
- After eating, drinking or smoking
- After handling money
- At the end of a shift

Note – this list is not exhaustive.

For additional COVID-19 hand hygiene measures, hands should be washed before putting on or after removing PPE.

Additional considerations:

- Notices promoting handwashing.
- Antibacterial wipes on all workstations in offices, in meeting rooms etc.
- Before/after every interaction with guests, any workstation (inc PDQ machines) should be cleaned by the colleague with an antibacterial wipe
- Shared workstations should be avoided. If they must remain, the workstation, keyboard, mouse, tablet/iPad etc. should be cleaned between user sessions
- Disposable nitrile gloves should be made available to anyone who wishes to wear them
- Introduce a policy for staff and guests to ensure that they wear disposable nitrile gloves when viewing and entering a holiday caravan
- A suitable number of bins should be positioned around the premises (specifically in reception and office areas) for the disposal of used nitrile gloves
- Staff that wear nitrile gloves should be reminded:
 - Not to touch their face or any other exposed areas of their body whilst wearing them
 - To wash hands before and after use
 - To change them when heavily soiled or damaged/torn
 - To remove gloves safely -[see Appendix 3](#)

Respiratory hygiene

The park should be ready to operate with high standards of respiratory hygiene. All staff should be reminded to practice good respiratory hygiene in the workplace.

Consider display notices promoting respiratory hygiene. For example, when coughing or sneezing, use tissues to **'catch it, bin it, kill it'**

A suitable number of bins should be positioned around the park premises for the disposal of used masks/gloves, soiled tissues etc.

Review of safe working procedures

Park owners and management need to review all business policies and standard operating procedures across each area of the business to reflect operational changes.

In particular, this means:

- Defining and documenting all changes necessary to comply with social distancing, hygiene/cleaning regimes and the correct and appropriate use of Personal Protective Equipment (PPE) in line with the Government's advice.
- Defining and documenting a clear plan of action in the event of a suspected case of COVID-19 among guests and/or employees.
- Developing/updating current policy for the care of employee uniforms (where relevant) to ensure they are clear on the standards of appearance/dress expected while at work.
- Reviewing and updating cancellation and refund policies in line with business requirements.

A communication plan

It is critical to inform employees and guests of what you are changing, what you need them to do and how you expect everyone to act and behave. It is also important to engage with the local community as there may still be concerns about the opening of the park.

Staff

As parks plan to reopen, they need to contact all staff members and carry out a 'return to work' consultation to determine if they are fit to work. This should be conducted via video link/facetime or on the phone. The key objective is to determine if they are happy and fit to return to work, when requested.

Employers need to be mindful of the mental health and wellbeing of their staff and the potential impact this may have had on individuals during the lockdown period. The government has produced guidance for the public on the mental health and wellbeing aspects of COVID-19 see [here](#).

Consult with as many park staff as possible in the development of a COVID-19 response plan as this will help to get buy in. Give clear arrival instructions including an induction on the first day back to work

Ensure that staff know the procedures for prompt identification and isolation of workers who may have symptoms of COVID-19.

Specific reference should be made to agreeing with workers any temporary restructuring of work patterns that may be required to implement the COVID-19 prevention measures in the workplace.

The staff need to understand who the responsible person is for communicating the health advice around COVID-19 in the workplace.

Provide guidelines to staff on how they must communicate the Action Plan to guests to help ensure everyone gives the same message and there is no inconsistency.

Make sure an up-to-date list of the contact information of all employees, including emergency telephone numbers, is kept by park management.

Guests/owners

It is imperative that guests/owners are fully educated on your park's new policies and procedures prior to their arrival. This includes new check in procedures, social distancing rules and the cleaning and disinfecting schedules for caravans, amenities and common areas like your reception area.

The plan must reassure guests/owners that safeguarding their health and safety is of the utmost importance.

Using any and all digital communications you have available (website, email, text, app notification), ensure guests/owners are educated before check-in about your park's current status and all relevant measures/rule changes that have been put in place to control COVID-19 risks.

In these communications, consider including the following:

- advising them not to come to the park if someone in their household has developed coronavirus symptoms with 14 days prior to arrival
- advise that if someone in the group develops coronavirus symptoms during their stay, they should immediately self-isolate and tell the park (it would be good for a park to have a dedicated phoneline for COVID-19 enquiries)
- Give arrival/departure instructions using contactless check-in where possible

- The need to observe social distancing measures
- No group (mass) gatherings
- The use of good hygiene and washing hands frequently with soap and water
- Explaining that despite many hygiene stations around the park visitors can still bring their own items like soap, hand sanitiser, disposable gloves, personal face masks/covers, sanitising surface cleaners, etc.
- Reminding them that currently they can only bring members of their household. – see [here](#)
- Advising that they should use the social space on their caravan pitch for their group only and they should not mix with other groups in or around the caravan
- Advising that they are not to invite visitors to meet them on the park as they will not be allowed entry
- Reminding them that they should not allow their children to wander around the park. Children should be kept under supervision at all times so that they do not accidentally breach park rules
- Reminding them of the need to observe any one-way systems on paths and in indoor areas
- Reminding them to observe social distancing markings in areas where people queue
- Listing facilities which are currently withdrawn and those that maybe offering new services e.g. shop deliveries
- Making clear that anyone breaching the park's COVID-19 safety policy will be asked to leave the park

Holiday Caravan Owners - Advise on recommissioning their holiday caravans (check all circuit breakers have not tripped/flush through on-board water system etc)

Local authority engagement

Be sure to write to the local authority to confirm the date from which the park will re-open. It is important to emphasise the work you have conducted and the measures put in place to operate in a COVID-19 environment.

Owner & Employee Responsibilities

The effective delivery of the Action Plan depends on the professionalism, conduct and behaviour of the park owner/manager and the employees. Paying attention to the following issues is especially important:

Protecting people who are at higher risk

To protect clinically vulnerable and clinically extremely vulnerable individuals

- **Clinically extremely vulnerable individuals**

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>

Clinically extremely vulnerable individuals have been strongly advised not to work outside the home.

- **Clinically vulnerable individuals**

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/articles/guidance-shielding-extremely-vulnerable-people>

These are at higher risk of severe illness and 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 stay 2m away from others. If they have to spend time within 2m of others, you should carefully assess whether this involves an acceptable level of risk. 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.

COVID-19 Training

All employees need to receive training on COVID-19 safety and cleaning protocols. You must give more comprehensive training to teams in frequent guest contact; these include the reception team, maintenance & operations and park security.

Park owners and/or managers must inform all employees of the measures being adopted to manage the threat of COVID-19. Use the most appropriate training channels to do this and ensure that staff are aware that they must not attend work if they are displaying any symptoms of COVID-19 such as coughing or shortness of breath. Instead, they must seek medical attention.

There is an obligation on employers to ensure that employees are aware that they must not attend work if they have symptoms. This is essential to ensure that the virus does not spread.

You must organise information briefings to cover all the basic protective measures against COVID-19 and the signs and symptoms of the disease. In particular, make sure you cover:

- Hand and respiratory hygiene and physical distancing measures
- Correct use of PPE
- Cleaning/disinfection protocols
- Employee health and what to do if feeling unwell
- Unwell guest/dealing with suspected cases/liasing with authorities

HSE has published advice titled “Talking with your workers about preventing coronavirus” and this is a good source of training material – see [here](#)

When staff return to work, employees must be trained on what to do if they or a guest becomes unwell.

Note: the reception desk needs to have the telephone numbers of the health authorities, medical centres and public and private hospitals readily available in case a guest or employee falls ill.

If training is needed for specific procedures, or if your park has specific requirements, it should be included in the training programme.

Training of cleaning staff

Communicate policy procedures and risk assessments and consult with the cleaners to ensure all areas that require cleaning are documented in the risk assessment and any further hazards identified by the cleaning team are assessed and documented in the risk assessment. This is critical as they must understand the method statement for the different areas/facilities – what PPE to use (which should be supplied by the company or specified if a third party is commissioned to undertake the work), how to clean, how to sanitise, how to safely discard disposables and how to wash hands frequently.

Parks should appreciate that the cleaning process and the time allocated will need to be extended and additional resource may be required.

Parks need to consider who will substitute for them if a cleaner is sick or has to self-isolate and ensure that substituted staff are suitably trained.

If possible, accommodation should be cleaned by one person; where two team members work together consider a procedure to enable social distancing.

Personal Protective Equipment (PPE)

If required by their roles, appropriate PPE must be worn by employees. You must assess each section of a park to decide what is needed. Training on how to properly use, apply and dispose of all PPE is also essential.

As part of the parks risk assessment consideration needs to be given to the level of PPE required for various tasks e.g. jet washing (power hosing) which can cause an aerosol affect.

Employee Welfare Facilities & Timekeeping

It's essential to display prominent signage relating to hand and respiratory hygiene, as well as physical distancing, back of house.

Employee welfare facilities (such as employee areas and locker rooms) need to be re-organised to suit physical distancing measures and be frequently cleaned and disinfected. Staggered start times and break times can also be very helpful and you must review the use of clocking-in machines (if relevant).

Staff meetings should be held online if possible. If physical meetings need to take place, physical distancing measures must be taken.

Reception Area

Your reception area must always have a medical kit available that includes:

- Germicidal disinfectant/wipes for surface cleaning
- Face/eye masks. Note that disposable face masks can only be used once
- Gloves (disposable).
- Protective apron (disposable)
- Biohazard disposable waste bag

Air conditioning (where available)/Ventilation

- Although COVID-19 is not transmitted by air but from person to person through small droplets from the nose or mouth, the condition of filters must be monitored, and the proper replacement rate of indoor air be maintained
- Increasing the number of air exchanges per hour and supplying as much outdoor air as possible is recommended, either by natural or mechanical ventilation
- Ensure that air conditioning filters are cleaned regularly according to manufacturer's instructions
- When air-conditioned air is used for ventilation, minimise recirculation as much as possible

Arrival & Departure

This advice is for the purpose of giving guidance to the park so that they can develop their own COVID-19 safety policy. The guidance is not exhaustive and nor does it indicate a one-size-fits all approach.

Guest Check-in/check-out process

General Recommendations

- Before guests' book or arrive, the park website should explain the guidelines that apply
- You should consider requesting the estimated time of arrival of each booking so that you can stagger the arrival of guests
- Review check-in times to allow an extended check-in window. This will help reduce large queues of guests arriving at peak times. Encourage just one representative of each group to approach reception for check-in while the others adhere to physical distancing measures
- Each guest should receive a 'Welcome and Safety Information' sheet explaining what is expected of them when interacting with employees and other guests. Guests may also find it reassuring to read about the rigorous cleaning procedures on the park

Arrival

- Day ahead of arrival; consider sending generic email/text advising of new check in process
- Day of arrival; consider calling guests to confirm arrival time and advise them of the unit they are staying in
- Maps and welcome pack should be left in the holiday caravan
- A process of key collection to be put in place (key will have been sanitised and placed into a biodegradable plastic bag)
- Holiday makers should be directed to the position of their rented holiday caravan
- Courtesy calls should be carried out over the phone rather than with face-to-face contact

Departure

- Guests should notify reception by telephone when they are leaving the park
- Park should confirm that none of the party were showing signs of COVID-19
- Guest should, unless it is windy or raining, leave the windows open (on the latch) then lock the holiday caravan external doors and drop off the keys in a designated receptacle (keys to be sanitised thereafter)

Park entrance/exit

It is important to try and control the entry/exit points on the park if possible. Consideration should be given to entry/exit barriers which can either be manned or have an automated system of operation via a technological solution (RFID chips) or manually by the on-site reception staff.

Where this is not achievable there should be clear signage giving instruction to visitors e.g. follow signage to the visitors' car park.

Car parks

Visitor car parking

It is recommended that parks close every other car park space within their car park to ensure that when guests park their cars they can maintain social distancing when getting in and out of and unloading the vehicle.

Consider having a member of staff on hand to ensure guests park their car in a safe manner.

There should be signage (posters) in the car park area reminding guests on their arrival of the need for social distancing.

Staff car parking

Staff should have a separate designated parking area (if possible) so their cars are kept away from visitors' cars, to reduce any potential for the spread of the virus. Cars should be sufficiently spaced to comply with the social distancing protocols.

Reception area

Parks need to consider this aspect very carefully. The need to visit a reception area can be significantly reduced if the park operates online services, for example:

- Check in
- Payments
- Enquiries
- Fault-reporting
- Complaints

Other considerations

- Digitally record the arrival time of the visitor who hopefully had notified you in advance of their arrival, including name and contact information etc.
- Mark the ground (paint line markings) to enable visitors to queue
- Restrict to one person per family via signage with the rest of the party either remaining in the car or standing away from the reception office observing the social distancing protocol
- Make hand sanitiser available at the reception desk and encourage all visitors to use it
- Consider a protection screen to separate visitors from staff
- Use card payments and avoid cash if possible, but if necessary, wear disposable gloves to do so and the staff member should wash their hands immediately afterwards
- Remove seating by reception offices, or at least block off seats so that only socially distanced spaces are available
- Other notices about the park's COVID-19 safety policy could be located outside of reception so that waiting visitors can read the information

There are various options a park could employ for the purposes of initial opening:

Reception office open

Follow the government's guidance for offices, shops and branches (see [here](#)), and other government guidance. Every venue is different and therefore the park should prepare risk assessments and operating procedures for their specific set of circumstances.

Reception offices will vary considerably in size and layout so each park must assess this very carefully. Consideration should be given to segregating the office staff working area from the visitor flow with clear signage enabling the visitor to readily see the reception desk area.

The visitor flow should be marked on the floor by way of directional arrows with lines delineating the social distancing protocol. Ideally a one-way system should be created particularly if the reception office has two external doors.

Reception desk/counter

Reception staff should welcome visitors to the park at a desk/ counter arrangement just inside entrance to the reception office. Visitors would not be allowed access into the reception area.

Reception office closed

Reception staff should welcome visitors in the car park with visitors remaining in their car. Staff should stay socially distanced from the occupants of the car.

Alternatively, a temporary structure e.g. small marquee, could be positioned in the car park near the reception area. Mark the ground (paint line markings) to enable visitors to queue.

Park infrastructure considerations

Pathways and roads

Many parks will have narrow pathways and certain points where people are funnelled through gates etc. Millions of people have discovered, or rediscovered, cycling and walking for fitness and parks need to prepare for this and the need for social distancing around the park layout.

- Pedestrians will need more space for social distancing and this needs careful consideration. The widening of paths should be considered even if this is a temporary provision by using part of the roadway
- One-way routes around the park should be considered to help ensure that people (walking/running/cycling) do not have to pass each other on narrow paths and breach social distancing rules
- Alternative pathways could be considered through grassed areas running in parallel with the footpaths and where this is not possible perhaps pedestrian laybys put in place to allow people to pass whilst maintaining the minimum social distance
- At any narrow access point e.g. a gate – there should be clear signage reminding people of the need to comply with social distancing measures along with demarcation of the separation distance (lines on the ground etc.)
- If the park provides direct access to public trails, coastal parks or to a beach there should be clear signage reminding visitors leaving the park to comply with social distancing measures in the local community

Park owned vehicles

Follow the government guidance for work vehicles -see [here](#). The park should prepare their risk assessments for their specific set of circumstances. Wherever possible staff members should travel alone in the vehicles.

Waste bins

Additional waste bins should be provided particularly at all entrances/exits to allow for the disposal of PPE (gloves/masks/soiled tissues etc).

Signage

Prominent signage or posters communicating to visitors what the COVID -19 rules are and urging them to do their part.

Holiday caravan sales office

Sales staff should consider meeting the customer outside the sales office (weather permitting). Sales representatives should encourage customers to use the hand-sanitiser at the entrance door.

In busy periods, sales staff should ask people to wait their turn outside or return later. If this is likely to happen, place social distance markers where people queue both inside and outside.

All holiday caravans on display and offered for sale should have been cleaned and locked.

Holiday caravan viewings

Viewings should be managed in slots and restricted to one family group per slot ideally allowing time between viewings for sanitising the unit. Park sales staff should remain outside the holiday caravan and discuss questions whilst observing social distancing.

The sales staff should ensure that they do the following:

- Unlock the holiday caravan and leave external door open (using door retainer) and keep the keys on their person at all time
- Open all windows to ventilate the holiday caravan during the day (weather permitting)
- Open and wedge all internal doors to allow ventilation to circulate
- Only allow 1 customer (or 1 family) into a caravan within the display area at a time
- Issue disposal gloves to all persons entering a caravan to reduce the risk of the virus being transferred to surfaces within the caravan
- Consider also providing disposable boot/shoe covers
- Advise customers not to touch any surfaces during the viewing
- Lock the holiday caravan after the viewing and return the key to the staff member responsible for cleaning
- Ensure that gloves are removed in accordance with [Appendix 3](#) and disposed of into a suitable bin when leaving the showground and hands washed/sanitised as soon as possible after the removal of the gloves at the nearest hygiene station
- Ensure that after a caravan has been opened for viewing it is always cleaned once the viewing is complete, after which it should be locked again
- Ensure that all holiday caravans in the display that have had viewings are thoroughly cleaned to maintain hygiene

Signing of sales documents

Ensure there is a designated space within the sales office that respects the privacy of the customer(s) and affords the appropriate 2m distance between customer(s) and staff members.

Disinfect all surfaces in the designated space, including tabletops, desktops, chairs, and any electronic devices present, after each customer.

Consider providing the customer(s) with a disposable pen to keep. Customer(s) and staff members should observe proper hand-washing protocols immediately upon completion of signing all necessary paperwork.

Accepting trade-in holiday caravans

As a precautionary measure parks should consider leaving a traded-in caravan locked for 48 hours prior to a staff member commencing disinfecting, cleaning and inspecting.

A full cleaning and disinfecting process (see section 7.5) should be undertaken on the holiday caravan before it can be considered for display or sale. A record of the date and time when each holiday caravan was cleaned and disinfected should be kept by the park.

Handover of holiday caravan

Prior to handover the relevant sales staff member should confirm that the holiday caravan has been subject to a full cleaning and disinfecting process before providing the customer with the keys.

The handover should preferably be conducted at the location of the sited unit. Keys should also be fully disinfected before presentation to the holiday caravan purchaser. Sales staff must maintain the minimum social distance from the customer during the handover process and must not enter the holiday caravan with the customer.

A full demonstration of the holiday caravan's features should be provided virtually, i.e. through online video, FaceTime, etc. with reference to the manufacturer's user handbooks.

Waste facilities

This facility should remain open and made available to all caravan owners on the park. Signage should state that in busy periods people should wait their turn outside while maintaining social distancing – if necessary, floor marking should be considered.

Place hand sanitiser stations in close proximity with the commercial waste bins including signage instructing to sanitise on exit.

Handles or lids will present a hazard that needs to be considered.

Touring caravan and motorhome owners

Leisure vehicles have on-board sanitary facilities and the owner will need to use the park's sluice facilities for emptying waste tanks.

Follow government advice on sanitation and adopt the following procedures where possible:

- Place notices outside the sluice facility making entry restrictions, distance and hygiene protocols quickly discernible
- Require visitors to wear disposable gloves in addition to any usual PPE they might want to wear for the task

Shops

Follow the government guidance for shops (see [here](#)), and other government advice.

The key consideration is ensuring customers do not encroach within the minimum social distancing protocol whilst shopping and checking out.

Review the operation of the on-site shop and, where possible, eliminate physical interaction between employees and guests by:

- Making more use of online or phone orders
- Introducing contactless deliveries
- Managing entry numbers e.g. restricting how many customers can be in the shop
- Offer a shopper service where the customer provides a list and your employee gathers the items so the customer doesn't need to enter the shop

Also consider

- Creating a one-way system around the shop
- Restricting the occupancy level and only permitting groups of no more than 2 people from the same caravan into the shop
- Having a staff member on hand to ensure occupancy levels are not exceeded
- Marking the floor within the shop to enable customers to queue at the checkout and maintain the required social distancing
- Making hand sanitiser available at the entrance to the shop and encouraging all to use it
- If baskets or trolleys are used these should be kept by the checkout staff and not used again until they have been disinfected.
- Fitting a screen at the checkout to separate customers from staff
- Placing prominent signage outside the shop with details of the rules for customers
- Limiting handling of merchandise by signage or rotation of high-touch stock
- Taking payment, wherever possible, via contactless payment – if cash is used, the staff member should wear protective gloves and wash hands immediately afterwards
- Setting up a no contact returns procedure where necessary

Takeaways

Follow the government guidance for takeaways (see [here](#)), and other government advice.

Adopt the following procedures where possible:

- If possible, allow only one in a group to enter the takeaway shop while the others remain outside and observe social distancing protocols
- Place hand-sanitiser stations at the entrance door with signage instructing entrants to sanitise on entry as well as exit
- In busy periods, staff should ask people to wait their turn outside or return later. If this is likely to happen, place social distancing markers where people queue both inside and out
- Reduce close contact by using protective screens between staff and visitors
- Use electronic payments methods if possible and sanitise electronic keypads after each use
- Avoid cash if possible, but if necessary, wear disposable gloves to do so and wash hands immediately afterwards
- Remove seating, or at least block off seats so that only socially distanced spaces are available

Toilet & Shower Block (touring parks)

Communal facilities are an integral part of a touring park and will usually have service points for water access and waste facilities, together with facility blocks for laundry, washing up, toilets and washing facilities which provide access to unlimited hot water to assist guests in washing their hands regularly.

Additional measures need to be considered with the primary intervention being the reduction of people being able to use the facilities at any one time. These measures have been based on the guidance already issued by government for common areas within workplaces as a minimum – see [here](#)

It is likely that more guests will want to be completely self-sufficient given that most tourers/motorhomes have full sanitary provisions built in.

Where practical, provide one-way entry and exit routes to the shower block. To ensure physical distancing, consider the following:

- Encouraging the use of alternate sinks or consider the fitment of screens
- If there are a significant number of showers, close off alternate shower cubicles
- Ensure all mechanical ventilators are working and windows are left in the open position
- Create schedules for smaller blocks and manage these during busy periods
- Encourage owners to use their own sanitary facilities as much as possible

Laundry Room

- Limit the number of guests using laundry facilities and ensure that guests don't congregate in groups
- Install clear markings to minimise contact between guests and to ensure that queues follow physical distancing requirements. Install signage in visible locations that refers to COVID-19 physical distancing measures
- Create schedules for smaller laundry rooms and manage these during busy periods

Within the laundry facilities where multi-use items/shared items (e.g. laundry detergent) are usually provided, these should be removed. Guests should be notified that these items may be requested or purchased.

Maintenance

For maintenance outdoors

Follow the government guidance for construction and other outdoor work- see [here](#). Where it is necessary to provide maintenance in an occupied caravan, follow the governments guidance for working in other people's homes (see [here](#)), and other government advice. Every venue is different and therefore the park should prepare their own risk assessment for their specific set of circumstances.

Ground keepers/groundworkers

Instruct visitors in advance on the landscaping schedule, for example, when it will be necessary to mow the grass on or around caravan pitches.

Parks supplies/maintenance of privately owned caravans by park staff

The government has published guidance which applies to those working in, visiting or delivering to home (holiday caravan) environments. These include, but are not limited to, people working in the following areas: repair services, fitters, meter readers, plumbers, cleaners. This also covers those making deliveries momentarily at the door. The guidance is [here](#)

If a park maintenance representative has to go into a privately owned caravan to undertake any kind of work, then they should consider the procedure and PPE and other equipment as detailed in [Appendix 4](#)

Contractors

Ensure that any contractor has their own risk assessment and working procedure. If they are to conduct repairs to an owner's holiday caravan then the contractors attention should be brought to [Appendix 4](#)

Water Disinfection

Maintain the concentration of disinfectant in water for consumption within the limits recommended according to international norms and standards. Preferably this should be at the upper limits of the range.

Dishwashing & Laundry Equipment

Dishwashing and laundry equipment must be checked to ensure it is operating properly. You must pay particular attention to operating temperatures, as well as using the correct dosage of cleaning and disinfection chemicals.

Dispensers

Soap and hand sanitiser dispensers, disposable tissue dispensers, and other similar devices must be regularly checked, cleaned and maintained. Defective units must be rapidly repaired or replaced. The Action Plan should include installing units to dispense hand sanitiser as required throughout the site, paying particular attention to public areas, employee areas, etc. These include entrances/exits to the reception building, recreational facilities, laundry room, on-site shop. A schedule for checking dispensers and filling them should be in place and a record kept.

Offices

Follow the government guidance for offices and contact centres (see [here](#)), and other government advice. Every office is different and therefore the park should prepare their risk assessment for their specific set of circumstances.

The governments advice recommends allowing staff to work from home if it is possible to do so.

Deliveries to and from the park

The park should try to limit the risk of contamination from supplied materials by creating a dedicated non-contact drop point for deliveries.

Signage must make drivers aware of 1) physical distancing when picking up deliveries and passing deliveries to employees, 2) the need to maintain a high degree of personal cleanliness and 3) the need to wear clean protective clothing.

- Staff accepting delivery should be equipped with appropriate PPE as required
- Delivery drivers should be asked to allow park staff to unload deliveries, in the event this not an option e.g. a courier, the park representative should insist that social distancing is maintained and the relevant PPE is worn (if required)
- Drivers of lorries delivering or collecting holiday caravans should not be physically assisted by park staff
- Where possible delivery drivers should be asked to remain in their vehicles. Delivery personnel should use sanitiser if required to exit their vehicle
- Disposable containers and packaging should be used to avoid the need to clean any returns. In the case of reusable containers, appropriate hygiene and cleaning protocols must be followed by employees
- Trolleys and barrows should be sanitised after usage
- 2 man lifts are likely to require the use of PPE

After a delivery, any staff involved (e.g. touching/carrying a package etc.) should immediately wash their hands.

Cleaning & Disinfection Protocols

Careful consideration should be given to government advice; COVID-19: cleaning in non-healthcare settings which can be viewed [here](#).

Parks must adapt and implement enhanced procedures in general cleaning of all park areas. In particular, they need to really consider the cleaning of holiday caravans between rentals and viewings (if relevant).

In summary, to help prevent the spread of COVID-19, follow good hygiene practices including:

- Constantly promoting employee and guest hygiene practices
- Arranging for the additional cleaning of communal areas
- Enhanced cleaning regimes for holiday caravans between rentals
- New cleaning process for holiday caravans following a viewing
- Ensuring that appropriate, sufficient and well-maintained hand hygiene facilities are readily available
- Providing cleaners with the appropriate training required to carry out their day-to-day tasks safely
- Providing employees with the sufficient equipment to carry out appropriate disinfection practices
- Ensure an uninterrupted supply of cleaning supplies and PPE

Cleaning materials

To clean all hard surfaces, use either:

- A combined detergent disinfectant solution at a dilution of (1,000 parts per million) available chlorine
or
- A household detergent followed by disinfection (1,000 parts per million). Follow manufacturers' instructions for dilution, application and contact times for all detergents and disinfectants

Consider the following:

- Make sure that the majority of cleaning materials are designed to be disposable immediately after use
- Ensure that there is enough stock of cleaning materials and that resupply is readily available
- Follow the manufacturers' instructions in full
- Predetermine for each facility the required frequency of cleaning, which will be higher than your pre-COVID cleaning regime. Review all the government's guidance on cleaning and hygiene
- Ensure adequate supplies of:
 - detergent/ disinfectant or sanitiser
 - disposable cloths or paper roll/paper towels
 - disposable mop heads
- Steamer for soft furnishings if you do not have a disinfectant that can be used on soft furnishing
- Waste bags for laundry in addition to refuse sacks

Employee uniforms and PPE

Employees engaged in environmental cleaning should wear uniforms. Note: These are not classed as PPE and should not be worn to or from work. Once removed, the uniform must be laundered appropriately.

The policy on the care of uniforms must be updated to ensure every employee is clear on the standards of appearance and dress expected while at work.

Where a locker/changing room is provided, mark floors to indicate available and unavailable spaces that should be used when changing into work attire/PPE. It may be necessary to apply a rota for access time to these rooms so physical distancing takes place.

Cleaners should wear disposable gloves and aprons for all tasks in the cleaning process, including handling waste.

- Gloves and aprons should be compatible with the disinfectant products being used
- Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of a splash or when cleaning an area where there is a case/suspected case of COVID-19. Ensure that there are adequate supplies in place
- Gloves and aprons should be removed carefully to avoid contamination of the wearer and the surrounding area
- Cleaners should wash their hands with soap and water for 20 seconds after removing gloves and aprons

Cleaning employees should be trained to immediately report breaches in PPE, such as a tear in gloves or any other potential exposures to their supervisor.

Cleaning employees and others should clean hands often. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitiser that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.

Routine Cleaning

Consideration should be given to government advice [here](#)

Employees should be provided with their own cleaning equipment. They must then be solely responsible for ensuring that it is cleaned and disinfected, maintained and fit for purpose. If employees work together on the same task or have to use the same equipment (e.g. cleaning products) it is essential that it is cleaned appropriately between users and after the task has been completed. Different sets of cleaning equipment should be used when cleaning different spaces; for example, areas used by the guests and employee-only spaces.

Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, and are not visibly contaminated with bodily fluids can be cleaned thoroughly as normal using the standard combination of detergent, water and manual scrubbing used for the general or routine cleaning of equipment and surfaces. Such cleaning is necessary before disinfection because, if surfaces are not cleaned appropriately, the remaining dirt/contamination renders the disinfectant ineffective.

Disinfection

Frequently touched surfaces that a symptomatic person could have come into contact with should be cleaned and disinfected.

Implement modified cleaning intervals for rooms and work areas. This applies especially for washroom facilities and communal spaces. Cleaning must be performed at least twice per day and whenever facilities are visibly dirty.

Disinfection is required:

- When infection is suspected/confirmed
- If there has been spillage of potentially infectious matter
- Where organic matter or body fluids are present

When disinfecting, always follow these guidelines:

- All products must be used in line with manufacturers' instructions. Pay special attention to the concentration required, contact time, safe storage, shelf life of diluted product and expiry dates - The Control of Substances Hazardous to Health (COSHH) recommendations and product data sheets must also be adhered to
- Cleaning and disinfection of public toilets, bathroom sinks and sanitary facilities used by several people must be carefully performed. A disinfectant effective against viruses should be used and its manufacturer's instructions must be followed
- Equipment used for cleaning must be properly cleaned and disinfected at the end of every cleaning process
- Hand hygiene should always be performed before and after putting on and removing all PPE items (e.g. aprons, gloves, or mask)
- Waste material produced during the cleaning process should be placed in the appropriate waste bins which should be pedal operated and lidded

A suspected/confirmed case of COVID 19

If a suspected/confirmed case has been in contact with any areas/rooms including communal areas or they have used the toilet or bathroom facilities, these areas must be cleaned and disinfected appropriately, paying particular attention to frequently touched areas.

- The area must be kept closed – no one should enter the room/area until it has been well ventilated (i.e. the window left open if there is one) for a minimum of 1 hour. Only then can cleaning and disinfection commence. Ensure that the room/area is not used until it has been thoroughly disinfected

■ Employees who clean and disinfect any area after a suspected or confirmed COVID-19 case was present must wear Personal Protective Equipment (PPE). A risk assessment will determine what PPE is required. This could include:

- Face mask
- Plastic apron
- Gloves

Note: All these items are single-use

- Leave the window open if possible
- It's recommended to use single-use or disposable cleaning equipment

Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths, tissues, masks) should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied and not be left unsupervised until it is placed in the parks central waste facility for collection.

Identification of High Touch Surfaces/Points

Ensure a thorough examination of the workplace is carried out, and recorded in the risk assessment, of high touch points that are present in the workplace.

Examples of high touch points are:

- Entrance Doorways (handles/push plates)
- Internal Doorways (handles/push plates)
- Cupboard door handles
- Handrails
- Light switches
- Counters/Reception Desks
- Guest lounge furniture (e.g. chair arms/table surfaces)
- Workstations - Computers/Printer
- Desk telephones
- Rubbish Bins
- Kitchens/break rooms
 - Fridge/dishwasher/microwave handles
 - Table tops
 - Countertops
 - Chairs
 - Kettles/water dispensers
 - Vending machines
- Toilet facilities
 - Toilets/urinals
 - Taps
 - Sinks
 - Paper dispensers
 - Hand dryers
 - Door locks/sliders

Public Spaces & Communal Areas

Cleaning and disinfection must take place in all public spaces at least twice per day and whenever facilities are visibly dirty. Particular attention must be paid to frequently touched surfaces such as reception desks and counters, door handles, toilet and shower blocks, laundry facilities, on-site shop and other facilities.

Laundry Facilities

Cleaning and disinfection must happen at least twice per day and whenever the laundry facilities are visibly dirty, with an emphasis on frequently touched surfaces (e.g. washing machines, dryers, etc.).

Back of House & Employee Areas

Back of house areas must also be cleaned and disinfected at least twice per day and whenever facilities are visibly dirty. Particular attention must be paid to the staff room, locker rooms, employee bathrooms, delivery areas, shared office spaces and other relevant facilities.

Equipment Shared by Employees

- Clean and disinfect shared equipment and tools before, during and after each shift or any time the equipment is transferred to another employee
- This includes items such as phones, computers and other communication devices, keys, payment terminals, kitchen implements, tools, safety buttons, cleaning equipment, time clocks and all other direct-contact items used
- Shared food and beverage equipment in Back of House areas (e.g. kettle, microwave, etc.) need to be cleaned and disinfected after each use. The same applies to clocking-in machines which must be accompanied by hand sanitisers and antibacterial wipes

Control of Waterborne Hazards (Legionella bacteria)

Water systems which have been shut down, have had low water usage or modified control regimes during the pandemic, may result in an increased risk of Legionella bacteria being present. Such systems may have been out of use for a significant time and in most cases cannot simply be used straight away. The system may require recommissioning as if new (that is thorough flushing, cleaning and disinfection and/or controlled flushing of outlets such as taps, showers and toilets) prior to return to use and reopening of the park. Risk assessment review and water testing should also be considered as part of the recommissioning plan. The services of a competent person may be required to provide further advice. Wet cooling systems which have been shut down will require recommissioning by a competent person prior to re-use.

The following is a non-exhaustive list relevant to the tourism sector of potential sources of aerosols which may contain Legionella bacteria: *wet cooling systems (for example, cooling towers and evaporative condensers); spa pools; showers, taps and toilets; machine cooling systems; spray booth water curtains; humidifiers in food cabinets; ornamental fountains and water features; dust suppression systems; horticultural misting systems, lawn sprinklers; clinical humidifiers; sprinklers and hose reels; and power hoses.*

Legionnaires' disease can be fatal and hospitalisation is generally required to treat symptoms. With the health service currently dealing with a Public Health emergency, it is vital that employers take appropriate action to maintain and operate their water systems especially wet cooling systems, so far as reasonably practicable, during this Public Health emergency.

Locations for Distribution of PPE

If required, PPE should be distributed at the following locations:

- Entry and exit points
- Office area (if applicable)
- Cleaning and Maintenance

Note: Hand sanitiser should be provided in all entry and exit points of the park including reception, laundry facilities, on-site shop, toilet and shower blocks, etc.

Reception Area & General Offices

Cleaning and disinfection of the Reception Area must take place at least twice per day and whenever facilities are visibly dirty. This must place particular emphasis on frequently touched surfaces especially counters, desks, equipment, communication devices, door handles, release buttons, etc.

Where shared equipment is necessary, it must be cleaned and disinfected before, during and after each shift or any time the equipment is transferred to another employee.

Public Areas

The frequency of cleaning and disinfection must be increased in all public areas to at least twice daily. Particular attention must be paid to frequently touched surfaces which must be visibly clean at all times.

The following areas must be cleaned and disinfected at least twice per day:

- Internal and external doors (e.g. door plates, handles, releases)
- Hard surfaces (e.g. tables, countertops, light switches)
- Stair handrails
- Interior seating (e.g. arms of chairs)
- Exterior seating/benches
- Public toilets
- Smoking areas
- Public amenities (e.g. internet station, ATM machine, cigarette machine, vending machine)

Interior and exterior refuse bins must also be emptied, cleaned and disinfected at regular intervals.

Toilet & Shower Block

The frequency of cleaning and disinfection must be increased in toilet and shower blocks to at least twice daily. Place special emphasis on frequently touched surfaces such as doors, taps, plugs, sinks, toilets and urinals, grabrails, tiles, flooring, shower cubicles. You must ensure splashes are avoided during cleaning.

Hand sanitiser dispensers (touchless whenever possible) should be placed at toilet and shower block entry points and checked as required.

Recreational Areas

Caravan parks offer a range of recreational areas such as internal playrooms and games rooms, TV rooms, external play areas, cinema areas, etc.

Recreational areas must be cleaned and disinfected at least twice per day. Particular emphasis must be placed on frequently touched surfaces such as remote controls, toys, sports equipment, etc.

Seating areas to be cleaned and disinfected at the conclusion of each performance/event and as required.

The capacity of recreational areas needs to be managed by park owners/managers to allow appropriate physical distancing between groups of guests. Access to recreational areas must be limited to ensure adequate cleaning can take place.

Visitor Considerations

- All recreational areas need to be reviewed to ensure hand and respiratory hygiene and adherence to physical distancing measures
- Employees must assist in guest movement and flow to ensure physical distancing protocols are followed within all recreational areas
- Signage referring to COVID-19 physical distancing and hygiene measures must be displayed in visible locations. Provide 'Child Friendly' signage in children's recreational areas

Outdoor Activities

Equipment loaned to guests must be cleaned and disinfected before and after use by a designated employee. During busy periods, guest contact areas, locker rooms and changing facilities must be cleaned and disinfected after each use.

If the park is permitted by law to operate children's play areas or outdoor fitness equipment (if relevant) it needs to consider the provision of hygiene stations with sanitiser with very clear signage on the importance of use. Provide 'Child Friendly' signage in children's areas.

Holiday caravans

Viewings of new and pre-owned holiday caravans for sale

- sanitise any frequent hand contact points between viewings
- schedule a deep clean, the same as hire fleet units at least weekly or more frequently, depending on the number of viewings

The standard cleaning and disinfection after a viewing should focus on the frequently touched surfaces.

Internal surfaces – consider the following for treatment.

- Internal Doorways (handles/push plates)
- Light switches
- Window handles
- Cupboard door handles
- Handrails
- Light switches
- Appliances (handles and controls)
- Counters/worktops
- lounge furniture (e.g. chair arms/table surfaces)
- bedroom furniture (e.g. bedside tables)
- Toilet controls, taps, showerheads etc.

Hire fleet units

To get the accommodation safe for use by visitors, an initial deep clean and disinfection will be necessary. This can be done using standard cleaning equipment and materials.

For holiday accommodation for hire:

- Is it best that this is only undertaken between rental periods (i.e. no mid-stay cleaning services)?
- Should a longer period of time be allowed between rental periods?
- Cleaners should work in small fixed teams that can maintain social distancing during their work.

Produce a procedure for cleaning holiday accommodation. The cleaner(s) should unlock the holiday accommodation and ventilate the whole accommodation by opening all doors and windows (weather permitting). External doors should be secured using door retainers. All internal doors should be kept open using chocks and windows should be kept open.

All waste left behind by the previous occupier should be put into refuse sacks.

Make a check list of all the touch points which could include, but are not limited to, the following all of which would as a minimum be disinfected:

- Door keys or security pads
- Doorknobs, push-plates, handles, and locks on all internal doors/cupboards/wardrobes etc.
- Handrails (internal and external).
- Electrical system
 - Sockets
 - Plugs
 - Light switches (rocker and pull-cords)
- Radiators (including valves) and thermostats
- TV/AV equipment including remote controllers
- Kitchen appliances (including knobs and handles)
- Small appliances: coffee makers, toasters, etc.
- Hard furnishings
 - dining tables and chairs
 - bed frames (standard and temporary)
- Wipeable soft furnishings
 - sofas
 - dining chairs
 - beds (standard and temporary)
 - headboards
 - decking furnishings
- Furniture (including surfaces and handles)
- Kitchen worktops and units
- Bedroom robes, cabinets
- Bathroom vanity units and cabinets
- Plumbing items
 - WC (including seat and flush handle)
 - bath
 - shower cubicles
 - basins
 - sinks
 - taps
- Floors
- Kitchen and bathroom walls (tiles and splashbacks)
- Windowsills and handles
- Bins
- Hairdryers
- Coat hangers
- Crockery, cutlery, and cookware (NOTE: these should be removed and preferably washed in a dishwasher and not in the sink)

Note 1: For soft furnishings, a steam cleaner can be used as an alternative to cleaning chemicals.

Note 2: Laundry items – in order to minimise the possibility of dispersing virus through the air, do not shake dirty laundry. Dirty linen must be bagged immediately to eliminate excess contact while it's transported to the site's laundry facility.

Note 3: A record of the date and time when each holiday caravan is cleaned and disinfected should be kept by the park.

Final considerations prior to opening

In addition to the COVID guidelines parks need to consider opening procedures for the business following the abrupt closure.

- Undertake all necessary alterations to the park as informed by the risk assessments. Note: all works should be also managed to ensure that social distancing measures are complied with
- Ensure that any phone diverts and answer phone messages that had been set up are removed
- Notify manufacturers/suppliers and third parties of the reopening date (for parts, deliveries, services etc.)
- Ensure that all utilities infrastructure (with the exception of those that are to remain closed) are tested and, if safe, turned on:

- **Electrical installation** - If the park has been under a regime of regular electrical maintenance, including appropriate documentation, then it should be sufficient to switch on. The switch on procedure should, however, be carried out gradually; starting by ensuring if main switching is off, then all electrical loads downstream of the main switch should be in the 'off' position. Once the main switch is 'on' all downstream switching should be carried out from the largest switch to the smallest. This process reduces the possibility of unwanted tripping by something known as 'ghost loading'

If the park has not been under a regime of regular electrical maintenance, and the main switch has been left off, then it is wise to engage an electrical advisor to carry out the switching process

- **Water installation** - Should be switched on, but it is essential that any water system is not simply put straight back into use. Where water has been standing in pipes and appliances for several weeks during warm weather, it is likely that some increase in bacteria levels and biofilm will occur (e.g. Legionella). Consider individual water systems to specific areas on the park/buildings etc.

Source third party advice and testing if the skill set is not within the business. Keep records of testing and results. Holiday caravan owners will also need to be instructed to flush through their on-board water systems prior to use.

- **Gas installation** - If the park has been under a regime of regular maintenance of the infrastructure, including appropriate documentation, then it should be sufficient to open all the gas isolation valves. If in any doubt commission a competent person.
 - **Private sewage treatment plants** to be made ready to be used again following a period of shutdown as those who discharge poor quality effluent risk being in breach of their environmental permits or the General Binding Rules if their discharges cause pollution of surface water or groundwater. The Environment Agency has provided guidance [here](#)
- Verify that 'successful' audible/operational check of fire alarms has been completed on the fire detection system(s)
 - Ensure that 3rd party providers have been made aware when the park will be operational and manned and notified, where relevant, of new operating procedures e.g. deliveries
 - Ensure that your waste contractor has been advised of any changes in your procedures and you are aware of any changes in theirs
 - Undertake initial visual/operational checks on specific work equipment, particularly vehicles that have been standing for prolonged periods e.g. battery failure.
 - Ensure that no unnecessary slip/trip hazards have been created following any modifications made to the park.
 - Check all external areas e.g. boundaries, fencings/gates.
 - Cut back bushes/trees/hedges where necessary.
 - Ensure that any waste caused by park modifications has been removed or stored in the waste area.
 - Check all fire exit routes to ensure that escape is possible in the event of an emergency.

APPENDIX 1 - Dealing with a suspected or confirmed case of covid-19 on park

Government Guidance states:

"If a guest is displaying signs of the Covid-19 virus while staying in overnight accommodation for a permitted reason, they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have Covid-19, they should return home if they reasonably can. They should use private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. Guests should follow government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection. Once the guest has returned to their main residence, they should continue to follow the government guidance on self-isolation, household isolation and social distancing."

In the event of a guest advising that they need to self-isolate whilst on the park (owner or holiday maker), due to symptoms of coronavirus, the staff member who was notified should follow the relevant escalation and reporting process in place.

The appointed park representative should contact the person or another from the group to advise:

- If the person and the group are not in their caravan, then they should be instructed to go immediately back to the caravan ensuring that they strictly abide by the social distancing protocol and to not touch surfaces or objects.
- The caravan, particularly where the person is located, should be ventilated as much as possible.
- The person should call NHS 111 and explain the symptoms they are experiencing. If the person is very unwell, they should call 999
- If it is not deemed to be an emergency case the person, and the group, should leave the park and return home immediately.
Note: this assumes that someone within the group can legally and safely drive.

If, for whatever reason, the person and the group are unable to leave the park (e.g. it might be the driver that has the symptoms) then the following process should be implemented:

- A website link to the government's guidance for self-isolation should be sent to the person and/or members of the group electronically
- Instruction to be given to the person and the group that they should remain in their caravan as much as possible with strict instruction that the whole group are not permitted to use any of the services or facilities on the park whilst they are self-isolating.
- The person and the group to be advised that they will not be able to dispose of any rubbish, as per the current government guidelines, in any communal bins. All rubbish must be double-bagged and kept in the caravan and cannot be disposed of in communal bins or left outside the caravan. If the person and the group are leaving the park (advising the park prior to their departure), they should leave the waste in the holiday caravan (hired caravan) and make arrangements with the park or holiday caravan owners. Tourers and motorhomes will be asked to take their waste away with them.

Note –the park should make an additional supply of refuse bags available to those self-isolating

- Advise that the person and the group can arrange for food to be delivered to their caravan during self-isolation but if this is an off-park delivery service the reception office must be notified.

Tourers/motorhomes – in addition to the above, advise that the person and the group will need to use a designated service point to get water and dispose of grey/black waste. When the person or group plan to use these facilities, they must contact the reception desk by phone to arrange a specific time to do this. A park representative will need to clean the service point with the appropriate chemicals before it can be used again.

A member of the park's team should be in regular contact by phone with any person self-isolating (or members of their group) to determine their condition. If their symptoms deteriorate or extend beyond the 14-day period they should be advised to call NHS 111 for further advice.

All park communications with anyone self-isolating should be recorded – date, time and outcomes

APPENDIX 2 Example risk assessment for sales office

COVID-19 RISK ASSESSMENT

COMPANY: OUR PARKS	Document No: OFFICE-002
PARK DETAILS: SAFE PARK	Revision No: A (June 1, 2020)
FACILITY: OFFICE	Assessed by: Manager
Area within the facility: Sales Office	Date of assessment: June 1, 2020

ACTIVITY WITHIN AREA	HAZARD	WHO IS AT RISK?	LIKELIHOOD (Low/Med/High)	MITIGATING CONTROL MEASURES	CONTROL DOCUMENTS
OPERATION					
General sales office.	Cross contamination.	General office staff Sales office staff Visitors	High High Low	There should be complete segregation between the activities of the contract signing area and the general sales office. There should be complete segregation between the activities of the general sales office and other non-customer facing office facilities. Sales office staff should not intermingle with staff from other offices. Communication between sales and other staff should be by phone, email, intranet. Staff should immediately self-isolate and inform line-managers if they develop symptoms.	Follow the government's guidance for offices, and shops and branches. Follow other government and HSE guidance. Produce method statement for staff flow and use it to train staff.
Sales centre visitors.	Understanding protocols.	All	High	Explain protocols to all visitors: <ul style="list-style-type: none"> No hand shaking. Maintain a 2m social distance. Sanitise hands on entry/exit. Use of facemasks recommended when viewing accommodation. Install signage at the main entrance: <ul style="list-style-type: none"> Appointment service Social-distancing protocol. Hygiene protocol. 	Signage.
				<ul style="list-style-type: none"> Face-mask protocol. Staff should immediately self-isolate and inform line-managers if they develop symptoms.	
	Contamination through proximity.	Sales staff Visitors	Medium Medium	Use an appointment only service. <ul style="list-style-type: none"> Have time slots which allow for cleaning protocols to be actioned. Ask unexpected visitors to make an appointment and come later. Maintain a closed entrance barrier with signage to phone the sales office for an appointment. Meet visitors outside the office environment. Assess visitor's wellbeing (sales staff to be trained to recognize COVID-19 symptoms and deal with symptomatic visitors). Record arrival time of the customer including name, contact information, etc. for government' Test & Trace purposes in the event of suspected/confirmed cases.	Produce method statement for managing visitors and use it to train staff.
Daily preparation for accommodation viewing.	Contamination through contamination.	Sales staff	Low	Open all windows to vent the accommodation during the day. Open and wedge all internal doors inside the accommodation to allow ventilation to circulate. Lock accommodation and sales staff to keep keys on their person at all times.	Produce method statement for preparation of accommodation viewing and use it to train staff.
Accommodation viewing.	Understanding showground procedures.	All	Medium	Develop a one-way system on the showground. Mark the showground floor with visitor flow by way of directional arrows at 2m spacings. Sanitise each accommodation fully before first opening. Sanitise common areas fully before opening. Install signage around showground:	

APPENDIX 2 Example risk assessment for sales office cont.....

				<ul style="list-style-type: none"> • Social-distancing protocol. • Hygiene protocol. • Face-mask protocol. 	
	<p>Contamination through contamination.</p> <p>Produce method statement for accommodation viewing and use it to train sales staff.</p> <p>Contamination through proximity.</p>	<p>Sales staff</p> <p>Visitors</p> <p>Cleaning staff</p>	<p>Medium</p> <p>Medium</p> <p>Medium</p>	<p>Only allow a group from one household to view accommodation at any one time.</p> <p>Staff member should remain outside the accommodation.</p> <p>Before accommodation is viewed:</p> <ul style="list-style-type: none"> • Review method statement with the visitor. • Ask visitors to wear facemasks. • Ask visitors not to touch anything (or wear disposable gloves which should be discarded into a bin at the end of the appointment). <p>After accommodation has been viewed:</p> <ul style="list-style-type: none"> • Sales staff should sanitise anything that has been touched. • Lock the holiday caravan after the viewing and return the key to the staff member responsible for cleaning. • Cleaning staff should conduct a full clean at the end of the day. 	<p>Produce method statement for accommodation viewing and use it to train staff.</p>
Completion of sales documentation in contract signing area.	General contamination risk.	All	Low	<p>Designate an area which is socially distanced.</p> <ul style="list-style-type: none"> • If possible, use a separate well-ventilated room which is not accessed through the general sales office. <p>Restrict access to sales staff only with no access to main offices.</p> <p>Install a screen to separate staff and customer.</p> <p>Reduce seating to one staff and two customers.</p> <p>Locate additional hand sanitizer station in the area and encourage visitors to use it again.</p>	<p>Follow the government's guidance for offices, and shops and branches.</p> <p>Follow other government/HSE guidance.</p>
				<p>Erect signage</p> <ul style="list-style-type: none"> • Do not enter when in use. • Who may enter (restricted to one staff and two customers from the same household). • Social-distancing protocol. • Hygiene protocol. • Sanitise area before first use. 	
	Contamination through proximity.	<p>Sales staff</p> <p>Customer</p>	<p>High</p> <p>High</p>	<p>Use online systems where this is available.</p> <p>Staff and customers to wear facemasks.</p> <p>Staff and customer to wash/sanitise hands before and after completing sales documentation.</p> <p>Provide disposable pens for the customer to keep.</p> <p>Sanitise area after use.</p>	<p>Produce method statement for reception and use it to train staff.</p>
Taking electronic payments.	Contamination from infected items.	<p>Sales staff</p> <p>Customer</p>	<p>Low</p> <p>Low</p>	<p>Advise guests in advance to make payments online in advance.</p> <p>Explain to the customer the preference for contactless payment.</p> <p>Card readers to be sanitised after each use.</p>	<p>Produce method statement for taking payments and use it to train staff.</p>
Taking cash payments.	Contamination from infected items.	<p>Sales staff</p> <p>Customer</p>	<p>Medium</p> <p>Medium</p>	<p>Avoid cash payments if electronic payment is possible.</p> <p>Staff member to wear disposable gloves; dispose of gloves immediately and sanitise hands afterwards.</p>	<p>Produce method statement for taking payments.</p>
CLEANING					
General cleaning.	Contamination from infected items.	Sales staff who clean	Low	<p>Sales staff to sanitize surfaces regularly/after each use.</p> <p>Cleaning staff to follow protocol for daily deep cleaning.</p>	<p>Produce method statements for cleaning protocols and use it to train sales and cleaning staff.</p>

APPENDIX 2 Example risk assessment for sales office cont.....

		Cleaning staff	Low/High	Cleaning staff to follow protocol for cleaning after a suspected/confirmed case.	
OTHER					
Trade-ins.	Contamination from infected items.	Sales staff	Medium	Staff members should avoid assessing occupied accommodation. As a precautionary measure, leave a traded in caravan locked for 48 hours prior to cleaning staff commencing disinfecting, cleaning, and inspection.	Produce method statements for assessing and handling trade-ins and use it to train staff.
		Cleaning staff	Low		
Hand-over.	Contamination through proximity.	Sales staff	Low	Prior to handover the relevant sales staff should: <ul style="list-style-type: none"> • Conduct the hand-over at the location of the sited unit. • Confirm to the customer that the accommodation has had a full sanitisation process prior to providing the customer with the keys. • Ensure that keys should have been fully disinfected before passing them to the customer. • Must not enter the accommodation after it has been cleaned and prior to hand-over. • Must not enter the accommodation with the customer at the time of hand-over. 	Produce method statements for handovers and use it to train staff.
		Customer	Medium		



Correct removal of gloves

Single use gloves (splash resistant)

Follow the steps shown



APPENDIX 4 – Maintenance engineer working in an occupied holiday caravan

All maintenance engineers are to be briefed on the protocols and instructions for entering homes and interaction with guests when they have to undertake work in a holiday caravan that is occupied. This is to include advice on cleaning regimes, surfaces etc., as well as the requirements of the HSE around reporting incidents of potential or actual contamination.

On arrival the engineer should ask a set of pre-screening questions:

- Have you had any of the following symptoms in the last 14 days: Fever greater than 100 (37.7 °C), difficulty breathing, cough/sore throat/loss of smell or taste?

The engineer should advise the occupier of the precautions he/she will take adhering to the Public Health Guidelines on social distancing. To ensure the required social distance is complied with at all times, the engineer operative may have to ask the occupier to move into another room in the caravan while works are carried out.

The engineer will wear Personal Protective Equipment (PPE) and ensure all surfaces are wiped down. (Mandatory use of gloves, shoe/boot covers and masks when in a holiday caravan)

The engineer should wipe down all surfaces they have come into contact with (both before work commences and upon finishing) using an approved (supplied by the park) surface cleaner and dispose of cloths/wipes etc. in a secure bin.

Engineer should be equipped with the following items

- Hand Sanitiser
- Hand Soap
- Clean water
- Surface cleaner
- Disposable gloves
- FFP2 face mask
- Coveralls
- Boot/shoe covers
- Secure waste bin

APPENDIX 5 – Links to further information

- Public Health England (PHE): <https://www.gov.uk/government/organisations/public-health-england>
- Health & Safety Executive (HSE):
https://www.hse.gov.uk/news/coronavirus.htm?utm_source=hse.gov.uk&utm_medium=refferal&utm_campaign=coronavirus&utm_content=home-page-banner

Links to Government Guidance on COVID-19 and Workplaces:

- Guidance for people who work in or run shops, branches, stores or similar environments:
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>
- HSE Guidance - 'How to carry out a COVID-19 risk assessment'
<https://www.hse.gov.uk/risk/assessment.htm#>
- COVID-19: guidance for employees, employers and businesses:
<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>
- Coronavirus (COVID-19): guidance: <https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>
- COVID-19: cleaning in non-healthcare settings (If you are cleaning after a known or suspected case of COVID-19 then refer to the specific guidance):
<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcaresettings/covid-19-decontamination-in-non-healthcare-settings>
- People who are shielding: <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-riskfrom-coronavirus/if-youre-at-very-high-risk-from-coronavirus/>
- Respiratory hygiene: <https://www.gov.uk/government/publications/wuhan-novel-coronavirusinfection-prevention-and-control>><https://www.gov.uk/government/publications/wuhan-novelcoronavirus-infection-prevention-and-control>
- Vulnerable people: <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-fromcoronavirus/whos-at-higher-risk-from-coronavirus/>



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V2 June 2020