

Operating During COVID-19 Restrictions

1. Changes from last issue

NA

2. Objective

To identify the company response to the Covid-19 outbreak and the methodology of re-opening and operating facilities in a safe and controlled manner.

The UK Active framework for reopening the gym and fitness industry has been followed and Brio Leisure is committed to delivering against the UK Active agreed safety plan. This process will ensure that facilities are Covid secure and operating in the safest manner for staff and customers.

3. Risk Assessment

The organisation has produced a risk register detailing the main risks associated with remobilising leisure centres and operating under Covid-19 restrictions. This will be monitored and updated by the Leadership Team. The risk register details all risks ranging from health and safety to reputational and financial risk.

Findings from the risk register have been used to inform operational risk assessments covering 3 key areas.

3.1 Activities

Activity assessments identify which activities are currently viable to operate whilst maintaining adequate safety precautions. The assessments identify all known hazards and the required control measures to reduce risk to an acceptable level.

3.2 Facilities / Buildings

Facility assessments identify the hazards relating to the built environment and focus on the key issues of cleaning, sanitisation, access / egress, space for social distancing and maintenance regimes.

3.3 Staff / People

Staff assessments cover all areas risk linked to staff operating in the facilities. Standards, training, support and PPE are considered here as essential control measures.

3.4 Spatial Assessments

Spatial assessments have been prepared by the Facility Managers, supported by the Operations Manager and the Health and Safety Coordinator. These assessments include reduced capacity calculations to enable recommended distancing, equipment requirements, alternative access and egress points and management of customer flow. Capacities are based on UK Active guidance along with spacing and distancing measures. Currently this is set to provide customers with a 3m² area in which to participate and a 3-metre distance from other customers or staff.

4. Advice and Guidance

To support and inform the remobilisation process, the organisation has taken into account a broad range of advice and guidance from key sources ranging from international and national governmental agencies to industry specific experts and national governing bodies. This includes but is not limited to

- Public Health England
- Central Government Briefings
- NHS Guidance
- UK Active
- RLSS (Royal Lifesaving Society)
- PWTAG (Pool Water Treatment Advisory Group)
- Health and Safety Executive
- Right Directions
- Europe Active
- EMD UK (Governing body for group exercise)

This work has been further supported by the attendance of the Management Team at Covid-19 specific webinars covering all elements of operation.

5. Phased Approach

The organisation has prepared a phased opening plan identifying which facilities and activities will be mobilised based on reducing restrictions.

The phased approach allows a cautious approach to enable the testing of control measures and applies all available guidance as a minimum standard.

The phasing of the plan is reviewed on an ongoing basis based on revised advice and guidance and informed by review of current operation including staff and customer feedback.

6. Normal Operating Procedures

Each facility has produced a Normal Operating Procedure detailing the full range of additional measures introduced to manage the identified risks. The procedures follow the subject matter of the risk assessments and are in addition to existing operating procedures.

These documents form the basis of staff training prior to opening and will be reviewed weekly based on feedback and changing guidance and legislation.

The Normal Operating Procedures focus on the following areas

Activities

- Revised booking process to control capacity.
- Pre-paid bookings to avoid transactions on site
- Reduced capacities for all activities
- Utilisation of larger spaces to maintain distancing
- Revised programmes focussing on the safest activities
- Revised timetables to avoid cross over of queues

Facilities

- Social distancing measures and signage on the approach to the building.
- Multiple queuing and entrance points.
- Clear and concise signage in all areas including staff areas promoting hand washing / sanitising and social distancing.
- Sanitiser stations provided at entrance points, room entrances and throughout activity spaces.
- Additional sanitising equipment for gym and fitness equipment.
- Additional safety equipment including Perspex screens for reception points and fitness instructors.

- Revised cleaning schedules to increase frequency of cleaning.
- Revised cleaning standards identifying processes for cleaning and sanitisation.
- Register of high frequency touch points and frequent sanitisation regime.

Staff / People

- Planning to operate with essential staff only.
- Continued use of remote / home working.
- Additional measures to support vulnerable staff / customers.
- Additional staff spaces allocated to allow distancing.
- In depth training for all staff covering general awareness and detailed procedures and work instructions.
- Revised First Aid procedures to protect staff and customers.
- Enhanced PPE provision for staff with clear guidelines on use and disposal.
- Processes discussed and agreed with unions as a matter of course

7. Communication

This document along with the company risk assessments will be available online.

Direct contact will be made with all members and users of the facilities prior to reopening with clear and concise information on the activities operating and the required control measures in place.

8. Emergency Response

Brio Leisure has a bespoke Emergency Action Plan in place based on industry and Public Health guidance detailing procedures for managing any suspected or confirmed cases of Covid 19 in any Brio facility.

The plans are regularly reviewed against guidance.