

## Covid-19 Policy 2020

**Date Written:** 13<sup>th</sup> November 2020 (V.5)

**Person Responsible:** Tim Green

**Date of Review:** During the months following writing this document it will be dynamically reviewed and updated as the science changes, government guidance is updated, or Graythwaite Adventure deem fit to change the policy according to improvements or amendments required as we implement it in an operational setting. At the time of amending this document we are in the second lockdown with tighter restrictions but with the promise of a vaccine on the horizon, potentially leading to a positive relaxation of the guidelines. Our policy will be dynamically updated to reflect these changes.

### Sense checking our decisions during this period;

As we have prepared for a graduated and staged opening, we have used the following parameters to assess whether we are doing the right thing and at an appropriate time. Any activities being offered to the public have been sense checked against these and we have been satisfied that all necessary and practicable precautions have been taken.

Our activities must be run with an operational policy that is:

1. Safe
2. Lawful
3. Evidence based
4. Socially responsible
5. Clear
6. Realistic

### The responsibility of our guests;

Our guests will be asked to sign a medical disclosure which will include the additional questions:

- Do you have any Covid-19 symptoms?
- Do you have Covid-19?
- Have you knowingly had contact with anyone who has Covid-19 in the last 14 days?

If the answers to any of these questions is yes then they will have their session cancelled, be asked to leave the site and additional cleaning with viricidal products will be implemented.

Site signage will read:

**You must not attempt to enter our facility or participate in any of our activities provided by Graythwaite Adventure LTD if you are experiencing any symptoms of COVID-19 or have been in the company of anyone showing symptoms or if you have been told to self-isolate.**

Social distancing will remain the responsibility of our guests.

**We will display the NHS track and trace signage in multiple locations**

### General Stipulations:

- **Maximum group size to reflect the current guidance.**
- **A distance of 1m plus will be maintained at all times except in the case of an emergency.**
- **All our equipment will be washed and disinfected after being used on any activity.**
- **Mandatory hand wash stations will be based at both Activity Sites.**
- **All Staff will be provided with appropriate PPE for guests' and their safety.**

### Covid-19 Plan

#### Guidance and best practice

- We are following all government guidelines and industry best practice in partnership with key tourism bodies and specialists.
- Guests participate in our activities, visit the lodge and visit Graythwaite Estate knowing that we cannot alleviate 100% of the risk of this virus.

#### Our teams, supply chain and partners

- We will ensure that everyone involved in our business is fully aware of and is committed to our plan.
- Every team member will receive training in new health and hygiene related procedures and on their responsibility to guests and colleagues.
- New HR policies and processes have already been implemented so we are prepared for our staff to work.
- We will take all reasonable steps to follow the government's Covid-19 Secure Workplace Guidelines.
- We are communicating with suppliers and partners, to ensure that their policies and systems relating to health and hygiene meet the government's Covid-19 Secure Workplace Guidelines.

#### Communication

- We will share as much information as possible to provide assurance and transparency.
- This document will be available and published on our website and updated as things change.
- New signage will be placed around our site to promote and remind everyone about hygiene and social distancing.

#### Cleaning

- A new risk-based approach to cleaning has been implemented and all team members will be trained accordingly.
- Hand sanitiser will be available and visible at several points around the site.
- A hand washing station has been set up outside the Lodge as well as already having that facility in the toilets.
- Kit will be sanitised before / after each use.
- Please note that the outside seating around the lodge will not be sanitised after each use. We ask that you use the hand sanitiser before and after using that facility.

### Covid-19 Plan- Continued

#### Social distancing

- We will operate group sizes according to the government guidelines on the number of people from different households meeting unless the group is from one household.
- We allow participants to wear a mask and gloves where practical and to supply their own. We do not provide masks or gloves for our guests to wear.
- There will be unavoidable pinch points in our guest journey, and we ask them to be aware of keeping the required distance as much as possible.
- Instructors will keep to the required distance as much as possible but be aware that they may have to step closer on safety issues. By participating in any activity guests then accept this may happen.
- Social distancing remains the responsibility of the guest

#### Capacity

- We will adhere to restrictions relating to session and site capacity while social distancing is required.
- All activities apart from dry hire of non motorised watercraft at Grubbins Point must be booked in advance so we can control numbers.

#### The future

- We will keep abreast of the latest information and requirements in the Covid-19 situation and move with the changes it brings. Additional activities will become available as and when we deem it safe to do so. It however does not detract from our desire to offer fun and exciting activities for all ages.

### Health and Hygiene Policy

We want our guests to understand what we're doing today and planning for in the near future in the areas of cleanliness, hygiene and social distancing so that when they arrive on site to Graythwaite Adventure, they know our commitment to their health and safety is our priority. Whilst we have set ourselves high standards of general cleanliness, cleaning processes and training, we are now focused on developing the next level of cleanliness standards designed to minimise risk and enhance safety for guests. It's important to us that your experience with us remains as fun, adventurous and exciting as possible but we must adhere to Government guidelines and those set out by experts, so we are taking a thoughtful approach to set our new normal standards providing a holistic approach designed to take care of each and every one of our guests. Our specific areas of focus include:

- **Surface areas:** COVID-19 has raised awareness about the importance of high-touch surface cleanliness. We will improve our cleaning protocols, requiring that surfaces and equipment be thoroughly treated with disinfectants and that this cleaning is done with increased frequency in between guests leaving and new guests arriving for each session.

- **Guest contact:** The CDC and WHO warn about direct, person-to-person contact as the primary way COVID-19 is spread. To help alleviate the risk of transmission this way, on arrival we will remind guests to maintain social distancing protocols, and we will remove or restrict access to our shooting site lodge and outdoor furniture to allow more space for distancing. We will be adhering to Government guidelines in terms of which activities we can provide and when, due to the proximity required for some activities.
- **Food safety:** Our food safety program includes enhanced sanitation guidelines that includes hygiene and disinfecting practices. All food handlers are trained on safe food preparation and service practices. We are modifying our operational practices for food and drink service and designing new approaches to how we serve.

#### **Maintaining hygiene, through handwashing, sanitisation facilities and toilets**

To help everyone maintain good hygiene, consideration has been given to:

- Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into your arm
- Providing regular reminders and signage to maintain hygiene standards
- Providing hand sanitiser in multiple locations in addition to the toilets
- Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved
- Enhancing cleaning for busy areas
- Providing more waste facilities and more frequent rubbish collection
- Using disposable paper towels in handwashing facilities where possible
- Cleaning all equipment between use including buoyancy aids, paddles, shotguns, 4x4 vehicle interiors etc. Cleaning of watersports equipment should be sensitive to the natural environment and in-line with a bio-security policy
- Clay pigeon traps should be covered in a removable plastic covering and replaced between sessions
- Antibacterial wipes will be available for use by all guests
- Our team will wash their hands and sanitise before and after handling any equipment that may then be handled by our guests to use i.e. canoes, kayaks, paddleboards, paddles, buoyancy aids.

#### **Additional Measures for serving food and drinks**

- Cold drinks will continue to be served in cans and individual water bottles
- Hot drinks will continue to be served in disposable, recycled, paper cups
- Snacks will be served as individually wrapped items
- Lunch or evening food / BBQ / picnics will be served boxed individually rather than sharing platters when guests are not from the same household