



Staff Safe Environment Plan

As we reintroduce our facilities and services both within the centres and out in the community we want to ensure staff and customers are safe.

You are all key to the success of our organisation and your personal health and safety is of paramount importance. This document provides you with key advice and guidance.

Please refer to the overarching NLT Safe Environment Plan (SEP) for our complete range of policies and actions in place in order to keep staff and customer's staff.

The most recent version of the SEP and other CV-19 information can be found on the staff website <https://www.trilogyleisure.co.uk/staff/>.

Please take a moment to watch our reopening video which shows some of the changes we have made within the leisure centres <https://www.trilogyleisure.co.uk/>

Staff must follow key advice:

- **If you have Covid-19 symptoms, stay at home and self-isolate**
- **Keep 2 metres apart and avoid people who have Covid-19 symptoms where 2m is not possible please keep at least 1m apart**
- **Face covering to be worn by staff and customers** (*please refer to page 3 for more information and exemptions*)
- **Always wash your hands with soap and water on a regular basis**
- **Avoid touching your face, eyes, ears and nose**
- **Do not shake hands and avoid touching other people**
- **Avoid high touch areas and disinfect high touch areas frequently**
- **Reduce the spread of Covid-19, follow government guidelines**

Training to be completed

Your manager will discuss all relevant training with you, this includes online iHASCO training which need to be completed before returning to work. You can also find a complete list of training in the SEP.

Travelling to and from work

Avoiding using public transport and car sharing, aim to walk, cycle, or drive instead. If using public transport is necessary, wearing a face covering is mandatory.

Avoid car sharing (unless living together, those sharing the journey are sharing a bubble), aim to walk, cycle, or drive instead. If using public transport, it is mandatory to wear a face mask.

Workspace

Unless necessary, staff should not hot desk and if possible, stick to one desk (or work from home), NLT will allocate single workstations where possible.

Staff will use wipes provided to clean radios, phones, desks, keyboards, head pieces etc. before and at the end of each shift. Keep the office space and workstations tidy from clutter and hygienically clean before, after and during their shift.

Offices have been adjusted to adhere to social distancing. Occupancy levels have been set for each office space. Work back-to-back or side-to-side working (rather than face-to-face) whenever possible. Sneeze screens are available if required, please make your line manager aware if you feel you need one.

Avoid unduly raising your voices to each other, therefore refrain from playing music or broadcasts (in office accommodation or staff rooms) that may encourage shouting, including if played at a volume that makes normal conversation difficult. There is a potential for increased risk of transmission when raising your voice.

To protect staff working on reception, sneeze shields have been installed and clear 2-meter guidance stickers, handrails installed.

To maintain social distancing rules, meetings will be held online where possible. Where there is a need to talk to staff on site, locations will be chosen to allow for social distancing measures.

Where staff can carry out duties from a home setting please speak with your line a manager as this will help reduce the number of staff and customers in each site, thus helping to manage social distancing. We are also encouraging staff not to travel between sites.

Staff breaks

Please speak with your line manager regarding staff break arrangements.

Staff returning to work, annual leave or sickness including guidance regarding Track & Trace

Please refer to the SEP for full details.

Staff Personal Protective Equipment (PPE)

All staff will be required to use the PPE provided; dependant on the role, this could also include coverings (face shields or face masks). Face masks and shields are available.

PPE is compulsory when using cleaning chemicals.

We will also be issuing first aid 'bum-bags' which will be worn by all operational staff; these will include face shields, gloves and disinfectant wipes and a hygiene keyring as a minimum.

NLT Face Covering Policy

Protect each other - please wear a face covering.

Customers

Other than when participating in physical activity we are asking our customers over the age of 11 to wear a face covering when inside NLT centres. Refer to the SEP for more information and exemptions.

Note, it is not the job of NLT staff to enforce customers to wear a face covering

Team members

- Unless medically exempt, NLT colleagues will wear a face covering inside NLT centres with the following exceptions:
 - Fitness Instructors are not required to wear face coverings whilst teaching a class
 - Swim Teachers, Gymnastics and Activity Coaches are not required to wear face coverings whilst teaching or coaching
 - Lifeguards within the pool environment and working on poolside are not required to wear face coverings

Company vehicles

Please refer to the full guidance in the SEP before using a company vehicle.

General Staff and Customer Safety

- Keep doors open where possible to reduce 'touch points'. Keep windows and doors open where possible to increase ventilation.
- We have introduced separate entry and exit points, wherever possible.
- Pop-up banners, floor stickers and tape is used to indicate 2m social distancing.
- We have introduced contactless transactions only (apart from some vending machines).
- Ask customers to quote their membership number or name and address rather than handing over their membership card to be swiped.
- Conduct regular head counts to ensure we are within agreed numbers.
- Carry out a minimum of hourly checks of social distancing and signage with the centre.
- 2m safe distancing floor stickers have been fitted in front of wash basins and urinals. Customers should come gym ready and encouraged not to change on site.
- Do not pass items between each other, this includes personal items, water bottles, bibs, swimming aids etc.
- Swimming Teachers to instruct from poolside.
- Promote social distancing and cleanliness at beginning and throughout classes.
- There is no requirement to sign in / out to minimise potential transmission

Cleaning guidelines

We increased our cleaning and updated our guidelines. We have also researched and purchased new CV-19 cleaning products. Our new cleaning guidelines are listed below:

- If required, each centre will be deep cleaned prior to re-opening
- The frequent cleaning schedule for touch points has been implemented; specific documentation is in place to ensure this is adhered to
- Equipment (including mats etc.) will be cleaned in-between use, equipment required will be reviewed and if appropriate removed from use
- Customers will be requested to clean down the equipment after they have used it – spray and cleaning materials will be available
- Staff members will monitor and advise customers to clean equipment as required

Our SEP has been developed in line with the current UK Government CV-19 Guidance (as at October 7th 2020). For more information regarding the UK Government CV -19 Guidance please visit: <https://www.gov.uk/coronavirus>