



COVID-Secure Policy and Procedures



15th March 2022

PGL COVID-Secure Policy and Procedures Statement

PGL is fully committed to safeguarding the health, safety and welfare of our colleagues, guests, visitors and the people in the communities where we work. We are aware of, and will comply with, Public Health England (PHE), the Health and Safety Executive (HSE) Department for Education (DfE) COVID Guidance and Local Guidance for our operations overseas.

PGL manages the risks associated with COVID-19 through:

1. Regularly reviewing our risk assessments and sharing with our customers and our employees
2. Implementing robust cleaning, handwashing and hygiene procedures
3. Ensuring a supply of fresh air to indoor spaces by opening windows, doors and vents
4. Ensuring customers and staff are symptom-free and insisting that they isolate and are tested if required
5. Demonstrating strong leadership, worker-engagement, and use of good health and safety advice
6. Providing appropriate training
7. Protecting vulnerable groups and those at higher risk of serious illness, such as those with underlying health problems
8. Providing ongoing physical and mental health support, recognising that some effects may be long-lasting and consider the needs of all workers, including those with health conditions and those working from home
9. Ensuring that goods suppliers, contractors and others who have access to our centres operate in accordance with the relevant Government guidance

Anthony Jones

Chief Executive Officer
PGL Travel Ltd.



Risk Assessment

What are the hazards?	Who might be harmed and how?	What are we doing?
Transmission due to contact between individuals and surfaces	<i>Staff, Guests, Visitors and Contractors</i>	<p><u>Prior to arrival</u></p> <ul style="list-style-type: none"> • Schools and groups will have a clear understanding of the role they play in managing the risk of COVID-19, this includes promoting and monitoring of good personal hygiene and respecting others space • The school or group is responsible for ensuring individuals are in good health • Schools and groups will be asked to confirm that their setting is 'COVID-free' and everyone on the visit is in good health and not showing any signs of COVID-19, this will be confirmed upon arrival <p><u>Transport / Car Parks / Vehicles</u></p> <ul style="list-style-type: none"> • Schools and groups are directed to the government guidance on travel • Coach operators contracted by PGL will confirm in writing that they conform with latest government guidance and ensure: <ul style="list-style-type: none"> ○ use of hand sanitiser upon boarding and/or disembarking ○ additional cleaning of vehicles ○ managing any stops or breaks at services etc. to reduce the risk of transmission ○ organised queuing and boarding where possible including 'first in, last out' ○ distancing within vehicles wherever possible ○ vehicles are well ventilated • Car parks are defined and controlled to ensure all traffic and vehicle movement is managed to minimise congestion • Our staff are provided with access to additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible

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		<p><u>General Management</u></p> <ul style="list-style-type: none"> • Physical meetings are limited to essential purposes only and staff are asked to respect others personal space, these will be outdoors or in well-ventilated rooms • In addition to staff training and pre-arrival information for guests, posters will assist in ensuring good hygiene practices • A dedicated PGL Group Leader will be allocated as a primary point of contact <p><u>Arrival</u></p> <ul style="list-style-type: none"> • Party Leaders are reminded of the role they play in managing the risk of COVID-19 and their obligation to report any illness to PGL • Party Leaders and guests are reminded of the importance of good personal hygiene and the need to clean their hands thoroughly and more often than usual: <ul style="list-style-type: none"> ○ In-between activities ○ Before and after eating or handling food ○ After sneezing, coughing, blowing nose, or touching face ○ Before and after using the toilet • Party Leaders are encouraged to promote the importance of good hygiene practices for everyone ('catch it, bin it, kill it') • Party Leaders will be asked upon arrival if they have any specific requirements <p><u>All Facilities</u></p> <ul style="list-style-type: none"> • To provide maximum ventilation, entrance and exit doors and windows will be open as much as possible unless they are designated fire doors • Where surfaces require disinfecting, we will use an antiviral disinfectant that is effective against Coronavirus; certified to European standards B:2013 + A2:2019 • Hand sanitiser will be available at the entrance to all buildings, and must be used by everyone entering the premises to reduce the risk of transmission

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		<ul style="list-style-type: none"> • Additional hand washing facilities are provided outside the dining room and other key locations • Signage will be placed in prominent areas to remind everyone to respect others personal space and wash their hands regularly • Guest timings for arrival, use of the shop and restaurant will be staggered to reduce the risk of transmission • Additional cleaning and sanitising will take place in areas of high congregation and frequent touch points/surfaces such as: <ul style="list-style-type: none"> ○ Door handles / push plates, especially in and around: WCs, dining rooms, communal offices, receptions, vending machines and keypad door locks ○ Entrances to buildings, classrooms and accommodation corridors • Appropriate cleaning supplies will be readily available for staff and accompanying visitors to enable easy access for 'self-service' cleaning • Furniture will be arranged to allow to personal space to be maintained • Effective signage to make all aspects of movements and use of site is clear and unambiguous • Toilet facilities provided for visitors are single occupancy only and cleaning materials will be provided to allow 'self-cleaning' • Bins will be available for the disposal of PPE, tissues etc. Hand Sanitiser will be available in close proximity <p><u>Our Staff</u></p> <ul style="list-style-type: none"> • Are health-checked every morning and reminded daily only to come into work if they are well • Will wear a PGL face covering when indoors in communal areas • Are aware of their obligation to report any illness and are reminded of the importance of good personal hygiene • Have staggered arrival and departure times at work to prevent crowding into and out of the workplace. More entry points have been provided • Will undergo comprehensive training in preventing the transmission of COVID-19, washing hands, cleaning, hygiene, use of PPE and how to respect others personal space

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		<ul style="list-style-type: none"> • Are kept updated and regularly monitored on all procedures • Will have a change of clothes / spare uniform available for when required, e.g. after dealing with virus or bodily fluids • Will avoid using 'hot-desks' and shared workspaces, where this is not possible, cleaning and sanitising workstations will be undertaken between different occupants • First aiders have been provided with additional training in accordance with the Resuscitation Council UK COVID-19 guidance on CPR and resuscitation and appropriate PPE is available in order to maintain an effective response to any incidents <p><u>Accommodation</u></p> <ul style="list-style-type: none"> • Rooms will be cleaned and sanitised prior to occupancy in accordance with the procedures outlined in the PGL Housekeeping Manual and Health and Safety Procedures • Windows are fitted with restrictors to allow ventilation • All linen including mattress protectors will be replaced between occupants • Pillowcases will be 'doubled up' • All Linen is laundered at 60 degrees • Each room will be inspected and approved for use by a member of the Housekeeping Management Team • To reduce the risk of transmission, rooms will only be cleaned during the stay at the request of the Party Leaders • Tea and coffee making facilities will be sanitised and available in each adult room, additional supplies will be made available <p><u>Catering</u></p> <ul style="list-style-type: none"> • The dining room is clearly marked/signed to ensure guests can respect personal space and avoid contact with people outside of their group or who they do not normally meet

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		<ul style="list-style-type: none"> • Each dining room, where possible, has a clear entrance and exit route that avoids groups interacting with others • Chairs, tables, and any other touch points are sanitised between groups visiting the dining room • At all self-service points cleaning materials are provided to sanitise hands and equipment before and after service. Notices will be placed reminding everyone to only ‘touch what you intend to take’ • Utensils in use at the ‘salad bar’ will be replaced every 30 minutes (maximum) <p><u>Retail</u></p> <ul style="list-style-type: none"> • The PGL Group Leader will ensure guests are aware of the hygiene procedures to be followed as per ‘Retail Standards’ • The use of baskets will be minimised, with handles being regularly sanitised • Customers will be encouraged to avoid touching products while browsing • Guests will be asked not to lean on the counter • Guests will be encouraged to sanitise their hands using the sanitiser provided <p><u>Activities / Evening Entertainment</u></p> <ul style="list-style-type: none"> • Programmes are modified to ensure activities can be conducted to whilst adhering to good hygiene practices • Activities will be conducted in accordance with the guidance issued by the Governing Bodies of Sport and industry sector bodies • We will minimise the need for guests to share equipment • We will prevent the sharing of PPE if there is a risk of transmission • Evening entertainments or other large group events will only take place in indoors where we can guarantee there is sufficient ventilation in line with government guidance • We will ensure strict maintenance of hand hygiene using hand sanitiser before, during and after activity (where appropriate)

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		<ul style="list-style-type: none"> We have a clearly defined disinfecting routine in place to disinfect relevant equipment and contact surfaces before, after and at pre-set intervals as defined in our Activity Risk Assessment
Transmission of infection	<i>Staff, Guests, Visitors and Contractors</i>	<p><u>Infection Control</u></p> <ul style="list-style-type: none"> We have procedures in place to manage any suspected infection which includes the use of designated rooms suitable for isolation The PGL Infection Control Policy outlines the actions to be taken in the event of someone (staff or guest) showing signs of COVID-19 <p><u>Guests</u></p> <ul style="list-style-type: none"> If a guest is displaying symptoms of the COVID-19 virus: <ul style="list-style-type: none"> as per DfE guidance for schools, each case and situation will be assessed on an individual basis, but the primary action will be for the individual to return home they will immediately self-isolate to minimise any risk of transmission If a guest cannot reasonably return home (for example because they are not well enough to travel or overseas) their circumstances will be discussed with an appropriate health care professional and, if necessary, the Local Authority On the Isle of Wight, we will assist you in arranging the next available ferry crossing with Wightlink whose COVID-Safe procedures currently require any such passengers to stay in the vehicle throughout the crossing. <p><u>Staff</u></p> <ul style="list-style-type: none"> Staff testing positive and those with coronavirus (COVID-19) symptoms will stay at home (or isolate on centre) and avoid contact with other people: <ul style="list-style-type: none"> This can be for up to 10 days from when your symptoms start. Many people will no longer be infectious to others after 5 days You can do a rapid lateral flow test from 5 days after your symptoms started (or the day you had the test if you do not have symptoms) and another the next day If both tests are negative and you do not have a high temperature, you're less likely to pass COVID-19 to others and you can go back to your normal routine If your test result is positive on day 5, you can carry on doing rapid lateral flow tests every day until you get 2 negative test results in a row You should avoid meeting people at higher risk from COVID-19 for 10 full days



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		<p><u>Cleaning</u></p> <ul style="list-style-type: none">• If notified of a confirmed or suspected case of COVID-19 then we will enact the government guidance on cleaning in non-healthcare settings. As a minimum this will include:<ul style="list-style-type: none">○ Secure the room for 72 hours to reduce the infection risk, especially on soft furnishings which cannot easily be cleaned. Alternatively use a 'anti-virucidal 'fogging' machine can be used to clean the area○ Use disposable cloths and mop heads, clean with warm soapy water first, then disinfect the surfaces○ Normal household disinfectant is recommended○ Pay particular attention to high-touch point areas and air vents○ Staff should wear PPE and, at a minimum, a mask but made available to staff will be gloves and an apron if they wish to use these as well○ PPE should be discarded by double-bagging and keeping in a secure place, away from other waste for 72 hours. Staff should always wash their hands with soap and water for at least 20 seconds after cleaning each room○ Public areas where a symptomatic person has passed through should be cleaned thoroughly even where contamination may not be visible. All surfaces that the symptomatic person has come into contact with should be disinfected, including all high-touch points such as bathrooms, door handles etc.• Schools and Groups should notify PGL of any post-visit infections

Name of Assessor:	Paul Kenwright
Department:	Director of Safety and Compliance
Review Date:	To be updated upon release of further guidance from UK Government, DfE, PHE, NHS