

## Action card guidance

- This action card should be used in conjunction with current Welsh Government guidance for Tourism & Hospitality and the latest COVID-19 Control Plan.
- Its purpose is to highlight those actions that are critical to preventing and controlling COVID-19 infection in tourism and hospitality premises open to the public.

## How do I keep COVID-19 out of my premises?

The key actions for you to take to be as COVID-19 secure as possible are outlined below:

1. Remind staff and customers that if they, or any of their group, are symptomatic, have tested positive, are awaiting a test result or have been asked to self-isolate by the NHS Wales Test, Trace, Protect service, they must not come to your premises. You should communicate this to the customer at the time of booking, upon arrival and by displaying posters or signs on your premises.
2. It is your responsibility as a business to follow guidance on Keeping Records of Staff, Customers and Visitors and implement a robust process to collect details to support NHS Wales TTP.
3. You should clearly communicate to customers that you are legally required to collect this data in the event that a case or outbreak of COVID-19 is linked to your premises.
4. Ensure all staff and customers wear face coverings in parts of the premises that are open to the public, unless the person is under 11 or has a reasonable excuse not to wear one.
5. The risk of infection is reduced when the 2 metre rule is maintained and as part of your risk assessment you should seek to achieve this. Where staff cannot be 2 metres apart, e.g. within small kitchens and staff rooms, manage transmission risk by wearing face coverings.
6. Implement measures to ensure that the number of possible contacts for staff members is minimised. Stagger staff shift and break times and schedule deliveries to avoid crowding, set a maximum staff number in kitchens, staff rooms, changing rooms and areas such as smoking shelters and avoid car sharing.
7. In exceptional circumstances where it is not commercially viable for a business to maintain the 2 metre rule, mitigating measures should be put in place such as using screens or barriers between tables and staggering arrival and departure times. You must set and display the maximum capacity for the premises, implement one-way and queuing systems and provide clear communication e.g. signs, floor graphics, cordons/barriers throughout.
8. Maximise ventilation and enhance airflow by opening windows and propping open internal doors (but not fire doors) where possible.
9. Place hand sanitisers in multiple locations and use clear signage to remind customers and staff about handwashing and good hygiene.
10. Identify and regularly clean key touch points e.g. door handles, lift buttons, keypads, stair/escalator hand rails and taps, handles and other touch points in staff and customer toilets.
11. If you serve food and drink, menus and napkins should be single use only and, along with cutlery and other items, provided at the table. Apps or other communications devices can be used to reduce contact with customers, including options for menus, ordering, billing and contactless payment.

## What action should I take when an employee or customer tests positive for COVID-19?

1. You'll learn of a confirmed case at your workplace in a number of ways: from staff; a contractor; your medical centre; environmental health service or from Public Health Wales.
2. If you become aware that a member of staff or customer has tested positive it is important for you to make proactive contact with your local environmental health team or TTP Team.
3. When you are informed of a positive case, the TTP team will ask you to identify staff who had close contact with the positive individual and customers who were at the premises when the positive individual was present.
4. Once these contacts (staff and customers) have been identified they will need to be informed of the risk (through TTP or manager) and advised and supported to self-isolate for 10 days.
5. Employers should not require any member of staff that has been required to self-isolate as a contact or a case to submit a negative test before returning to work. They can return to work after their 10 day isolation period is complete.

## How can I minimise the spread of infection in my business?

Should you have 2 or more positive cases from your workforce or visitors in a 14 day period you will need to consider if there are inherent risks within the workplace. You may wish to:

1. Review your specific COVID-19 risk assessment including working practices, cleaning/disinfection practices, adherence to the 2m rule and wearing face coverings. Add new mitigating measures where required.
2. Brief and engage H&S and union representatives in any decision making on further mitigating controls.
3. Reinforce good practice through increased staff engagement, training, supervision and communicating the revised plan to ensure that signs and symptoms of COVID-19 (e.g. self-isolating and testing) are understood and acted on appropriately.
4. Any cluster in your workforce will prompt action from the local authority. They will be able to support and advise you on further actions required to mitigate ongoing risks. One of the actions they may wish you to take is to support testing of the whole workforce to identify asymptomatic individuals.

### Links to key guidance:

[gov.wales/guidance-for-tourism-and-hospitality-businesses-coronavirus](https://gov.wales/guidance-for-tourism-and-hospitality-businesses-coronavirus) [www.hse.gov.uk/simple-health-safety/risk/index.htm](https://www.hse.gov.uk/simple-health-safety/risk/index.htm)  
[gov.wales/taking-all-reasonable-measures-minimise-risk-exposure-coronavirus-workplaces-and-premises-open](https://gov.wales/taking-all-reasonable-measures-minimise-risk-exposure-coronavirus-workplaces-and-premises-open)  
[gov.wales/keeping-records-staff-customers-and-visitors-test-trace-protect](https://gov.wales/keeping-records-staff-customers-and-visitors-test-trace-protect) [businesswales.gov.wales/coronavirus-advice/tool-kit](https://businesswales.gov.wales/coronavirus-advice/tool-kit)

