

# COVID – 19 Risk Assessment

Issued August 4th, 2020

Updated : 14<sup>th</sup> August 2020

Owners: Ian Brown, Managing Director, David Wilkinson, Technical Manager, Jack Stickings, Operations Manager

We have updated our operating procedures adhering to the latest government guidelines. These will be reviewed on a weekly basis.

As well as government guidelines we have also referred to information and guidance provided by UK Hospitality trade association and Snow Sports England, our governing body.

<https://www.ukhospitality.org.uk/page/UKHospitalityGuidanceforHospitality>

<https://www.snowsportengland.org.uk/wp-content/uploads/2020/07/Guidance-facilities-july.pdf>

Operating safely is a matter of trying to eliminate the risk of transmission of the virus and introducing mitigating measures – for the safety of team members, our guests, and others who visit The Snow Centre.

A summary of our COVID-19 risk assessment is shown below.



Updated 1<sup>st</sup> September 2020



What are the hazards?	Who might be harmed?	Controls measures put in place
Spread of COVID – 19 virus	<ul style="list-style-type: none"> <li>• Team</li> <li>• Guests</li> <li>• Contractors</li> </ul>	<p><b>1. General cleaning, handwashing, and hygiene</b></p> <p><b>1a. Handwashing</b></p> <ul style="list-style-type: none"> <li>• Hand wash facilities to be available in all key areas.</li> <li>• Team to be trained on how to wash hands correctly.</li> <li>• Posters in all key team areas with hand washing process.</li> </ul> <p>Hand sanitiser dispensers to be available for guests and team on each floor and in each area.</p> <p><b><u>1b. Cleaning and Hygiene</u></b></p> <p>New procedures have been introduced to ensure the constant cleaning of high impact areas and contact points.</p> <ul style="list-style-type: none"> <li>• Door handles</li> <li>• Rails</li> <li>• Surfaces</li> <li>• Tables</li> <li>• Toilets</li> <li>• Lockers</li> </ul> <p>Cleaning should be completed using the correct surface cleaner and sanitiser for each cleaning task, using disposable blue roll after every use.</p>



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		<p><b><u>Rental Equipment</u></b></p> <p>Guests are encouraged to bring their own equipment.  We will provide skis, boards, boots, helmets, and poles if required. These will be handed out by team members to guests on request.  On returning, equipment will be taken away to be cleaned and sanitised and left to dry. These will be put back into service some hours later if required or left to the next day.</p> <p>We will not be offering clothing for hire. Guests may purchase gloves, helmets, and socks if required.</p> <p><b><u>2a Social Distancing – Team</u></b></p> <p>Our team will access and exit our building from a different entrance / exit to our guests, reducing chance of contact.  Our team have received Covid 19 training, including how to wash hands, and social distancing.</p> <p>Team will wear a mask or visor at all times, as we recognise they may be within 2 metres of a colleague or guest from time to time while carrying out their duties.</p> <p>Team working out on our slopes (cold side) will wear neck tubes or buffs, and wear gloves.</p> <p>Team members breaks will be staggered. We have set limits on number of team in our team rooms at any one time.</p> <p>Back offices – call centre, snow sports office, admin / support office layouts have been reconfigured adhering to government guidelines with each team member responsible for cleaning and maintaining their desk area and equipment.</p>
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	<p><b><u>2b. Social Distancing – Guests</u></b></p> <p>Main slope capacity has been reduced to 75 guests from 140</p> <p>Family / social bubble lessons will have a maximum of 5 participants (previously 10).</p> <p>Ringo ride sessions may be booked by a family / social bubble group, max 8</p> <p>Social distancing markers are in place to ensure guests maintain a safe distance.</p> <p>We have created a one-way flow throughout the building to reduce risk of guests gathering in an area and to reduce queues.</p> <p>Signage has been installed to guide guests throughout their visit.</p> <p>Guests may have 1 person to assist / support them, to reduce number of guests in our rental area.</p> <p>Tables have been removed and spaced out in The Lodge</p> <p>All slope products must be booked and paid for in advance.</p> <p>Booking schedule has been staggered to reduce risk of queues.</p> <p>Guests visiting The Lodge are to pay for their meal / refreshments via a web link, rather than queue at the bar. They will then be advised when to pick up their order from a designated collection point on the bar.</p> <p>The Snow Centre is now cashless, all payments to be made online or via a card.</p>
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		<p><b>3. <u>Team welfare</u></b></p> <p>Team members will clock in / out via an app on their phone.</p> <p>If a team member develops symptoms, they should call our sick line advising they will not be reporting for duty as per our policy and follow current government guidelines.</p> <p>If a team member develops symptoms while on duty, they will report to Duty Manager and go home to follow government guidelines. An incident report will be completed.</p> <p>Team have been advised on self-certification and quarantine guidelines.</p>
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		<p><b>4. <u>The Lodge Operations</u></b></p> <p>Guests will pre order and pay for their meal / refreshments via web link to their phone. When ready, a text will be sent, advising order to be picked up from a dedicated collection point. Meals will be served in a “take away” format including plastic cutlery. Sachets will be placed in the bags; we will not have bottles or containers on the tables. Hot drinks and cold drinks will be served in take away cups.</p> <p>Our food menu has been reduced and simplified, using fewer ingredients, and less equipment, to reduce risk of cross contamination.</p> <p>Deep cleaning will take place once the operation closes each evening and more frequent cleaning of work areas will happen throughout the day.</p> <p>Floor markings have been placed in the kitchen demarking the various workspaces.</p> <p>Only authorised team members may access the kitchen.</p> <p>1 till will be in operation, with a Perspex screen in front.</p> <p>We have updated our delivery procedures adhering to current government guidelines.</p>
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		<p><b>5. <u>Slope Operations</u></b></p> <p>Main slope capacity has been reduced to 75.</p> <p>Guests must sign a disclaimer at time of booking confirming they are “main slope ready”.</p> <p>The distance between poma lifts has been increased to allow more time to assist a guest in difficulty, reducing risk of person behind colliding.</p> <p>Both lifts will run at all times with a slope patroller controlling each of them. Ticket checks will take place regularly to ensure we keep within our capacity.</p> <p>Barriers have been placed on the nursery slope to define the lesson teaching areas to ensure guests cannot ski / board into another group.</p> <p>Lesson numbers are restricted based on current guidelines.</p> <p>Lesson delivery has been updated to reflect social distancing and our instructors have been trained in how to teach guests in this new format.</p> <p>Guests will be advised to use shorter skis as these are easier for controlling when on the slopes.</p> <p><b>6. <u>Toilets</u></b></p> <p>Signage placed to advise which cubicles and urinals can be used and which ones cannot.</p> <p>Additional signage put in place to remind customers to wash their hands.</p> <p>Toilets will be frequently checked and cleaned while we are open, and deep cleaned each evening.</p>
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		<p><b>7. <u>Track and Trace</u></b></p> <p>Guests provide their personal data as part of our booking process and guests will provide contact details as part of pre ordering refreshments in The Lodge. This information will be available to the NHS.</p> <p><b>8. <u>Air Conditioning</u></b></p> <p>Air conditioning system cold side and warm side has been serviced while we have been closed.</p> <p>Flow will be monitored on an ongoing basis, and filters will be changed as per manufacturers recommendation and government guidelines.</p> <p><b>9. <u>Terms and conditions</u></b></p> <p>These have been updated. Guests need to confirm they have not experienced any Covid 19 symptoms in the previous 7 days prior to their visit. If so, they must contact The Snow Centre to cancel their booking and we will re arrange at no charge.</p> <p>If a guest experiences Covid 19 symptoms on the day of their booking, they are asked to contact us, and we will re arrange their booking at no charge.</p>
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