

Coronavirus (Covid-19) Contingency & Control Measures for Recommencing Face to Face Training - Friday 22nd May 2020 1400hrs

Please find an outline of HOTA's current plan and control measures to mitigate risk from the current Coronavirus COVID-19 Pandemic and ensure a return to safe, socially distanced and controlled face-to-face training. This uses a standard hierarchical approach to risk management and mitigation with personal protective equipment (PPE) always been the last line of defence and never the sole control measure. As established experts in emergency response, crisis management and business continuity training and consultancy, we are also preparing to help some of our customers do the same.

Strategic, Tactical and Operational Planning

- We are continuing to hold regular Coronavirus specific business continuity meetings amongst our senior leadership team
- In-line with best practice, our Operations & Emergency Response Manager has been formally identified as HOTA's Coronavirus Pandemic co-ordinator and has completed a number of Covid-19 educational programmes, benchmarking and external weekly update meetings
- We have formed a specific Coronavirus emergency response and planning cell (meeting regularly)
- HOTA is in the final stages of taking all reasonable steps to meet the UK Government "COVID-19 Secure" workplace guidelines for when we reopen. We have self-assessed against all eight sections of the HM Government publication "Working Safely during COVID-19 in offices and contact centres" (and other sector guidance as appropriate)
- We are using the Noggin Pandemic Business Continuity and Response software to manage our response and track any suspected or confirmed coronavirus cases amongst staff, delegates and visitors
- A summary of our risk assessments will be available on our website and full risks assessments to view on request
- Formulated an action plan using UK Government pandemic flu planning advice, and are actively reviewing risk assessments as the global and UK situation evolves
- We are subscribed to hour by hour bulletins from Public Health England (PHE), UK Government etc. and are implementing all recommended business advice
- HOTA is implementing the "Sitemark" facilities management best practice and benchmarking programme, risk assessments, cleaning specifications, and high touch point signage as the foundation of our ongoing hygiene program

Engineering Controls and Building Modifications

- Physical protection screens are been installed in our two main reception areas
- Extensive 2 metre social distancing floor tapes and floor signage are in the process of been installed
- Physical barriers are been sourced and installed in areas where necessary, e.g. canteens, offices and communal areas
- One-way systems introduced as far as practical and segregated keep right corridor and stairway operation to be introduced
- We have installed over 20 hand sanitising stations

Procedural Controls

- ALL PERSONS visiting a HOTA site (staff, delegates, contractors, visitors) will be subject to daily non-contact temperature screening **before** entering any building by trained staff
- All delegates attending training at HOTA have always been subject to medical screening by questionnaire with further screening by our in-house medical staff where required – we have enhanced this with an additional COVID-19 specific questionnaire (updated 18th May 2020 with the new COVID-19 case definition) for ALL delegates, contractors and visitors to both of our sites as well as any staff who have been on leave or who have travelled outside of the UK
- UK Government quarantine rules for overseas travellers will be screened for when introduced
- Staff are not currently travelling outside of the UK on business and only essential UK travel is permitted if authorised by a senior manager
- No staff members are currently using public transport
- All classroom, office, toilet, changing room, canteen and communal area occupancy levels have been reviewed to ensure social distancing (in most cases class sizes have been halved)
- Introduction of staggered start times for courses and/or staggered break times
- Delegate registration to be split over three separate areas to reduce possible congestion and ensure social distancing
- Queue and car park marshalling
- Modification to all training programmes (where possible within individual awarding body standards and guidance) to ensure social distancing – where not possible mandatory PPE
- Where training equipment cannot be adequately or safely disinfected, e.g. harness webbing, we will introduce a system of equipment rotation and quarantine so that equipment is not reused for a period of at least 72 hours.
- We have identified our own Coronavirus isolation pods on both sites with separate toilet facilities and telephone access to NHS111
- We have increased our cleaning regime and hours for all public areas, classrooms, toilets etc. with increased emphasis on door handles, keypads, vending machines and handrails etc.
- We have increased the availability and emptying of waste disposal facilities
- We have introduced controls into our canteens such as removing self-serve cutlery and condiments and thus reducing any cross-contamination handling risks. We are intending to introduce non-contact individual bag meals for delegates and staff
- We are following all Awarding Body Guidance for activities such as CPR on First Aid courses which, depending on the level of the course, varies from chest compression only CPR, through simulating rescue breathing to demonstration of rescue breathing with enhanced hygiene precautions
- We have reinforced our already robust disinfection procedures for training involving breathing apparatus, scuba type equipment, smoke hoods, etc.

Information, Instruction, Training and Supervision

- We are providing staff awareness, communications, and training prior to reopening for face-to-face training programs
- All delegates will be provided with extensive instruction at induction on our social distancing measures, building protocols, handwashing protocols, and PPE requirements

- Delegates will be issued with additional COVID-19 specific joining instructions outlining additional controls and requirements prior to attending training
- We have amended all course induction presentations to include information on COVID-19 precautions including the PHE handwashing video
- We have extensive PHE public information handwashing signage and Coronavirus travel and symptom warning posters for all public access points into our buildings – **this has been updated with the new COVID-19 case definition (loss of smell or taste) issued on 18th May 2020**

Personal Protective Equipment

- Face coverings and face shields are been made available for anyone entering our sites (delegates, staff, visitors) who wishes to use them; for certain limited course elements where 2 metre social distancing is not possible they will be mandatory
- Nitrile gloves have a more limited role to play in preventing the spread of the virus in our setting but will be available as required
- Virustatic snoods may be used by delegates where they are been issued by their employing company
- For in-water training where traditional face coverings are not suitable and absolute social distancing is not possible, additional controls are been introduced including retrofitting and mandatory use of full spray visors to life jackets and strictly time limited closer contacts, e.g. life raft entry and survival circles

The signage and screening procedures above (for ALL persons on our sites) are designed to support the UK Government “Stay Alert, Control The Virus, Save Lives” strategy of symptomatic self-isolation regardless of travel history and keep all persons at HOTA as safe as is reasonably practicable at this stage of the epidemic and in line with both UK Government and OPITO, GWO and other awarding body advice.

